A PROPOSAL TO

Genesee County

RFP #26-483 Annual Managed Network Services Agreement

APRIL 9, 2026

SENTINEL®

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General Contact Information

CUSTOMER CONTACT INFORMATION

Rita Schubert
Purchasing Manager
Genesee County
324 S. Saginaw Street, Suite 9A, Flint, MI 48502
Office: 810.257.3195
rschubert@geneseecountymi.gov

SENTINEL CONTACT INFORMATION

James Graff
Senior Sales Executive
10355 Citation Dr., Ste. 200, Brighton, MI 48116
734.794.5714 fax 630.769.1399
jgraff@sentinel.com

Josh Marcus
Solutions Architect Annuities
7400 E. Orchard, Ste. 4045N, Greenwood Village, CO 80111
616.384.5411 fax 630.769.1399
jmarcus@sentinel.com

Diane Jackson
Senior Product Manager
2550 Warrenville Rd., Downers Grove, IL 60515
630.786.8065 fax 630.769.1399
dijackson@sentinel.com

Environmental Policy Statement

At Sentinel, environmental protection is a management responsibility as well as the responsibility of every employee. Our environmental protection policy addresses all aspects of the corporation's operations which can potentially impact the environment. In creating this policy, we have taken into account the following factors:

- Compliance with applicable laws, regulations, and standards concerning environmental protection
- Establish corporate environmental objectives and targets
- Minimize the environmental risks to our employees and the communities in which we operate
- Promote employee awareness of environmental concerns, actions, and responsibilities
- The efficient use of energy and materials in our operations
- Reduce/ eliminate waste through recycling and responsible disposal
- Continuous improvement and monitoring of the current environmental policy

Further, Sentinel suppliers are encouraged to develop an Environmental Policy and Environmental Management System by following the Environmental Protection Agency guidelines.

SSAE 18 SOC 2, Type II Attestation

Standing at the apex of Sentinel's myriad awards, honors and certifications is its SSAE 18 Service Organization Control (SOC) 2, Type II Attestation which has been undertaken annually by the nationally-renowned auditing firm Plante Moran, PLLC for the past three years. The SOC 2, Type II attestation is the highest and most rigorous in the SSAE 18 portfolio of audits, evaluating Controls and Processes that encompass the Five Trust Service Principles of Security, Availability, Processing Integrity, Confidentiality and Privacy.

Why should this matter to you? The SSAE 18 attestation provides independent validation and assurance that Sentinel is in compliance with best practices regarding items of critical importance to you -- security, confidentiality, data protection, project management and IT strategic solutions, to name a few. If you are seeking consulting or services support for your IT environment, the SOC 2, Type II attestation should be one of the most important factors in your evaluation.

The SSAE 18 Attestation is a standard that was created by the American Institute of Certified Public Accountants (AICPA) in 2010 to replace the SAS 70 certification process, and expand reporting to the effectiveness of a service organization's controls relating to operations and compliance.

Signature Page

Please also refer to below Statement of Exceptions section.

SIGNATURE PAGE
GENESEE COUNTY RFP #26-483

Annual Managed Network Services Agreement

The undersigned represents that he or she:

1. is duly authorized to make binding offers on behalf of the company,
2. has read and understands all information, terms, and conditions in the RFP,
3. has not engaged in any collusive actions with any other potential bidders for this RFP,
4. hereby offers to enter into a binding contract with Genesee County for the products and services herein offered, if selected by Genesee County within 120 days from bid due date,
5. certify that it, its principals, and its key employees are not "Iran linked businesses," as that term is described in the Iran Economic Sanctions Act, P.A. 2012, No. 517, codified as MCL 129.311, et seq.
6. acknowledges the following addenda ADDENDUM #1 RECEIVED issued as part of the RFP:

Conflict of Interest:

☑ To the best of our knowledge, the undersigned firm has no potential conflict of interest due to any other County contracts, or property interest for this bid.

OR

☐ The undersigned firm by attachment to this form submits information which may be a potential conflict of interest due to other County contracts, or property interest for this Bid.

Exceptions to Solicitation and/or Standard Contract: NO ☐ YES ☑ (include attached statement)

Name (typed): Edward Truesdale

Signature: _____ Title: EVP Operations

Date: 04/09/2026

Company: Sentinel Technologies, Inc.

Federal Employee Identification Number (FEIN): 36-3199182

DUNS Number: 14-490-9553

Contact Person of company representative for matters regarding this RFP

James Graff		Senior Sales Executive	
CONTACT NAME		POSITION	
10355 Citation Drive, Suite 200	Brighton	MI	48116
MAILING ADDRESS	CITY	STATE	ZIP CODE
734-794-5714	630-769-1399	jgraff@sentinel.com	
PHONE	FAX	E-MAIL	

Signed Genesee County Insurance Checklist

GENESEE COUNTY INSURANCE CHECKLIST

PROFESSIONAL SERVICES CONTRACT FOR: **RFP: 26-483 – Annual Managed Network Services Agreement**

	Coverage Required	Limits (Figures denote minimums)
X	1. Workers Compensation	Statutory limits of Michigan
X	2. Employers' Liability	$1,000,000 accidental/disease $1,000,000 policy limit, disease Including Premises/Operations
X	3. General Liability	$1,000,000 per occurrence with $2,000,000 aggregate Including Products/Completed Operations and Contractual Liability
X	4. Professional Liability	$1,000,000 per occurrence with $2,000,000 aggregate Including errors and omissions
	5. Medical Malpractice	$200,000 per occurrence $800,000 in aggregate
X	6. Automobile liability	$1,000,000 combined single limit each accident – Owned, Hired, Non-owned
X	7. Umbrella liability/Excess Coverage	$10,000,000 BI & PD and PI
X	8. Genesee County named as an additional insured on other than worker' compensation via endorsement. A copy of the endorsement or evidence of blanket Additional Insured language in the policy must be included with the certificate.	
X	9. Other Insurance Required: **Cyber Liability, Third Party Theft**	
X	10. Best's rating: A VIII or better, or its equivalent (Retention Group Financial Statements)	
X	11. The Certificate must state bid number and title **RFP 26-483 – Annual Managed Network Services Agreement**	

Insurance Agent's Statement

I have reviewed the requirements with the bidder named below. In addition:

X The above required policies carry the following deductibles:

Property: $5,000 / Cyber: $100,000

X Liability policies are *occurrence* X *claims made* X

Kelly Vole / Alliant Insurance Services — Kelly Vole

Insurance Agent — Signature

Prospective Contractor's Statement

I understand the insurance requirements and will comply in full if awarded the contract.

Sentinel Technologies, Inc. — [signature]

Contractor — Signature

Required general insurance provisions are provided in the checklist above. These are based on the contract and exposures of the work to be completed under the contract. Modifications to this checklist may occur at any time prior to signing of the contract. Any changes will require approval by the vendor/contractor, the department, and County Risk Manager. To the degree possible, all changes will be made as soon as feasible.

Sample COI

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/21/2025

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.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or 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).

PRODUCER Alliant Insurance Services, Inc. 32 Old Slip 29th Fl New York NY 10005	CONTACT NAME: Jake Guttentag PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL ADDRESS: Jake.Guttentag@alliant.com
INSURED SENTTEC-03 Sentinel Technologies, Inc. 2550 Warrenville Road Downers Grove IL 60515	INSURER(S) AFFORDING COVERAGE — NAIC # INSURER A : Hanover American Insurance Com — 36064 INSURER B : Allmerica Financial Benefit In — 41840 INSURER C : Hanover Insurance Company — 22292 INSURER D : INSURER E : INSURER F :

COVERAGES **CERTIFICATE NUMBER:** 724307571 **REVISION NUMBER:**

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.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY X PRO-JECT X LOC OTHER:			ZBY-M143516-00	10/31/2025	10/31/2026	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG $	$ 1,000,000 $ 100,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $
B	AUTOMOBILE LIABILITY X ANY AUTO X OWNED AUTOS ONLY X HIRED AUTOS ONLY SCHEDULED AUTOS X NON-OWNED AUTOS ONLY			AWY-M143739-00	10/31/2025	10/31/2026	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) $	$ 1,000,000 $ $ $ $
C	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED X RETENTION $ 0			UHY-M201452-00	10/31/2025	10/31/2026	EACH OCCURRENCE AGGREGATE $	$ 15,000,000 $ 15,000,000 $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N / A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			W2Y-M146408-00	10/31/2025	10/31/2026	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

For Information Purpose Only

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

Statement of the Project

State in precise terms your understanding of the project as presented by this RFP. Include in this section a detailed summary of the Vendor's approach to providing services required by this RFP.

Sentinel Response:

Sentinel Technologies understands that Genesee County is seeking a qualified partner to deliver a one year Annual Managed Network Services Agreement that provides proactive, secure, and reliable support for the County's core network infrastructure across four facilities, including 24x7 monitoring, incident response, configuration and change management, firewall administration, and hardware and software lifecycle support for Palo Alto and Cisco devices. Sentinel acknowledges its role as an escalation resource to the County's internal network team, with responsibility for meeting defined SLAs, ensuring compliance with CJIS, NIST, and HIPAA requirements, U.S.-based engineers capable of rapid remote response and timely onsite support, while maintaining clear documentation, reporting, and coordination to ensure continuous network availability and performance.

Reference Form

Prior experience with similar requests is essential for any firm to provide the services required in this solicitation. This section shall consist of a minimum of three (3) references with project descriptions. The contacts for each reference must be knowledgeable of the offeror's performance on the referenced project and the scope of services performed by the bidder.

Sentinel Response:

REFERENCES

List 3 references of similar projects Submitted by: Sentinel Technologies, Inc.

Company/Client:	Contacts:
Genesee County	Name: Don Stockley
	Title: Deputy CIO
	Phone: 810-237-6102
Dates of Service: 2022-2025	Email: dstockley@geneseecountymi.gov
	Address: 324 S. Saginaw St, Suite. 926
	City, State: Flint, MI 48502

Company/Client:	Contacts:
Ottawa County	Name: Michael Morrow
	Title: Technical Infrastructure/Security Manager
	Phone: 616-738-4839
Dates of Service: 2018-Present	Email: mmorrow@miottawa.org
	Address: 12220 Fillmore Street
	City, State: West Olive, MI

Company/Client:	Contacts:
	Name:
	Title:
	Phone:
Dates of Service:	Email:
	Address:
	City, State:

Company Background

- Overview of the vendor's experience and qualifications, including relevant projects in similar government or public sector environments.
- Experience supporting similar multi-site environments.
- Relevant certifications (Palo Alto, Cisco)

Sentinel Response: Please see following Sentinel Overview and Resumes sections.

Sentinel Overview

SENTINEL TECHNOLOGIES

A PREMIER BUSINESS SOLUTIONS PROVIDER

2550 WARRENVILLE RD, DOWNERS GROVE, IL 60515
WWW.SENTINEL.COM

COMPANY OVERVIEW

OUR VISION

To create a more secure, efficient, accessible, and comprehensive IT environment posture for businesses across all verticals.

OUR MISSION

Providing thought leadership and best-in-class business technology, engendering fanatical customer loyalty through uncompromising customer service, and creating a work environment that encourages creativity, fosters growth, and rewards success.

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WELCOME STATEMENT

"Welcome to Sentinel! From the Office of the President, we first want to thank you for considering a partnership with Sentinel. We take all of our obligations and commitments very seriously as we have since our inception in 1982. We can assure you that no matter what assignment Sentinel might be selected for, we will deliver our very best. Our ultimate objective is to always deliver a solution that provides true value to your business.

We truly look forward to engaging and providing an outstanding customer experience!"

- Office of the President

Tim Hill	Robert Lenartowicz	Brian Osborne
Co-President	Co-President	Co-President
Chief Financial Officer	Chief Operations Officer	Chief Sales and Marketing Officer

ALWAYS LEADING

Sentinel excels at providing customers with world-class IT solutions, consulting, customer service, and support. Our Always Leading approach includes the relentless pursuit of innovative solutions, the development of strong partnerships, as well as the acquisition of top certifications from global technology leaders. These factors have enabled Sentinel to become a single source capable of addressing IT needs for organizations of all sizes and industries. Sentinel's comprehensive portfolio includes solutions focused on advisory, cloud, security, communications, lifecycle, and managed services. Our goal is to ensure your organization has the right technologies and capabilities to achieve unprecedented levels of growth and success.

ALWAYS DELIVERING

Creating and maintaining growth is difficult for any organization, especially when you're stuck handling the day-to-day tasks associated with the management of an IT environment. Sentinel's Managed Services significantly ease the burden on your IT team and operations, allowing them to focus on value-adding projects and delivering quality business outcomes. Our three-step process ensures the enhancement of any IT environment: We develop a custom strategy based on your organization's needs, proactively monitor your IT environment 24x7x365 to maximize uptime, and provide full remediation when needed. This approach guarantees the chosen solutions and their management contribute to the growth of your organization.

ALWAYS INVOLVED

Sentinel remains Always Involved by providing our customers with innovative and comprehensive IT solutions that contribute to the growth of their organization for years to come. Technology is constantly evolving, and we make every effort to evolve alongside it with our continuous pursuit of world-class solutions. Once the latest technology has been acquired, we then customize it to serve the unique needs of each customer. Customization is done using Sentinel's unique seven-point approach: vision, design, product, implementation, documentation, training, and support. Each represents a critical element in the development process, ultimately resulting in a solution able to meet customer demand and build upon an already strong foundation for success.

ALWAYS CAPABLE

Sentinel provides IT solutions to organizations of all sizes and industries, including education, finance, healthcare, manufacturing, legal, and government. Our goal is to ensure customers have a comprehensive understanding of each solution and how it will impact their organization. That means detailing the vision and design of the solution along with the products used during development to create a sense of familiarity prior to deployment. The Sentinel team then handles training on the solution and 24x7x365 support services. We are deeply devoted to thought leadership and customer satisfaction, ensuring our customers receive the maximum value and impact of their investments. When you choose Sentinel, you gain a trusted, experienced partner who wants to contribute to the positive developments of your organization.

ALWAYS CONNECTED

The scalability, reliability, enhanced security, and "as a service" architecture of Sentinel's CloudSelect® makes it easier than ever to remain Always Connected with co-workers, business partners, and customers from anywhere at any time on any device. Our extensive CloudSelect® portfolio is built on a high availability platform with customizable service options, so organizations can benefit no matter their size, industry, or budget. We tailor your CloudSelect® experience to align with the specific needs and goals of your organization and help optimize operations to ensure you get the most from your investments. Customers are also safer on CloudSelect® with Sentinel's Native Secure Architecture, which combines innovative strategies with industry-best solutions to deliver multiple layers of defense against all types of threats.

CORE SOLUTIONS

- Sentinel CloudSelect®
- Sentinel High Availability Network Support (HANS™)
- Cloud Advisory
- Cloud Migration
- Managed Cloud
- Hybrid and Multi-Cloud Services
- Desktop as a Service
- Collaboration as a Service

Sentinel CloudSelect®

ALWAYS ENGAGED

Evolving technology trends and business demands can make it difficult for organizations to achieve their goals and remain competitive. The most successful businesses understand that regular assessments, a detailed IT strategy, streamlined processes, strong solution design and deployment, as well as continued support are necessary to adapt and maintain consistent progress. Sentinel's Advisory Services team helps your organization navigate the challenges tied to aligning your IT investments with critical business priorities. Our highly experienced consultants use industry-best practices to stay Always Engaged with expert guidance so you can discover the building blocks for long-term growth and get the most from your people, processes, and technology.

CORE SOLUTIONS

- Assessments and Workshops
- Process Consulting
- Strategic Vision
- Strategic Technology Plans
- Ongoing Services

ALWAYS EFFICIENT

Sentinel's objective is simple: to provide our customers with world-class IT solutions and services through our Always Efficient and highly proven methodology. This process utilizes professional project management as the cornerstone of each endeavor to ensure the deployment and integration of new solutions into your environment isn't an unnecessary strain on the time, money, and resources of your organization. The Sentinel project management team adds simplicity and transparency to every aspect of a project through a unique blend of formal planning techniques and sophisticated virtualized workflows. They keep a close eye on everything from contracts, scopes of work, and bill of materials to keep everything on track and within the carefully defined parameters. The guidance, clear communication, and detailed work assignments help all participants fully understand their roles, monitor progress, avoid unnecessary confusion, and minimize risk.

CORE SOLUTIONS

- Risk Plan Development
- Communication Plan Development
- Resource Scheduling
- Task Scheduling
- Process Monitoring and Updates
- Administrative Document Management (Contracts, Scope of Work, Bill of Materials)

OUR METHODOLOGY

Sentinel offers our customers project management services to ensure their projects are completed on time and on budget. Sentinel Project Management includes detailed planning, monitoring, and management of all project activities in accordance with a defined scope of work established for each customer. Project Managers take time to understand the customer's needs and desired outcomes, then function as a liaison between the customer and the Sentinel team to meet all milestones and deadlines.

Sentinel's Project Managers utilize industry-best practices, tools, and proven methodologies to ensure projects are run efficiently and achieve high quality results that satisfy or exceed expectations. Customers are given access to our "My Sentinel" online portal to leverage Sentinel's ecosystem of expanding features that allows teams to share project information, documents, and reports.

When project management is required, Sentinel adheres to the following key initiation guidelines:

1

Introduction Call

Within two business days of PMO notification, a Sentinel Project Manager will contact you to make an introduction and to answer any questions you might have.

2

Schedule Customer Kick-Off

Within three business days of the Introduction Call, the Project Manager will call again to arrange a time and date to set up an initial "Customer Kick-Off" meeting with you and your team.

3

Customer Kick-Off Meeting

Within ten business days of the Introduction Call, the Customer Kick-Off will be held either virtually or at the customer's location.

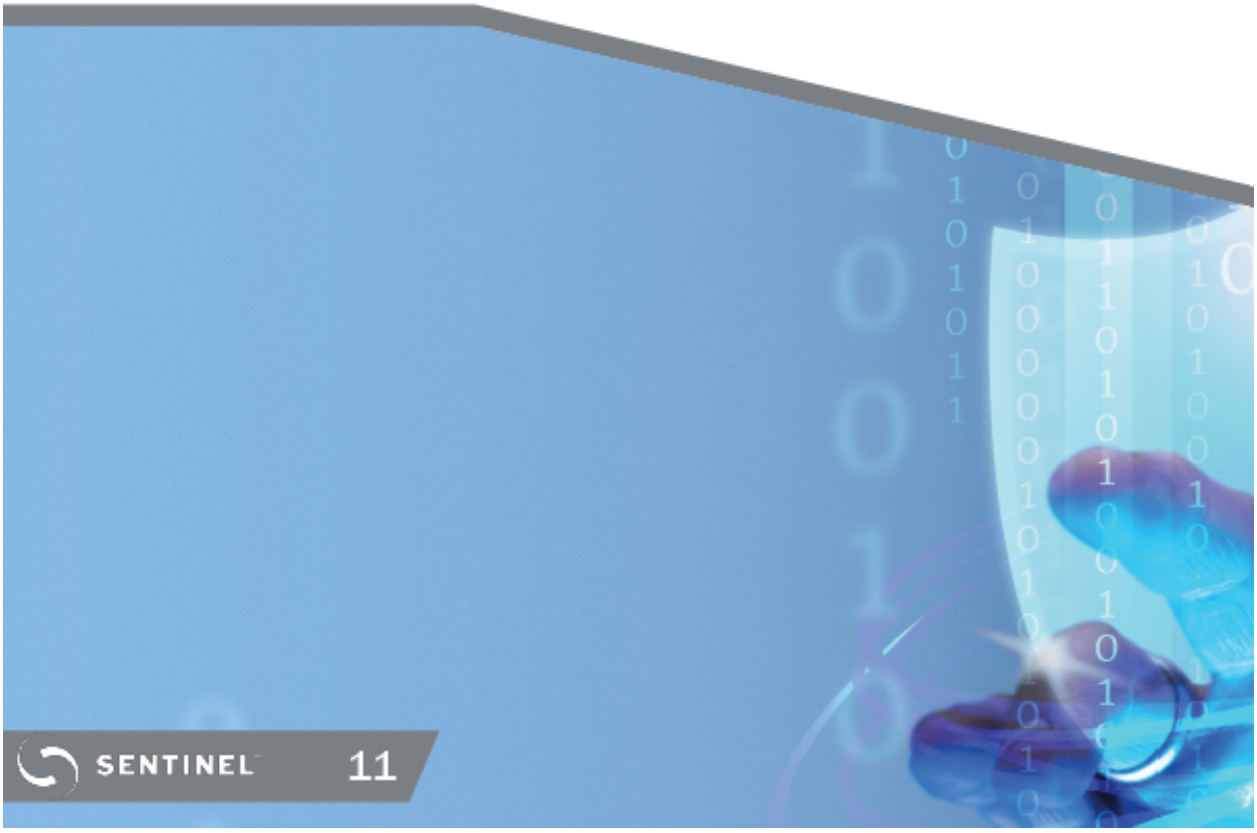
The purpose of this meeting is to:
- Hold a formal kick-off with project stakeholders, risk review, and key milestone planning
- Conduct a site walkthrough (if required for the project)
- Schedule initial analysis and blueprint meeting(s)

ALWAYS SECURE

Sentinel Technologies proudly presents Fortis: a comprehensive portfolio of security services and solutions designed to proactively protect every aspect of your digital and physical environment.

People, process, and technology are the primary factors that make Fortis by Sentinel unique. Our team is comprised of 350+ highly experienced and skilled security professionals with certifications from many industry-leading vendors. They take time to learn about the specific needs of each customer in order to deliver streamlined, best-of-breed solutions in conjunction with a battalion of our innovative security partners. That includes high-touch SOC monitoring and managed detection & response (MDR) services, which proactively patrol your network armed with the latest threat intelligence to help stop attacks before they can even start. We also understand security is a living organism that needs to adapt with an ever-changing technology landscape. Fortis offers a comprehensive suite of ActiveDefense Monitoring solutions designed to provide 24x7x365 threat protection and enhance your security posture. This multi-layered approach enables us to maintain a close eye on nearly every portion of your environment, making it easier to detect suspicious activity, issue alerts, mitigate significant threats, and achieve compliance.

FORTIS
Advancing Your Protection



SECURITY EXCELLENCE

Fortis by Sentinel has been recognized as one of the nation's top cybersecurity providers at the 2023 Cybersecurity Excellence Awards, receiving Gold designation in the following categories:

CYBERSECURITY COMPANY
- Best Cybersecurity Company
- Cybersecurity Service Provider of the Year

CYBERSECURITY TEAM
- Cybersecurity Team of the Year
- SOC Team of the Year

CYBERSECURITY PRODUCT AND SERVICE
- Cybersecurity as a Service (SECaaS)
- Cybersecurity Assessments
- Incident Response (IR)
- Security Monitoring (SOC)
- Managed Security
- Managed Detection and Response (MDR)
- Penetration Testing as a Service (Pen Test)

OUR AWARDS

Along with our security awards, Sentinel has numerous technology partner awards.

VISIT OUR WEBSITE TO LEARN MORE TODAY!

KEY PARTNERS

Sentinel recognizes the quality of our solution partners directly affects the quality of the solutions we deliver. Our strategy is to establish strong partnerships with the best IT providers in the industry and obtain the highest possible levels of certification. This ensures we have the technical and business expertise to deliver on our promise.

Sentinel is proud to call the following organizations our key strategic business partners:

VALUED PARTNERS

In addition to our key partners, Sentinel maintains a large number of valued partnerships that enable us to efficiently provide customers with world-class solutions.

OUR SPECIALIZATIONS

The following Manufacturing Technology Certifications recognize Sentinel's expertise within each of our manufacturer partner's technologies:

Cisco Specialist Designations:

- Gold Level Partner
- Master Unified Communications
- Master Security
- Cisco Cloud & Managed Services Master
- Master Cloud Builder
- Cisco Powered Cloud Services
- Cisco Powered Managed Services
- Cisco Powered XDR
- Cisco Powered Meraki
- Cisco Powered SASE
- Master Collaboration
- Extended Detection and Response Solution Specialization
- Gold Integrator

and Many More

OUR QUALIFICATIONS

Microsoft Solution Designations:

- Azure Data and AI
- Security
- Modern Work SMB & Enterprise
- Azure Infrastructure
- Azure Digital & App Innovation

Dell Technologies Authorizations:

- Platinum Partner Level
- Authorized Service Partner
- Data Protection Services Specialty
- Storage Services Specialty

VMware Authorizations:

- Solution Provider Enterprise Partner
- Infrastructure Virtualization
- Business Continuity
- Desktop Virtualization

NetApp Authorizations:

- Gold Level Partner
- Virtualization Specialized
- FlexPod Specialized
- NetApp Support Services Certified

COMPANY CERTIFICATIONS

GSA Advantage | PCI Compliance | SSAE 16 Attestation (SOC 2)

INDIVIDUAL CERTIFICATIONS

Sentinel makes substantial investments in keeping the training of our technical, sales and design team members up to date. This ensures we have the technical and business expertise to deliver on our promise.

Microsoft Certifications: 980+

Cisco Certifications: 700+

Dell Technologies Certifications: 290+

NetApp Certifications: 115+

AWS Certifications: 70+

PureStorage Certifications: 35+

EMPLOYEE SATISFACTION
QUALIFICATIONS

Since the inception of Sentinel in 1982, the company has abided by a simple philosophy – "happy and motivated employees equal happy customers". To that end, Sentinel has been vigilant in creating a work environment that encourages creativity, fosters growth, and rewards success. Sentinel has received independent recognition for their ability to create an outstanding work environment and has been recognized as a "Best Place to Work" by the Chicago Tribune, Crain's Chicago Business, and AZCentral.com. Sentinel has also received hundreds of letters of recommendation from national and international customers for the outstanding support delivered by the Sentinel team.

Sentinel is proud to have been recognized as a "Best Place to Work" in the U.S. Midwest and Southwest regions. In the Midwest, Sentinel has been named a Top 100 Workplace by the Chicago Tribune every year since 2012 and also recently received recognition as a "Top 100 Workplace" for Arizona. In both cases, Sentinel was selected based on employee feedback compared to other companies in the region. Sentinel has also been recognized as a "Best Place to Work" by Crain's Chicago Business. Sentinel has also gained recognition from the Detroit Free Press as a top workplace for multiple years.

OUR LOCATIONS

Headquartered in Downers Grove IL, Sentinel Technologies has independently managed offices in seven locations:

- Brighton, MI
- Chicago, IL
- Denver, CO
- Grand Rapids, MI
- Milwaukee, WI
- Phoenix, AZ
- Springfield, IL

CONTACT US

2550 WARRENVILLE RD, DOWNERS GROVE, IL 60515
WWW.SENTINEL.COM
PHONE: 800.769.4343
FAX: 630.769.1399

Resumes

SENTINEL

TECHNICAL RESUME

Shawn – CTRSS040158

Support Analyst

Technical Skills

Certifications

- Cisco – CCNP Enterprise – Cisco Certified Network Professional Enterprise
- Cisco – CCNA – Cisco Certified Network Associate
- CompTIA – Network+ – CompTIA Network+
- CompTIA – A+ – CompTIA A+

Skills

- ACI
- Zscaler
- Fortinet
- Palo Alto Panorama
- Palo Alto Next Gen Firewalls
- Cisco FTD/FMC FirewallsZerto
- Cisco UCS Servers
- Aruba Wireless
- VPN
- TCP/IP
- DNS
- VLANS
- OSPF
- VRRP
- HSRP
- DHCP
- NAT
- Spanning-Tree
- Cisco IOS

Professional Experience

Sentinel Technologies, Inc. **Jan. 2023 – Present**

Support Analyst

Jan. 2023 – Present

- Part of our Enterprise Network team helping support Managed Services customers.
- Cisco networking technologies: In-depth knowledge of Cisco networking hardware and software, including routers, switches, firewalls, vpn, and wireless access points.
- Network security: The ability to design and implement secure networks, using firewalls, intrusion detection systems, intrusion prevention systems, and other security measures, such as Umbrella, Identity Services Engine, Cloud Analytics, & Secure Client.
- Troubleshooting: The ability to quickly and effectively troubleshoot network problems.
- Problem solving: The ability to identify and solve complex networking problems, including WAN capacity planning and optimization.

Previous Work Experience **Jan. 2017 – Jan. 2023**

Network Technician **May 2020 – Jan. 2023**

- Key Accomplishments:
  - Promoted to Technical Trainer for all incoming Field Service Technician in the state of Texas
  - Highest successful Key Performance Indicator rate in the entire company for 2020 at 82%
- Responsibilities:
  - Install, configure and test network assets (i.e. Cisco Catalyst 2900 and 3000 series switches, Cisco ISR 1900, 2900, and 4300 series routers, P-Net Racks, CTM's, UPS's, etc.)
  - Perform analysis of and configuration changes on existing network infrastructure
  - Preparation of configuration files for New Routers at Access, Aggregation, and Core Locations
  - Conduct Commercial Wireless Site Surveys
  - Troubleshoot network issues remotely and onsite
  - Install and Configure Cambium Wireless Point to Multi-Point AP's
  - Statically configure SOHO Routers for residential clients
  - Configure and install Cisco ATA VOIP and Cisco Autonomous Wireless AP's
  - Check systems for correct functionality and optimal performance
  - Perform tower antenna and height mapping for tenant activity and regulatory compliance

IT/Office Manager **Jan. 2017 – March 2019**

- Install and configure software and hardware for servers and end hosts
- Setup accounts and workstations in proprietary Unix based QA program
- Troubleshoot issues and outages on office-based desktops and field tablets/cellphones
- Develop training material for new systems and account procedures
- Run reports in QA program to identify common problems

SENTINEL

TECHNICAL RESUME

Gary – CTRGE000659

Team Lead Support Services I

Technical Skills

Certifications

- Cisco – CCNA – Cisco Certified Network Associate
- Cisco – CCNA Security – Cisco Certified Network Associate: Security
- Cisco – CCNA Wireless – Cisco Certified Network Associate: Wireless
- Cisco – CCNP – Cisco Certified Network Professional
- Cisco – CCNP Security – Cisco Certified Network Professional Security
- Zscaler – ZPA Pro – Zscaler Private Access Professional
- Zscaler – ZDX Admin – Zscaler Digital Experience Admin
- Amazon Web Services – AWS DevOps Pro – AWS Certified DevOps Engineer - Professional

Education

College of DuPage **2014**
Associate of Applied Science Degree in Information Security

Navy and Marine Intelligence Training Center **2010**
Certificate of Completion

Skills

- F5
- Azure
- AWS
- Darktrace
- Zscaler
- Steathwatch
- FMC/FTD
- Palo Alto
- Fortigate
- Cisco ISR Routers
- Routing Protocols
- LAN Switching technologies
- Multilayer Switching
- Cisco StackWise Technology
- Adaptive Security Appliance (ASA)
- Virtual Private Networks (VPN)
- Dynamic Multipoint VPN (DMVPN)
- Nexus 2k, 5k, 7k, 9k
- Wireless Controller
- Wireless Access Point
- Adaptive Security Appliance (ASA
- Email Security Appliance (ESA)/IronPort
- Extreme networks
- DMVPN
- Viptela
- SD-WAN
- Meraki
- SASE
- Umbrella
- ISE
- Aruba
- Authentication, authorization and accounting (AAA)
- Physical Security
- Layer 2 security
- Layer 3 security
- Intrusion Detection System/Intrusion Prevention System (IDS/IPS)
- Adaptive Security Device Manager (ASDM)
- Simple Network Management Protocol (SNMP)
- Syslog
- Solar Winds
- NetFlow
- Network diagram

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- VIZIO
- NetBrain
- Physical Installation of hardware
- Rack mounted routers/switches
- Cable Management
- Wall/Ceiling mounted Access Points
- Completely new builds
- Cloud Connectivity

Professional Experience

Sentinel Technologies, Inc. **Aug. 2015 – Present**

Team Lead Support Services **Feb 2022 – Present**

- Empower the Enterprise Networking team as a technical escalation point
- Ensure new tools are adopted and understood
- Oversee high visibility and critical cases
- Act as a technical interviewer when candidates interview for the team
- Ensure the efficiency of case handling

Support Analyst **Jan. 2019 – Feb 2022**

- Respond to trouble tickets, primarily Route, Switch, Security and Wireless
- Monitor customer networks
- Create cloud tenant space
- Cloud connectivity
- Provide training for Level 1

Associate Support Analyst **Aug. 2015 – Jan. 2019**

- Respond to trouble tickets, primarily Route, Switch, Security and Wireless
- Monitor customer networks
- Add devices to monitoring
- Onsite service calls
- Building network diagrams
- Project Team Lead for assigned projects
- Oversee the installation and implementation of new network builds: Responsible for technical escalations, best practices, and training

Previous Work Experience **Aug. 2009 – Aug. 2015**

Intelligence Specialist **Aug. 2009 – Aug. 2015**

- Recognized for dependability and exemplary performance by being promoted to rank of Sergeant
- Conduct in-depth research and provide critical intelligence for mission accomplishment
- Extensive training in threat analysis, risk mitigation, and addressing vulnerabilities
- Placed in a position of national trust and given a TS/SCI security clearance
- Continually trained to use emerging hardware and software technologies
- Refined troubleshooting skills and adaptive processes for business continuity
- Hands-on experience wiring, configuring and troubleshooting network devices for SIPRNet and NIPRNet
- Support the configuring and upgrading of network devices on an operational network

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SENTINEL

TECHNICAL RESUME

Tom – CTRTB2974

Engineering Lead

Technical Skills

Certifications

- Cisco – CCIE: Collaboration #49458
- Cisco – CCNP – Data Center
- Cisco – CCNP – Enterprise
- Cisco – CCNA – Cisco Certified Network Associate
- Cisco Certified Specialist – Datacenter Operations
- Cisco Certified Specialist – Data Center Core
- Cisco Certified Specialist – Collaboration Core
- Cisco Certified Specialist – Enterprise Core
- Cisco Certified Specialist – Enterprise Design
- Cisco Certified Specialist – Enterprise Advanced Infrastructure Implementation
- VMware VCP6-NV VMware Certified Professional 6 – Network Virtualization
- AWS Certified Solutions Architect - Professional
- Palo Alto Networks Certified Software Firewall Engineer
- Microsoft – MCP – Microsoft Certified Professional
- Microsoft – MCSA – Windows Server 2012

Education

Ferris State University **2008**
Bachelor of Science
- Major in Electronics / Computer Networks and Systems [Computer Engineering]
- Minor in Information Security and Forensics

Westwood College of Technology **2002**
Associate of Science in Computer Networks and Systems

Skills

- Collaboration Architecture
  - Cisco Unified Communications Manager (CUCM)
  - Unity Connection (UCxN/CUC)
  - Unified IM & Presence (IMP/CUPS)
  - Unified Contact Center Express (UCCX)
  - Cisco Emergency Responder (CER)
  - Cisco Unified Border Element (CUBE)
  - Expressway Core and Edge
  - Cisco Voice/Video Endpoints
  - TelePresence Server
  - Video Communications Server (VCS)
  - TelePresence Conductor (TCD)
  - TelePresence Content Server (TCS)
  - MultiPoint Control Units (MCU)
  - InformaCast (Singlewire)
  - Cisco Unified SIP Proxy (CUSP)
- Enterprise Network Architecture
  - All Cisco Switching Platforms
  - All Cisco Routing Platforms
  - Juniper Routing/Switching/Firewall Platforms
  - SDWAN – Multi Vendor
  - L2/L3 Switches

- Extreme 8000 Series Switches and Access Platforms
- Dynamic Routing Protocols
- Quality of Service (QoS)
- Adaptive Security Appliance (ASA)
- Virtual Private Networks (VPN)
- Dynamic Multipoint VPN (DMVPN)
- Wireless LAN Controllers (WLC)
- Autonomous Access Points
- Nexus Platform
- F5 Platforms (Cloud/On Prem)
- Cisco ACI
- Software Defined Networking (SDN)

- Security Architecture
  - Cisco – Adaptive Security Appliance (ASA)
  - Cisco – Prime Security Manager (CX Services)
  - Cisco – Firepower Services Manager
  - /Modules
  - Cisco – Intrusion Prevention System (IPS)
  - Cisco – Intrusion Detection System (IDS)
  - Palo Alto – Firewalls / IPS / Layer 7 Filtering
  - Fortinet – Firewalls / IPS / Layer 7 Filtering
  - SonicWALL – Firewalls / IPS / Layer 7 Filtering
  - Checkpoint – Firewalls / IPS
  - Linux – IPTables / 3rd Party Linux Firewalls
- Data Center Architecture
  - VMware – All Platform Options
  - Nutanix – All Platform Options
  - Networking / Network Virtualization
  - Hyper-V - Hypervisor / Storage
  - Networking
  - Cisco Integrated Management Controller (CIMC)
  - Unified Computing System (UCS) CSeries Rack mount Servers
  - Unified Computing System (UCS) BSeries
  - Chassis and Blade plaforms
  - VMware – VCenter / SRM
  - Backup – VEEAM / Symantec / Zerto / Cloud
  - Unified Computing System (UCS)
  - Active Directory / Novell
  - Microsoft Windows Server Products
  - Microsoft Exchange
  - Linux
  - Microsoft SQL Server
- Storage Architecture
  - SAN – Dell EqualLogic / Compellent
  - SAN – Hybrid Nimble / Tegile
  - SAN – EMC
  - SAN – Netapp
  - SAN – Hewlett Packard (HP)
  - SAN Technologies (iSCSI/FC/FCoE)
  - Storage networking (Cisco MDS)
  - Brocade Fibre Channel Switches
- Cloud Architecture
  - VDI – VMware – View (Virtual Desktop Infrastructure)
  - VDI - Citrix
  - VDI – Microsoft Desktop Virtualization
  - Open Stack / KVM desktop virtualization
  - Gsuite – Migration, Design, implementation
  - Office 365 – Migration, Design, Implementation
  - AWS/Azure – Hosted design, migration, implementation
  - Hosted Voice – OpenSIPS (SIP Express)
  - Router / Session Border Controller (SBC))
  - Hosted Voice – Cisco
- Support Services
  - Design and implementation of complex IT solutions
  - Incident response for network intrusion situations
  - Code security audits of applications (C++, C#, Java)
- Managed Services
  - Support of IT environments from small to enterprise in size

SENTINEL

Professional Experience

Sentinel Technologies, Inc. **Feb. 2016 – Present**

Engineering Lead **Dec 2024 – Present**

- **Pre-Sales / Sales**
  - Provide team lead / management approval for BOM/SOWS before the customer receives the contract.
  - Assist with scoping, budgeting, solution accuracy, relevance, and labor forecasting with sales staff and solutions architects.
  - Be an escalation point for sales and SA staff when engineering expertise is required.

- **Engineer Development**
  - Work with engineers and technical leads to encourage them to learn and take on projects they may not be comfortable with to increase their skillset.
  - This may require having an engineer shadow on the project for planning and design but should result in the engineer doing the bulk of the work under guidance.
  - Encourage multidisciplinary learning for engineers and sales staff.
  - Peer review project documentation in the design and as built phases.

- **Solution Planning/Delivery/Problem Resolution**
  - Plan, implement, and deliver high end solutions for customers.
  - Assist engineers with ongoing projects both in the design and implementation stage.
  - Work with PMO to develop effective project planning and realistic timelines based on engineering resources assigned to projects
  - Provide support for issue resolution where necessary for project and support issues.
  - Develop and maintain documentation that can be re-used by engineers for new and existing technologies
  - Provide insight to customers and Sentinel staff on how best to implement a solution.
  - Architect of cloud migration strategy and implementation
  - Lead engineer for assigned projects
  - Overseeing projects by engineers covering all technologies

Team Lead IT Sol Sr **Nov. 2019 –Dec. 2024**

- Currently responsible for design and implementation of various solutions ranging from small business to enterprise in size
- Design and Install of Collaboration, Data Center, Route-Switch, Wireless, and Server Solutions
- Escalation Engineer for support issues for customers and Sentinel
- Support of Sales Team in Architecting Solutions
- Design and migration of cloud architecture including, Gsuite, Office 365, AWS/Azure, and other hosted platforms
- Architect of cloud migration strategy and implementation
- Lead engineer for assigned projects
- Overseeing projects by engineers covering all technologies

Solutions Analyst **Feb. 2016 – Nov. 2019**

- Currently responsible for design and implementation of various solutions ranging from small business to enterprise in size
- Design and Install of Collaboration, Data Center, Route-Switch, Wireless, and Server Solutions
- Deployed and managed multiple versions of Extreme networking equipment for multiple projects
- Escalation Engineer for support issues for customers and Sentinel
- Support of Sales Team in Architecting Solutions
- Design and migration of cloud architecture including, Gsuite, Office 365, AWS/Azure, and other hosted platforms
- Architect of cloud migration strategy and implementation

Technical Proposal

- A detailed description of the managed services provided, and any specific exclusions.
- A timeline for implementation and projected support start date.
- Details of any additional functionality and services that set the proposed solution apart.

Sentinel Response:

Scope of Work

SENTINEL NOC REMOTE MONITORING AND MANAGED SERVICES

Sentinel offers full managed services and monitoring solutions for advanced visibility into performance and utilization of resources at great scale. Based on multiple proven platforms, advanced correlation services and multiple alerting options, Sentinel has built an industry leading Network Operations Center (NOC).

Sentinel NOC Remote Monitoring features include:

- NOC 24 x 7 Remote Monitoring via a secure VPN tunnel.
- Up/Down status monitoring via ICMP requests.
- Availability / Uptime.
- Syslog/Trap storage.
- Hardware Device Monitoring and Analysis.
- CPU, Memory, Disk space and Latency.
- WAN Circuit status.
- Traffic throughput, utilization, errors and discards of WAN circuits, Trunk ports or any critical interface.
- Wireless Monitoring – AP association status, SSID, Signal Strength, Wireless clients.
- Alerting (built with intelligence that eliminates false positives).
- Alert Routing to NOC and/or dedicated engineer for immediate remote resolution.
- Hardware Health Reporting (fan, power supplies, temperature, environmentals, and the like).
- Reporting (Inventory, Utilization, Performance, and much more).
- PRI circuits – monitors the status and capacity of your PRIs.
- Voice Gateways - monitors the status and utilization of your voice gateways.

Managed Services Feature Highlights

- **Sentinel Remote Diagnosis and Remote Repair Capability.**
  Sentinel leverages remote tools to ensure 24x7x365 support service is delivered quickly and efficiently. Sentinel understands that your IT environment is dynamic and demands visibility and expert engineers around the clock and will stay committed to providing continuous effort and support.

- **Carrier Incident Handling.**
  Sentinel will work with carriers on resolving circuit issues and outages. Sentinel has numerous levels of escalation points through multiple carriers due to the maturity and multiple years of experience providing carrier incident handling.

- **Configuration Management.**
  Sentinel will automatically back up system configurations on network devices and any device that has a CLI (Command Line Interface). Configurations are backed up nightly and stored in an encrypted database *only* if a change has occurred.

  Sentinel will automatically back up system configurations on the following devices. Configurations, Change Reports and on-demand download ability are available in the NOC web console. The following methods will be used to back up the environment:

Device Type	System Config Backups
Routers	NOC via CLI
Switches	NOC via CLI
Firewalls	NOC via CLI

- **Sentinel Complete Restore.**
  In the event of hardware failure, hardware replacement, catastrophic outage causing corrupt config, or any loss of system configuration, Sentinel maintains backed up configurations so systems can be restored promptly, providing minimal downtime in the event of an outage *(restoration only applies to backed up equipment listed above).*

- **Sentinel End-To-End Problem Management.**
  Sentinel will provide management and support services on any equipment covered under the agreement. It is understood that at times, manufacturers or third party providers might need to be engaged for further support. Sentinel will work with agents in attempting to resolve issues as long as maintenance and a LOA (letter of agency) is maintained.

- **Device Administration.**
  Sentinel will provide dedicated expert engineers to administer covered systems on a 24x7x365 basis. Unlimited Moves, Adds and Changes are included to assist with your day to day administration. A best practice guideline of 2 hours will be used on change tickets.

- **Preventative Maintenance and Patching.**
  Manufacturer releases are important for staying up to date with critical software and security patches. Sentinel will work with on a strategy for this preventative maintenance while taking into account your change control guidelines and approval process. A detailed report of system updates will be provided during the following intervals with recommendations and Scope of Work.

Firmware updates and minor release updates are included in the following schedule.

Device Type	Level	Review Frequency	Performed
Routers	Minor	6 Months	As Needed or Requested
Switches	Minor	6 Months	As Needed or Requested
Firewalls	Minor	3 Months	As Needed or Requested
Windows Servers	Minor	Monthly	Automated

- **Customer Experience Manager.**
  Sentinel wants to ensure our customers have an exceptional, long-term relationship with us, which is why we have a dedicated Customer Experience (CX) team devoted entirely to success and satisfaction. The CX team, which includes a designated Customer Experience Manager for each customer, schedules regular cadence meetings to review data and metrics, develop strategy, set goals, and solicit feedback on how we're doing.

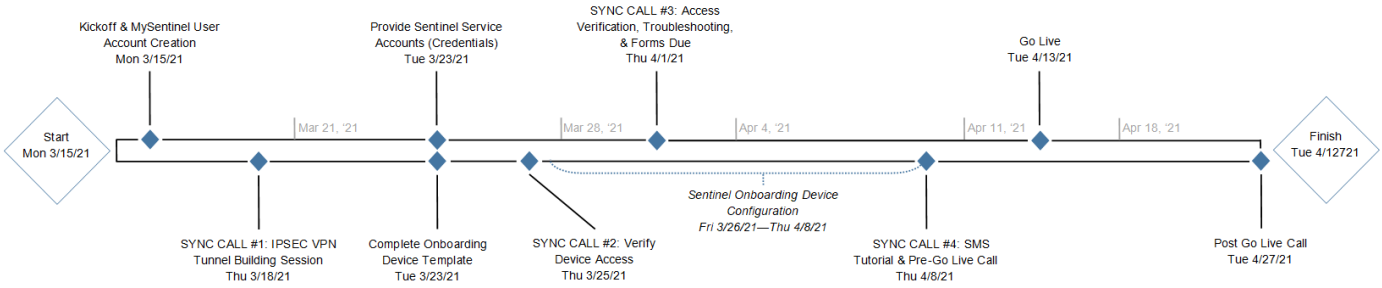
- **Immediate Leverage of ACTS™ (formerly HANS™) Maintenance Contracts.**
  With NOC Monitoring in place, Sentinel will be able to provide a prompt and efficient response and remediation when ACTS™ or SMARTnet maintenance contracts are in place.

NOC ONBOARDING

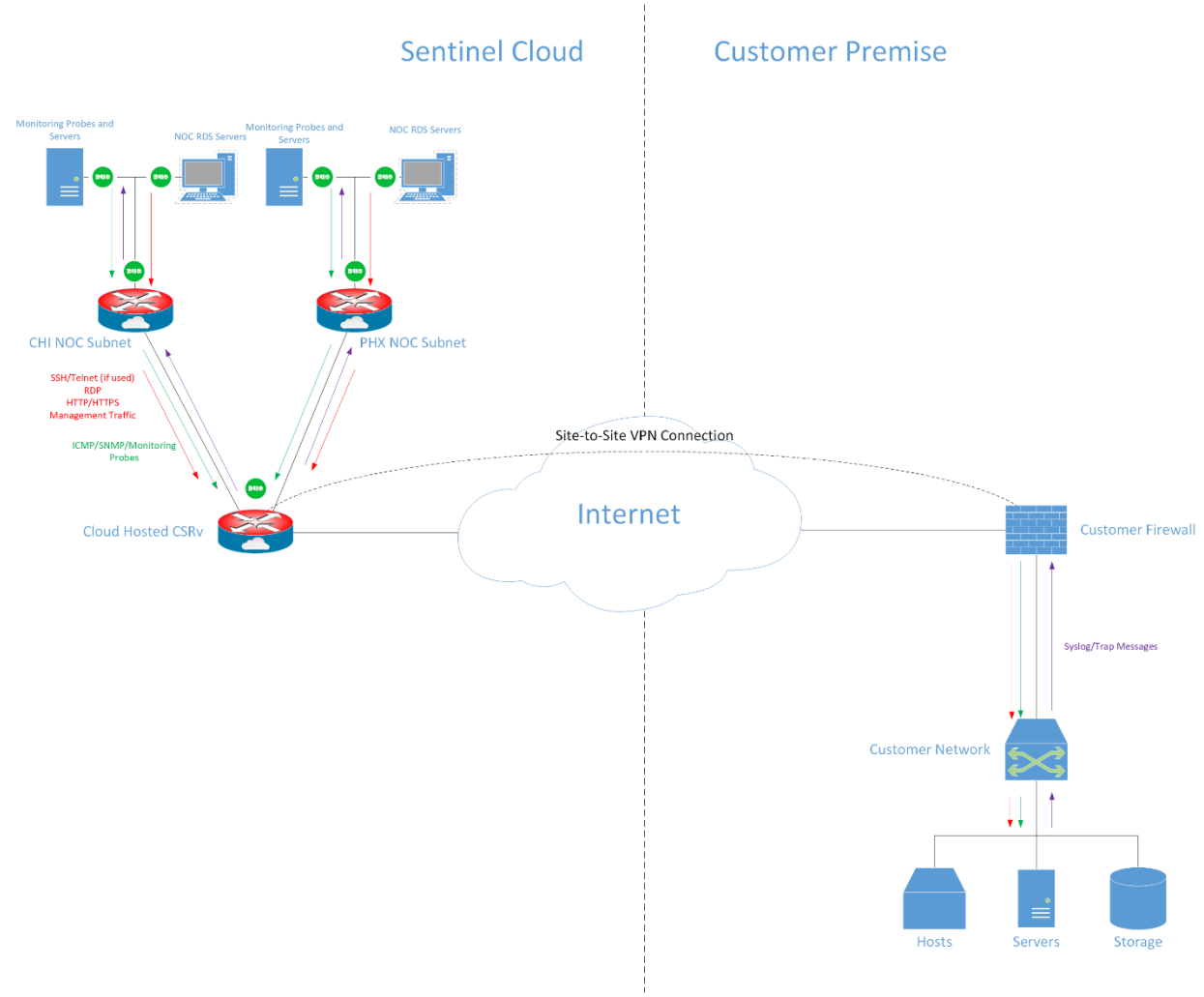
Sentinel utilizes PMI best practices for the onboarding of Managed Services Customers. During the onboarding and transition period of the managed services engagement, Sentinel will define key stakeholders necessary to execute all onboarding responsibilities (e.g. PMs SDMs, SMEs, etc.), and document any risks that could affect the onboarding project.

To ensure complete transition within 30-45 days, Sentinel will provide a complete project plan and work breakdown structure outlining the tasks and responsibilities of the onboarding phase. Sentinel will execute all necessary tasks outlined within the work breakdown structure in order to complete the project on time, and as needed we will assist with gathering any information required to complete the Customer Onboarding Forms. Once all the required onboarding forms are complete and credentials have been created to allow Sentinel access to the network, the Sentinel onboarding Project Manager will engage engineering resources to configure and establish VPN connectivity to the NOC network. After connectivity has been established to the network and access has been granted to all applicable devices, the Sentinel onboarding engineer will execute or assist with all necessary configurations to establish connectivity to each device. Following the completion of all devices being monitored, the Sentinel onboarding team will conduct training on how to navigate and utilize the features within our Sentinel Monitoring System. The onboarding team will cross train and hand over all findings that have been discovered during the onboarding phase to the dedicated support teams. Once the project plan has been fully executed and all work has been accepted, you will be officially transitioned to the NOC and managed services team that will be supporting the core technologies: network, server, and security.

ONBOARDING TIMELINE SAMPLE

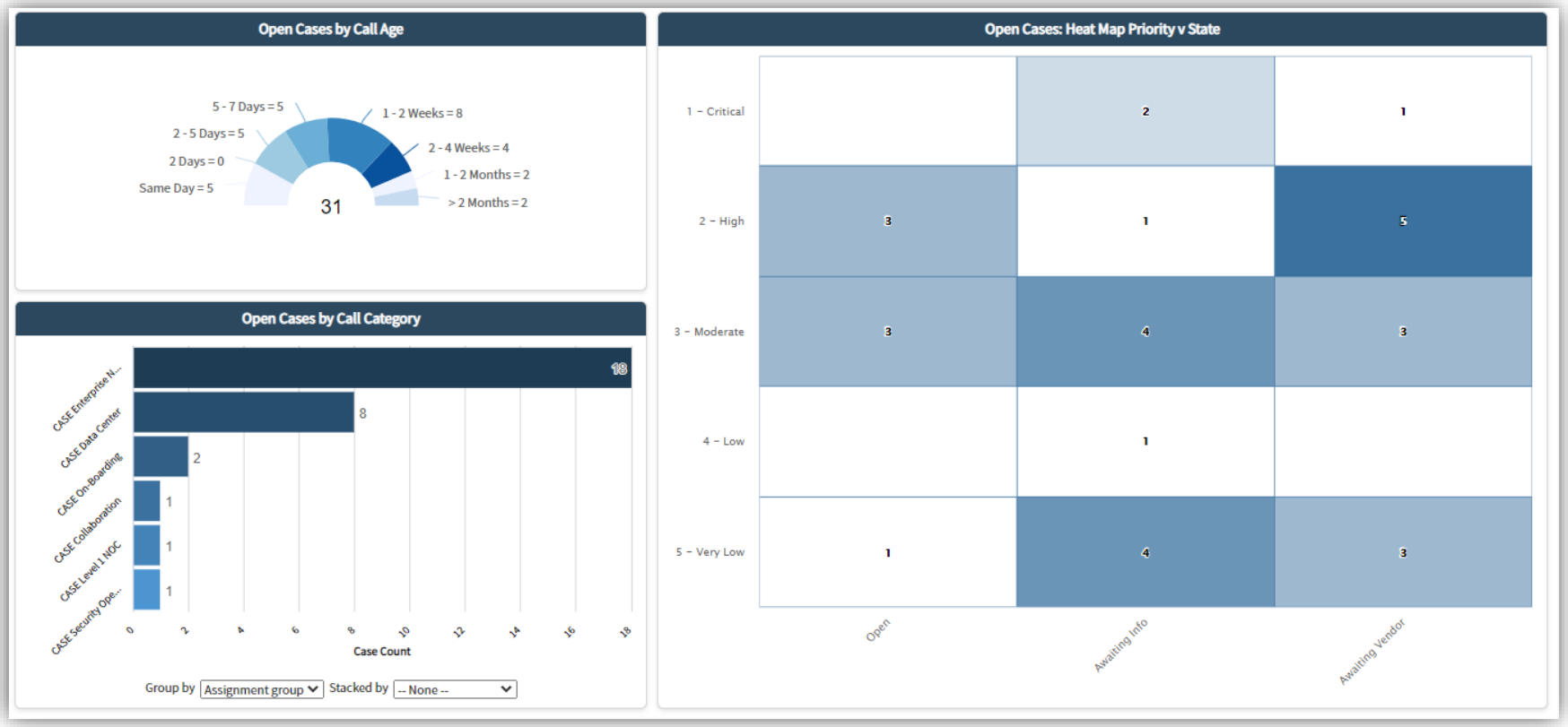


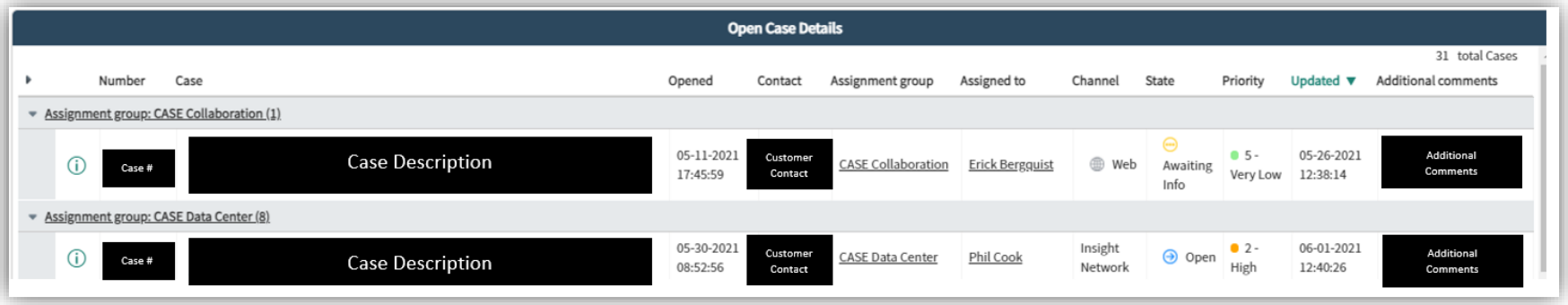
CONNECTIVITY DIAGRAM



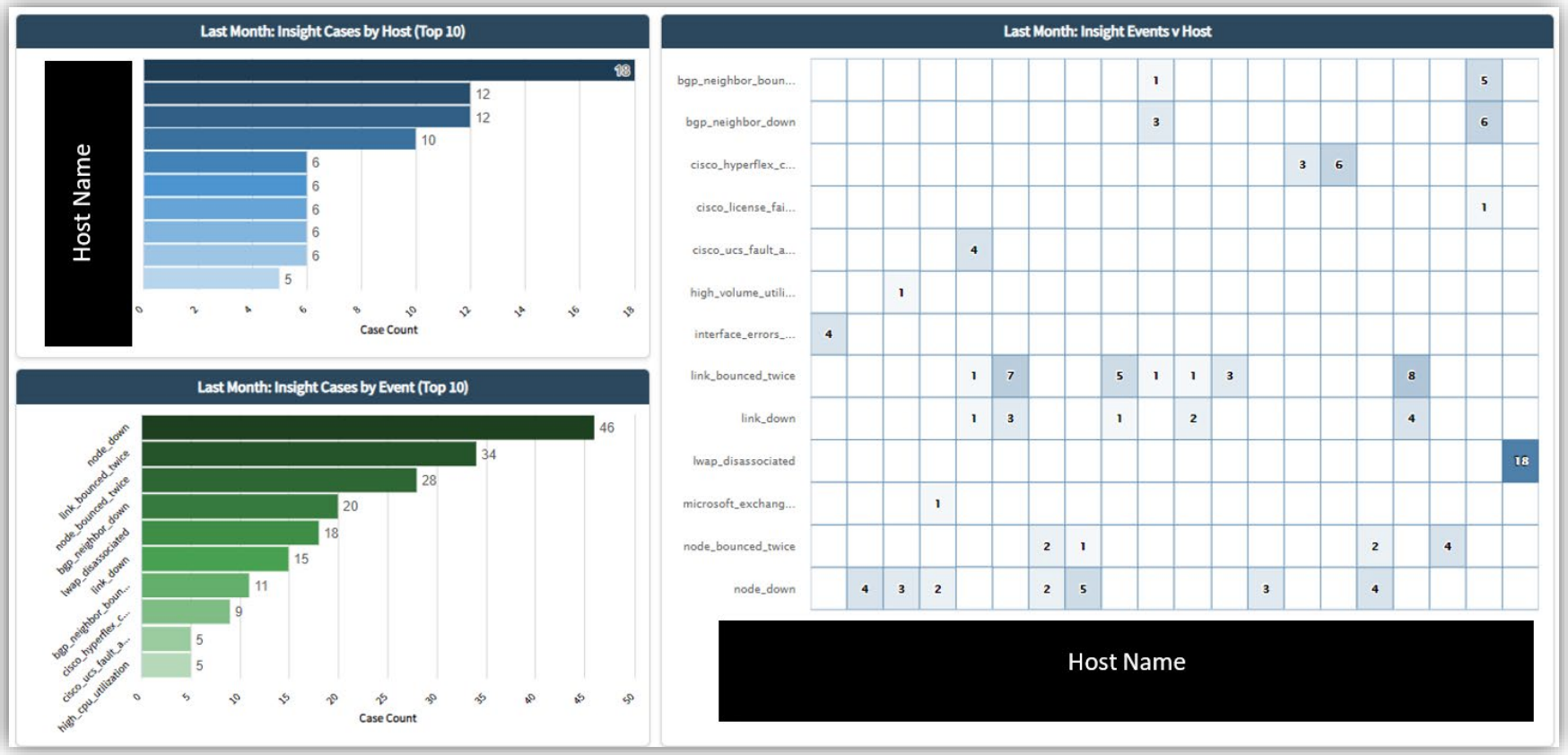
Quality Assurance

Sentinel's Quality Assurance team will host regularly scheduled review meetings to review NOC monitored data, uptime & availability, traffic patterns, root cause analyses of chronic issues, trouble ticket data and SLAs, and help identify environment trends or capacity issues. Additional dashboards within ServiceNow will show an executive view into the performance, availability, usage and equipment inventory. Below are sample dashboards:




Open Case Details
31 total Cases
Number
Case
Opened
Contact
Assignment group
Assigned to
Channel
State
Priority
Updated
Additional comments
Assignment group: CASE Collaboration (1)
Case #
Case Description
05-11-2021 17:45:59
Customer Contact
CASE Collaboration
Erick Bergquist
Web
Awaiting Info
5 - Very Low
05-26-2021 12:38:14
Additional Comments
Assignment group: CASE Data Center (8)
Case #
Case Description
05-30-2021 08:52:56
Customer Contact
CASE Data Center
Phil Cook
Insight Network
Open
2 - High
06-01-2021 12:40:26
Additional Comments

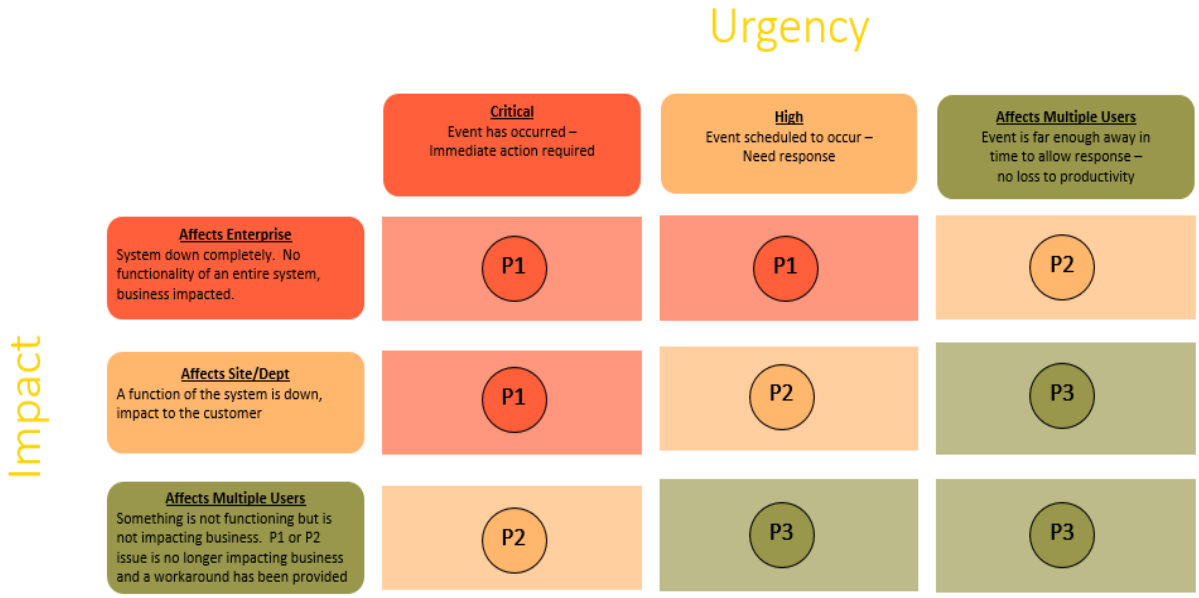

Last Month: Case Opened by Category
Case Count
Open
Resolved
Trending: Case Opened/Resolved by Month
Case Count
Dec/2020
Jan/2021
Feb/2021
Mar/2021
Apr/2021
May/2021
June/2021
July/2021
Aug/2021
Sep/2021
Open
Resolved
Last Month: Cases by Category
3 - Moderate
2 - High
1 - Critical
5 - Very Low
4 - Low
101
92
47
36
7
Case Count
Group by Priority
Stacked by -- None --


Last Month: Insight Cases by Host (Top 10)
Host Name
18
12
12
10
6
6
6
6
6
5
0
2
4
6
8
10
12
14
16
18
Case Count
Last Month: Insight Cases by Event (Top 10)
node_down
link_bounced_twice
node_bounced_twice
bgp_neighbor_down
lwap_disassociated
link_down
bgp_neighbor_boun...
cisco_hyperflex_c...
cisco_ucs_fault_a...
high_cpu_utilization
46
34
28
20
18
15
11
9
5
5
0
5
10
15
20
25
30
35
40
45
50
Case Count
Last Month: Insight Events v Host
bgp_neighbor_boun...
bgp_neighbor_down
cisco_hyperflex_c...
cisco_license_fai...
cisco_ucs_fault_a...
high_volume_utili...
interface_errors_...
link_bounced_twice
link_down
lwap_disassociated
microsoft_exchang...
node_bounced_twice
node_down
Host Name

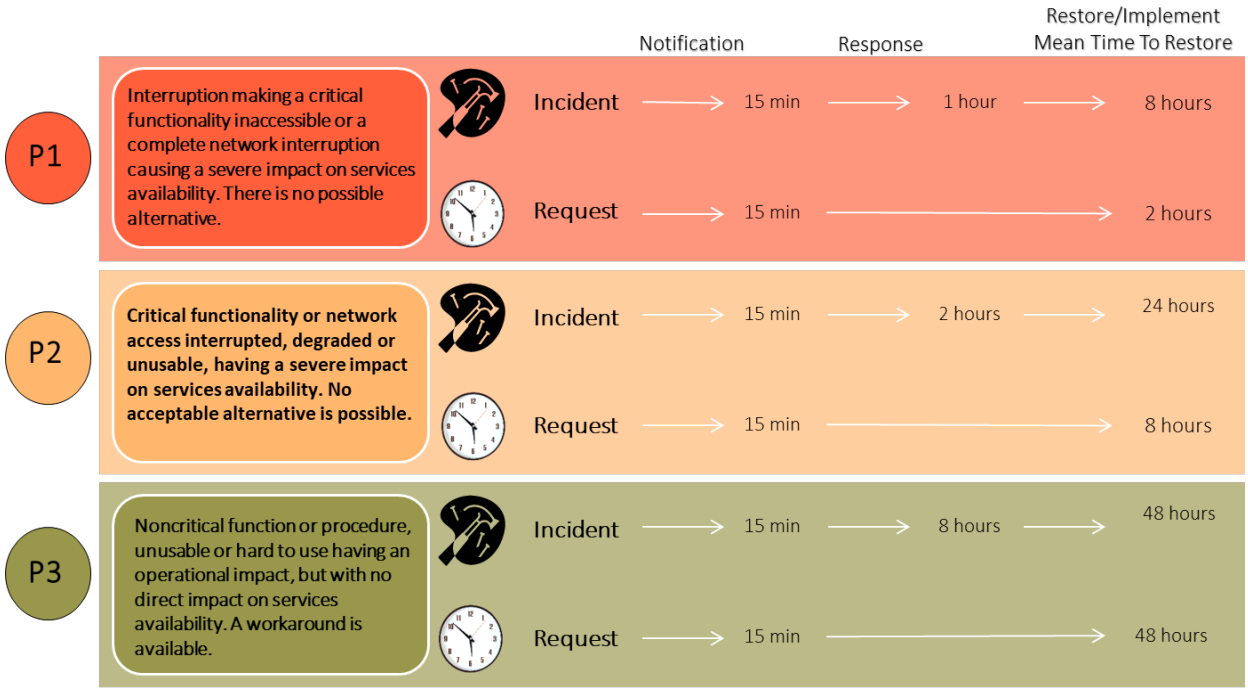
Service Level Agreements

Sentinel makes commitments to industry leading SLAs within NOC Monitoring & Managed Services. SLAs are defined from first communication to a MTTR (Mean Time to Repair) for incidents and change tickets. All SLAs are tracked and worked through Sentinel's trouble ticketing system, ServiceNow, and reporting is made available through the ticketing console on www.sentinel.com.

The following is a matrix of Sentinel's SLAs built on industry standards (ITIL) Urgency/Impact definitions.



Sentinel guarantees the following SLAs and will report on SLA performance through automated reporting and the monthly quality assurance review meetings.



Optimization & Tuning Service (OTS) – Optional Add-on

The Fortis™ by Sentinel Optimization & Tuning Service (OTS) requires the covered product(s) to include Managed Security or Managed Services Support and cannot be sold standalone. OTS is designed to be a 'run it for you' offering, the following defines the services offered under OTS; specific inclusions are defined in the Pricing Summary per product:

- Where scanning is part of the product (e.g., vulnerability scanners & autonomous penetration testing), monthly cadence-based scanning and associated reporting is included.
- Monthly product optimization and tuning including reviews and management of the solution configurations & policies via automated case generation. End user and on-desktop agent configurations is not in scope.
- Monthly review of product versions, end-of-life, and end-of-support released with guidance provided to the Customer on upcoming product releases including potential impacts and recommended actions to be taken.
- Reporting via native product report capabilities, on request.

Completed Cost Proposal Form

For out-of-scope work and for things that aren't covered under our managed services agreement, the rate will be $251/hour.

COST PROPOSAL FORM

(complete and submit with proposal)

PROJECT: RFP #26-483 **Annual Managed Network Services Agreement**

The information requested in this section is required to support the reasonableness of each proposal. Use the format below. Please provide the pricing for installation and ongoing support.

Business Name Sentinel Technologies, Inc.

Service	Description	Cost
Pre and Post Installation/Configuration	Network scoping, testing, provisioning and installation/configuration.	$ 0
Annual Monitoring and Alerts	24x7 monitoring of covered network devices with proactive alerting and incident detection.	$ 2,230.08/month
Annual Incident Management	Incident triage, troubleshooting, and resolution following documented SLA's.	$ Included
Annual Configuration and Change Management	Configuration management for firewalls, switches, and network services. Change planning, risk assessment, and implementation.	$ Included
Annual Firewall and Security Support	Palo Alto firewall security policies, NAT and VPN administration.	$ Included
Annual Hardware and Software Maintenance	Vendor coordination for hardware support cases. Firmware and software upgrade monitoring. Hardware replacement assistance and support.	$ Included
Service Level Agreement (SLA)	Four (4) hours or less response and engagement for submitted support requests. High-priority or systems-down incidents require One (1) hour or less response and engagement by a senior-level engineer.	$ Included
Training	Training for any customer requirements, ticketing systems, portals, support contact procedures, etc.	$ Included
Optional Services or Enhancements	Optional Services, upgrades or enhancements that are not part of the required scope	$ 800/month
Optional additional year(s) extensions	Optional extension of coverage beyond the first year if purchased at time of initial commitment.	N/A
Cost for Year 2		$2,230.08/month
Cost for Year 3		$2,230.08/month
Total Cost		$ 26,760.96 First Year

Pricing

SENTINEL MONITORING & MANAGED SERVICES

Sentinel's professional support fees are both highly competitive and value-oriented. Our commitment to our Customers is to deliver measurable benefits that far exceed the associated investment. Our firm's strategy is to bring professionals with focused expertise at a reasonable price.

Genesee County will see immediate value and will have selected the best-in-class combination of value, partnership, services, support, and expert engineers.

Summary Page

One Time Setup Fee:	$0.00
Monthly Total:	**$2,230.08**

NOTES

Customer Success Program			
Product Description	Location	Quantity	Comments
Digital Experience Platform (DXP)		1	

Infrastructure			
Product Description	Location	Quantity	Comments
Firewall Security Device		4	(2) Palo Alto PA-3420, (2) Palo Alto PA-1420
Firewall Management - Palo Panorama		2	
Switch		14	(4) Cisco Nexus N9K, (5) Cisco Catalyst 9500, (5) Cisco Catalyst 9300

Support Services			
Product Description	Location	Quantity	Comments
Service Fee		1	

One Time Setup Fee:	$500.00
Monthly Total:	**$650.00**

NOTES

Optional: This optional addition of OTS (optimization & Tuning Services) for 4 Palo Alto firewalls would include rule optimization

Customer Success Program			
Product Description	Location	Quantity	Comments
Digital Experience Platform (DXP)		1	

Security			
Product Description	Location	Quantity	Comments
OTS (Optimization & Tuning Services) - Firewalls		1	
OTS - Qty of Firewalls under Support		4	

Statement of Exceptions

Furnish a statement on company letterhead giving a complete description of all exceptions to the terms, conditions, and specifications set forth in the Standard Proposed Contract and this RFP.

Sentinel Response:

SENTINEL

Sentinel Technologies
10355 Citation Drive
Suite 200
Brighton
Michigan 48116
tel 517 336 3600
fax 630 769 1399
sentinel.com

04/09/2026

Rita Schubert
Purchasing Manager
Genesee County
324 S. Saginaw Street, Suite 9A, Flint, MI 48502
Office: 810.257.3195
rschubert@geneseecountymi.gov

Hello,

Below is a list of our exceptions to the bid terms and conditions:

- Sample Contract, Section 8.3, Termination for Convenience: for any termination for convenience, Contractor requests at least 90 days' written notice.

Thank you,

Edward Truesdale
EVP Operations
Sentinel Technologies, Inc.

Litigation

Please describe any lawsuits that were filed against your company in the last five (5) years and the results of those lawsuits. Please describe any mediation or arbitrations your company has been involved with in the last five (5) years and the results of those arbitrations/mediations.

Sentinel Response: No such lawsuits as material to the services at issue.

Demonstration of Financial Stability

Submit with the bid your organization's most recent financial audit, annual compiled financial statements, or annual consolidated financial statements.

Sentinel Response:

Cherry Bekaert LLP
Your Guide Forward

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
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Cherry Bekaert LLP
Your Guide Forward

Report of Independent Auditor

To the Board of Directors
Sentinel Technologies, Inc. and Subsidiary
Downers Grove, Illinois

Opinion

We have audited the accompanying consolidated financial statements of Sentinel Technologies, Inc. and Subsidiary (the "Companies") which comprise the consolidated balance sheets as of December 31, 2024 and 2023, and the related consolidated statements of income, changes in stockholders' equity, and cash flows for the years then ended, and the related notes to the consolidated financial statements.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the consolidated financial position of the Companies as of December 31, 2024 and 2023, and the results of their operations and their cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Consolidated Financial Statements* section of our report. We are required to be independent of the Companies and to meet our other ethical responsibilities in accordance with the relevant ethical requirements relating to our audits. We believe the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Responsibilities of Management for the Consolidated Financial Statements

Management is responsible for the preparation and fair presentation of the consolidated financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of consolidated financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Companies' ability to continue as a going concern within one year after the date the consolidated financial statements are available to be issued.

Auditor's Responsibilities for the Audit of the Consolidated Financial Statements

Our objectives are to obtain reasonable assurance about whether the consolidated financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and, therefore, is not a guarantee that an audit conducted in accordance with generally accepted auditing standards will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the consolidated financial statements.

In performing an audit in accordance with generally accepted auditing standards, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the consolidated financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Companies' internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the consolidated financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Companies' ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audits.

Cherry Bekaert LLP

Elgin, Illinois
March 26, 2025

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
CONSOLIDATED BALANCE SHEETS

DECEMBER 31, 2024 AND 2023

	2024	2023
ASSETS		
Current Assets:		
Cash and cash equivalents	$ 19,919,681	$ 2,932,554
Accounts receivable, net	60,840,398	68,987,455
Inventories, net	2,719,566	5,423,562
Current portion of prepaid expenses	11,882,170	16,789,668
Total Current Assets	95,361,815	94,133,239
Property and Equipment, Net	2,677,374	2,878,498
Other Assets:		
Life insurance – cash surrender value	5,667,690	6,553,281
Prepaid expenses, net of current portion	2,931,362	4,127,127
Deferred income taxes, net	3,122,235	3,283,396
Right-of-use assets – operating leases, net	3,317,789	5,149,355
Other assets	99,695	97,211
Total Other Assets	15,138,771	19,210,370
Total Assets	$ 113,177,960	$ 116,222,107
LIABILITIES AND STOCKHOLDERS' EQUITY		
Current Liabilities:		
Accounts payable	$ 28,782,546	$ 32,682,285
Accrued liabilities	9,602,001	10,047,226
Income taxes payable	972,530	411,597
Current portion of unearned revenue	25,146,690	28,163,945
Current portion of long-term debt	303,127	-
Current portion of deferred compensation	192,983	259,798
Current portion of obligations under operating leases	1,566,484	1,807,799
Current portion of obligations under finance leases	206,953	263,024
Total Current Liabilities	66,773,314	73,635,674
Noncurrent Liabilities:		
Long-term debt, net of current portion	526,070	-
Unearned revenue, net of current portion	6,015,272	7,142,846
Deferred compensation, net of current portion	6,643,280	6,906,807
Obligations under operating leases, net of current portion	1,983,549	3,556,490
Obligations under finance leases, net of current portion	72,822	258,161
Total Noncurrent Liabilities	15,240,993	17,864,304
Total Liabilities	82,014,307	91,499,978
Stockholders' Equity	31,163,653	24,722,129
Total Liabilities and Stockholders' Equity	$ 113,177,960	$ 116,222,107

The accompanying notes to the consolidated financial statements are an integral part of these statements.

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
CONSOLIDATED STATEMENTS OF INCOME

YEARS ENDED DECEMBER 31, 2024 AND 2023

	2024	% of Net Revenues	2023	% of Net Revenues
Revenues, net	$ 356,279,096	100.0	$ 322,874,678	100.0
Cost of revenue	267,535,757	75.1	243,765,328	75.5
Gross Profit	88,743,339	24.9	79,109,350	24.5
Selling, general, and administrative expenses	76,680,163	21.5	74,045,029	22.9
Income from Operations	12,063,176	3.4	5,064,321	1.6
Other Income (Expense):				
Miscellaneous income	275,625	0.1	70,561	-
Interest income	23	-	25	-
Interest expense	(48,606)	-	(31,111)	-
Total Other Income	227,042	0.1	39,475	-
Income Before Income Taxes	12,290,218	3.5	5,103,796	1.6
Provision for income taxes	3,361,723	0.9	1,676,181	0.5
Net Income	$ 8,928,495	2.6	$ 3,427,615	1.1

The accompanying notes to the consolidated financial statements are an integral part of these statements.

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
CONSOLIDATED STATEMENTS OF CHANGES IN STOCKHOLDERS' EQUITY

YEARS ENDED DECEMBER 31, 2024 AND 2023

	Common Stock		Additional Paid-In Capital	Treasury Stock		Retained	
	Shares	Amount	Amount	Shares	Amount	Earnings	Total
Balance, January 1, 2023	106,345	$ -	$ 819,029	48,664	$(15,610,140)	$ 37,516,411	$ 22,725,300
Purchase of treasury stock	-	-	-	1,887	(1,430,786)	-	(1,430,786)
Net income	-	-	-	-	-	3,427,615	3,427,615
Balance, December 31, 2023	106,345	-	819,029	50,551	(17,040,926)	40,944,026	24,722,129
Purchase of treasury stock	-	-	-	2,950	(2,486,971)	-	(2,486,971)
Net income	-	-	-	-	-	8,928,495	8,928,495
Balance, December 31, 2024	106,345	$ -	$ 819,029	53,501	$(19,527,897)	$ 49,872,521	$ 31,163,653

The accompanying notes to the consolidated financial statements are an integral part of these statements.

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
CONSOLIDATED STATEMENTS OF CASH FLOWS

YEARS ENDED DECEMBER 31, 2024 AND 2023

	2024	2023
Cash provided from operating activities:		
Net income	$ 8,928,495	$ 3,427,615
Adjustments to reconcile net income to net cash flows from operating activities:		
Amortization of right-to-use assets under operating leases	1,921,955	2,284,910
Amortization of right-to-use assets under finance leases	252,886	(319,415)
Depreciation and amortization	1,238,084	1,721,623
(Decrease) increase in allowance for credit losses on accounts receivable	52,938	(329,747)
Decrease in provision for obsolete and excess inventory	(588)	(68,382)
Deferred income taxes	161,161	176,938
(Decrease) increase in life insurance – cash surrender value, net of premiums paid	74,380	(70,538)
Gain on sale of assets	19,971	-
Changes in:		
Accounts receivable	8,387,174	7,714,020
Inventories	2,704,584	2,560,189
Prepaid expenses	5,805,985	(1,927,399)
Other assets	2,442	29,542
Accounts payable	(3,899,739)	(4,683,959)
Accrued liabilities	(445,225)	(1,947,473)
Income taxes payable	560,933	204,506
Unearned revenue	(4,144,829)	(1,010,527)
Deferred compensation	(330,342)	442,992
Obligations under operating leases	(1,904,647)	(2,082,108)
Net cash flows from operating activities	19,385,618	6,122,787
Cash flows from investing activities:		
Purchases of property and equipment	(405,107)	(874,229)
Proceeds from sale of property and equipment	43,891	-
Life insurance proceeds	811,211	-
Net cash flows from investing activities	449,995	(874,229)
Cash flows from financing activities:		
Repayments from long-term debt	(120,105)	-
Repayments from short-term borrowings	(3,000,000)	(2,000,000)
Proceeds from short-term borrowings	3,000,000	-
Principal payments on obligations under finance leases	(241,410)	(316,497)
Purchase of treasury stock	(2,486,971)	(1,430,786)
Net cash flows from financing activities	(2,848,486)	(3,747,283)
Net change in cash and cash equivalents	16,987,127	1,501,275
Cash and cash equivalents, beginning of year	2,932,554	1,431,279
Cash and cash equivalents, end of year	$ 19,919,681	$ 2,932,554

The accompanying notes to the consolidated financial statements are an integral part of these statements.

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
CONSOLIDATED STATEMENTS OF CASH FLOWS (CONTINUED)

YEARS ENDED DECEMBER 31, 2024 AND 2023

	2024	2023
Noncash financing transactions:		
Noncash right-of-use assets and obligations under right-of-use assets – operating	$ -	$ 900,116
Noncash right-of-use assets and obligations under right-of-use assets – financing	$ -	$ 132,459
Long-term debt used to purchase property and equipment	$ 949,302	$ -
Other cash flow information:		
Interest paid	$ 48,606	$ 31,111
Income taxes paid	$ 2,639,631	$ 1,294,738

The accompanying notes to the consolidated financial statements are an integral part of these statements.

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

DECEMBER 31, 2024 AND 2023

Note 1—Nature of operations

Sentinel Technologies, Inc. ("Sentinel") and Sentinel Technologies, Inc. AZ (consolidated as the "Companies") specializes in consulting, integration, sale, and installation of advanced technology solutions. The Companies maintain their principal offices in Downers Grove, Illinois and have satellite facilities in Illinois, Arizona, Colorado, Michigan, and Wisconsin.

Note 2—Summary of significant accounting policies

Basis of Presentation – The consolidated financial statements have been prepared on the accrual basis of accounting in accordance with accounting principles generally accepted in the United States of America ("U.S. GAAP").

Principles of Consolidation – The consolidated financial statements include the accounts of Sentinel and its wholly-owned subsidiary, Sentinel Technologies, Inc. AZ. All intercompany transactions and accounts have been eliminated.

Accounting Estimates – The preparation of consolidated financial statements in accordance with U.S. GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the consolidated financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

Revenue Recognition – The Companies' revenue is generally derived from the sale of advanced technology solutions to customers, including the reselling of third party products and services, professional services, and managed services. Revenue is recognized in accordance with Accounting Standards Codification ("ASC") Topic 606, *Revenue from Contracts with Customers*.

The Companies' have elected to use the portfolio approach practical expedient. The Companies' contracts with customers contain similar terms and, as a result, the Companies have elected to apply its revenue recognition policies to a portfolio of contracts with similar characteristics. The Companies do not expect the results of doing so to differ materially from applying the guidance to individual contracts.

Under ASC 606, the Companies recognize revenue when they have a contract with a customer and as they satisfy the performance obligations of that contract through transfer of the promised good or service to the customer. A product or service is transferred when the customer obtains control of that product or service. A contract may contain multiple performance obligations. Prices are specifically identified for each performance obligation within a contract. Costs incurred to obtain a contract are expensed as incurred when the amortization period is less than a year. Incidental items that are immaterial in the context of the contract are recognized as expense.

Third party products and services consist of reselling hardware, software and software as a service licenses, and software support. Revenue for third party products and services is recognized at the point in time when the customer obtains control of the product and services, generally when shipped. As a provider of third party products and services, the Companies assess whether they have promised to provide the customer the specific product or service itself (as a principal) in which case revenue is recognized on a gross basis, or to arrange for those specific products and services to be provided by another party (as an agent) in which case revenue is recognized on a net basis. A primary factor used in the assessment of principal versus agent accounting guidance is the Companies' role in fulfilling the promise to provide the specific products and services.

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

DECEMBER 31, 2024 AND 2023

Note 2—Summary of significant accounting policies (continued)

For sales of third party products (including software and software as a service), the Companies are the principal with revenues recognized on the gross basis. For sales of third party maintenance (including software support) that do not require the Companies' services, the Companies are the agent with revenue recognized on the net basis.

Professional services consist of project management, staging, configuration, and integration services. The customer contract terms determine whether professional service revenues are recognized on a time and material basis, in which case revenue is determined by applying the agreed-upon billing rate as services are performed, or on a fixed fee basis, in which case revenues are recognized over time in proportion to the progress toward complete satisfaction of the performance obligation.

Managed services consist of stand-ready maintenance services provided by the Companies over the term of a contract, generally one month to five years. Revenues are recognized on a straight-line basis over the term of the contract.

The following table disaggregates the revenues of the Companies' revenue based on the timing of satisfaction of performance obligations for the years ended December 31:

	2024	2023
Performance obligations satisfied at a point in time	$ 206,626,460	$ 186,372,776
Performance obligations satisfied over time	149,652,636	136,501,902
	$ 356,279,096	$ 322,874,678

Contract Balances – The timing of revenue recognition, billings, and cash collections results in billed accounts receivable and unearned revenue on the consolidated balance sheets. The beginning and ending contract balances were as follows:

	December 31, 2024	December 31, 2023	December 31, 2022
Accounts receivable	$ 60,945,281	$ 69,332,455	$ 77,046,475
Unearned revenue	31,161,962	35,306,791	36,317,318

Accounts Receivable and Unearned Revenue – Billings may be based on payment schedules that differ from the timing of revenue recognition. These differences are reflected in the consolidated balance sheets as accounts receivable and unearned revenue.

The allowance for credit losses is based on the Companies' assessment of the collectability of customer accounts receivable. In accordance with ASC Topic 326, *Financial Instruments – Credit Losses,* the Companies makes ongoing estimates relating to the collectability of accounts receivable and records an allowance for estimated losses expected from the inability of its customers to make required payments. The Companies establish expected credit losses by evaluating historical levels of credit losses, current economic conditions that may affect a customer's ability to pay, and creditworthiness of significant customers. These inputs are used to determine a range of expected credit losses and an allowance is recorded within the range. Accounts receivable is written off when there is no reasonable expectation of recovery. As of December 31, 2024 and 2023, the allowance for credit losses was $397,938 and $345,000, respectively.

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

DECEMBER 31, 2024 AND 2023

Note 2—Summary of significant accounting policies (continued)

Cash and Cash Equivalents – For purposes of reporting cash flows, cash and cash equivalents include cash on hand, cash deposits in banks, and highly liquid investments with original maturities of three months or less.

Concentration of Credit Risk – The Companies maintain their cash in bank deposits which, at times, may exceed federally insured limits. The Companies believe they are not exposed to any significant credit risk on cash. As of December 31, 2024 and 2023, cash held in excess of insured limits was $19,936,085 and $3,477,312, respectively.

The principal markets for the products for the Companies are in the United States of America. Management performs continuing credit evaluations of its customers and generally does not require collateral. Historically, the Companies have not experienced significant losses related to receivables from individual customers.

Inventories – Inventories are stated at the lower of cost or net realizable value. The average cost method is used to determine the cost for maintenance inventories while the specific identification cost method is used to determine the cost for inventories held for resale. Inventories include both new and used computer parts. Inventories are stated net of a market adjustment for obsolete and excess inventories totaling $55,030 and $55,618 as of December 31, 2024 and 2023, respectively.

Property and Equipment – The cost of property and equipment is depreciated over the estimated useful lives of the related assets. Leasehold improvements are amortized over the lesser of the term of the related lease or the estimated useful lives of the assets. Depreciation and amortization are computed under the straight-line method of depreciation. The useful lives of property and equipment for purposes of computing depreciation are as follows:

Equipment	3 to 7 years
Furniture and fixtures	3 to 7 years
Leasehold improvements	Life of lease

Depreciation and amortization expense for property and equipment charged to operations was $1,490,970 and $1,402,208 for the years ended December 31, 2024 and 2023, respectively.

Income Taxes – The Companies account for income taxes using an asset and liability approach that requires the recognition of deferred tax assets and liabilities for the expected future tax consequences attributable to differences between consolidated financial statements carrying amounts of existing assets and liabilities and their respective tax basis. Deferred taxes are measured using enacted tax laws and rates expected to be recovered or settled.

The Companies recognize the consolidated financial statements impact of a tax position when it is more likely than not that the position will be sustained upon examination. The Companies are no longer subject to federal, state, and local income tax examinations by tax authorities for the years before the 2021 tax year. Based on the evaluation of the Companies tax positions, management believes all positions taken would be upheld under an examination; therefore, no provision for the effects of uncertain tax positions has been recorded for the years ended December 31, 2024 and 2023.

Stock Option Plans – The Companies have stock option plans that provide for the issuance of common stock, which are described in Note 11. Effective January 1, 2006, the Companies adopted the fair value method of accounting for employee stock compensation cost.

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

DECEMBER 31, 2024 AND 2023

Note 2—Summary of significant accounting policies (continued)

Leases – The Companies lease certain buildings, equipment, and vehicles. The determination of whether an arrangement is a lease is made at the lease's inception. Under ASC 842, a contract is (or contains) a lease if it conveys the right to control the use of an identified asset for a period of time in exchange for consideration. Control is defined under the standard as having both the right to obtain substantially all of the economic benefits from use of the asset and the right to direct the use of the asset. Management only reassesses its determination if the terms and conditions of the contract are changed.

Operating leases are included in right-of-use ("ROU") operating leases, net, current portion of obligations under operating leases, and obligations under operating leases, net of current portion in the consolidated balance sheets. Finance leases are included in property and equipment, current portion of obligations under finance leases, and obligations under finance leases, net of current portion in the consolidated balance sheets.

The ROU assets represent the right to use an underlying asset for the lease term, and lease liabilities represent the obligation to make lease payments. Operating lease ROU assets and liabilities are recognized at the lease commencement date based on the present value of lease payments over the lease term. The Companies use the implicit rate when it is readily determinable. Since most of the Companies' leases do not provide an implicit rate to determine the present value of lease payments, management uses the risk-free borrowing rate based on the information available at lease commencement. Operating lease ROU assets also include any lease payments made and excludes any lease incentives. Lease expense for lease payments is recognized on a straight-line basis over the lease term. The Companies' lease terms may include options to extend or terminate the lease when it is reasonably certain the Companies will exercise the option.

The Companies have lease agreements with lease and non-lease components, which are generally accounted for separately with amounts allocated to the lease and non-lease components based on stand-alone prices. The Companies have elected the practical expedient not to separate lease and non-lease components for leases. Additionally, for equipment leases, the Companies apply a portfolio approach to account for the operating lease ROU assets and liabilities.

Subsequent Events – The Companies have evaluated subsequent events through March 26, 2025, the date the consolidated financial statements were available to be issued.

Reclassifications – Certain accounts in the prior-year financial statements have been reclassified for comparative purposes to conform with the presentation in the current-year consolidated financial statements. These reclassifications had no effect on net income or cash flows from operations.

Note 3—Accounts receivable

Accounts receivable consists of the following at December 31:

	2024	2023
Billed receivables:		
Trade receivables	$ 53,830,374	$ 56,905,284
Allowance for credit losses	(397,938)	(345,000)
	53,432,436	56,560,284
Unbilled receivables	7,407,962	12,427,171
	$ 60,840,398	$ 68,987,455

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

DECEMBER 31, 2024 AND 2023

Note 4—Prepaid expenses

Prepaid expenses consist of the following at December 31:

	2024	2023
Prepaid subcontracted expense	$ 10,641,663	$ 10,864,224
Other prepaid expenses	1,240,507	5,925,444
Current prepaid expenses	11,882,170	16,789,668
Noncurrent prepaid subcontracted expense	2,931,362	4,127,127
	$ 14,813,532	$ 20,916,795

Note 5—Property and equipment

Property and equipment, net consists of the following at December 31:

	2024	2023
Equipment	$ 997,610	$ 1,189,356
Furniture and fixtures	15,468,511	15,298,854
Leasehold improvements	1,566,828	1,538,077
	18,032,949	18,026,287
Less accumulated depreciation and amortization	(15,355,575)	(15,147,789)
	$ 2,677,374	$ 2,878,498

Note 6—Accrued liabilities

Accrued liabilities consist of the following at December 31:

	2024	2023
Accrued payroll and payroll taxes	$ 7,276,299	$ 7,853,485
Accrued health insurance	2,080,027	1,883,482
Other accrued liabilities	245,675	310,259
Current accrued liabilities	$ 9,602,001	$ 10,047,226

Note 7—Short-term borrowings

The Companies have a credit agreement that provides up to $17,500,000 as cash advance working capital. In general, the agreement allows the Companies to borrow funds at the 90-day secured overnight financing rate plus 250 basis points (6.875% at December 31, 2024) subject to terms and conditions of the agreement that include the Companies maintaining certain collateral levels and financial covenant requirements. As of December 31, 2024, the credit agreement was collateralized by general assignments on all the assets of the Companies. For the years ended December 31, 2024 and 2023, there were no outstanding borrowed balance and the Companies were in compliance with all required financial covenants.

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

DECEMBER 31, 2024 AND 2023

Note 8—Long-term debt

In June 2024, the Companies entered into a loan in an amount of $949,302 to finance equipment. Monthly payments of $29,355 are required and began on July 9, 2024. The note bears interest at 7.099%. The note matures in July 2027.

Long-term debt, net current portion consist of the following at December 31, 2024:

Long-term debt	$	829,197
Less current portion		(303,127)
Total long-term debt, net of current portion	$	526,070

Principal payments due on long-term debt during each of the next three years are as follows:

2025	$	303,127
2026		325,363
2027		200,707
Total principal payments due on long-term debt	$	829,197

Note 9—Deferred compensation

During 2010, the Companies entered into an agreement to pay certain employees deferred compensation in recognition of meeting and exceeding certain operational and sales goals. The original participants at the inception of the plan were fully vested immediately. All new participants' deferred compensation will vest after 10 years of service. The vested amounts in the plan are available for distribution upon the latter of attaining age 65 or separation of service. Distribution payments shall be paid in annual installments over 10 years. The deferred compensation liability was $6,836,263 and $7,166,605 as of December 31, 2024 and 2023, respectively, and calculated using the net present value method.

Note 10—Income taxes

The components of the provision for income taxes are as follows at December 31:

		2024		2023
Current:				
Federal	$	2,349,351	$	1,011,869
State		851,211		487,374
Deferred tax expense		161,161		176,938
	$	3,361,723	$	1,676,181

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

DECEMBER 31, 2024 AND 2023

Note 10—Income taxes (continued)

The tax effect of temporary differences that give rise to significant portions of the deferred tax assets and liabilities is presented as follows:

	2024	2023
Deferred tax assets:		
Provision for obsolete and excess inventory	$ 26,385	$ 23,370
Allowance for credit losses	108,717	94,254
Other accrued expenses	249,306	303,357
Deferred compensation	1,796,690	1,957,916
Unearned revenue	1,533,507	1,588,897
	3,714,605	3,967,794
Deferred tax liability:		
Property and equipment depreciation differences	(592,370)	(684,398)
	$ 3,122,235	$ 3,283,396

The Companies' effective tax rates for the years ended December 31, 2024 and 2023 varied from the statutory rates due primarily to the permanent differences, state and local taxes, adjustment to the prior year book to tax differences, and changes in valuation allowances.

The provision for income taxes differs from the amounts computed by applying the statutory federal income tax rate as follows:

	2024	2023
Statutory federal income tax provision	$ 2,580,946	$ 1,071,798
Adjustments:		
State income taxes - net of federal benefit	776,742	322,560
Other permanent differences	4,035	281,823
	$ 3,361,723	$ 1,676,181

Note 11—Common stock

The authorized shares of the Companies' no-par value common stock were 147,000 at December 31, 2024 and 2023. The issued shares of the Companies' no-par value common stock were 106,345 shares for both years. The outstanding shares of the Companies' no-par value common stock were 52,844 and 55,794 on December 31, 2024 and 2023, respectively. The transfer, sale, assignment, pledge, or other disposition of common stock by stockholders is subject to the terms and conditions of Stock Restriction Agreements, which provide the Companies and other stockholders with the right of first refusal before certain transfers detailed in the agreements are transacted.

During 2024 and 2023, the Companies purchased 2,950 and 1,887 shares of common stock for $843.04 and $758.23 per share for a total of $2,486,971 and $1,430,786, respectively.

During 2024 and 2023, the Companies issued no shares of common stock from treasury.

SENTINEL TECHNOLOGIES, INC. AND SUBSIDIARY
NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

DECEMBER 31, 2024 AND 2023

Note 12—Stock options

Stock Options Granted Prior to 1997 – Stock options granted prior to 1997 are compensatory and grant the right to purchase shares of common stock at a purchase price of one cent per share. The options vest at a rate of 20% per year beginning in the year in which they are granted. Options become fully vested in the event of merger or sale of the Companies, death or disability of the participant, retirement, or voluntary or involuntary termination of employment for reason other than cause. Options are exercisable in the year in which they vest, with the participant's right to purchase the shares forfeited if the participant elects not to exercise his/her options during the exercise period. Deferred compensation expense with respect to options is amortized on a straight-line basis over the five-year vesting period. At December 31, 2024 and 2023, no options granted prior to 1997 were outstanding and 7,600 shares remain available for future options under pre-1997 option plans.

Stock Options Granted After 1996 – Stock options granted after 1996 have been granted with an exercise price equal to the fair value at the date of grant. The fair value is determined by referring to the most recent independent valuation of the Companies' common stock. Options granted after 1996 generally vest over three years and expire 20 years from the date of grant (amended from ten years in 2007). In 2017 the expiration date for these options was extended 10 years to 2027. Options become fully vested in the event of merger or sale of the Companies, death or disability of the participant, or retirement of the participant.

Stock options outstanding at December 31, 2024 were as follows:

Exercise Price	Number Outstanding and Exercisable	Average Remaining Life of Contract	Weighted Average Exercise Price
$ 68.68	4,400	2.5 years	$ 68.68

There were no options granted, exercised, or forfeited during 2024.

2018 Stock Option Plan – In December 2017, the Companies adopted a 2018 Stock Option Plan that grants the right to purchase shares of common stock at a minimum purchase price that is equal to or above the fair value at the date of grant. The fair value is determined by referring to the most recent independent valuation of the Companies' common stock. These options have vesting periods ranging from immediate to five years (20% vesting per year). The option must be exercised while the participant is employed by the Companies. If the participant's employment with the Companies terminates for any reason, all unexercised vested and nonvested options automatically terminate. There are a total of 20,250 shares set aside for this option plan. At December 31, 2024 and 2023, none of these options had been granted.

Employee Stock Ownership Plan – The Sentinel Technologies, Inc. Employee Stock Ownership Plan ("ESOP") was established in 1988. The ESOP is a noncontributory plan covering eligible employees with a year of service. At December 31, 2024 and 2023, 18,026 and 19,136 shares, with an appraised share value of $878.56 and $783.15, respectively, have been allocated to participants. There were no discretionary contributions made by the Companies for the years ended December 31, 2024 and 2023. Allocations of the Companies' contributions and shares are based on participant earnings or account balances. There were no accrued liabilities for contributions payable to the ESOP at December 31, 2024 or 2023. In December 2023, the ESOP was amended to freeze the plan for any new participants effective January 1, 2024.

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Note 13—Leases

The Companies have operating lease agreements that require monthly payments ranging from $544 to $87,820 and lease maturity dates up through June 2029. The Companies are also obligated by lease agreements that meets the criteria of a finance lease. The finance leases require monthly payments ranging from $1,156 to $1,938 and the leases maturity dates up through June 2029.

Certain leases include optional renewal periods. When it is reasonably certain a renewal option will be exercised, that renewal period is included in the lease term, and the related payments are reflected in the ROU asset and lease liability.

All of the Companies' leases include fixed rental payments. While the majority of the leases are gross leases, the Companies also have a number of leases which require separate payments to the lessor based on the property taxes assessed on the property, as well as a portion of the common area maintenance associated with the property, and for equipment leases, including vehicles, the Companies account for the lease and non-lease components as a single lease. The Companies have elected the practical expedient not to separate lease and non-lease components for leases.

Lease expense for the years ended December 31 were as follows.

	2024	2023
Finance leases:		
Amortization of ROU assets	$ 252,886	$ (319,415)
Interest expenses	16,194	26,979
Operating leases:		
Fixed rent expense	1,929,748	2,390,847
	$ 2,198,828	$ 2,098,411

The amount recognized as a ROU asset related to the finance leases is included in property and equipment, net in the accompanying consolidated balance sheets, while the related lease liability is included in current portion of obligations under finance leases and obligations under finance leases, net of current portion. As of December 31, 2024 and 2023, ROU assets and lease liabilities related to finance leases were as follows:

	2024	2023
ROU assets	$ 224,498	$ 506,809
Finance lease obligations - current	206,953	263,024
Finance lease obligations - noncurrent	72,822	258,161
	$ 279,775	$ 521,185

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Note 13—Leases (continued)

The following is a schedule of future minimum rental payments that existed at December 31, 2024:

	Operating	Finance	Total
2025	$ 1,625,408	$ 214,494	$ 1,839,902
2026	1,529,201	63,794	1,592,995
2027	350,510	10,754	361,264
2028	105,243	-	105,243
2029	35,110	-	35,110
	3,645,472	289,042	3,934,514
Less interest	(95,439)	(9,267)	(104,706)
	$ 3,550,033	$ 279,775	$ 3,829,808

As of December 31, 2024 and 2023, the weighted-average remaining lease term for all operating leases is 2.39 years and 3.13, years, respectively, while the remaining lease term for the finance leases is 1.61 years and 2.19 years, respectively.

Because the Companies generally do not have access to the rate implicit in the lease, the Companies utilize risk free rates as the discount rate. The weighted-average discount rate associated with operating leases as of December 31, 2024 and 2023 is 2.00%, while the weighted-average discount rate associated with finance leases as of December 31, 2024 and 2023 is 4.89% and 4.54%, respectively.

Note 14—Contingencies

The Companies are generally self-insured for losses and liabilities related to health claims up to predetermined amounts, above which, third party insurance applies. Losses are accrued based upon the Companies' estimates of the aggregate liability for claims incurred based on prior experience. Individual claim exposure is $130,000 for 2024 and 2023. The aggregate maximum claim exposure amounts were $7,400,000 and $8,000,000 at December 31, 2024 and 2023, respectively. At December 31, 2024 and 2023, accrued expenses of $2,080,027 and $1,883,482, respectively, are included in accrued liabilities (see Note 6).

Note 15—Concentrations

At December 31, 2024, one customer accounted for 5% of the total gross accounts receivable balance with no other customer greater than 3%. At December 31, 2023, one customer accounted for 10% of the total gross accounts receivable balance with no other customers greater than 5%.

One customer accounted for 10% of total revenue in 2024 with no other customers accounting for greater than 2% One customer accounted for 9% of total revenue in 2023 with no other customers accounting for greater than 2%.