



COUNTY OF MAUI  
OFFICE OF COUNCIL SERVICES  
RELEASE DATE: May 13, 2020

REQUEST FOR PROPOSALS

RFP 20-0050CS

SEALED PROPOSALS FOR  
COMPUTER SYSTEM SERVICES

WILL BE RECEIVED UP TO 4:30 P.M. HST ON  
June 19, 2020

IN THE OFFICE OF COUNCIL SERVICES,  
200 SOUTH HIGH STREET, ROOM 703, WAILUKU, HAWAII 96793  
OR VIA EMAIL AT [COUNTY.COUNCIL@MAUICOUNTY.US](mailto:COUNTY.COUNCIL@MAUICOUNTY.US)

Direct questions relating to this solicitation to Marlene Rebugio,  
telephone 808-270-7838 or email at [County.Council@mauicounty.us](mailto:County.Council@mauicounty.us)

A handwritten signature in cursive script, appearing to read "Alice L. Lee".

**Alice L. Lee, Council Chair  
Chief Procurement Officer**

*MP*

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## **SECTION ONE**

### **INTRODUCTION, TERMS AND ACRONYMS, KEY DATES**

#### **INTRODUCTION**

OCS is requesting proposals for Computer Systems Services. Any award will result in a contract for these services for use by the legislative branch of the County.

#### **CANCELLATION**

This RFP may be cancelled and any or all proposals rejected in whole or in part, without liability to the County, when it is determined to be in the best interest of the County.

#### **TERMS AND ACRONYMS USED THROUGHOUT THE SOLICITATION**

Contract	Service agreement over a specific period
Contractor	The successful Offeror
Council	Maui County Council
County	County of Maui
GET	General Excise Tax
HAR	Hawaii Administrative Rules
HCE	Hawaii Compliance Express
HRS	Hawaii Revised Statutes
OCS	Office of Council Services
Offeror	Any individual, partnership, firm, corporation, joint venture, or other entity, whether directly or through a duly authorized representative or agent, responding to this RFP
Procurement Officer	The contracting officer for OCS, or designated representative
RFP	Request for Proposals

## **RFP SCHEDULE AND SIGNIFICANT DATES**

The schedule set out herein represents OCS's best estimate for the processing of the RFP. If a component of this schedule, such as Proposal Due Date, is delayed, the rest of the schedule will likely be shifted by the same number of days. The approximate schedule is as follows:

Release of RFP	May 13, 2020
Due Date to Submit Written Inquiries via Email	May 26, 2020 4:30 P.M.
County's Response to Written Inquiries via RFP Addendum	June 5, 2020
Proposal Due Date	June 19, 2020 4:30 P.M. HST
Proposal Evaluations	As soon as practical
Notice of Award	No later than July 17, 2020
Contract Start Date	September 1, 2020 or as soon as practical

## **QUESTIONS AND ANSWERS PRIOR TO OPENING OF PROPOSALS**

All questions shall be submitted by 4:30 p.m. HST on May 26, 2020 via email at [county.council@mauicounty.us](mailto:county.council@mauicounty.us). OCS will respond to questions via RFP addendum by June 5, 2020.

## **SECTION TWO**

### **BACKGROUND AND SCOPE OF WORK**

#### **PROJECT OVERVIEW AND HISTORY**

##### **INTRODUCTION**

The Office of Council Services (OCS), a support agency of the Maui County Council, manages and maintains a computer system that serves workers in the central offices in Wailuku, Maui, and workers at the Council district offices in Hana, Lahaina, Lanai, and Molokai. To carry out this responsibility, OCS contracts for certain computer system services.

Countywide support for computer systems is provided by the Information Technology Services Division (ITSD) of the Department of Management in County Administration (i.e., the executive branch of the County government). Although ITSD assists whenever reasonably possible, the legislative branch of the County maintains a computer system that is mostly separate, in order to provide an appropriate degree of independence and in order to ensure that the legislative branch's needs are prioritized appropriately.

OCS staff includes a Council Services Technician who coordinates and assists with the installation, maintenance, backup, training, and technical support for the information system. A second Council Services Technician is anticipated to be hired in Fiscal Year 2021. The Support Supervisor provides these services when the Technician is unavailable, and coordinates planning, budgeting, and implementation of improvements.

A computer systems consultant is retained to provide an effective, cost-saving solution for technical services and support. OCS has found that a private, independent consultant is likely to have more expertise, over a broader range of systems, than staff positions solely dedicated to the legislative branch computer system. This exposure to a variety of systems employed in other businesses of similar size and workload would be especially valuable in assessing problems and evaluating possible improvements.

##### **BRIEF DESCRIPTION OF THE OCS WAN**

In 1993, OCS and ITSD installed a relatively simple LAN system for the central office operations consisting of OCS personnel. Since then, the LAN has developed into a multi-server environment, and has expanded its coverage to encompass approximately 88 users in the Office of the County Clerk; the Councilmembers' individual offices; the four Council district

offices in Hana, Lahaina, Lanai, and Molokai; and the Office of the County Auditor.

A connection with the Administration's wide area network (WAN) is used to access the district offices, the internet, and various services managed by the Administration (e.g., streaming video, financial data, payroll data, and various state systems).

## **SCOPE OF WORK**

1. To troubleshoot computer system problems, develop solutions, and take corrective action in coordination with OCS.
2. To assess the adequacy, efficiency, and reliability of the computer system, and to develop and implement solutions.
3. To recommend, develop, and implement enhancements based on the needs of the legislative branch.
4. To assist with developing policies and guidelines relating to the management and use of the computer system.
5. It is roughly estimated that this engagement will require 480 service hours per 12 month period that include telephone support (between 7:30 a.m. and 5:00 p.m., Mondays through Fridays, State holidays excepted) and periodic on-site visits (approximately 36 visits). The estimated service hours and number of visits may change at the time of contract execution depending upon the availability of funds.
6. OCS anticipates approximately 36 on-site visits per 12 month period; each visit equivalent to 8 hours of billable time. On-site visits will primarily occur in the Wailuku area. Visits to outlying offices in Hana, Lahaina, Molokai, and Lanai are rare but may occur as needed. Such visits to outlying areas generally include the accompaniment of an OCS staff person. Travel to and from such outlying areas with an OCS staff person is understood to be a part of the 8 hours of billable time.
7. One of the Contractor's professionals, experienced with administering Microsoft Exchange 2013 or later, Microsoft SharePoint, Microsoft Office 365, Microsoft Azure Cloud Backup, Microsoft Teams and WatchGuard UTM Firewall shall be designated as the primary contact person, and shall perform at least 70 per cent of the work required by OCS. Another professional, also experienced with administering all these items, shall be designated as the secondary contact.
8. The Contractor must acknowledge receipt of trouble calls for corrective

on-site service within one hour. Generally, support shall be available between 7:30 a.m. and 5:00 p.m., Monday through Fridays, except State holidays. Should the Contractor be unavailable to answer a trouble call, the call should be acknowledged within 1 hour of being placed. The Contractor is expected to address the issue remotely or provide guidance as needed via phone or electronic communication to resolve the issue as soon as possible. If the issue cannot be resolved or a workaround cannot be initiated in a timely manner, it shall be scheduled to be addressed at the next on-site visit or be escalated as a critical situation. It is anticipated the Contractor will provide phone numbers, email addresses, or a combination thereof to receive trouble calls.

9. For critical situations, e.g., failure of the WAN file server, the Contractor may be required to resolve services-related issues on-site within 48 hours after the initial call. This time period does not include time OCS spends on issues beyond the consultant's control, e.g., equipment replacement. Generally, critical situations are incidents negatively impacting a significant number of users which cannot be resolved remotely or by providing directions or instructions, which prevent the office accomplishing tasks reliant on Information Technology resources under the RFP's purview. Such incidents may include server failures, firewall and network outages, virus and malware outbreaks, and cyber-attacks.
10. For noncritical situations, as determined by OCS, resolution may be deferred until the Contractor's next scheduled on-site visit. Within 45 days after performing any work, the Contractor must deliver to OCS documentation of work done, in sufficient detail to enable replication of the work performed. All documentation will be the property of OCS. To facilitate consultations, all documentation shall be available in the offices of both OCS and the Contractor.

## **TERM OF CONTRACT**

The anticipated contract period is from the date of execution to August 31, 2021, unless otherwise mutually agreed upon by the parties hereto. By mutual agreement between the parties hereto, the contract may be extended for additional 12 month periods not to exceed a total of 48 months, subject to the availability of funds, under the same terms and conditions as specified herein. Such extension shall be accomplished by amending the term of the contract.

When the interests of the County or the Contractor so require, the County or the Contractor may terminate the contract for convenience by providing six weeks prior notice to the other party.

## **CONTRACT ADMINISTRATOR**

For the purposes of this contract, Marlene Rebugio, Support Supervisor, (808) 270-7838, or authorized representative, is designated the Contract Administrator.



## **SECTION THREE**

### **PROPOSAL FORMAT AND CONTENT**

#### **SUBMISSION OF PROPOSALS**

The submission of a proposal shall constitute an incontrovertible representation by Offeror of compliance with every requirement of the RFP, and that the RFP documents are sufficient in scope and detail to indicate and convey reasonable understanding of all terms and conditions of performance of the work.

Before submitting a proposal, each Offeror must:

1. Thoroughly examine the RFP, including attachments; and
2. Become familiar with Federal, State, and County laws and regulations that may in any manner affect cost, progress, or performance of the work.

#### **SUBMITTAL INSTRUCTIONS AND REQUIREMENTS**

1. A complete, original proposal along with three copies must be submitted in a sealed envelope(s) or package(s) marked "Computer System Services Proposal" and mailed or delivered to: Chief Procurement Officer, Maui County Council, 200 South High Street, Room 703, Wailuku, Hawaii 96793.
2. The proposal shall be submitted to the Procurement Officer no later than 4:30 p.m. HST on June 19, 2020. Timely receipt of offers shall be evidenced by the date and time registered by the OCS time-stamp clock or by the email date and time. Proposals received after the deadline shall be rejected.
3. If the Offeror chooses to deliver its offer by United States Postal Services (USPS) or courier service such as FedEx or UPS, please be aware that they do not always deliver to Room 703, but to a central County mailroom. This may cause a delay in receipt by the Procurement Officer.
4. Proposals sent via fax will not be accepted.
5. Multiple or alternate proposals shall not be accepted.
6. Proposals must be organized into sections, with tabs separating each

section listed below. Pages must be numbered.

- a. Transmittal letter. Use OFFER FORM OF-1
  - b. Contractor Qualifications. (See Page 12)
  - c. Pricing. Use OFFER FORM OF-2.
7. Proposals must include proposed pricing, including all taxes and other costs, and itemized as follows:
- a. Price for 480 hours of services (excluding travel and travel-related costs) rendered by the consultant.
  - b. Travel time and other travel-related costs, for travel to and from OCS offices or district offices.
8. Proposals must include the following:
- a. A current copy of the Offeror's General Liability Insurance certificate. At a minimum, the insurance coverage shall be \$1 million per occurrence.
  - b. Written details of qualifications and copies of certifications.
  - c. A statement by the Offeror agreeing to abide by the General Conditions for Goods & Services Contracts, located at <http://www.co.maui.hi.us/documentcenter/view/3186>.
9. Pursuant to HRS Section 103D-310(c) and HAR Section 3-122-112, the Offeror is responsible for HCE compliance.
- a. **Since time is of the essence, once the highest ranked proposal is determined, OCS will verify with HCE to determine whether the Offeror is compliant with State-required certificates. Pursuant to Section 103D-3109(c), HRS, upon award of the contract, the Contractor shall be registered with HCE to demonstrate compliance with applicable State laws. There can be significant delays in attaining HCE compliance so Offeror should verify HCE compliance as soon as possible. DO NOT WAIT UNTIL NOTICE OF AWARD.**
  - b. The Offeror is advised that in order to be awarded a contract under this solicitation, the Offeror must be compliant with all laws governing entities doing business in the State, including the

following:

- (i) Chapter 237, GET Law
- (ii) Chapter 383, Hawaii Employment Security Law
- (iii) Chapter 386, Workers' Compensation Law
- (iv) Chapter 392, Temporary Disability Insurance
- (v) Chapter 393, Prepaid Health Care Act
- (vi) Section 103D-310(c), compliance with all laws governing entities doing business in the State

OCS will verify compliance with the State HCE online system that allows contractors doing business with Hawaii government agencies to quickly and easily demonstrate compliance with acceptable laws. This online system eliminates the need for paper compliance certificates from the State of Department of Taxation, the Federal Internal Revenue Service, and State Department of Labor and Industrial Relations, and the State Department of Commerce and Consumer Affairs.

**Offerors should register and verify compliance with HCE prior to submitting a proposal at <https://vendors.ehawaii.gov>. If the Offeror is not compliant with HCE at the time of award, the Offeror will not receive the award.**

- 10. If an Offeror believes any portion of a proposal should be withheld as confidential, the Offeror should provide written justification, submitted with the proposal, to support the confidentiality claim. Such content shall be clearly marked and shall be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal.
- 11. Failure to comply with the specified instructions and requirements may result in rejection of the proposal.
- 12. By submitting a proposal, Offeror agrees to abide by the terms of this RFP.

#### CONTRACTOR QUALIFICATIONS

Offerors must submit documentation, e.g., copies of certificates and details of experiences to verify the following minimum qualifications:

- 1. Microsoft Certified Partner for at least 10 years with a minimum of 3 Microsoft Silver Competencies.
- 2. WatchGuard Certified Channel Partner for at least 3 years.
- 3. Employ one or more Microsoft Certified Professionals. The employees

must be W-2 and not in a subcontract relationship with the bidder responding to this solicitation. Provide Microsoft Certified Professional transcripts of the primary technical person that would be assigned to the awarded contract with the minimum:

- a. 2 or more MCSE (Microsoft Certified Systems Engineer) certifications in messaging, communications, and/or productivity. MCSA Office 365.
- b. Successfully passing a Microsoft SQL Server examination.

#### OTHER QUALIFICATION AND EVALUATION FACTORS

For each solution, provide at least 3 customer references that include implementations and are currently being supported. A single customer does not need to have all the solutions.

1. Microsoft Azure Cloud Backup
2. Microsoft Office 365
3. Microsoft SharePoint Online / One Drive Business implementations
4. Microsoft Skype or Teams, preferably with voice PBX
5. Microsoft Exchange 2013 or later, on-premises server
6. Microsoft SQL Server 2008 R2 or later, on-premises server
7. Microsoft Windows 2012 or later, on-premises server
8. WatchGuard UTM Firewall
9. Kemp Load Balancer or Microsoft reverse proxy solutions

## **SECTION FOUR**

### **EVALUATION CRITERIA**

Discussions may be conducted with Offerors who are determined to be reasonably susceptible of being selected. However, proposals may be selected with or without discussion. OCS reserves the right to accept or reject any or all of the proposals based upon the following evaluation criteria.

1. Qualifications and suitability of the Offeror and key personnel (maximum of 40 points possible).
2. Price and cost structure (maximum of 40 points).
3. Compliance with proposal requirements (maximum of 20 points).

### **COMPLIANCE WITH COUNTY GENERAL TERMS AND CONDITIONS**

Offerors must agree to abide by the County of Maui General Conditions For Goods and Services Contract, located at <http://www.co.maui.hi.us/documentcenter/view/3186>.

### **SERVICES NOT EXCLUSIVE**

OCS may or may not contract with other entities for maintenance, installation, and consultation on specific aspects of the WAN. OCS may or may not consult with the consultant beforehand regarding the involvement of other entities in WAN maintenance and improvements. OCS will keep the consultant informed of actions taken in this regard.

### **INVOICING**

Payment for services provided by the consultant will be based on detailed monthly invoices. However, OCS may consider other payment arrangements proposed by Contractor.

## SECTION FIVE

### WIDE AREA NETWORK COMPONENTS

As of April 2020

#### 1. File Server #1 (Anti-Virus Local PC):

Hardware:

- i. HP ProLiant DL380 G7 High Performance Server 583914-HP2 2 Six-Core Intel® Xeon® Processors X5660 (2.80GHz, 12M L3 Cache, 95 Watts, DDR3-1333MHz, HT Turbo 2/2/3/3):
  1. Eight 600 GB hard drives, RAID 5 Hot Pluggable 2.5 SAS Dual Port
  2. 64 Gb SDRAM
  3. Smart Array HP P410i/1GB Flash Backed Cache (SAS Array Controller)
  4. Two Embedded HP NC382i Dual Port Multifunction Gigabit Server Adapters

Software

- i. Microsoft Windows 2012 Server Enterprise with 8 Virtual Machines
- ii. TrendMicro Office Scan
- iii. TrendMicro InterScan Messaging Security Virtual Appliance
- iv. SQL Server 2012
- v. Directory Sync
- vi. SharePoint 2013
- vii. Enterprise CA
- viii. Microsoft Exchange 2013
- ix. Lync 2013 Edge Server

#### 2. File Server #2:

Hardware:

- i. HP ProLiant DL380 G7 High Performance Server 583914-HP2 2 Six-Core Intel® Xeon® Processors X5660 (2.80GHz, 12M L3 Cache, 95 Watts, DDR3-1333MHz, HT Turbo 2/2/3/3):
  1. Eight 600 Gb hard drives, RAID 5 Hot Pluggable 2.5 SAS Dual Port
  2. 64 Gb SDRAM
  3. Smart Array HP P410i/ 1GB Flash Backed Cache (SAS Array Controller)
  4. (2) Embedded HP NC382i Dual Port Multifunction Gigabit Server Adapters

Software

- i. Microsoft Windows 2012 Server Enterprise with 5 Virtual Machines
- ii. Linux
- iii. Auditor Server

- iv. AD I DNS I User Files I Quickbooks I SmartFTP I Local web
- v. Radius Backup
- vi. Lync Server 2013

3. File Server #3:

Hardware:

- i. HP Proliant DL380 G5, Intel Xeon Quad Core 1.87 GHz:
  - 1. Three 146 Gb hard drives, RAID 5 Hot Pluggable SATA
  - 2. 32 Gb SDRAM
  - 3. Smart Array 5302/32 Controller
  - 4. Compaq NC7781 PCI-X Gigabit NIC

Software

- i. Microsoft Windows 2008 Server with 2 Virtual Machines
- ii. Radius primary I Syslog
- iii. ShareGate

4. File Server #4

Hardware:

- i. HP ProLiant DL380 G7 High Performance Server 583914- HP2 2 Six-Core Intel® Xeon® Processors X5660 (2.80GHz, 12M L3 Cache, 95 Watts, DDR3-1333MHz, HT Turbo 2/2/3/3)
  - 1. Four 146 Gb hard drives, RAID 5 Hot Pluggable SATA
  - 2. 16 Gb SDRAM
  - 3. Smart Array HP P410i/ 1GB Flash Backed Cache (SAS Array Controller)
  - 4. (2) Embedded HP NC382i Dual Port Multifunction Gigabit Server Adapters

Software:

- i. Microsoft Windows 2008 Server Enterprise with 2 Virtual Machines
- ii. AD I DNS I DHCP I HyperV I DHCP
- iii. DHCP for public Wireless

5. File Server #5

Hardware:

- i. HP Proliant DL380 G5, Intel Xeon Quad Core 1.87 GHz:
  - 1. Three 146 Gb hard drives, RAID 5 Hot Pluggable SATA
  - 2. 32 Gb SDRAM
  - 3. Smart Array 5302/32 Controller
  - 4. Compaq NC7781 PCI-X Gigabit NIC

Software

- i. Microsoft Windows 2008 Server Enterprise
- ii. SCE 2010 I Ghost Cast

6. File Server #6

Hardware:

- i. HP Proliant DL380 G5, Intel Xeon Quad Core 1.87 GHz:
    - 1. Three 146 Gb hard drives, RAID 5 Hot Pluggable SATA
    - 2. 32 Gb SDRAM
    - 3. Smart Array 5302/32 Controller
    - 4. Compaq NC7781 PCI-X Gigabit NIC
- b. Software

- i. Microsoft Windows 2008 Server Enterprise
  - ii. SQL 2008 R2 Standard
  - iii. Lync DB
  - iv. SCE DB
- 7. LAN Switches:
  - a. Four NetGear ProSafe GS748TS 48 Port Gigabit Switches
- 8. LAN Printers:
  - a. One HP Color LaserJet CP5225 Printer
  - b. One HP LaserJet CP2025 Printer
  - c. One HP Color LaserJet 5550
  - d. One HP Color LaserJet M750
  - e. One Xerox AltaLink C8055 Copier
  - f. One Xerox AltaLink C8045 Copier
  - g. One Xerox D95 Copier
- 9. LAN Uninterruptible Power Supply (UPS):
  - a. Two American Power Conversion Smart-UPS 3000RM (Handles servers)
  - b. Two American Power Conversion Smart-UPS 700RM (Handles switches and routers)
- 10. Internet Firewall:
  - a. Two WatchGuard Firebox M500
- 11. District Office Firewall: a. Three WatchGuardFirebox T30
- 12. Types of Equipment Used by End Users:
  - Hardware:
    - i. Dell Optiplex 7020
    - ii. Dell Optiplex 7010
    - iii. Dell Latitude E6530 Laptop
    - iv. Dell 19" Monitors
    - v. Microsoft Surface Pro
    - vi. Apple iPad Pro
    - vii. Fujitsu Snap Scan ix500 Scanners
    - viii. Fujitsu 5530 Scanners
  - Printers:
    - i. HP LaserJet 1102w Printer
    - ii. HP LaserJet CP2025x
  - Software:
    - i. Microsoft Windows 10
    - ii. Microsoft Office365 G3
    - iii. Microsoft Internet Explorer v9.0
    - iv. Microsoft Internet Explorer v10.0
    - v. Microsoft Internet Explorer v11.0
    - vi. TrendMicro OfficeScan
    - vii. Attachmate 9.0
    - viii. QuickBooks Enterprise
    - ix. Scansoft Omnipage 18 pro
    - x. Scansoft PaperPort v12.0
    - xi. Folio Views for Robert's Rules of Order and Lexis-Nexis



## **SECTION SIX**

- Attachment 1: OFFER FORM OF-1
- Attachment 2: OFFER FORM OF-2

**OF-1**

COMPUTER SYSTEM SERVICES  
County of Maui, Office of Council Services  
RFP 20-0050CS

Chief Procurement Officer  
Maui County Council  
200 South High Street, Room 703  
Wailuku, Hawaii 96793

Dear Procurement Officer:

The undersigned has carefully read and understands the terms and conditions specified in the Request for Proposals and hereby submits the following offer to perform the work specified herein, all in accordance with the true intent and meaning thereof. The undersigned further understands and agrees that by submitting this offer, 1) she or he is declaring her or his offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and 2) she or he is certifying that the price submitted was independently arrived at without collusion.

Offeror is:

- Sole Proprietor    Partnership    \*Corporation
  - Joint Venture
  - Other \_\_\_\_\_
- \*State of incorporation: \_\_\_\_\_

Hawaii General Excise Tax License I.D. No. \_\_\_\_\_

Federal I.D. No. \_\_\_\_\_

Business address (street address): \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_

Payment address (if other than business address): \_\_\_\_\_  
City, State, Zip Code: \_\_\_\_\_

Respectfully submitted:

Date: \_\_\_\_\_      **(x)** \_\_\_\_\_  
Authorized (Original) Signature

Telephone No.: \_\_\_\_\_

Email Address: \_\_\_\_\_  
Name and Title (Please Print)

**Exact Legal Name of Offeror\*\***

\*\*If Offeror is a "dba" or a "division" of a corporation, furnish the exact legal name of the corporation under which the awarded contract will be executed.

**OF-2**

Provide prices and explanation of proposal here:

Check here if supplemental papers are attached.

**Note: Pricing shall include labor, materials, supplies, all applicable taxes, and any other costs incurred to provide the specified services.**

Offeror \_\_\_\_\_

Authorized Representative

\_\_\_\_\_

Name of Company