



645 W. 9th Street
Unit 110-377
Los Angeles, CA 90015
P: (213) 223-0170

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TEACH Public Schools

"Educating the Whole Child"

Response for Category 2 Internal Connection
Form 470 Application Number: 230001456
SCHOOL FY26 C2 – Basic Maintenance
Billed Entity Number: 17022941
FCC Registration Number: 0029065075



TechVerb
Technology In Action

SPIN # 143031182
FCC Registration Number (FRN): 0026344986
645 W. 9th Street
Unit 110-377
Los Angeles, CA 90015
Tel: (213) 223-0170
Fax: (213) 223-0714

<http://www.techverb.com>
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1. COVER LETTER



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Enrique Robles

TEACH Public Schools
1846 W. Imperial Hwy.
Los Angeles, CA 90047

Mr. Robles,

Enclosed is a response to your E-Rate request for Category 2 Service Request (Form 470 Application Number 230001456) on the SLD web site.

Tech Verb has been working with Charter Schools throughout Los Angeles County and Orange County to provide the best network infrastructure for over 17 years. Please take a look at our reference list of charter school with contacts whom we continue to work with and feel free to contact them. We hope we can assist on this E-Rate project for Category Two, Basic Maintenance of Internal Connection.

We look forward to working with TEAHC Public Schools on this E-Rate project, and developing a mutually beneficial relationship. Please feel free to contact me at (213) 223-0170 if you have any questions.

Sincerely,

Troy Pilapil
Managing Partner
Tech Verb Inc.
troy@techverb.com
PH: (213) 223-0170
FX: (213) 223-0174



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2. EXECUTIVE SUMMARY



Executive Summary

Tech Verb Inc. is proud to present our proposal for a comprehensive technology solution that will provide the TEACH Public Schools with the highest level of customer service and satisfaction while conforming to the guidelines of the E-Rate program for the funding year of July 1st, 2023 through June 30th, 2024.

Utilizing the information gathered from the 470 posting, we have prepared a proposal for TEACH Public Schools addressing the request for Basic Maintenance of Internal Connection. Our goal is to provide the best service to repair, upkeep of E-Rate eligible equipment and support of any issue. Service includes hardware maintenance along with technical support and configuration changes.

Please note that all our certified engineers are backed by over a decade of enterprise experience and we implement all our solutions using strict industry standard practices. We also abide by manufacturer's recommended configurations and pricing guidelines.

Tech Verb Inc. SPIN # 143031182 is aware that this proposal is contingent upon E-Rate funding. If the applicant does not receive the total anticipated funding from the E-Rate program for this proposal, the school may choose to void all or part of this proposal.

We thank you for the opportunity and consideration.

Respectfully submitted,

Troy Pilapil
Managing Partner
Tech Verb Inc.
SPIN # 143031182
FCC Registration Number (FRN): 0026344986



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3. INTRODUCTION TO TECH VERB



Mission Statement

We at Tech Verb Inc. believe that an organization should not need to pay exorbitant prices for technical expertise. Our mission is to provide clients the highest level of value for IT consulting services by offering a superior level of expertise and professionalism. We do this by attending to the needs of our employees, promoting their strengths and helping them overcome weaknesses. In turn, they gladly and willingly provide our clients with the attention and care each one of them deserves. Building strong rapport with our clients leads to long lasting relationships, which allows us to provide our services at rates often lower than industry standards. This is our mission; this is our dedication.

History of TechVerb Inc.

A couple of high-level network engineers got together to discuss the need of great IT Support for schools. It was noted that many schools were paying a premium to consultants with merely a mediocre level of service, both in technical knowledge and communication skills. When businesses didn't want to pay the premium, they were left to support their networks themselves, often with dire consequences. If a school was lucky to find an IT consultant that had both the technical and communication skills to adequately provide support, the consultant often lacked the availability needed to fully meet the day-to-day support requests of the school. The two decided to leverage their technical expertise along with their ability to communicate effectively, and TechVerb Inc. was formed.

Through prudent work ethics and time-tested experience Tech Verb has grown to include a staff of engineers, technicians and administrators with knowledge spanning the many areas of IT. We are honored and proud to be in a position to provide an opportunity for others to advancement their careers. In treating our staff as family, and not mere employees, we are confident we can offer a full array of quality IT consulting services, providing premium service without premium prices.

Expertise

Every one of our engineers have over a decade of IT experience effectively covering all areas of IT services. From high-level infrastructure design to technology implementation to help desk support to web hosting, we have it all. By leveraging our collective knowledge and experience we are confident we can resolve any technical obstacle. Our wealth of knowledge can even be used to provide the



services of a “Technical Director/Officer” without actually having to hire one. Tech Verb staff have worked with the following manufacturers:

- CISCO SYSTEMS
- RUCKUS WIRELESS
- MERAKI
- FORTINET
- UBIQUITI
- BARRACUDA NETWORKS
- DELL
- HPE (Hewlett Packard Enterprise)
- SONICWALL
- TRIPP-LITE
- APC (American Power Conversion)

The TechVerb Advantage

TechVerb is a “One-Stop-Shop” providing services ranging from telecommunication to help desk support to advanced network/project administration/consulting. As such we provide extensive cost savings by eliminating vendor management or coordination fees associated with large deployments. For example, when companies and organizations utilize our consulting expertise to deploy telecommunication services provided by another vendor, our coordination fees are in addition to the cost of the telecommunication service. However, when our clients obtain both network and telecommunication services through us, our understanding of their existing technology and the technology we provide allows us to eliminate the coordination fees.

TechVerb is a “Turnkey Solution” for IT Services

Network Services

We offer Network Hardware Installations for Wired, Wireless & Hybrid Networks. Our clients include small, medium and large businesses, as well as educational and government agencies. Please contact us today to discuss your project. We will provide you with a solution that is cost effective, and always delivered on time and on budget.

Please see below some of our key network hardware installation capabilities:

Network Data Cabling
Network Infrastructure Solutions
Multimedia Communications Solutions
Fiber and Cable



Interfaces and Modules
Interoperability Systems
Optical
Network Routers
Network Security and VPN (Virtual Private Network)
Server Networking and Virtualization
Storage Networking
Network Switches
Universal Gateways and Access Servers
Video, Alarm, Multimedia & Videoconferencing
VoIP Systems
VM (Virtual Machine) Technology
Wireless Network System Design, Configuration, and Installation

Our company specializes in developing and maintaining a quality and cost-efficient network, from the cable and wireless infrastructure to the most diverse mobile computing platforms.

Network Security

Security concerns are present in every business process, application and computer.

Partnering with Tech Verb can help you protect the availability, integrity and confidentiality of your data. Let us help your organization through Prevention, Detection and Reaction planning and implementation.

Infrastructure Solutions

Network downtime can severely disrupt your business. By offering a full range of network infrastructure solutions, TechVerb can ensure your network is flexible, resilient and scalable.

Our vendor independence puts us in a position to select the best products for your needs, rather than shoehorning a single-vendor solution where it might not be best applied.

With our collective knowledge, you benefit from our extensive experience in delivering and managing complex networks.

Virtual Machine Solutions

A virtual machine is a separate and independent software instance that includes a full copy of an operating system and application software. A physical server prepared with a server virtualization hypervisor such as Microsoft Hyper-V, VMware vSphere or Citrix XenServer can host multiple VMs while maintaining logical



isolation between each machine. Each instance can then share the server's computing resources -- dramatically increasing physical server hardware usage.

Server consolidation is the most compelling benefit of VMs. A typical non-virtualized application server may reach just 5% to 10% utilization. But a virtual server that hosts multiple VMs can easily reach 50% to 80% utilization. The net result is that more virtual machines can be hosted on fewer physical servers, translating into lower costs for hardware acquisition, maintenance, energy and cooling system usage.

Load Balancing

TechVerb provides load-balancing technology from leading vendors to effectively and intelligently redirect and distribute the traffic across your servers.

Service offerings include:

- Application load balancing
- Network load balancing

Thin Client Solutions

As "telecommuting" gains popularity, companies are turning to terminal services and thin clients to provide remote access to the office.

TechVerb provides planning, installation, and configuration of your organization's terminal server needs. We can help optimize the business impact of your terminal services investment through creative, customized solutions that address your organization's specific needs.

TechVerb works with companies large and small, spanning a multitude of industries, to help them leverage their intellectual capital and empower their employees through effective knowledge-sharing and communication.

With our expertise in collaborative technologies such as .net and Microsoft operating systems, coupled with a deep understanding of security management practices and business process optimization, we are uniquely positioned in our ability to provide robust, integrated terminal services solutions.

We provide easy to use solutions that harness the power of Citrix's built-in functionality and custom integration solutions to help maximize your existing technology investment.

System / Network Optimization

As an added value service TechVerb performs a full network analysis upon its first visit to a client site. The analysis reveals areas of interest, and allows for a comprehensive network diagram. We employ the latest in network analysis tools,



such as Fluke testers. The Fluke shows any latency issues, shorting or bad cabling in the network. It tests for throughput and certifies that the ether network is TIA/ISO standard. We also utilize Ekahau ([Ekahau: Wi-Fi Design and Spectrum Analysis for Business-Critical WLANs](#)) for Wi-Fi Design, Spectrum Analysis, and to reduce the complexity of Wi-Fi related issues. Ekahau automatically validate the health of your Wi-Fi network with easy-to-understand pass/fail indication.

After analyzing the network, we move on to the systems network. We thoroughly examine all servers, routers, switches and workstations for proper configuration, errors and current software / firmware updates. Upon completion of our analysis, we supply you with a complete report of our findings and a network diagram. We can then take the necessary steps to optimize all systems for a fast, reliable and efficient network infrastructure.

Microsoft Active Directory Installation/ Migration/ Upgrade

TechVerb offers certified expertise in designing, deploying and troubleshooting complex Active Directory (AD) installations, and can address common AD issues such as replication problems, multi-domain partition configurations and corrupted AD objects. This also includes clean-up of legacy beta software configuration objects in production AD environments, and repair of failed installations of AD and AD-integrated applications. In addition, we also have expertise with Microsoft 3rd party industry tools to provide a more comprehensive scope of work.

Remote Access/ VPN

As VPN solutions not only increase in popularity but also complexity, businesses and IT managers are faced with the challenge of deploying and maintaining a secure, efficient and scalable VPN solution – a solution that safeguards your information and provides the flexibility needed to keep your team productive, no matter where they are.

With over ten years of experience supporting and implementing advanced VPN technologies, TechVerb can provide your business with the proper VPN solution.

Remote Support

We monitor key computer functionality across all your locations down to the individual workstation.

By observing traffic patterns, capacity and general throughput we can often detect potential issues before they occur, allowing us to see service interruption down to the individual component level, and speeding up recovery time by identifying specific points of failure.

Monitoring your network is just the beginning. Having the ability to observe trends within your business system allows us to make important recommendations as your



company grows. It also allows us to adapt quickly to changing conditions with your business model.

No matter what level of network support you select, someone is always there to help. More often than not, assistance can be performed remotely; saving you time and money. Peace of mind comes from knowing our qualified staff of engineers is watching over your network. Questions get answered, problems get solved, and that's the Solution.

Remote support is an Internet-based desktop sharing technology that allows TechVerb to provide offsite technical support. We can either show you what steps to take through screen sharing, or with your permission, we can take control of your desktop and remotely perform tasks.

Tech Verb utilizes a **BEYOND TRUST (Formerly BOMGAR)** Remote Support Appliance and **WebEx** for industry leading remote computer access.

Remote support is provided in conjunction with phone support. This service eliminates waiting for an onsite visit, providing you more timely solution to your problems.

Bottom line – if you depend on your information systems to propel your business and serve your clients, then remote support is critical. In short, resolution times are lessened, our team is able to troubleshoot the issue as it occurs and you are back online and running at full speed in less time.

Server Migration

The migration service provided by TechVerb is designed for those businesses that have been using a Server Based Computing solution and now wish to migrate their existing platform to a newer, more robust platform.

TechVerb is in tune with the various reasons for deploying a migration, and during the process it is our goal to ensure uninterrupted service of the business applications throughout the upgrade.

Whether the migration is due to a software publisher overhauling their applications or an inherent platform migration for functionality improvements, TechVerb can provide the planning and deployment know-how to make the transition a smooth one.

Automated Update Management

Today more than ever, timely critical update response is key to protect against vulnerabilities and maintain the operational availability, confidentiality, and integrity



of IT systems.

TechVerb can build your organization a comprehensive, fully automated critical update management solution by addressing the following:

Strategy

Understanding how critical update management fits into your organization's overall security strategy.

Policy Development

Developing critical update policies and procedures that fulfill your organization's security goals.

Implementation

Using automated tools to discover your system's vulnerabilities, monitoring compliance with your updating policies, determining test procedures, and creating contingency plans for network conflicts.

Data Storage

One of the most critical components of a network's foundation is storage. The amount of legacy and Internet data will only be controllable if care and attention is given to planning scalable storage. TechVerb has experience in designing both large and small storage solutions for all types of businesses in many industry sectors.

We consider the requirements of the entire environment in designing a data storage solution, taking a holistic view rather than just building a separate storage network. Your organization's requirements for a data storage solution may be symptomatic of a larger issue within the network, and the network infrastructure will significantly impact the design and implementation of a solution.

From a workgroup to an enterprise wide solution, TechVerb never simply recommends a one-size-fits-all product. In addition to researching, analyzing and documenting the network infrastructure our engineers look at current data storage trends, and future business and strategic goals, using this information to provide a turnkey solution.

TechVerb Engineers, after verifying all requirements are met, review the plan with your organization, and then proceed with procurement and implementation. Our engineers conduct solution testing and benchmarking, followed by installation at your site. Finally, the engineers conduct training and relay any information necessary for your administrators, and turn over the configuration and training documentation.



We can provide solutions for:

- Network Attached Storage
- Storage Area Networks
- Direct Attached Storage
- RAID Software Solutions
- RAID Hardware Solutions
- Tape Solutions
- Disk Solutions
- Offsite Backup
- Optical Storage
- Disaster Recovery

Successful storage solutions do not just happen; they are well planned and executed. At TechVerb, we are clearly focused on meeting all of the storage needs of our clients.

Email Systems

Email is an integral part of business communications; in fact, most businesses would come to a grinding halt without their business email systems. Although email has become the medium of choice for sending and receiving business correspondence, it is not well suited to the task of transmitting information that should remain private or confidential.

At TechVerb we recognize this fact and work with the world's leading secure email system providers to offer a comprehensive solution to provide your business with secure email services.

Hardware and Software Sales and Procurement Services

We sell a myriad of high-tech products, but we would also be happy to manage the procurement of equipment with the vendor of your choice. If you want it, we'll get it for you.

Cabling Infrastructure

Whether it's running one drop, or a hundred drops, our team of cabling technicians are committed to meet our clients request for excellence. Are you in need of trenching? We do that too. Please note that there are situations that we subcontract Cabling services. In those situations we use Wisetel Inc., a local cable infrastructure company what has been a strategic partner with Tech Verb Inc. for over ten years. More information on Wisetel can be found at wisetel.net.



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4. TECH VERB PROFILE

Tech Verb Profile

Tech Verb Inc. specialize for over 17 years in providing educational institutions to meet and exceed their technology and networking plans and goals for a more reliable and stable network.

Technology services include technology project planning and managing of construction, technology infrastructure planning, data cabling, deployment of all types of networking equipment, deployment of servers, stabilizing networks implemented by other vendors, upgrading legacy technology etc...

We also provide low voltage cabling services.

Tech Verb Inc. has provided technology services to enable traditional, one to one learning, BLAST and Blended Learning. Tech Verb Inc. has also setup the network infrastructure for the following educational institutions:

- ALLIANCE COLLEGE-READY PUBLIC SCHOOLS
 - [Alliance College-Ready Public Schools \(laalliance.org\)](http://laalliance.org)
- INNER CITY EDUCATION FOUNDATION PUBLIC SCHOOLS
 - [Inner City Education Foundation Public Schools \(icefps.org\)](http://icefps.org)
- CAMINO NUEVO CHARTER ACADEMY
 - [Camino Nuevo Charter Academy](#)
- VALUE SCHOOLS
 - [Value Schools](#)
- EDNOVATE
 - [Ednovate | Positive Multigenerational Change Starts Here.](#)
- STEM PREPARATORY SCHOOLS
 - [About Us - STEM Preparatory Schools \(stem-prep.org\)](http://stem-prep.org)
- NEW HEIGHTS CHARTER SCHOOL
 - [Home - New Heights Charter School](#)
- TEACH PUBLIC SCHOOLS
 - [TEACH Public Schools | TK-12 Charter School | Los Angeles, CA \(teachps.org\)](http://teachps.org)
- SCHOLARSHIP PREP CHARTER SCHOOLS
 - [Primary - Scholarship Schools](#)
- PACOIMA CHARTER SCHOOL
 - [Pacoima Charter School](#)
- LOS ANGELES COLLEGE PREP ACADEMY
 - [Los Angeles College Prep Academy \(lacpacademy.org\)](http://lacpacademy.org)
- EL RIO COMMUNITY SCHOOL
 - [El Rio Community School \(elrioschool.org\)](http://elrioschool.org)
- CITY CHARTER SCHOOLS
 - [City Charter Schools](#)

Tech Verb is the technology partner that has helped manage the technology growth of Schools throughout Los Angeles and Orange County. We have also gone into schools who were not satisfied with their current network performance. Our specialized engineers have stabilized to meet or exceed their network challenges by performing network analysis and wireless analysis.



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5. DETAILED QUOTE



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		Tech Verb, Inc. 645 West 9th Street, #110-377 Los Angeles, CA 90015 P: (213) 223-0170 F: (213) 223-0174 SPIN # 143031182 FCC RN: 0026344986				TEACH PUBLIC SCHOOLS 1846 West Imperial Highway Los Angeles, CA 90047 P: (323) 872-0808 FORM 470#: 230001456 Billed Entity Number: 17022941 FCC RN: 0029065075	
BILLED ENTITY NUMBER: 17022929 BILLED ENTITY NAME: TEACH PUBLIC SCHOOLS							
CATEGORY TWO: INTERNAL CONNECTION - BASIC MAINTENANCE OF INTERNAL CONNECTION							
MAKE	MODEL	DESCRIPTION	QUANTITY	HOURLY RATE	TOTAL HOURS/YEAR	TOTAL	
CISCO	Meraki MX100 Cloud Managed Security Firewall	Cisco Meraki MX100 Cloud Managed Security Appliance Firewall	5				
CISCO	MS120-48LP	Meraki Cloud Managed MS120-48LP Switch	1				
CISCO	MS120-48FP	Meraki Cloud Managed MS120-48FP Switch	2				
CISCO	HP		1				
CISCO	MS250-24	Meraki Cloud Managed MS250-24 Switch	1				
CISCO	MS120-24P	Meraki Cloud Managed MS250-24P Switch	1				
CISCO	MS250-48LP	Meraki Cloud Managed MS250-48LP Switch	1				
CISCO	MR33-HW	Meraki MR33 Cloud Managed Wireless Access Point	92				
CISCO	MR36-HW	Meraki MR36 Cloud Managed Wireless Access Point	20				
CISCO	MR74-HW	Meraki MR74 Cloud Managed Wireless Access Point	1				
CISCO	Meraki Cloud Manager Wireless Controller	Cloud based Wireless Controller	4				
TOTAL	TECH VERB BASIC MAINTENANCE	Basic Maintenance of Internal Connection: Repair and upkeep of eligible products. Services include hardware maintenance along with basic technical support and configuration changes.	129	\$125.00	140	\$17,500.00	



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6. BASIC MAINTENANCE AGREEMENT



BASIC MAINTENANCE AGREEMENT

This Basic Maintenance Agreement ("Agreement") is entered into on July 1, 2023, by and between Tech Verb, Inc. a California corporation, with its principal place of business at 645 W. 9th Street Unit 110-377, Los Angeles, CA 90015 (Hereinafter "Tech Verb") and TEACH Public Schools a California Non Profit Corporation, with its principal correspondence address at 10600 South Western Avenue, Los Angeles, CA 90047. (hereinafter "Client").

THE PARTIES AGREE AS FOLLOWS:

1. Scope of Services.

1.1 Tech Verb shall provide basic Local Area Network Maintenance, Repair and upkeep of eligible E-Rate services, basic Technical Support and Configuration changes. The services provided under this E-Rate Basic Maintenance Contract shall be limited to "basic maintenance services" as defined by the FCC's current E-rate rules. Eligible entities are named as the SLD Entity in section 3.2. The parties reserve the right to change the location of service upon written agreement of both parties and where eligible under the Federal Communication Commission ("FCC") E-Rate rules and regulations.

1.2 Tech Verb shall not be required to perform any service that is not covered by the FCC's current E-Rate Rules. Any services not covered by the E-Rate Rules shall either be separately negotiated with the Client or be billed at Tech Verb's then existing hourly rate.

1.3 Any eligible E-Rate service that exceeds the total E-Rate funding allocated to the Client shall either be separately negotiated with the Client or be billed at Tech Verb's existing hourly rate set forth in Exhibit 1.

2. TERM

2.1 Upon E-Rate funding, the term of this Agreement shall commence on July 1st, 2023, shall continue for one (1) year and shall be completed on June 30th 2024.

2.2 Option for Renewal: This Agreement may be renewed for an additional _____ year term upon written agreement of both parties. If both parties agree in writing to extend said Agreement, the terms and conditions set forth in this Agreement shall control the option period.

3. SERVICES, FEE AND PAYMENT



3.1 During the terms of this agreement, Client shall sign and process all applicable documents required by the Schools and Libraries Universal Service Division of the FCC ("SLD") for payment to Tech Verb, including but not limited to form 471, form 486, Service Certification form, All PIA queries and any appeals to the SLD and FCC.

3.2 Basic LAN Maintenance Fee: Tech Verb's Fee (the "Fee") for work performed under this Agreement shall be set per the schedule attached hereto as Exhibit 1. The Fee shall not exceed the sum of \$17,500.00 for each year of this Agreement pursuant to and based on the pricing and obligations originally set forth in Exhibit 2 for the following entities:

TEACH Public Schools
SLD Entity #: 17022941

3.3 Whatever portion of the Fee that is not paid by the SLD, shall be paid by Client. Client shall pay its discount portion of the Fee within 30 days of invoice.

4 CLIENT RESPONSIBILITIES

4.1 Client acknowledges and agrees that it is responsible to provide a suitable working environment in which Tech Verb personnel may perform the Services.

4.2 Wherever possible, Tech Verb shall provide reasonable notice of any services to be rendered pursuant to this Agreement. Client shall take all steps necessary to accommodate such serve requests and cooperate with Tech Verb.

4.3 Client shall back up all critical data prior to Tech Verb conducting any services and shall to continue to back up data during the term of this Agreement. Under the terms of this Agreement, Tech Verb shall not be responsible for any lost data.

5. INDEPENDENT CONTRACTOR

5.1 Client and Tech Verb acknowledge and agree that the parties herein are independent contractors and shall not be considered or deemed to be agents, employees, joint ventures, or partners of the other. Neither party shall have the authority to contract for or bind the other party in any manner and shall not represent itself as an agent of the other.

5.2 Tech Verb may at its own discretion use qualified independent contractors to fulfill its obligations pursuant to this Agreement.



6. WARRANTY

6.1 Tech Verb warrants that for a period of thirty (30) days following a service visit by one of its technicians, Tech Verb will, at no additional cost for labor, replace defective parts installed by Tech Verb. This warranty does not apply to consumable parts (including but not limited to paper, ink, and toner). Any claims for warranty service shall be made in writing to Tech Verb pursuant to this Agreement.

6.2 THE FOREGOING LIMITED WARRANTY STATES THE SOLE AND EXCLUSIVE REMEDIES FOR TECH VERB'S BREACH OF WARRANTY. EXCEPT FOR THE FOREGOING LIMITED WARRANTY, AND FOR ANY WARRANTY, CONDITION, REPRESENTATION OR TERM TO THE EXTENT TO WHICH THE SAME CANNOT OR MAY NOT BE EXCLUDED OR LIMITED BY LAW APPLICABLE TO YOU IN YOUR JURISDICTION, TECH VERB MAKES NO WARRANTIES, CONDITIONS, REPRESENTATION OR TERMS, EXPRESS OR IMPLIED, WHETHER BY STATUTE, COMMON LAW, CUSTOM, USAGE OR OTHERWISE AS TO ANY OTHER MATTERS, INCLUDING BUT NOT LIMITED TO NON-INFRINGEMENT OF THIRD PARTY RIGHTS, INTEGRATION, SATISFACTORY QUALITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

7. LIMITATION OF LIABILITY

7.1 TECH VERB AND THE CLIENT AGREE THAT FOR ANY BREACH OR DEFAULT BY TECH VERB IN CONNECTION WITH THIS AGREEMENT, EVEN FOR A BREACH OF CONDITION OR FUNDAMENTAL TERM OR FOR A FUNDAMENTAL BREACH OR BREACHES, CLIENT'S EXCLUSIVE REMEDY SHALL BE PAYMENT BY TECH VERB OF CLIENT'S DIRECT DAMAGES TO A MAXIMUM AMOUNT EQUAL TO THE AMOUNT OWED AT THE TIME OF THE BREACH TO TECH VERB BY THE CLIENT.

7.2 IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, LOST DATA OR LOSS OF INFORMATION OF ANY KIND, HOWEVER CAUSED, WHETHER CLAIMED UNDER CONTRACT, TORT OR ANY OTHER LEGAL THEORY EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF ANY OF THESE DAMAGES. TECH VERB SHALL NOT BE RESPONSIBLE IN ANY MANNER FOR LOSS OF DATA STORED ON CLIENT'S COMPUTERS.

8. TERMINATION

8.1 This Agreement shall be terminated upon the expiration of the term set forth in Section 2 herein.



8.2 This Agreement may be terminated upon the written agreement of both Client and Tech Verb.

8.3 Either party may terminate this Agreement for good cause upon notice to the other, in the event that the other party: (i) ceases or fails to be solvent; or (ii) is in material breach of this Agreement. The breaching party shall have 30 days after receiving written notice of breach to cure said breach. If the breach is not cured within that time period then the Agreement may be terminated.

8.4 The termination of this Agreement shall not affect or diminish any obligations of the Client to pay the full contract price as stated herein.

8.5 Client agrees that it shall not change Tech Verb's Service Provider's account number provided by the SLD on this Agreement's funding without Tech Verb's written consent. The parties agree that the terms of this paragraph may be enforced by injunction.

9. NOTICES

9.1 All notices and other communications required or permitted under this agreement shall be in writing sent to the addresses listed on the first page of this agreement.

10. NON-SOLICITATION OF EMPLOYEES

10.1 Without Tech Verb's prior written consent, during the term of this agreement and for a period of one (1) year following the expiration or termination of this agreement, Client shall not, nor shall it permit any of its subsidiaries or affiliates to, hire, either directly or indirectly, any person who has been an employee of Tech Verb at any time during the term of this agreement. Client further acknowledges that if Client, or its subsidiaries or affiliates, breach this section, Client agrees to pay to Tech Verb, as liquidated damages, an amount equal to three (3) times the yearly compensation earned by said person as of such person's termination of employment with Tech Verb. Client agrees that since it is difficult to calculate the actual damages, that the liquidated damages stated herein are reasonable and fair.

11. GENERAL

11.1 The headings in this agreement have been inserted for convenience only and are not to affect the interpretation of this agreement.

11.2 Failure by either party to enforce any term of this agreement shall not be deemed a waiver of enforcement of that term or any other term. If any provision of this agreement is held invalid under any applicable statute or rule of law, such



invalidity shall not affect other provisions of this agreement, which can be given effect without the invalid provisions, and to this end the invalid provision(s) of this agreement is declared to be severable. Notwithstanding the above, such invalid provision shall be construed, to the extent possible, in accordance with the original intent of Tech Verb and Client.

11.3 The prevailing party shall be entitled to recover its court costs, reasonable legal fees and other associated expenses incurred in any action or proceeding to enforce this agreement.

11.4 Neither party shall be responsible for failure to fulfill its obligations under this Agreement due to any reasons beyond its control whatsoever, including but not limited to, fire, strike, lock-out, war, riots, acts of a civil or military authority, acts of God, judicial action, inability to secure necessary materials, and delay or failure of performance of a supplier or subcontractor. However, nothing in this section shall relieve the Client from its obligation to make any payment when and as due hereunder.

11.5 This agreement will be governed by and construed in accordance with the laws of the State of California. The courts of the State of California shall have exclusive jurisdiction to enforce this agreement.

11.6 The terms of this Agreement shall be held in strict confidence and its terms shall not be made publicly known.

11.7 Tech Verb reserves the right to assign, sell or transfer the Agreement, or any part of the Agreement, to any qualified third party without prior written consent of the Client.

11.7 The parties each acknowledge that the person executing this agreement on behalf of each party has the authority to bind the respective party.

11.8 This Agreement shall inure to the benefit of and shall be binding upon Tech Verb and Client and their respective successors and permitted assigns.

11.9 This Agreement constitutes the entire agreement between the parties and supersedes all prior representations, proposals, discussions, and communications, whether oral or written. This agreement may only be modified by further written agreement signed by both parties.

11.10 This agreement is only valid and enforceable when signed by both parties.





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EXHIBIT A

		Tech Verb, Inc. 645 West 9th Street, #110-377 Los Angeles, CA 90015 P: (213) 223-0170 F: (213) 223-0174 SPIN # 143031182 FCC RN: 0026344986		TEACH PUBLIC SCHOOLS 1846 West Imperial Highway Los Angeles, CA 90047 P: (323) 872-0808 FORM 470#: 230001456 Billed Entity Number: 17022941 FCC RN: 0029065075		
BILLED ENTITY NUMBER: 17022929 BILLED ENTITY NAME: TEACH PUBLIC SCHOOLS						
CATEGORY TWO: INTERNAL CONNECTION - BASIC MAINTENANCE OF INTERNAL CONNECTION						
MAKE	MODEL	DESCRIPTION	QUANTITY	HOURLY RATE	TOTAL HOURS/YEAR	TOTAL
CISCO	Meraki MX100 Cloud Managed Security Firewall	Cisco Meraki MX100 Cloud Managed Security Appliance Firewall	5			
CISCO	MS120-48LP	Meraki Cloud Managed MS120-48LP Switch	1			
CISCO	MS120-48FP	Meraki Cloud Managed MS120-48FP Switch	2			
CISCO	HP		1			
CISCO	MS250-24	Meraki Cloud Managed MS250-24 Switch	1			
CISCO	MS120-24P	Meraki Cloud Managed MS250-24P Switch	1			
CISCO	MS250-48LP	Meraki Cloud Managed MS250-48LP Switch	1			
CISCO	MR33-HW	Meraki MR33 Cloud Managed Wireless Access Point	92			
CISCO	MR36-HW	Meraki MR36 Cloud Managed Wireless Access Point	20			
CISCO	MR74-HW	Meraki MR74 Cloud Managed Wireless Access Point	1			
CISCO	Meraki Cloud Manager Wireless Controller	Cloud based Wireless Controller	4			
TOTAL	TECH VERB BASIC MAINTENANCE	Basic Maintenance of Internal Connection: Repair and upkeep of eligible products. Services include hardware maintenance along with basic technical support and configuration changes.	129	\$125.00	140	\$17,500.00



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TEACH Public Schools

Form 470 Application Number: 200027312

Billed Entity Number: 17022941

FCC Registration Number: 0029065075

ACCEPTED BY:

ACCEPTED BY:

Tech Verb, Inc.

Client

By: Troy Pilapil By: _____

Name: Troy Pilapil Name: _____

Title: Managing Partner Title: _____

Date: _____ Date: _____



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7. FCC RED LIGHT STATUS



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Red Light Rule

Collections and disbursement rules associated with the DCIA, stated in 47 C.F.R. Parts 0 and 1, describe specific provisions which include a rule commonly referred to as the Red Light Rule. See sections 1.1112, 1.1116, 1.1161, 1.1167, and 1.1910 of the FCC's rules.

FCC RED LIGHT DISPLAY SYSTEM (RLD) for TECH VERB

FCC Red Light Display System (RLD) enables entities doing business with the FCC to determine if they have any outstanding delinquent debt. The RLD enables you to check the status of your account by individual FRNs, and links other FRNs sharing the same TIN when determining whether there are outstanding delinquent debts. Tech Verb, Inc. has never been delinquent during its lifetime of business.



Federal
Communications
Commission

Commission Registration System (CORES)

FCC Registration

[FCC](#) > [FCC Registration](#) > [Manage Existing FRNs](#) > [FRN Financial](#)

[Manage FRNs](#)

FRN Financial

Show entries

FRN	FRN Name	Red Light Status
0026344986	Tech Verb Networks LLC	Green Light

Showing 1 to 1 of 1 entries

[Go Back](#)

[Help](#)

[Frequently Asked Questions](#)

[Privacy Statement](#)

Customer Service

For assistance, please submit a help request at <https://www.fcc.gov/wireless/available-support-services> or call 877-480-3201



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8. REFERENCES



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Reference List

Maynor Garcia

Vice President of Technology
Alliance College Ready Public Schools
5101 Santa Monica Blvd., Suite 8
Los Angeles, CA 90029
(213) 943-4930

[Alliance College-Ready Public Schools](#)
([laalliance.org](#))

Kevin Nm

Manager of Technology
Ednovate
3939 South Vermont Avenue
Los Angeles, CA 90037
(213) 454-0599

[Ednovate | Positive Multigenerational Change](#)
[Starts Here.](#)

Jose Esquivel

Technology Systems Administrator
Value Schools
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Los Angeles, CA 90005
(213) 388-8676

[Value Schools](#)

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[City Charter Schools](#)

Katie Chau

Executive Director
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[El Rio Community School \(elrioschool.org\)](#)

Javier Benitez

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[Camino Nuevo Charter Academy](#)

Eric Barlow

Chief Operations Officer
Stem Preparatory Schools
3200 West Adams Boulevard
Los Angeles, CA 90018
(323) 795-0695

[About Us - STEM Preparatory Schools](#)
([stem-prep.org](#))

Jamie Parada

Operations Director
New Heights Charter School
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Los Angeles, CA 90008
(323) 508-0155

[Home - New Heights Charter School](#)

Bobby Zavala

System Administrator
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11016 Norris Avenue
Pacoima, CA 91331
(818) 899-0201

[Pacoima Charter School](#)

Matthew Kus

Associate Director of Operations
North Valley Military Institute
12105 Allegheny Street
Sun Valley, CA 91352
(818) 368-1935

[North Valley Military Institute - Home](#)
([novamil.org](#))



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9. CISCO PARTNERSHIP and ENGINEERS WITH CERTIFICATION



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Tech Verb, Inc. is a Cisco Premier Certified Partner and has met all of Cisco's requirements.

A Tech Verb Inc.

645 W 9TH ST 110-377
LOS ANGELES, CA 90015 UNITED STATES

Premier

[Visit Partner Website](#) | [Call](#)

Description*

Technology Consultants

* Please note that partner supplied data is not verified by Cisco

Integrator Level

Premier Integrator

Below is the link to search for a Cisco Partner and enter the following information to confirm our partnership:

[Partner Locator \(cisco.com\)](#)

Find a Cisco Partner

Search by capability and fit

Search by partner name

Location (Up to 8 selections)


LOS ANGELES CALIFORNIA, USA ✕

Partner Name *

TECH VERB INC., UNITED STATES

For location: Los Angeles California United States
Partner Name: Tech Verb Inc., United States

ENGINEERS ASSIGNED TO ICEF PUBLIC SCHOOLS

<p>Jong Cho - CCIE</p> 	<p>Hyung Kim- CCNP</p> 
<p>Dan Han- CCNP</p> 	<p>Daniel Hernandez- CCNA</p> 

A **Cisco Certified Network Associate (CCNA)** is an entry-level certification that may appear as a requirement for certain IT roles. The CCNA prepares IT professionals by teaching them the fundamentals of networking. When you begin your CCNA certification process, you may choose from several available specializations, including:

- Routing and switching
- Security
- Collaboration
- Cloud
- Cyber operations
- Data
- Industrial
- Service Provider
- Wireless



A **Cisco Certified Network Professional (CCNP)** helps IT professionals build on the fundamental skills they learned during the CCNA. This certification provides further education and training on topics such as local area networks, wide area networks and remote access. Similar to the CCNA, you can choose from several specializations when you enroll in a CCNP program, including:

- Routing and switching
- Security
- Data
- Collaboration
- Service provider
- Wireless

The **Cisco Certified Internetwork Expert or CCIE** certification is a technical certification that Cisco Systems offers competent professionals in the domain of networking.

CCIE is the highest-level certification by Cisco Systems. To achieve CCIE certificates, it is necessary to pass two levels of Cisco Certified Network Associate (CCNA) and Cisco Certified Network Professional (CCNP) tests. CCIEs typically lead the networking industry using profound technical networking knowledge and work on some of the most technically exigent networking assignments.



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10. COI Certificate of Insurance



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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/22/2022

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 Hughes Commercial Insurance Services, LLC 6936 Alabama Ave Canoga Park CA 91303		CONTACT NAME: William Hughes PHONE (A/C, No, Ext): (818) 668-8220 FAX (A/C, No): (818) 668-8225 E-MAIL ADDRESS: Jackie@hughesrisk.com	
INSURED Tech Verb Inc. 645 W. 9th Street Unit 110-377 Los Angeles CA 90015		INSURER(S) AFFORDING COVERAGE INSURER A: SENTINEL INSURANCE COMPANY INSURER B: BEAZLEY INSURANCE COMPANY, INC INSURER C: INSURER D: INSURER E: INSURER F:	
		NAIC # 11000 3754	

COVERAGES **CERTIFICATE NUMBER:** **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	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			57SBABH3562	01/01/2023	01/01/2024	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			57SBABH3562	01/01/2023	01/01/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB <input type="checkbox"/> EXCESS \$ LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N <input type="checkbox"/> N/A						PER-STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
B	Professional Liability			V11464221201	02/01/2022	02/01/2023	Each Claim 1,000,000 Aggregate 1,000,000

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

Tech & Professional Services: \$1,000,000 each Claim
Tech Product: \$1,000,000 each Claim
Media: \$1,000,000 each Claim
Data & Network: \$1,000,000 each Claim

CERTIFICATE HOLDER

Evidence of Insurance	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

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11. SERVICE LEVEL AGREEMENT (SLA)

Introduction

Service Level Agreement

This service level agreement is a negotiated agreement that records the common understanding about services, priorities, responsibilities, guarantees and warranted between Tech Verb, Inc. and CLIENT. The purpose of the Comprehensive IT Service Level Agreement is to explain the relationship and expectations of Tech Verb IT Services and the CLIENT.

Documenting a Cooperative Relationship

This SLA is, by nature and intent, the articulation of a vital cooperative relationship between information technology and business that it serves. This is a document that serves as a tool for defining expectations, roles and responsibilities, process and procedures that will help the very diverse and complex functions successfully within an IT environment.

The goal of this document is to:

- Define services in terms that make sense to the customers
- Match the dollars, currently budgeted by the CLIENT for information technology with the services currently received from Tech Verb IT Services
- Identify the processes by which CLIENT business leadership can, with help from Tech Verb Services, make business decisions and set priorities for information technology
- Clarify roles so that the CLIENT knows what IT delivers and who does what
- Quantify metrics and accountability so that the CLIENT business leadership knows the documented expectations are being met

To reinforce the nature of this Agreement as a planning tool and a covenant between Tech Verb and CLIENT that co-exist under the jurisdiction of the client and the leadership of the CLIENT, this Agreement is a document that requires neither a signature nor a “lock” on this content.



While the Agreement documents a set of expectation and warranties by which the CLIENT can measure Tech Verb's service performance, it is also a vital planning tool for the CLIENT to set priorities and work with Tech Verb Services in order to establish services and systems that have high business value and meet the changing program needs of the CLIENT and its customers.

For Tech Verb IT Services, this document represents an opportunity to articulate and confirm its understanding of CLIENT needs and expectations. This also serves as a baseline by which Tech Verb can normalize and standardize roles, service levels, budgets, processes and procedures among its CLIENT. This also allows the organization to identify centers of excellence, investment priorities, gaps and issues, and opportunities for leveraging resources and economies of scale.

In sum, this Agreement serves as the primary tool for an ongoing cooperative relationship that promises effective information technology management and enhanced government innovation to meet complex CLIENT business needs in the decades ahead.

Tech Verb Service Agreement

The aim of this Agreement is to provide a basis for close cooperation between Tech Verb IT Services and the CLIENT, for support services to be provided by Tech Verb IT to the CLIENT, thereby ensuring timely, cost effective and efficient support services are available to CLIENT end users.

The primary objective of this document is to define the service delivery items that will govern the relationship between Tech Verb and the CLIENT. This SLA documents the required business facing information technology (IT) services that support the existing CLIENT business processes at the existing service levels and performance baseline from which any desired future changes will be negotiated.

Objectives of Service Level Agreement

- To create an environment that is conducive to a cooperative relationship between Tech Verb and the AGNECY to ensure the effective support of end users who conduct government business
- To document the responsibilities of all parties taking part in the Agreement
- To ensure that the CLIENT achieves the provision of a high quality of service for the end users with the support of Tech Verb IT
- To define the start of the Agreement and the process of reviewing and amending the SLA
- To define in detail the services to be delivered by Tech Verb and the level of service and anticipated costs that can be expected by the CLIENT, thereby reducing the risk of misunderstandings
- To provide a common understanding of service requirements/capabilities and of the principle involved in the measurement of service levels/objectives
- To provide the parties to the SLA a single, easily referenced document that addresses the objectives as listed above

Contact Details

The following contacts are responsible for the monitoring and support of this Agreement.

	NAME	PHONE	EMAIL ADDRESS
Primary Contact	Troy Pilapil	(562) 519-5401	troy@techverb.com
Support	Tech Verb Support	(213) 223-0170	support@techverb.com

Tech Verb IT Responsibilities

Tech Verb IT responsibilities in Support of this SLA include:

- Educate staff on service desk best practice
- Develop business processes in alignment with service desk best practices
- Publish hours of operations



- Use a Service Management tool that is in alignment with industry best practices
- System operations, administration and network connections
- Friendly, courteous and efficient service
- Continuous effort to develop and improve services for all service users
- Meet response time associated with the priority assigned to incidents and service requests
- Adhere to established maintenance windows
- Publish all scheduled maintenance via email
- Respond to IT Alerts and outages
- Comply with client policy

Hours of Operation

Hours of Operation are subject to change. Any modifications to this schedule will be announce through email ahead of time. For issues that arise, please leave a request for service vial email to support@techverb.com. Requests will be processed in the order in which they are received.

HOURS OF OPERATION	
Monday – Friday	8 a.m. to 6 p.m.
After hours and Weekends	As needed

Methods for Requesting Assistance

Tech Verb IT Support can be accessed in the following ways:

- E-Mail (Preferred Method): Send a message with a detailed description of request for service to support@techverb.com
- Phone: Call IT Support at (213) 223-0170

Priority Levels for Request

Tech Verb IT Support will make every effort to resolve issues at the time of the service call or email received. This will be the initial method for resolving issues before assigning a priority level. Requests will be handled according to the priority assigned to them.

The following table describes the priority levels assigned to requests for problem resolution with associated response and completion time commitments:

PRIORITY	DEFINITION	RESPONSE TIME
Critical	A problem that affects all users	Within 15 minutes
High	A problem that affects multiple users	Within 30 minutes
Medium	A problem that affects a single user	Within 1 business day
Low	A service request that does not require immediate attention	Within 1 business day and support will negotiate a schedule

Rates

Tech Verb strives to provide service at the highest level of support at a very competitive price. Our rate are as follows:

Regular business hours (8 a.m. to 5 p.m.)	\$125 per hour
After Business Hours (5 p.m. to 8 a.m.)	\$175 per hour
Weekends and Holidays	\$250 per hour



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Approvals

Agreed this ____1____ day of ____July____, 2023 by

Troy Pilapil
Managing Partner
Tech Verb, Inc.

Customer Company Name
Location

Customer

Customer Contact Name (First and Last)
Signature

Customer