



COVER LETTER

PREPARED FOR:

Region 14 Education Service Center (ESC)

PROJECT:

**Request for Proposal (RFP) for Technology Solutions, Products and Services
Solicitation Number #45-22**

**On behalf of itself and other Government Agencies and made available through
the National Cooperative Purchasing Alliance (NCPA)**

DUE:

Thursday, November 17th, 2022, 2:00 pm CT

PREPARED BY:

Corey Petersen

Director K-12 SLED Sales

Connection® Public Sector Solutions

November 16, 2022

Connection® Public Sector Solutions • 732 Milford Road • Merrimack, NH 03054 • www.connection.com/ps



November 16, 2022

Region 14 Education Service Center
1850 Highway 351
Abilene, Texas 79601

Online Submission: www.ncpa.bonfirehub.com

**RE: Request for Proposal (RFP) for Technology Solutions, Products and Services
Solicitation Number #45-22**

We, at GovConnection, Inc. d/b/a Connection - Public Sector Solutions (Connection), appreciate the opportunity to respond to the Region 14 Education Service Center's (Region 14 ESC) RFP for Technology Solutions, Products and Services and offer our Price List (Tab 7 Excel spreadsheet) along with Tabs 1-9 (including Tab 7 Pricing description) for your review and consideration.

IMPORTANT CONFIDENTIALITY NOTE: Connection would like to request that the offered Cost-Plus Price Schedule on page 2 of Tab 7 – Pricing pdf, be exempt from disclosure and remain proprietary. This pricing information is company confidential.

Our Understanding

- Region 14 ESC is seeking solutions from qualified vendors to be evaluated and upon award, enter into a Master Agreement offering a complete line of Technology Solutions, Products and Services to Public Agencies.
- Offers must include discounts from a commercially available catalog.
- The experience and partnerships of the awarded vendors will be leveraged to provide NCPA participants with a vehicle to drive down the cost of acquisition and derive the best value for their technology investments, ensuring the success of their technology needs.
- Contracts awarded under this RFP will be made available for use by Public Agencies through eProcurement purchasing to reduce the administrative and overhead costs.

Connection's Objective / Commitment

Our proposed solution objective is to offer the most effective solutions, with the deepest, overall discounts, a robust online ordering system, and the most efficient freight terms, combined with our outstanding customer service. Connection is fully capable of and committed to providing the full breadth of equipment, products, and services, within the product lines outlined within this response. Connection has successfully serviced NCPA contracts since 2011 and as a previously awarded NCPA supplier, we look forward to the opportunity to continue our relationship with NCPA / Region 14 ESC and to further assist in the furnishing of its technology products and services. We are confident that we can execute this contract and will work with NCPA participants and Region 14 ESC before, during, and after every purchase, to ensure complete satisfaction.

Connection's Cooperative Expertise

For decades, Connection has been successfully partnering with cooperatives and consortia that have national, regional, and local reach. Since 2011, Connection has been successfully servicing the NCPA contracts as demonstrated by the \$20M-\$30M in annual revenue generated via this contract over each of the past five years. A significant portion of our business is conducted through cooperative/consortium group purchasing contracts. We support the smallest memberships with the same care as we do the largest memberships. We understand how these contracts work and operate and pride ourselves on working closely with our cooperative administrators and members to identify where the value is needed.

We understand the importance of cooperatives in the public arena and what they care about most...
Savings/Value · Shared knowledge
Information gathering · Purchasing leverage
Strength in numbers

Connection's K-12 Expertise

Connection has been a recognized leader in the IT reseller arena for 40 years, as a National Solutions Provider and premier reseller of over 425,000 IT products and services from more than 1,600 manufacturers. Connection holds premier certifications and authorizations from leading vendors—including Cisco Gold, Hewlett Packard Enterprise Platinum, Lenovo Platinum, and Microsoft Gold. In addition, our talented engineers have acquired more than 2500+ professional certifications. These certifications allow us to offer you enterprise-class service, access to volume pricing and in-demand products, software licensing programs, and expert technical service and support.

We have established a long, successful history of supporting K-12 institutions, nationwide, and are committed to servicing the K-12 marketplace, as is reflected in the following statistics:

- In 2021, education sales totaled over \$450M of Connection® Public Sector Solutions' total sales.
- Of that, 53% were K-12 sales.
- In the past year, Connection has grown K-12 business by 28%.
- Active customers span the entire U.S. and some outside the continental U.S.
- We have over 63 field and inside sales representatives dedicated to servicing our K-12 customers.
- Our K-12 customer base is a mix of public school, magnet schools, charter schools, and private schools.
- Our customers have come to recognize and rely upon our demonstrated excellence of service and close affinity for the IT needs of the K-12 environment.



Connection's E-Rate Experience

Connection has successfully participated in the E-Rate program since its inception, in 1998, bringing discounted technology to K–12 school districts all over the country. Our E-Rate customers rely on Connection to provide complete turn-key solutions around internal connections to include networking, wireless, cabling, implementation, and support.

To our K–12 customers, we offer the expertise of our experienced E-Rate team to educate, assist and provide guidance to our customers while navigating E-Rate and understanding USAC rules. Our E-Rate team, under the direction of Tom Halberda, Director of E-Rate, has worked with K–12 districts and libraries and consortiums, instructional leaders as well as technical leaders, and has the technical background needed to help identify needs, assemble the required technology partners to create unique solutions, get them integrated and assist in getting the funding required to implement the desired results.

What sets Connection apart, is our ability to offer this specialized E-Rate guidance combined with our ability to offer a highly trained sales team, 540 engineering, services, and technical staff to help design, implement, and manage the most complex of networking designs.

Connection's Higher Education Expertise

We have established a decades-long history of supporting colleges and universities, nationwide. Our expertise has in part been built from a contract portfolio that includes approximately 1,100 active, higher education customers annually, almost 40% of which have integrated eProcurement solutions in place. In 2021, Connection worked with over 6,200 Higher Education, K–12, Government, and Healthcare customers generating over \$540 million in sales – 40% of which were Higher Education sales. Our customers have come to recognize and rely upon our demonstrated excellence of service and close affinity for the IT needs of the Higher Education environment.

Connection's State and Local Expertise

Connection has been a recognized leader in the IT reseller arena for over 40 years, as a National Solutions Provider and premier reseller of over 425,000 IT products and services from more than 1,600 manufacturers. We have established a long, successful history of supporting Public Safety and State and Local institutions, nationwide, and are committed to servicing this marketplace, as is reflected in the following statistics:

- In 2021, State and Local Government sales totaled over \$80M of Connection® Public Sector Solutions' total sales.
- Active customers span the entire U.S.
- Our State and Local government customer base is a mix of State and Local government agencies.
- Connection has serviced over 1,500 State and Local Government customers over the past decade.



Connection's Financial Stability

GovConnection, Inc. d/b/a Connection Public Sector Solutions is part of the Connection family of PC Connection, Inc. As such, we offer a financially stable, Fortune 1000 company (with revenues topping \$3 billion) you can count on. You can depend on Connection to deliver expertise, solutions, and integrity, consistently.

Connection has the financial ability and breadth of resources to meet all the requirements within this RFP for Technology Solutions, Products and Services, Solicitation Number #45-22. All financial reporting for Connection Public Sector Solutions is made through our parent company PC Connection, Inc. The most current corporation financial statements and annual reports can be read at <http://ir.pcconnection.com/>.

*Throughout our response, we hope to demonstrate that we have the **history, the understanding, the qualifications, the ideal vendor partnerships, the experience, the marketing expertise, financial stability, and the overall best value / deepest discounts, to meet and exceed the primary goals of your RFP.***

Connection is pleased to make this offer in response to your RFP to outline our capabilities, qualifications, pricing, and the services available to Region 14 ESC and NCPA participants. We look forward to discussing this opportunity with you further to provide additional details and to answer any questions you may have. If selected, we'll partner as an extension of your team and remain committed to your success and ongoing satisfaction. For additional information, or to discuss this response, please feel free to contact Corey Petersen, at 800-800-0019 ext. 75554 or corey.petersen@connection.com.

Sincerely,

DocuSigned by:

F440AE5EDC2D4A6...

Robert Marconi

Vice President SLED Sales

Connection® Public Sector Solutions

732 Milford Road, Merrimack, NH 03054 ▪ www.connection.com/ps



TAB 1

MASTER AGREEMENT / SIGNATURE FORM

TAB 1

MASTER AGREEMENT - GENERAL TERMS AND CONDITIONS

Customer Support

The vendor shall provide timely and accurate technical advice and sales support. The vendor shall respond to such requests within one (1) working day after receipt of the request.

Disclosures

Respondent affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

The respondent affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

Renewal of Contract

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew for up to five (5) additional one-year terms or any combination of time equally not more than 5 years if agreed to by Region 14 ESC and the vendor.

Funding Out Clause

Any/all contracts exceeding one (1) year shall include a standard "funding out" clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity's current revenue only, provided the contract contains either or both of the following provisions:

Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract.

Shipments (if applicable)

The awarded vendor shall ship ordered products within seven (7) working days for goods available and within four (4) to six (6) weeks for specialty items after the receipt of the order unless modified. If a product cannot be shipped within that time, the awarded vendor shall notify the entity placing the order as to why the product has not shipped and shall provide an estimated shipping date. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.

Tax Exempt Status

Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.

Payments

The entity using the contract will make payments directly to the awarded vendor or their affiliates (distributors/business partners/resellers) as long as written request and approval by NCPA is provided to the awarded vendor.

Adding Authorized Distributors/Dealers

Awarded vendors may submit a list of distributors/partners/resellers to sell under their contract throughout the life of the contract. Vendor must receive written approval from NCPA before such distributors/partners/resellers considered authorized.

Purchase orders and payment can only be made to awarded vendor or distributors/ business partners/resellers previously approved by NCPA.

Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder.

All distributors/partners/resellers are required to abide by the Terms and Conditions of the vendor's agreement with NCPA.

Pricing

All pricing submitted shall include the administrative fee to be remitted to NCPA by the awarded vendor. It is the awarded vendor's responsibility to keep all pricing up to date and on file with NCPA.

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing

Warranty

Proposal should address the following warranty information:

- Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
- Availability of replacement parts
- Life expectancy of equipment under normal use
- Detailed information as to proposed return policy on all equipment

Products: Vendor shall provide equipment, materials and products that are new unless otherwise specified, of good quality and free of defects

Construction: Vendor shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.

Safety

Vendors performing services shall comply with occupational safety and health rules and regulations. Also all vendors and subcontractors shall be held responsible for the safety of their employees and any conditions that may cause injury or damage to persons or property.

Permits

Since this is a national contract, knowing the permit laws in each state is the sole responsibility of the vendor.

Indemnity

The awarded vendor shall protect, indemnify, and hold harmless Region 14 ESC and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract.

Franchise Tax

The respondent hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

Supplemental Agreements

The entity participating in this contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor.

Certificates of Insurance

Certificates of insurance shall be delivered to the Public Agency prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.

Legal Obligations

It is the Respondent's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.

Protest

A protest of an award or proposed award must be filed in writing within ten (10) days from the date of the official award notification and must be received by 5:00 pm CST. Protests shall be filed with Region 14 ESC and shall include the following:

- Name, address and telephone number of protester
- Original signature of protester or its representative
- Identification of the solicitation by RFP number
- Detailed statement of legal and factual grounds including copies of relevant documents and the form of relief requested

Any protest review and action shall be considered final with no further formalities being considered.

Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders and regulation of any kind of government of the United States or any civil or military authority; insurrections; riots; epidemics; pandemic; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty

Prevailing Wage

It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser. It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

Termination

Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

Open Records Policy

Because Region 14 ESC is a governmental entity responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 14 ESC must provide the OAG sufficient

information to render an opinion and therefore, vague and general claims to confidentiality by the respondent are not acceptable. Region 14 ESC must comply with the opinions of the OAG. Region14 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Respondent are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

PROCESS

Region 14 ESC will evaluate proposals in accordance with, and subject to, the relevant statutes, ordinances, rules, and regulations that govern its procurement practices. NCPA will assist Region 14 ESC in evaluating proposals. Award(s) will be made to the prospective vendor whose response is determined to be the most advantageous to Region 14 ESC, NCPA, and its participating agencies. To qualify for evaluation, response must have been submitted on time, and satisfy all mandatory requirements identified in this document.

Contract Administration

The contract will be administered by Region 14 ESC. The National Program will be administered by NCPA on behalf of Region 14 ESC.

Contract Term

The contract term will be for three (3) year starting from the date of the award. The contract may be renewed for up to five (5) additional one-year terms or any combination of time equally not more than 5 years.

It should be noted that maintenance/service agreements may be issued for up to (5) years under this contract even if the contract only lasts for the initial term of the contract. NCPA will monitor any maintenance agreements for the term of the agreement provided they are signed prior to the termination or expiration of this contract.

Contract Waiver

Any waiver of any provision of this contract shall be in writing and shall be signed by the duly authorized agent of Region 14 ESC. The waiver by either party of any term or condition of this contract shall not be deemed to constitute waiver thereof nor a waiver of any further or additional right that such party may hold under this contract.

Price Increases

Should it become necessary, price increase requests may be submitted at any point during the term of the contract by written amendment. Included with the request must be documentation and/or formal cost justification for these changes. Requests will be formally reviewed, and if justified, the amendment will be approved.

Products and Services Additions

New Products and/or Services may be added to the resulting contract at any time during the term by written amendment, to the extent that those products and/or services are within the scope of this RFP.

Competitive Range

It may be necessary for Region 14 ESC to establish a competitive range. Responses not in the competitive range are unacceptable and do not receive further award consideration.

Deviations and Exceptions

Deviations or exceptions stipulated in response may result in disqualification. It is the intent of Region 14 ESC to award a vendor's complete line of products and/or services, when possible.

Estimated Quantities

While no minimum volume is guaranteed, the estimated (but not limited to) annual volume for Products and Services purchased under the proposed Master Agreement is \$400 million dollars annually. This estimate is based on the anticipated volume of Region 14 ESC and current sales within the NCPA program.

Evaluation

Region 14 ESC will review and evaluate all responses in accordance with, and subject to, the relevant statutes, ordinances, rules and regulations that govern its procurement practices. NCPA will assist the lead agency in evaluating proposals. Recommendations for contract awards will be based on multiple factors, each factor being assigned a point value based on its importance.

Formation of Contract

A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective vendor must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process. Contract award letter issued by Region 14 ESC is the counter-signature document establishing acceptance of the contract.

NCPA Administrative Agreement

The vendor will be required to enter and execute the National Cooperative Purchasing Alliance Administration Agreement with NCPA upon award with Region 14 ESC. The agreement establishes the requirements of the vendor with respect to a nationwide contract effort.

Clarifications/Discussions

Region 14 ESC may request additional information or clarification from any of the respondents after review of the proposals received for the sole purpose of elimination minor irregularities, informalities, or apparent clerical mistakes in the proposal. Clarification does not give respondent an opportunity to revise or modify its proposal, except to the extent that correction of apparent clerical mistakes results in a revision. After the initial receipt of proposals, Region 14 ESC reserves the right to conduct discussions with those respondent's whose proposals are determined to be reasonably susceptible of being selected for award. Discussions occur when oral or written communications between Region 14 ESC and respondent's are conducted for the purpose clarifications involving information essential for determining the acceptability of a proposal or that provides respondent an opportunity to revise or modify its proposal. Region 14 ESC will not assist respondent bring its proposal up to the level of other proposals through discussions. Region 14 ESC will not indicate to respondent a cost or price that it must meet to neither obtain further consideration nor will it provide any information about other respondents' proposals or prices.

Multiple Awards

Multiple Contracts may be awarded as a result of the solicitation. Multiple Awards will ensure that any ensuing contracts fulfill current and future requirements of the diverse and large number of participating public agencies.

Past Performance

Past performance is relevant information regarding a vendor's actions under previously awarded contracts; including the administrative aspects of performance; the vendor's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the vendor's businesslike concern for the interests of the customer.

EVALUATION CRITERIA

Pricing (40 points)

Electronic Price Lists

- Products, Services, Warranties, etc. price list
- Prices listed will be used to establish both the extent of a vendor's product lines, services, warranties, etc. available from a particular bidder and the pricing per item.

Ability to Provide and Perform the Required Services for the Contract (25 points)

- Product Delivery within participating entities specified parameters
- Number of line items delivered complete within the normal delivery time as a percentage of line items ordered.
- Vendor's ability to perform towards above requirements and desired specifications.
- Past Cooperative Program Performance
- Quantity of line items available that are commonly purchased by the entity.
- Quality of line items available compared to normal participating entity standards.

References and Experience (20 points)

- A minimum of ten (10) customer references for product and/or services of similar scope dating within past 3 years
- Respondent Reputation in marketplace
- Past Experience working with public sector.
- Exhibited understanding of cooperative purchasing

Value Added Products/Services Description, (8 points)

- Additional Products/Services related to the scope of RFP
- Marketing and Training
- Minority and Women Business Enterprise (MWBE) and (HUB) Participation
- Customer Service

Technology for Supporting the Program (7 points)

- Electronic on-line catalog, order entry use by and suitability for the entity's needs
- Quality of vendor's on-line resources for NCPA members.
- Specifications and features offered by respondent's products and/or services



TAB 2

NCPA ADMINISTRATION AGREEMENT

TAB 2 NCPA ADMINISTRATION AGREEMENT

This Administration Agreement is made as of December 1, 2022, by and between National Cooperative Purchasing Alliance ("NCPA") and [GovConnection, Inc. dba Connection Public Sector Solutions](#) ("Vendor").

Recitals

WHEREAS, Region 14 ESC has entered into a certain Master Agreement dated December 1, 2022, referenced as Contract Number 01-144, by and between Region 14 ESC and Vendor, as may be amended from time to time in accordance with the terms thereof (the "Master Agreement"), for the purchase of Technology Solutions, Products and Services;

WHEREAS, said Master Agreement provides that any state, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution, other government agency or nonprofit organization (hereinafter referred to as "public agency" or collectively, "public agencies") may purchase products and services at the prices indicated in the Master Agreement;

WHEREAS, NCPA has the administrative and legal capacity to administer purchases under the Master Agreement to public agencies;

WHEREAS, NCPA serves as the administrative agent for Region 14 ESC in connection with other master agreements offered by NCPA

WHEREAS, Region 14 ESC desires NCPA to proceed with administration of the Master Agreement;

WHEREAS, NCPA and Vendor desire to enter into this Agreement to make available the Master Agreement to public agencies on a national basis;

NOW, THEREFORE, in consideration of the payments to be made hereunder and the mutual covenants contained in this Agreement, NCPA and Vendor hereby agree as follows:

General Terms and Conditions

- The Master Agreement, attached hereto as Exhibit 1 and incorporated herein by reference as though fully set forth herein, and the terms and conditions contained therein shall apply to this Administration Agreement except as expressly changed or modified by this Administration Agreement.
- NCPA shall be afforded all of the rights, privileges and indemnifications afforded to Region 14 ESC under the Master Agreement, and such rights, privileges and indemnifications shall accrue and apply with equal effect to NCPA under this Administration Agreement including, but not limited to, Contractor's obligation to provide appropriate insurance and certain indemnifications to Region 14 ESC.

- Contractor shall perform all duties, responsibilities and obligations required under the Master Agreement in the time and manner specified by the Master Agreement.
- NCPA shall perform all of its duties, responsibilities, and obligations as administrator of purchases under the Master Agreement as set forth herein, and Contractor acknowledges that NCPA shall act in the capacity of administrator of purchases under the Master Agreement.
- With respect to any purchases made by Region 14 ESC or any Participating Agency pursuant to the Master Agreement, NCPA (a) shall not be construed as a dealer, re-marketer, representative, partner, or agent of any type of Contractor, Region 14 ESC, or such Participating Agency, (b) shall not be obligated, liable or responsible (i) for any orders made by Region 14 ESC, any Participating Agency or any employee of Region 14 ESC or Participating Agency under the Master Agreement, or (ii) for any payments required to be made with respect to such order, and (c) shall not be obligated, liable or responsible for any failure by the Participating Agency to (i) comply with procedures or requirements of applicable law, or (ii) obtain the due authorization and approval necessary to purchase under the Master Agreement. NCPA makes no representations or guaranties with respect to any minimum purchases required to be made by Region 14 ESC, any Participating Agency, or any employee of Region 14 ESC or Participating Agency under this Administration Agreement or the Master Agreement.
- With respect to any supplemental agreement entered into between a Participating Agency and Contractor pursuant to the Master Agreement, NCPA, its agents, members and employees shall not be made party to any claim for breach of such agreement.
- This Administration Agreement supersedes any and all other agreements, either oral or in writing, between the parties hereto with respect to the subject matter hereof, and no other agreement, statement, or promise relating to the subject matter of this Administrative Agreement which is not contained herein shall be valid or binding.
- Contractor agrees to allow NCPA to use their name and logo within website, marketing materials and advertisement. Any use of NCPA name and logo or any form of publicity regarding this Administration Agreement or the Master Agreement by Contractor must have prior approval from NCPA.
- If any action at law or in equity is brought to enforce or interpret the provisions of this Administration Agreement or to recover any administrative fee and accrued interest, the prevailing party shall be entitled to reasonable attorney's fees and costs in addition to any other relief to which such party may be entitled.
- Neither this Administration Agreement nor any rights or obligations hereunder shall be assignable by Contractor without prior written consent of NCPA, provided, however, that the Contractor may, without such written consent, assign this Administration Agreement and its rights and delegate its obligations hereunder in connection with the transfer or sale of all or substantially all of its assets or business related to this Administration Agreement, or in the event of its merger, consolidation, change in control or similar transaction. Any permitted assignee shall assume all assigned obligations of its assignor under this Administration Agreement.
- This Administration Agreement and NCPA's rights and obligations hereunder may be assigned at NCPA's sole discretion, to an existing or newly established legal entity that has the authority and capacity to perform NCPA's obligations hereunder.

Term of Agreement

This Agreement shall be in effect so long as the Master Agreement remains in effect, provided, however, that the obligation to pay all amounts owed by Vendor to NCPA through the

termination of this Agreement and all indemnifications afforded by Vendor to NCPA shall survive the term of this Agreement.

Fees and Reporting

The awarded vendor shall electronically provide NCPA with a detailed quarterly report showing the dollar volume of all sales under the contract for the previous quarter. Reports are due on the fifteenth (15th) day after the close of the previous quarter. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. The report shall include at least the following information as listed in the example below:

Entity Name	Zip Code	State	PO or Job #	Sale Amount

Total _____

Each quarter NCPA will invoice the vendor based on the total of sale amount(s) reported. From the invoice the vendor shall pay to NCPA an administrative fee based upon the tiered fee schedule below. Vendor’s annual sales shall be measured on a calendar year basis. Deadline for term of payment will be included in the invoice NCPA provides.

Annual Sales Through Contract	Administrative Fee
0 - \$30,000,000	2%
\$30,000,001 - \$50,000,000	1.5%
\$50,000,001+	1%

Supplier shall maintain an accounting of all purchases made by Public Agencies under the Master Agreement. NCPA and Region 14 ESC reserve the right to audit the accounting for a period of four (4) years from the date NCPA receives the accounting. In the event of such an audit, the requested materials shall be provided at the location designated by Region 14 ESC or NCPA. In the event such audit reveals an under reporting of Contract Sales and a resulting underpayment of administrative fees, Vendor shall promptly pay NCPA the amount of such underpayment, together with interest on such amount and shall be obligated to reimburse NCPA’s costs and expenses for such audit.

Connection Note: We have adjusted the table above slightly to include the omitted dollar between \$30,000,000 and \$30,000,001 and between \$50,000,000 and \$50,000,001.

Annual Sales Through Contract	Administrative Fee
0 - \$30,000,000	2%
Over \$30,000,000 - \$50,000,000	1.5%
Over \$50,000,000	1%

ACKNOWLEDGMENT OF CONTRACTOR REQUIREMENTS

National Cooperative Purchasing Alliance

Organization

GovConnection, Inc. dba
Connection Public Sector Solutions

Vendor Name

Matthew Mackel

Name

Robert Marconi

Name

Director, Business Development

Title

Vice President SLED Sales

Title

PO Box 701273

Address

732 Milford Road


Address

Houston, TX 77270

Address

Merrimack, NH 03054

Address



Signature

DocuSigned by:

Bob Marconi

F440AE5EDC2D4A6...

Signature

December 1, 2022

Date

November 16, 2022

Date

TAB 3
VENDOR QUESTIONNAIRE

TAB 3

VENDOR QUESTIONNAIRE

Please provide responses to the following questions that address your company's operations, organization, structure, and processes for providing products and services.

Locations Covered

- Bidder must indicate any and all locations where products and services can be offered.
- Please indicate the price co-efficient for each location if it varies.

<input checked="" type="checkbox"/> All 50 States & District of Columbia (Selecting this box is equal to checking all boxes below)			
<input type="checkbox"/> Alabama	<input type="checkbox"/> Illinois	<input type="checkbox"/> Montana	<input type="checkbox"/> Rhode Island
<input type="checkbox"/> Alaska	<input type="checkbox"/> Indiana	<input type="checkbox"/> Nebraska	<input type="checkbox"/> South Carolina
<input type="checkbox"/> Arizona	<input type="checkbox"/> Iowa	<input type="checkbox"/> Nevada	<input type="checkbox"/> South Dakota
<input type="checkbox"/> Arkansas	<input type="checkbox"/> Kansas	<input type="checkbox"/> New Hampshire	<input type="checkbox"/> Tennessee
<input type="checkbox"/> California	<input type="checkbox"/> Massachusetts	<input type="checkbox"/> New Jersey	<input type="checkbox"/> Texas
<input type="checkbox"/> Colorado	<input type="checkbox"/> Michigan	<input type="checkbox"/> New Mexico	<input type="checkbox"/> Utah
<input type="checkbox"/> Connecticut	<input type="checkbox"/> Minnesota	<input type="checkbox"/> New York	<input type="checkbox"/> Vermont
<input type="checkbox"/> Delaware	<input type="checkbox"/> Mississippi	<input type="checkbox"/> North Carolina	<input type="checkbox"/> Virginia
<input type="checkbox"/> D.C.	<input type="checkbox"/> Missouri	<input type="checkbox"/> North Dakota	<input type="checkbox"/> Washington
<input type="checkbox"/> Florida	<input type="checkbox"/> Kentucky	<input type="checkbox"/> Ohio	<input type="checkbox"/> West Virginia
<input type="checkbox"/> Georgia	<input type="checkbox"/> Louisiana	<input type="checkbox"/> Oklahoma	<input type="checkbox"/> Wisconsin
<input type="checkbox"/> Hawaii	<input type="checkbox"/> Maine	<input type="checkbox"/> Oregon	<input type="checkbox"/> Wyoming
<input type="checkbox"/> Idaho	<input type="checkbox"/> Maryland	<input type="checkbox"/> Pennsylvania	

<input checked="" type="checkbox"/> All U.S. Territories and Outlying Areas * (Selecting this box is equal to checking all boxes below)	
<input type="checkbox"/> American Samoa	<input type="checkbox"/> Northern Marina Island
<input type="checkbox"/> Federated States of Micrones	<input type="checkbox"/> Puerto Rico
<input type="checkbox"/> Guam	<input type="checkbox"/> U.S. Virgin Islands
<input type="checkbox"/> Midway Islands	

* **NOTE:** GovConnection, Inc. dba Connection Public Sector Solutions (Connection) will sell to U.S. Territories and Outlying areas as allowable by the specific Original Equipment Manufacturer's (OEM) export rules. Connection partners with over 1,600 manufacturers; we will work each OEM on a case-by-case basis to determine allowable purchases from U.S. Territories and Outlying Areas.

<input checked="" type="checkbox"/> All Canada Provinces and Territories ** (Selecting this box is equal to checking all boxes below)	
<input type="checkbox"/> Alberta	<input type="checkbox"/> Prince Edward Island
<input type="checkbox"/> British Columbia	<input type="checkbox"/> Quebec
<input type="checkbox"/> Manitoba	<input type="checkbox"/> Saskatchewan
<input type="checkbox"/> New Brunswick	<input type="checkbox"/> Northwest Territories
<input type="checkbox"/> Newfoundland and Labrador	<input type="checkbox"/> Nunavut
<input type="checkbox"/> Nova Scotia	<input type="checkbox"/> Yukon
<input type="checkbox"/> Ontario	

**** NOTE:** GovConnection, Inc. dba Connection Public Sector Solutions (Connection) will sell to all Canada Provinces and Territories as allowable by the specific Original Equipment Manufacturer's (OEM) export rules. Connection partners with over 1,600 manufacturers and will work with each OEM on a case-by-case basis to determine allowable purchases from Canada Provinces and Territories.

If awarded a Master Agreement, will your company extend the terms offered in your Proposal to public agencies in Canada? If no or maybe, please explain.

Yes Maybe No

Connection Response: GovConnection, Inc. dba Connection Public Sector Solutions (Connection) will extend the terms offered in our Proposal to public agencies in Canada, as allowable by the specific Original Equipment Manufacturer (OEM).

If awarded a Master Agreement, will your company extend the terms offered in your Proposal to private sector customers?

Yes Maybe No

Minority and Women Business Enterprise (MWBE) and (HUB) Participation

It is the policy of some entities participating in NCPA to involve minority and women business enterprises (MWBE) and historically underutilized businesses (HUB) in the purchase of goods and services. Respondents shall indicate below whether or not they are an M/WBE or HUB certified.

Minority/Women Business Enterprise Respondent Certifies that this firm a Minority / Women Business Enterprise Historically Underutilized Business Respondent Certifies that this firm is a Historically Underutilized Business

Small Business, MWBE and HUB Growth

If Proposer is a Large, National or Multinational Organization/Corporation, what programs are in place that partners or supports the growth of small and MWEB and HUB business? If yes, please describe.

N/A, we are a recognized small, MWEB or HUB organization

No, we do not have any programs in place.

Yes, we have programs in place.

Connection Response: Yes, GovConnection, Inc. d/b/a Connection Public Sector Solutions (Connection) has programs in place to support the growth of small and MWEB and HUB businesses. We, Connection, utilize small, disadvantaged, minority-owned and/or women-owned, and/or HUBZone businesses, whenever possible. Each situation will be analyzed individually and the partner that best fits the needs of each customer, will be used, when possible. Connection has a Federal Government Approved Small Business Subcontracting Plan that is valid for FY2022. In this plan, we commit subcontracting dollars to small business concerns including Alaskan Native Corporations, and Indian tribes, Veteran-Owned Small Businesses, Service-Disabled Veteran-Owned Small Businesses, HUBZone Businesses and Women-Owned Businesses.

In addition, Connection Public Sector Solutions is currently participating in the SBA's Mentor-Protégé Program (SBAMPP). Our Protégé company is a HUBzone certified small business. The purpose of the SBAMPP is to enhance the development of the Protégé by encouraging approved mentors to provide various forms of assistance. As the Mentor, we provide our Protégé with: Management and Technical Assistance, Financial Assistance, Contracting Assistance, Business Development Assistance and General and/or Administrative Assistance. Connection's participation in this program will increase our ability to leverage our Protégé's expertise in relevant technologies such as networking, cloud computing, cybersecurity, mobile solutions, internet of things, industrial control systems, and managed security services, while also improving HubZone utilization. Supporting Mentor-Protégé documentation is available upon request.

Residency

Responding Company's principal place of business is in the city of Merrimack, State of New Hampshire.

Felony Conviction Notice

Please Check Applicable Box (If the 3rd box is checked, a detailed explanation of the names and convictions must be attached):

A publicly held corporation; therefore, this reporting requirement is not applicable.

Is not owned or operated by anyone who has been convicted of a felony.

Is owned or operated by the following individual(s) who has/have been convicted of a felony

Distribution Channel

Which best describes your company’s position in the distribution channel:

- Manufacturer Direct Certified education/government reseller
- Authorized Distributor Manufacturer marketing through reseller
- Value-added reseller Other: _____

Processing Contact Information

Contact Person [Sales Contact: Corey Petersen](#)

Title [Director K-12 SLED Sales](#)

Company [GovConnection, Inc. dba Connection Public Sector Solutions](#)

Address [732 Milford Road](#)

City/State/Zip [Merrimack, NH 03054](#)

Phone [800-800-0019 ext. 75554](#)

Email corey.petersen@connection.com

Contact Person [Reporting Contact: Brianna Pappas](#)

Title [Contract Specialist](#)

Company [GovConnection, Inc. dba Connection Public Sector Solutions](#)

Address [732 Milford Road](#)

City/State/Zip [Merrimack, NH 03054](#)

Phone [800-800-0019 ext. 33767](#)

Email brianna.pappas@connection.com

Pricing Information

In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing. If answer is no, attach a statement detailing how pricing for NCPA participants would be calculated for future product introductions.

- Yes No

Pricing submitted includes the required NCPA administrative fee. The NCPA fee is calculated based on the invoice price to the customer.

- Yes No

Connection's Cooperative Experience: For decades, Connection has been successfully partnering with cooperatives and consortia that have national, regional, and local reach. (Since 2011 with NCPA.) A significant portion of our business is conducted through cooperative/consortium group purchasing contracts. We support the smallest memberships with the same care as we do the largest memberships. We understand how these contracts work and operate and pride ourselves on working closely with our cooperative administrators and members to identify where the value is needed.

We understand the importance of cooperatives in the public arena and what they care about most... Savings/Value. Shared knowledge. Information gathering. Purchasing leverage. Strength in numbers.

The value Connection brings to our customers is experience, savings, and customer service. Our customer-centric approach focuses on the unique IT goals and challenges facing your members. We work closely with customers before, during and after every purchase to make sure they get exactly what they need, when they need it. As part of the total Connection solution, we provide full support for all the technology we sell. We offer a complete portfolio of IT services designed to help the member get more out of their investment. While other IT suppliers offer only products, and no services, Connection transforms technology, turning trusted brands into complete IT solutions by adding a unique combination of personal service, in-depth expertise, and customized support.

Since 2011, Connection has been successfully servicing the NCPA contracts as demonstrated by the \$20M-\$30M in annual revenue generated via this contract over each of the past five years.

TAB 4
VENDOR PROFILE

TAB 4 VENDOR PROFILE

Please provide the following information about your company:

- **Company's official registered name.**
Connection Response: GovConnection, Inc. dba Connection Public Sector Solutions
- **Brief history of your company, including the year it was established.**
Connection Response: Our History: GovConnection, Inc. is a wholly owned subsidiary of PC Connection, Inc., which was founded in 1982. Patricia Gallup and David Hall established PC Connection, Inc. in 1982 with a mission to offer "a better way to buy information technology products." Seeing a significant business opportunity in the emerging personal computer industry, the two entrepreneurs launched their direct computer supply business with the philosophy that providing technical advice and focusing on customer service was as important as competitive prices.
 - GovConnection, Inc. started as ComTeq Federal, Inc. in 1993 and became a wholly owned subsidiary of PC Connection in 1998.
 - In January of 2002, ComTeq was renamed and incorporated as GovConnection, Inc.
 - In 2016, the company rebranded; the company rebranded with a new "Connection" brand uniting all subsidiaries under one clear, concise, and powerful brand name. NASDAQ stock ticker changes from PCCC to CNXN.

Today: In recent years, we have grown into a Fortune 1000 company, with annual revenues of approximately \$3 billion. Today, our 2,500 employees work in offices in New Hampshire, Florida, Illinois, Massachusetts, Maryland, New Jersey, Pennsylvania, South Dakota, in our full service, ISO 9001:2015-certified Technology Integration and Distribution Center (TIDC) in Wilmington, Ohio, as well as remotely, nationwide.

Connection® is a Global Solutions Provider that connects people with technology to enhance growth, elevate productivity, and empower innovation. The Connection brand includes Connection Public Sector Solutions, Connection Business Solutions and Connection Enterprise Solutions. Through these three companies we provide customer-centric IT solutions and services to public sector markets, small- to medium-sized businesses, and enterprise, respectively.

Connection Public Sector Solutions is a premier reseller and leading National Solutions Provider to the public sector. We offer IT products and solutions to our extensive client base of public sector customers, including these market segments: Higher Education institutions, the Federal government, K-12 schools and state and local governments.

Connection has a 40-year history of maintaining strong, long-standing manufacturer/vendor partner relationships; we were among the first direct marketers, qualified by manufacturers, to market computer systems to end users. Our current portfolio includes over 460,000 products from over 1,600 manufacturers. These established manufacturer relationships enable us to offer deep pricing discounts. As a premier, authorized reseller having no ownership affiliation with any of these partners, we can recommend the most objective, effective, and cost-efficient solutions.

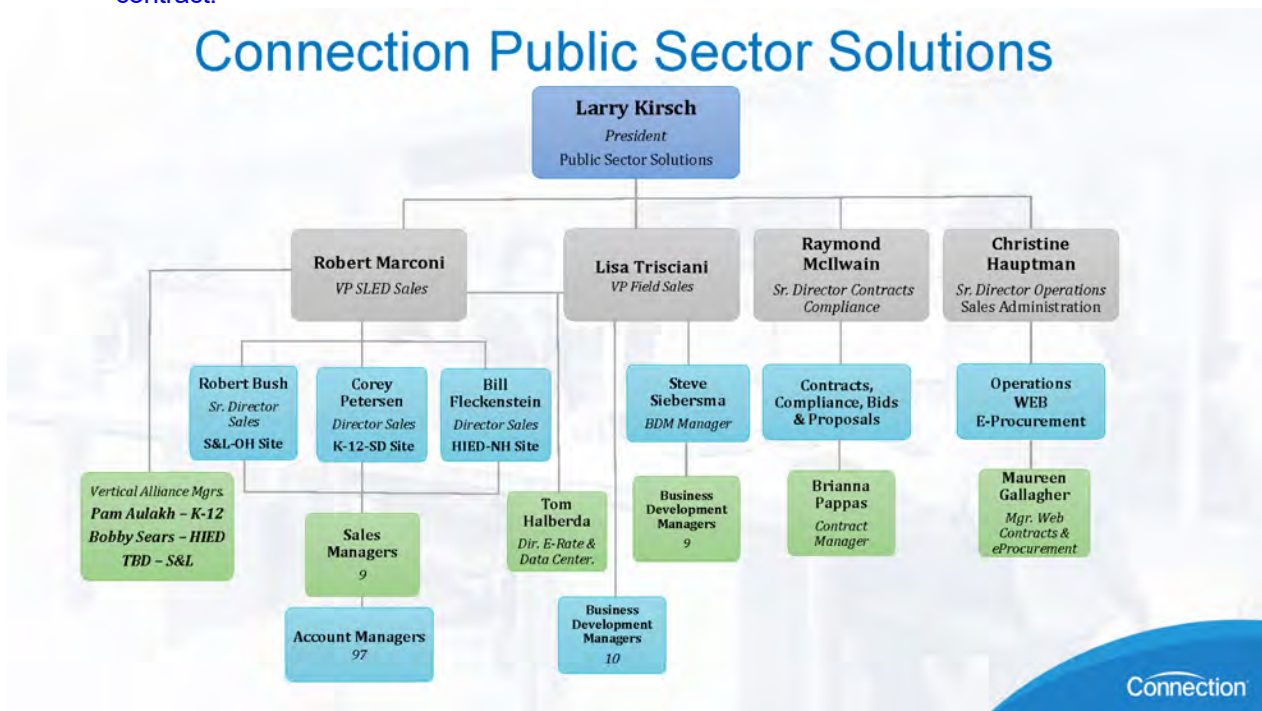
The Future: Ever-changing technology will continue to shape the way we work, communicate, and manage our lives. As technology continues to evolve, Connection Public Sector Solutions

will continue to be a national solutions provider that connects our customers with technology that enhances growth, elevates productivity, and empowers innovation.

Connection is the most qualified supplier and is ideally suited to continue servicing the NCPA contract, mainly due to our:

- long, rich, and successful history providing these services to NCPA and our many public sector customers
 - experienced and highly trained Account Team already in place to service the NCPA and its members.
 - full technology solution expertise and experience in IT delivery nationwide
 - objective solutions recommendations.
- **Company's Dun & Bradstreet (D&B) number.**
Connection Response: 80-967-8782
 - **Company's organizational chart of those individuals that would be involved in the contract.**
Connection Response: Connection's organizational chart is included below. The entire Connection Public Sector Solutions' sales team will be involved in the NCPA contract.

Connection Public Sector Solutions



Connection has the people with the knowledge and experience to help customers meet their goals. We have the longest employee retention rate of any company in our field. The Connection people that you work with today will be the Connection people that you will work with tomorrow, next week, next year and beyond. Because of this, we get to know our customers very well. With this knowledge comes a trusted understanding of customer needs and goals with the formation of a true partnership.

Connection has been successfully servicing the NCPA contract since 2011; we have teams in place to manage the NCPA contract and to meet the IT goals of all participants. A dedicated Account Manager, Sales Manager, and Business Development Manager will be assigned to each participant. Below is a job description of each position:

Account Managers

On average Account Managers have been with Connection for seven years. All new AMs receive three months of thorough training prior to being assigned accounts. AMs are the primary contact for NCPA participants. Each participant will be assigned a dedicated AM to service their account. They are responsible for day-to-day orders, marketing, and sales initiatives.

Sales Managers

Sales Managers' responsibilities include supervising the dedicated Account Managers and managing call campaigns to completion as well as working with the marketing team on all materials and events. The average tenure of a Sales Manager with Connection is eight years.

Business Development Managers

Business Development Managers (BDM) are Connection's outside sales force. They provide sales, marketing, product demonstration and a presence within their assigned community. BDMs coordinate with manufacturers to provide customers with access to educational, volume purchase and IT solution programs. BDMs have placed Connection programs in school districts, local community colleges and municipal governments throughout the country.

Sales Support Specialists

Led by Janet Smithe, a twenty-five-year veteran of Connection, the Sales Support Specialists are dedicated support for Account Managers, assisting with ordering, customer service and returns. Sales Support Specialists are the secondary contact for NCPA participants.

Everyone at Connection is supported by our shared services with our parent company PC Connection. The buyers negotiate with manufacturers and suppliers to provide product at lower cost to NCPA. The service department is certified for first line support and warranty service for many of our manufacturers. They have built a network of partnerships with service providers so that we can provide complete solutions to NCPA and its participants.

- **Corporate office location.**

- **List the number of sales and services offices for states being bid in solicitation.**

Connection Response: Connection has ten physical office locations: Keene, Merrimack, and Portsmouth, NH; Marlborough, MA; Rockville, MD; Dakota Dunes, SD; Schaumburg, IL; Exton, PA; and Boca Raton, FL, and Connection's Wilmington, OH Technology Integration and Distribution Center (TIDC).

Sales and services being bid in this solicitation will be through our offices in Merrimack, NH, Dakota Dunes, SD, Wilmington, OH, as well as by our many remote employees' offices throughout the country.

- **List the names of key contacts at each with title, address, phone and e-mail address.**

Connection Response: Connection's key contacts at each location to service the NCPA contract are:

- Dakota Dunes, South Dakota Office
Corey Petersen, Director K-12 SLED Sales
800 Stevens Port Drive, Suite 900
Dakota Dunes, SD 57049
Cell: 605.659.6442
Work: 800.800.0019 ext. 75554
corey.petersen@connection.com

- Merrimack, New Hampshire Office
Bill Fleckenstein, Director SLED Sales
732 Milford Road
Merrimack, New Hampshire 03054
Cell: 603.341.3926
Work: 800.800.0019 ext. 34242
bill.fleckenstein@connection.com

- Wilmington, Ohio Office
Robert Bush, Sr. Director SLED Sales
2870 Old State Route 73
Wilmington, OH 45177
Cell: 603.249.6813
Work: 800.800.0019 x33059
robert.bush@connection.com

- **Define your standard terms of payment.**

Connection Response: Connection's payment terms are net 30, by ACH, check or wire. P-cards and credit cards may be used for payment at the time of order. Net 30 accounts may not be paid by P-card or credit card.

- **Who is your competition in the marketplace?**

Connection Response: The direct marketing and sale of information technology products and services is highly competitive. We compete with other direct marketers of IT products, such as CDW-G Corporation, SHI and Insight Enterprises, Inc.

We also compete with:

- Software as a Service vendors that only have a direct offering
- Local and regional VARs
- Various franchisers, office supply superstores and national computer retailers
- Manufacturers whose products we carry that additionally sell directly to customers
- Distributors that sell directly to certain customers

We believe that price, product selection and availability, combined with service and support are the most important discriminating factors that place us in the forefront of our industry.

- **What differentiates your company from competitors?**

Connection Response: Connection offers a partnership that can deliver the most comprehensive solution. Our goal is simple – offer NCPA participants the best technology solution choices that meet their constantly changing IT needs, at affordable prices.

Connection’s offer is based on our unique capabilities that cannot be matched due to the extent and breadth of our expertise and the long reaching product and services knowledge base. We believe that price, product selection and availability, combined with service and support, are the most important competitive factors in our industry. Connection has a history, of over 40 years of maintaining strong, long-standing manufacturer/vendor partner relationships; we were among the first direct marketers, qualified by manufacturers, to market computer systems to end users.

Some of the differentiators that set us apart from the competition include:

Customer-Centric Approach: Our customer-centric approach focuses on the unique IT goals and challenges facing our customers. We work closely with you before, during and after every purchase to make sure they get exactly what you need, when you need it. As part of the total Connection solution, we provide full support for all the technology we sell. We offer a complete portfolio of IT products and services designed to help our customers get more out of their investment. While other IT suppliers offer only products, and no services, Connection transforms technology, turning trusted brands into complete IT solutions by adding a unique combination of personal service, in-depth expertise, and customized support.

Experienced/Highly Trained: Connection believes our employees, specifically our sales force, are the lifeblood of our organization and they are second to none; complete satisfaction is their goal! We have one of the most tenured sales staffs in the industry, with an average tenure of over 7 years with Connection and over 15 years in the industry across all positions.

We invest in training programs for our service and support personnel, with an emphasis on putting customer needs and service first. We continually expand and tailor our training and evaluation programs, system enhancements, and sales tools to focus on improving the expertise and effectiveness of our sales team. Because of this, constant training and improvement are a priority.

Accessibility: At Connection, our Account Managers work closely with senior management. Our sales team managers are only two levels away from our President, Larry Kirsch. Our entire sales team has daily interactions with our President and Vice Presidents, so everyone stays in tune with customers’ needs. This also means that you have access to the top levels of our management with a quick phone call or email. We strive to be highly responsive, nimble, and adaptive, and this allows us to serve in ways that other companies cannot. If a customer needs us to change a process quickly, we can accomplish this and still meet the required timelines.

Onsite Visits: Connection’s Business Development Managers (BDMs) can provide onsite visits to NCPA participants to provide account reviews, deliver emerging technologies, whiteboard projects to assist in selecting solutions, road map updates for various OEM’s, arrange tech fairs, consulting with individual departments and conducting one-to-many training events.

Certified Professionals: With over 2,500 professional and technical certifications, qualified teams of experienced engineers, software licensing specialists, and project managers, Connection offers each client a fully customized, best-in-class solution to fit their unique, IT environment. Connection has the resources and expertise to support even the most challenging IT initiatives.

**Solve Your Toughest IT Challenges
with Expertise You Can Count On**

THE TEAM	THE EXPERTISE	THE BUYING POWER
2500* Employees	44,000 Hours of training annually	1600* Technology partners
765* Account managers	2500* Professional certifications	460,000 IT products available
7 Years Average tenure	Hundreds of training hours per engineer every year	225,000* Custom configurations completed every year and growing
540* Engineering services, and technical staff		

Connection

Professional Development: Connection has invested in a team of Microsoft Professional Development strategists and developed partnerships with Certified Google Cloud partners. We can support NCPA participants’ staff with professional learning on platforms such as M365 and GSuite. In addition, Connection is proud to be the first reseller certified as a Global Training Partner with Microsoft.

Objective Solution Recommendations: Connection has a history, of over 40 years of maintaining strong, long-standing manufacturer/ vendor partner relationships; we were among the first direct marketers, qualified by manufacturers, to market computer systems to end users. Our current portfolio includes over 460,000 products from over 1,600 manufacturers. These established manufacturer relationships enable us to offer you deep pricing discounts.

One of the most important IT needs is to procure lasting products at high-cost savings. As a premier, authorized reseller having no ownership affiliation with any of these partners, we obtain extremely competitive pricing for our customers.

A Sampling of Connection’s recent Vendor recognition includes:

- 2022–Fortune 1000 #855
- 2022–CRN Solution Provider 500
- 2022–CRN Tech Elite 250
- 2022–CRN MSP 500
- 2021–Veeam Growth Partner of the Year, North America
- 2021–Corporate Champion, Women’s Forum of New York
- 2021–Named one of Forbes’ Best-in-State Employers
- 2021–Fortune 1000 #817
- 2021–Aruba Federal Public Sector Partner of the Year
- 2020–NH National Guard and Reserve Pro Patria Award
- 2020–Named one of Forbes’ Best-in-State Employers
- 2020–HPE Federal Green Lake Partner of the Year
- 2020–Premier (Healthcare GPO) Legacy Award
- 2020–NH National Guard and Reserve Pro Patria Award
- 2020–HP U.S. Personal Systems National Solution Provider of the Year Award
- 2020–Microsoft US Partner Award - Other - Surface PC
- 2019–Citrix Cloud Partner of the Year
- 2019–Cisco Marketing Velocity U.S. Innovator of the Year
- 2019–HPE Federal Value Server Partner of the Year
- 2019–Aruba Federal Growth Partner of the Year
- 2019–CRN Tech Elite 250
- 2019–CRN Solution Provider 500
- 2019–CRN Managed Service Provider 500
- 2019–Internet Retailer Top 500
- 2019–Fortune 1000 #820
- 2018–Citrix SMB Partner of the Year
- 2018–Cisco U.S. Marketing Innovator of the Year
- 2018–MSI Valued Channel Partner
- 2018–Honeywell Gold Partner of the Year
- 2018–CRN Tech Elite 250
- 2018–CRN Solution Provider 500
- 2018–Internet Retailer Top 500
- 2018–Fortune 1000 #746
- 2017–HPE NSP SLED Partner of the Year
- 2017–A2B Tracking Reseller Partnership
- 2017–Lenovo Platinum Data Center Partner
- 2017–CRN Tech Elite 250
- 2017–CRN Solution Provider 500
- 2017–Fortune 1000 #775
- 2017–Microsoft Excellence in Operations—Double Gold Level
- 2017–Vizient Innovative Technology Designation
- 2017–CHIME Foundation Partner Award
- 2017–ATEN Best Performance Award
- 2017–Red Hat Rising Star Partner of the Year Award
- 2017–Kaspersky Lab Large Account Reseller of the Year Award
- 2016–HP MPS Best in Class
- 2016–CRN Tech Elite 250
- 2016–CRN Solution Provider 500
- 2016–Fortune 1000 #825
- 2016–Symantec National Reseller Growth Partner of the Year
- 2016–Dell EMC Healthcare Partner of the Year
- 2016–Continuum of Care Award from Premier Inc.
- 2016–VMware Renewals Partner of the Year
- 2016–ESET Most Valuable Partner

Free FOB, Standard Ground Shipping: Connection has a 99% ship rate, and we can ship most in-stock items the same day the order is received. We are aware that on occasion, emergency, expedited or specialized delivery options may be required to meet your crucial deadlines. To meet these needs, we offer Expedited Overnight, Second Day, BOT (by ocean transport), Heavy Weight, Oversized, Lift Gate, Inside Delivery, Hazardous Materials Delivery, Package Removal, and Installation/Product Setup. If such services are required, we ask that you contact a member of your Account Team to arrange and for a tailored rate quote.

Self-Maintained Inventory: An area where Connection stands apart from our competition is our ability to respond to our customer's needs. Many IT Solution providers rely on distribution partners to maintain inventory and support their customer shipment logistics. Connection is heavily invested in maintaining our own inventory positions and excels at meeting our customers shipping requirements, by keeping those functions within our control. By maintaining our own inventory, Connection has rapid access to products, can offer value-added custom configuration services and can meet shipping demands that others in the industry simply cannot.

Webinars: Connection can deliver Webinars, via Teams or WebEx, where Subject Matter Experts will deliver roadmaps, new technology, emerging technology, updates, and answer questions about best practices.

Call Campaigns: Connection will utilize targeted call campaigns to highlight vendor partners or innovative products.

eProcurement/B2B Site: Our B2B Website offers an efficient procurement channel with benefits that include standardizing your purchasing practices, controlling unauthorized spending, reducing paperwork, and increasing productivity. We integrate seamlessly with many institutions' procurement systems and 3rd party systems, allowing us to provide seamless, single sign on, offsite carts, quoting, automated electronic ordering and electronic invoicing.

In addition to the robust functionality of Connection's eProcurement sites, we offer a Blog link to each Member site. When selecting BLOG in the grey bar above the shopping cart icon, your guided to the Blog, which includes current and pertinent information such as CARES Act, Distance Learning Initiatives, etc.

Campus Stores: Connection Public Sector Solutions has many successful, virtual, campus stores. Virtual campus stores are customized websites offering customer-specific products and bundles and/or product catalogs with customer-specific discounts. These are offered to students and faculty, with the ability to ship to their homes. We also offer the ability to supply these campus stores with inventory for phased deployments and shipments of products, if required.

ISO-Certified, Technology Integration and Distribution Center (TIDC): In 2016, we relocated our TIDC operations to a tremendous, cutting-edge facility that has effectively doubled our capacity for shipment and custom configuration, positioning us to meet your needs well into the future.

Our commitment to customer service and satisfaction is our top priority, and our enhanced facility enables us to respond to customer needs—and continue to offer a quality of service that is second to none. Our technicians can perform a broad range of configuration services at our ISO 9001:2015 certified lab in Wilmington, OH. Some of our

configuration services include hardware configuration, software installation, system imaging, product staging, server rack construction, custom printer construction, asset tagging, etching, custom labeling, and more. We are currently configuring over 1,500 devices daily at this facility.

For additional information on the dependable and seamless distribution and fulfillment offered by Connection's TIDC, we hope you will enjoy the video located at the bottom of the page via the following link: <http://www.govconnection.com/technology-services/distribution-and-configuration-center> and at <https://vimeo.com/383306378/9ae0111ed7>.

One-Stop Shop, World Class Vendor: Connection is prepared to offer a single pane of glass, One-Stop Shop, experience for all IT purchases. We are uniquely positioned to leverage our manufacturer partnerships to garner exceptional pricing and can create a customized catalog of all offerings, via our innovative web portal. Our One-Stop Shop, value-added services include but are not limited to; free best way, ground shipping, inventory management, hassle free returns, exceptional customer service, customized websites, a personal purchase program reflective of all offered pricing, configuration, and professional services, and much more.

- **Describe how your company will market this contract if awarded.**

Connection Response: As we have for more than a decade, Connection, in cooperation with NCPA and Region 14 ESC, will continue to market this contract.

Connection staffs a dedicated marketing team responsible for our marketing strategy within the K-12, Government, and Higher Education markets. Our education marketing team has a deep understanding of technology trends within the segment, how to effectively reach the education technology influencer/decision maker audience and proven track record of expanding awareness our partnership with NCPA. Their mission will be to develop, evolve, and execute the right mix of brand, customer engagement, lead generation, and sales enablement programs to increase NCPA's contract participation with Connection.

Connection's creative department could create co-branded marketing targeted towards K-12, Higher Education and State and Local government within two weeks of award announcement. This would be distributed to our inside and field sales teams and added to the NCPA landing page on our website. We would also include these materials as collateral used in tradeshows we attend.

Connection is committed to promoting the NCPA contract throughout the term. Our marketing manager will work with the marketing contact at NCPA to work on promotion ideas and campaigns to strengthen the relationship and provide value. Connection will be able to produce professional looking case studies, collateral pieces, presentations, emails, social media and more to promote the Master Agreement.

With the evolving landscape of digital marketing and additional applications our marketing organization has implemented, we will expand programs within social media, implement retargeting campaigns and account-based marketing, increase frequency of virtual/webinar-based events and multi-touch email programs.

Our K-12, Government and Higher Education Go-To-Market strategy is broken out into four focus areas: Brand, Customer Engagement, Lead Generation, and Sales Enablement. Connection will be happy to provide a complete, customized marketing plan along with a proposed budget, upon award, and upon further discussions with

NCPA / Region 14 ESC, regarding the specific goals and expectations of the contract resulting from this RFP.

Examples of marketing efforts, that Connection could provide to drive NCPA education business are (Note: Many of which are currently being provided.):

- Connection's nationwide sales force will be fully trained on the NCPA / Region 14 ESC Technology Solutions, Products, and Services contract and will communicate details of the awarded contract, verbally, to all existing and new customers.
- Co-branded email to entire Connection's education and state and local agency list highlighting contract and special offers for members
- Co-branded press release within first 30-day of award
- Initial call campaign to Connection customers to let them know they can now purchase via NCPA. This will continue monthly with any new contract members.
- Listed on each individual state contract page on our website
- Social media campaign to announce award of contract
- Post award webinar with NCPA / Region 14 ESC
- Dedicated member Teams or WebEx calls on key topics
- Custom co-branded contract collateral
- Participation with NCPA at key industry conventions and tradeshow, like TCEA and ISTE
- Promotions for members on NCPA homepage
- Dedicated onsite visits by our field teams, to existing Connection customers, for deeper account penetration. Awareness through these site visits focus on manufacturer collaboration and contract value add to participants.
- Dedicated NCPA contract landing page on the govconnection.com website. This page will include:
 - NCPA Logo
 - A link to NCPA website
 - Summary of contract and services offered
 - Co-branded contract flyer
 - Featured products
 - Due Diligence Documents including copy of solicitation, copy of contract and any amendments, marketing materials

Please visit the social media sites below for examples of our messaging:

LinkedIn: <https://www.linkedin.com/company/connection-public-sector>

Facebook: <https://www.facebook.com/Connection4IT/>

Twitter: <https://twitter.com/ConnectionIT>

- **Describe how you intend to introduce NCPA to your company.**
Connection Response: Our sales force has been and will continue to be instrumental in informing customers of the benefits of this contract and its ease of use. Since 2011, Connection has been an NCPA contract holder and has consistently driven awareness of our NCPA Contract. All new Account Managers joining the SLED sales team receive compliance training and cover the benefits of NCPA. Quarterly scheduled review sessions throughout the year help remind Account Managers their responsibilities for compliance and open discussions of success stories.

In addition, Connection will create and provide a NCPA playbook with contract details including:

- How to position NCPA to State and Local, Higher Education and K-12 participants
 - The customer value-adds of NCPA to all our Account Managers and Business Development Managers
 - Quarterly internal trainings for the NCPA contract
- **Describe your firm's capabilities and functionality of your on-line catalog / ordering website.**

Connection Response: Designing and implementing successful, secure, customizable, direct, online catalog ordering sites for our customers is right in our wheelhouse! This is one of our many strengths and an example of one area which differentiates us from other vendors, as demonstrated by the following:

- \$100 Million in online sales annually
- Manages over 15,000 Business-to-Business (B2B) web accounts
- Integrated over 400 eProcurement punchout accounts which include electronic shopping, ordering, and invoicing
- Many national consortiums/cooperatives are already using Connection as their source for their eProcurement needs
- Providing efficient, eProcurement sites for over fifteen years.

We have the expertise and the capabilities in place to continue to provide and support secure, 24x7 ordering portals to NCPA participants and Region 14 ESC institutions.

We offer these online, e-Commerce solution sites which are customizable for each participant, using NCPA-specific pricing. Our B2B website helps standardize purchasing practices, control unauthorized spending, reduce paperwork, and increase productivity. These sites offer an efficient procurement channel with benefits that include purchasing authorization control and reporting, among many others.

Our mature and extremely successful web-based business is the hub around which our business is built.

The following screenshots have been offered to demonstrate accessibility along with some of the features and benefits to individual participants:

Create an Account

- Create an online account to shop NCPA Contract at: www.govconnection.com/ncpa
Click on **First Time User?**



All Org Carts Orgs

National Cooperative Purchasing Alliance

Contract #01-44

Connection Public Sector Solutions is pleased to offer contract pricing to the National Cooperative Purchasing Alliance! [See contract highlights \(PDF\)](#)

At Connection, we understand there's a lot more to IT than just technology. Our customer-centric approach focuses on the unique IT goals and challenges facing your agency. We work closely with you before, during and after every purchase to make sure you get exactly what you need, when you need it. And, as part of the total Connection solution, we support all the technology we sell with a complete portfolio of IT services designed to help you get more out of your investment.

- 200,000 technology products
- 1,600+ brands
- Contract-purchasing expertise
- Volume software licensing
- Comprehensive services

Need Assistance? Contact your dedicated Account Manager:

Janet Smith
(800) 800-0019
janet.smith@connection.com

First Time User

Log In

Featured Products

<p>Apple Apple BTO MacBook Air 13" Apple M1 chip with 8C CPU and 7C GPU 16GB 512GB Space Gray \$1,383.12</p> 	<p>Adesso Adesso 1080P HD Auto Focus Webcam with Built-in Dual Microphone \$46.76</p> 	<p>Surface Microsoft Microsoft Surface Pro X SQ1 8GB 256GB SSD ac BT 2xWC 13" PS MT W11P Platinum \$1,156.82</p> 
<p>Lenovo Lenovo 65W USB-C GaN Adapter \$46.67</p> 	<p>Ergotron Ergotron Ergotron WorkFit-TL Six-Stand Desktop Workstation, Black \$464.79</p> 	<p>Logitech Logitech Logitech MeetUp Conference Cam \$804.22</p> 

- Complete name, email, phone, and password to create your online account. Once completed you will have access to NCPA contract custom website.

Please provide your basic registration information below to create your account.

First Name:	<input type="text"/>	Last Name:	<input type="text"/>
Email:	<input type="text"/>	Phone: (optional)	<input type="text"/>
Password:	<input type="text"/>	Confirm Password:	<input type="text"/>

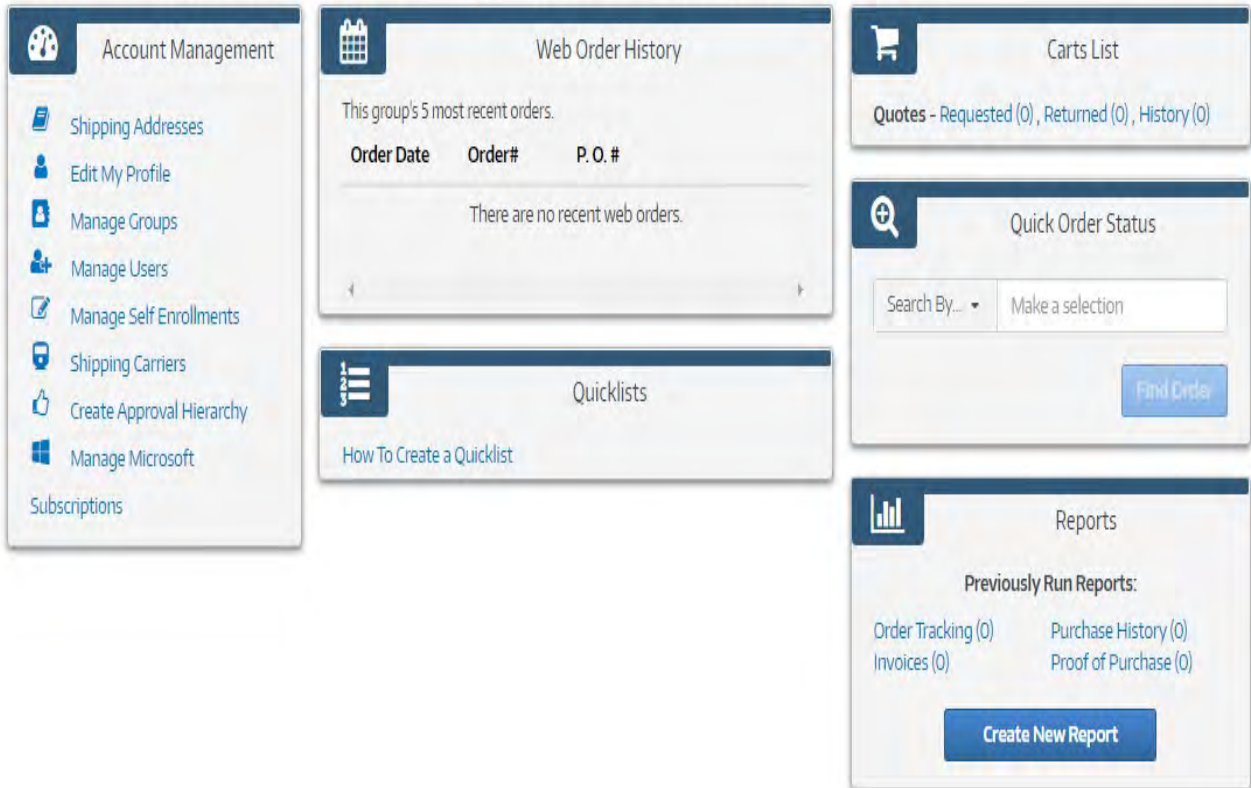
Account Home

The account home dashboard has many feature benefits to help manage your online account. Account dashboard landing page can be customized with personalized messaging, logo, along with recommended and product standards for individual purchasers. Manage credit card billing, shipping addresses, create frequently purchased items list, track orders, generate reports, and save & request quotes.

Shopping on NCPA 01-44 Contract

OPEN ▾

National Cooperative Purchasing Alliance : Contract #01-44



The dashboard is organized into several functional areas:

- Account Management:** A vertical sidebar on the left containing links for Shipping Addresses, Edit My Profile, Manage Groups, Manage Users, Manage Self Enrollments, Shipping Carriers, Create Approval Hierarchy, Manage Microsoft, and Subscriptions.
- Web Order History:** A central panel titled "Web Order History" showing "This group's 5 most recent orders." It features a table with columns for Order Date, Order#, and P.O.#. The table is currently empty, displaying the message "There are no recent web orders."
- Carts List:** A panel titled "Carts List" showing "Quotes - Requested (0), Returned (0), History (0)".
- Quick Order Status:** A panel with a search bar labeled "Search By..." and "Make a selection", and a "Find Order" button.
- Reports:** A panel titled "Reports" showing "Previously Run Reports:" with links for Order Tracking (0), Purchase History (0), Invoices (0), and Proof of Purchase (0). It includes a "Create New Report" button.
- Quicklists:** A panel titled "Quicklists" with a link for "How To Create a Quicklist".

Reporting

Technology purchase reporting is available on the portal. Order tracking, Proof of Purchase, Purchase History, and Invoice reporting options. Choose from date range or schedule weekly, monthly, or quarterly. Reports can be downloaded into Excel.

Reports

OPEN ▾

Previously Requested Reports

Select a type of report to view your saved reports

[Order Tracking \(0\)](#)

[Proof of Purchase \(0\)](#)

[Purchase History \(0\)](#)

[Invoice \(0\)](#)

Scheduled Reports

You currently have 0 recurring reports:

[View report schedule](#)

[Create scheduled report](#)

Quick Reports

Advanced Reports

* Select Report Type:

Order Tracking

Open and Closed Orders ▾

Proof of Purchase

Purchase History

Invoices

* Select Date Range:

From To

Refine by Options:

Ship-to Address

Credit Card

Manufacturer

Product

Create Report Name:

* Required Fields

[Run Report](#)

Report Types:

Order Tracking - Tracks the status of open and shipped orders.

Proof of Purchase - Provides an itemized Proof of Purchase for orders that have shipped and billed.

Purchase History - Provides information on orders that have been billed and shipped.

Invoices - Provides Invoices (detailed bills) occurring over specified date ranges.

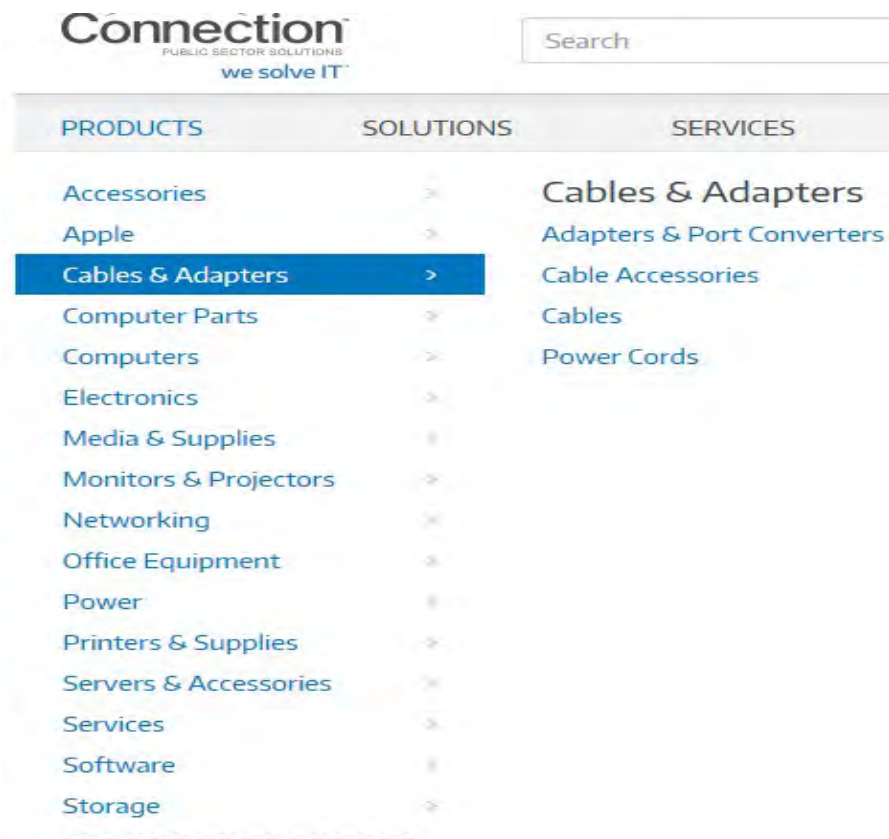
Shopping

An online custom catalog with NCPA contract pricing has been created.

- **Search:** Connection Part Number, Manufacturer Part Number or Keywords using the Search Box option at the top of the Account Home page.



- **Products:** Shop by product categories using the drop-down search option.



- **Refine Your Results:** Search allows you to further refine your results by technical specifications, manufacturer, compliant standards and more.

Refine Your Results

Search Within

Clearance items only

In Stock items only

Manufacturer

List Price

Battery Run Time (max)

Battery Technology

CD/DVD Type

Chassis Form Factor

Color

Compliant Standards






Display Size

Search Results



The Search results page offers:

- Sort By, (*Availability, Best Matches, List Price, Most Popular, Product Name*)
- Custom page view with Results per page and List or Grid View
- Compare up to five products

PRODUCT COMPARISON

1 - 12 of 54669 Results Sort By: Availability Results per page: 12 | 24 | 48

	Product	Availability	Price
<input checked="" type="checkbox"/>	 C2G Cat5e Snagless Unshielded (UTP) Network Patch Cable C2G (Cables To Go) • Item #: 13097219 • Mfr Part#: 22012 • Patch / RJ-45 (M) connector(s) + SHOW MORE FEATURES See All: Cables	In Stock	\$2.42 Contract Qty: 1 <input type="button" value="Add To Cart"/> <input type="button" value="Add to Quicklist"/>
<input checked="" type="checkbox"/>	 C2G High Speed HDMI M/M 4K Cable with Ethernet, Black, 6ft C2G (Cables To Go) • Item #: 16989941 • Mfr Part#: 56783	In Stock	\$4.87 Contract Qty: 1 <input type="button" value="Add To Cart"/>

Compare Product View

<p>+ Add Another Product:</p> <input type="text"/> <p>Show Product Differences</p>					
Name	C2G Cat5e Snagless Unshielded (UTP) Network Patch Cable, Blue, 15ft	C2G High Speed HDMI M M 4K Cable with Ethernet, Black, 6ft	StarTech.com USB 2.0 Cable, High Speed Certified, USB A Male to USB B Male, 10ft	Belkin Cat5e UTP Snagless Patch Cable, Blue, 3ft	Belkin HDMI Cable, M-M, Black, 10ft
Price	\$2.42 Contract	\$4.87 Contract	\$2.75 Contract	\$1.72 Contract	\$7.08 Contract
Status	In Stock	In Stock	In Stock	In Stock	In Stock
Manufacturer Name	C2G (Cables To Go)	C2G (Cables To Go)	StarTech.com	Belkin	Belkin
Manufacturer Part#	22012	56783	USB2HAB10	A3L791-03-BLU-5	F8V331B10
Item#	13097219	16989941	319333	40801	8717428
	Add To Cart + Add to Quicklist	Add To Cart + Add to Quicklist	Add To Cart + Add to Quicklist	Add To Cart + Add to Quicklist	Add To Cart + Add to Quicklist

Product Detail

Product Detail includes images, overview, specifications, accessories, warranties, and **ADD TO CART** to begin Checkout.

Belkin Cat5e UTP Snagless Patch Cable, Blue, 3ft



More From: [Belkin](#)
Item #: 40801
Mfr. Part#: A3L791-03-BLU-5
Availability: **In Stock**
Est. Ship: Ships Today

[Click here](#) to see other colors and lengths!

Ordering Information

Price: \$2.49

Qty:

[Add To Cart](#)
[+ Add to Quicklist](#)

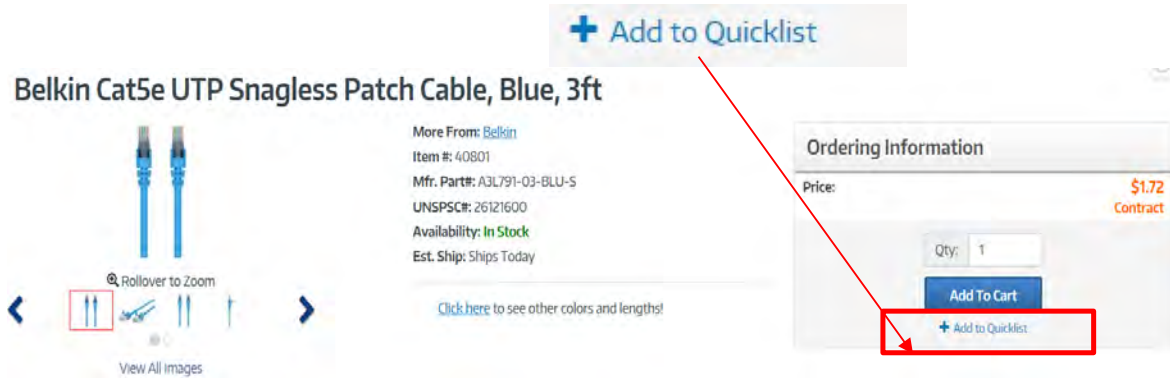
OVERVIEW

SPECIFICATIONS

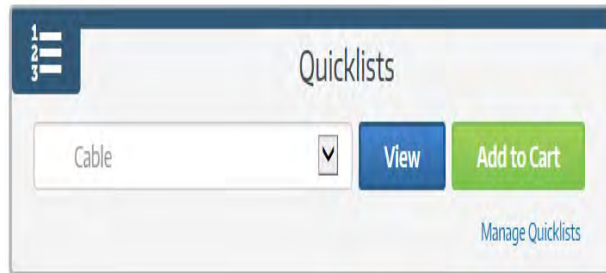
ACCESSORIES

Personal Quicklist

For frequently purchased items, Users can create personal product list for quick purchasing. Quicklist can be created from product detail and product search page.

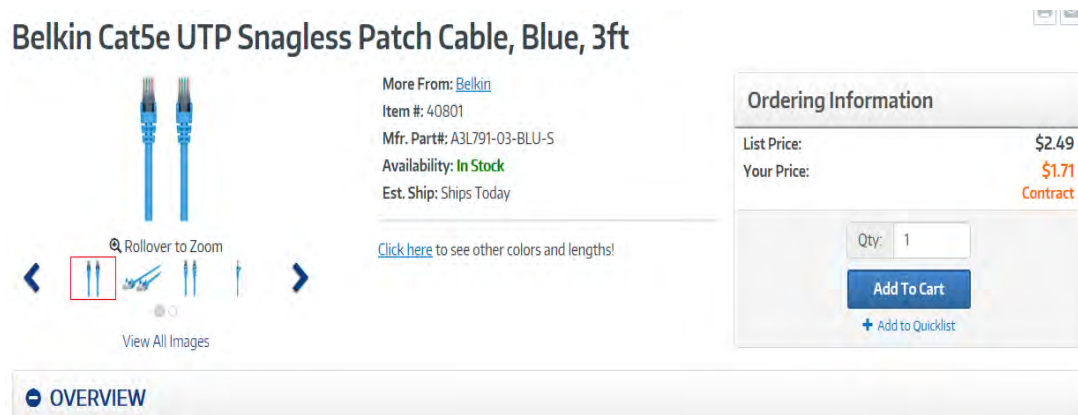


Once created, quicklists are available on the Account Home page.



Ordering

- Click **ADD TO CART** to build your cart. Multiple level hierarchy of purchase authorization – shopper, buyer, and management is also offered. Each level can have different permissions and authorizations.



- Once the cart is complete. Click **VIEW CART**




My Cart Detail

Options include:

- **Save & Close:** Cart will save for future shopping
- **Save As PDF:** Cart is available to save in PDF format
- **Begin Secure Checkout:** *Ready to buy!*

My Cart Detail [Edit Name](#)

Product	Unit Price	Qty	Total
 HP Color LaserJet Pro M452dn Printer (\$399-\$130 instant rebate=\$269. expires 8/31) In Stock Ships Today Item#: 30617061 Mfg. Part #: CF389A#BGJ Add Warranty	\$269.00 Contract	1	\$269.00

[Remove](#)

[Create Quicklist from Cart](#)

Order Summary

Product Subtotal: \$269.00

Shipping & Handling: \$0.00

Tax: \$0.00

Order Total: \$269.00

[Begin Secure Checkout](#)

[Other Options](#) ▼

- Save & Close
- Save as PDF

Add More Products

Item #	Qty	Add	Mfr Part #	Qty	Add
<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>





[Batch add by Item #](#)

Customers who purchased this item also bought:

- **Review and Submit Order**
Complete Shipping, Delivery, Payment and Billing Method.
Click: *Save & Review Order*

Secure Checkout

Cart: 1647013419 [Edit Name](#)

 SHIPPING INFO	CREATE SHIPPING ADDR...	Complete
 DELIVERY METHOD	Best Way - Ground	Complete
 BILLING & PAYMENT METHOD	MasterCard 5454	Complete
 NOTIFICATIONS		Complete

Order Summary

Product Subtotal: \$269.00

Shipping & Handling: \$0.00

Tax: \$0.00

Order Total: \$269.00

[Save & Review Order](#)

- Review and Place Order**
 Verify all information is accurate
 Click: **Place Order**.
 An order notification will be emailed at time of order.
 Shipping notification will be emailed as items ship.

Shopping on SEWP V Contract

Review and Place Order

Cart: 1647013419 [Edit Name](#)

Shipping to: [Edit](#)
 SEWP
 CREATE SHIPPING ADDRESS
 LANHAM, MD 20706

Delivery Method: [Edit](#)
 Best Way - Ground \$0.00

Delivery Instructions:
 None

Payment Method: [Edit](#)
 MasterCard Ending with: 5454
 Expires: 03/2020

Billing Address:
 GOVC
 TEST USER
 732 AMHERST ST
 RINDGE, NH 03461

Order Summary

Product Subtotal:	\$269.00
Shipping & Handling: ⓘ	\$0.00
Tax: ⓘ	\$0.00

Order Total: \$269.00

Purchase Order # (optional) ⓘ

Place Order

ⓘ Your payment will be securely processed upon order placement.

Notifications [Edit](#)

All email communications will be sent to test123@pcc.ide

Additional Order Confirmations:

none

Additional Shipment Confirmations:

none

Cart [Edit](#)

Seamless Integration

Connection integrates with today's leading marketplaces, using the format that works best for your data. Our eProcurement team will work with you to design and implement a seamless integration offering a variety of document formats and transmission methods including (cXML, XML, HTTPS, EDI 850/855 via AS2, EDI 810 flat files, Excel & CSV, Email, and faxed Purchase Orders.

- Describe your company's Customer Service Department (hours of operation, number of service centers, etc.)**

Connection Response: Your account manager will be your first point of contact for any customer service issues. Our goal is to respond to customer inquiries the same day, within 2 hours, with most turned around within 24 hours. In many instances, the response time exceeds these goals. Sales office hours are from 8:30 AM – 5:30 PM.

To accommodate NCPA contract participants, Connection also commits to providing a Customer Support Toll Free telephone number, designated specifically to NCPA participants, upon award.

We are highly adaptable and flexible. If customers need us to change a process quickly, we can get this changed and still meet timelines. At Connection, we are approachable and do not have multiple levels to go through to make quick changes. Our Account Managers are only two levels away from our company President, Larry Kirsch. Both Sales Managers and Account Managers interact daily with our President and Vice President, Bob Marconi, so they are very close to the business and in tune with what our customers are asking for. This means that our customers have access to the top levels of our management with a

quick phone call or email. We are highly responsive, nimble, and adaptive, and this helps us to service you in ways that other companies cannot.

Our normal business hours are Monday through Friday, 8:00 AM – 5:30 PM ET. Connection Public Sector Solutions closes for business on the following days:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the day after Thanksgiving
- Christmas

Account Managers are supported by three groups of customer and technical support teams: pre-sale resources, post-sale technical support, and post-sale customer service. Account Managers can engage customer and technical support on behalf of the customer, and the support units are also available outside the Account Manager's hours for additional service.

Customers can access pre-sale and post-sale resources by calling 800-800-0019 weekdays, 8:00 AM to 6:00 PM EST or 24/7 by visiting: <https://www.govconnection.com/IPA/Configurators/Pages/PccPreSalesProdPrice.htm>

For technical post-sale questions, customers can reach the Technical Support Center by calling 888-213-0447 between 9:00 AM to 5:30 PM EST or by logging on to: <https://www.govconnection.com/IPA/Configurators/Pages/PccPostSalesTechSupport.htm>

Contact Us

Need pre-sale help with product or pricing
 Check the status of my order or return
 Need post-sale technical support
 Need to return a product
 Need help with invoicing or proof of purchase
 Need a factory-authorized repair
 Need to change my mailing address
 Investor or Public Relations questions
 Provide feedback on our website

Please use the form below to get answers to your technical questions, 30-day free installation and diagnostic assistance for most products sold by Connection. In some cases, you will be referred to the manufacturer for the best possible support.

* Indicates a required field.

First Name:

Last Name:

Company Name:

Email Address:

Order Number:

Request Details (Additional Notes):

Reset Submit

Customer Care Center:

For assistance with general questions, Connection’s Customer Care Center can be reached Monday – Friday from 8:30 AM to 7:00 PM, ET via:
 Phone Support: 888-213-0259
 Email Support: customercare@connection.com

Customer Service Email:

In addition to our account managers, Connection’s Customer Service team is also available to discuss any product issues within the 30-day return period. This team can be reached by email at: customerservice@pcconnection.com or by phone at 888-213-0259.

As an NCPA contract holder for over a decade, Connection understands the unique nature of Technology Products and Services contracts and the importance of transparency and the information flow between our customers and our account team. Communication is crucial to the success of any contract and to monitor the quality of customer service and products. Our sales team will conduct quarterly program performance reviews to ensure compliance, as well as on-site visits, to provide updates on contract purchases, discuss new product offerings, discuss services options, and to listen and learn about any potential issues or concerns. Our intent is to provide complete transparency in our processes and a means to ensure continuous improvement.

We commit to continuing to work tirelessly to keep you apprised of the contract performance, to develop new opportunities and will quickly address any concerns.

- **Green Initiatives (if applicable)**
 - **As our business grows, we want to make sure we minimize our impact on the Earth's climate. We are taking every step we can to implement innovative and responsible environmental practices throughout NCPA to reduce our carbon footprint, reduce waste, energy conservation, ensure efficient computing and much more. To that effort we ask respondents to provide their companies environmental policy and/or green initiative.**

Connection Response: [Connection's Commitment to Sustainability](#)

As a leading technology solutions provider, Connection is committed to delivering on a foundation of Earth-friendly practices in everything that we do. This is being accomplished through the support of community programs, empowerment of our employees, and collaboration with a network of dedicated, responsible partners who exemplify environmentally sound business practices and demonstrate a strong commitment to sustainability initiatives. These actions are focused on driving company-wide sustainability practices that result in a positive impact on the environment and significant, long-term benefits to our employees, customers, partners, and the communities in which we live and work.

Here are just a few of the ways Connection is making a difference.

[Packing and Shipping that Truly Delivers](#)

- Connection shipping cartons are manufactured with 65% recycled post-consumer waste material.
- Packing paper we use as dunnage in our shipping cartons is manufactured with 40% recycled post-consumer waste.
- All corrugated boxes received from vendors are baled and shipped to a corrugated recycling company.
- All of our pallets used for storage and outbound shipping are obtained by reusing pallets from inbound shipping.
- We receive more pallets than we ship; all excess pallets are shipped to a pallet recycling company.
- All dunnage material from inbound shipping is either reused in our outbound shipments or provided to local businesses for use as packing material.
- Many packages we handle are self-shippers (packaged by the manufacturer and never opened by TIDC); we do not add to the manufacturer's recommended minimum level of packaging material.

[Responsible Recycling Programs](#)

- We isolate and recycle all waste cardboard.
- We isolate all waste paper, and shred, bale, and recycle it.
- We recycle toner cartridges, shrink wrap, and airbags used in our configuration lab and warehouse.
- All electronic waste is recycled through certified e-waste recycling companies.

[Committed to Ongoing Education](#)

- Our Account Managers and Product Management teams attend regular manufacturer meetings and training sessions to stay informed of the latest green technology product offerings.

- We want our customers to know they have options. When our partners provide ENERGY STAR®, EPEAT, and RoHS ratings electronically, we include this information on our website to help customers make informed decisions. We also utilize EPEAT resources for identifying ratings across the most commonly used IT products.

A New Life for Old Buildings

- Connection's first office, a former woodworking mill, marked the beginning of the company's longstanding passion for renovating neglected buildings.
- Today, many of our offices are located in repurposed "green" buildings, including a former supermarket, inn, restaurant, and even a movie theatre.
- As Connection's largest physical footprint, our state-of-the-art Technology Integration and Distribution Center (TIDC) serves as a 268,000-square-foot showcase for eco-conscious business practices and real-world, impactful conservation.

Conserve More, Consume Less

- Our facilities feature low-emissivity glass to control radiant heat and heat/cooling loss.
- Skylights introduce natural light, and special shading systems control heat gain and cooling loss.
- Automated energy management systems regulate temperatures and control HVAC and lighting to coincide with times of occupancy.
- Use of low-energy lamps, electronic ballasts, and ENERGY STAR-rated equipment reduces energy consumption.
- All coolants in our air conditioning and refrigeration systems are environmentally friendly.
- Irrigation systems utilize recovered rainwater.
- Filtered air circulation systems in our warehouse take advantage of high ceiling heat in the winter and floor-level cool air in the summer to improve air quality and temperature, reduce energy consumption, and decrease heating/cooling costs.
- All printers are set to double sided and black- and-white print.
- Motion lights installed in our offices and warehouse reduce energy consumption.

Sharing Our Passion

The most rewarding part of protecting the environment is helping others to enjoy it! Connection is a proud supporter of the Monadnock-Sunapee Greenway Trail Club (MSGTC), an organization dedicated to preserving 48 miles of beautiful hiking trails that link Grand Monadnock with Mount Sunapee in southwestern New Hampshire. If you're ever in our neck of the woods, we hope to see you on the trail!

- **Anti-Discrimination Policy (if applicable)**

- **Describe your organizations' anti-discrimination policy.**

Connection Response:

Connection's Policies

PC Connection, Inc. dba Connection and all its subsidiary companies practice equal employment opportunity and anti-discrimination to all persons. The company's Equal Employment Opportunity policy is made available to all employees. We have made a commitment to equal employment opportunity through a positive and continuing Affirmative Action Program. No employee or applicant for employment will be

discriminated against because of race, color, religion, sex (including pregnancy), sexual orientation, gender identity, age, disability, genetic information, veteran status, national origin, and all other characteristics protected by applicable state and federal law.

Connection is committed to diversity in our recruiting, retaining, and developing of talent. We hire and recruit from a variety of sources including posting our jobs on a variety of sites to target diverse candidate pools. Connection was awarded the Pro Patria award from the National Guard in 2020 to recognize us for our support of the military.

The company's Sexual or Other Unlawful Harassment and Discrimination Policy is also made available to all employees. It is a violation of both federal and state law to harass anyone at work because of their race, gender, color, religion, sexual orientation, national origin, age, physical or mental disability, pregnancy, veteran or military status, marital status, genetic information, or any other characteristic protected by law. PC Connection, Inc., d/b/a Connection, and each of the Connection family of companies is committed to maintaining a workplace that is free of any discriminatory harassment (verbal, physical, sexual, or visual) against any person, including employees, supervisors, vendors, customers, or third parties. Connection takes allegations of sexual and other unlawful harassment seriously and responds promptly to complaints of harassment, taking corrective actions as necessary.

Required Training for All Employees

- We provide robust employee training programs around Diversity, Equity, & Inclusion. Our entire population has completed an SAI Global online compliance course, "Diversity: Unconscious Bias". Our managers have taken an additional "Unconscious Bias" training that is a live, half day training.
- We roll out a "Code of Conduct" training each year to all employees that provides guidance on what is contained in Connection's Code of Business Conduct and Ethics and what is expected of employees to respond appropriately to situations that may arise in the workplace. These include situations of any harassment or differential treatment.
- Another course is our "Respect & Dignity in the Global Workforce". This training covers what employees need to know to help prevent, and if necessary, respond to sexual harassment and discrimination in the workplace. All existing employees as well as new hires are required to complete this training.
- Our "Life Safety at Work: Mental Health" course provides employees with strategies for supporting coworkers' mental health before it becomes too consequential. Employees are taught to identify signs of mental health concerns in the workplace and know appropriate actions to take.

Connection's Dedicated Resources

- Connection has dedicated employees to support our diversity, equity, and inclusion initiatives.
- Connection has created an employee driven committee called the Connection Cares Leadership Council (CCLC): Diversity, Equity, & Inclusion (DE&I) team. The team dedicates time and resources to further expand and enrich our diversity and inclusion efforts." The team includes two senior leader sponsors as well.
- Connection has a Diversity, Equity, & Inclusion Advocate to assist the team and the organization to move initiatives forward surrounding the DE&I space.

- Connection has recently launched Employee Resource Groups (ERGs), a new program to help celebrate inclusivity, diversity, and collaboration at Connection. Involvement in these groups offers a way for employees to connect with each other, receive and share support, and discover opportunities for growth—all key components of a world-class work environment.
 - Heather Nehiley, Senior Director of Employee Relations, and Compliance has been designated EEO Coordinator and is responsible for compliance with state and federal equal employment opportunity laws, and for implementing the affirmative action program, including equal employment practices, monitoring, and internal reporting, to ensure best practices for a diverse workforce.
- **Vendor Certifications (if applicable)**
 - **Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing respondent to perform the covered services including, but not limited to, licenses, registrations, or certifications. Certifications can include M/WBE, HUB, and manufacturer certifications for sales and service.**

Connection Response: With over 2,500 professional and technical certifications, qualified teams of experienced engineers, software licensing specialists, and project managers, Connection offers each client a fully customized, best-in-class solution to fit their unique, IT environment. Connection has the resources and expertise to support even the most challenging IT initiatives.

Connection's Certifications and Authorizations brochure has been included on the following pages, for review.

Certifications and Authorizations



Connection holds premier certifications and authorizations from leading vendors—including Cisco Gold, Hewlett Packard Enterprise Platinum, Lenovo Platinum, and Microsoft Gold. In addition, our talented engineers have acquired more than 2500+ professional certifications. These certifications allow us to offer you enterprise-class service, access to volume pricing and in-demand products, software licensing programs, and expert technical service and support.

Partner Authorizations

Adobe Platinum

- Connect Pro Value Added Reseller (VAR)
- Contractual (CLP), Transactional (TLP), Enterprise (EA) and Volume Incentive Program (VIP)
- Non-Profit Licensing Reseller
- World Wide Adobe License Center

APC Elite

Apple Corporate Reseller

- Apple Authorized Service Provider (AASP)
- Apple Certified Support Professional (ACSP)

Audiocodes Platinum Partner

Autodesk Volume Channel Partner (VCP)

Avaya Emerald Partner

- Contact Center
- IP Office
- Scopia Endpoints
- SME Communication
- Unified Communication

Broadcom Select Partner

- Archiving and E-Discover
- Core Security
- Cyber Security Services
- Data Protection
- Encryption
- Endpoint Management
- Enterprise Security
- High Availability
- Information Protection
- Mobility Solutions
- Storage Management
- Threat Protection

Check Point 3 Stars Partner

Cisco Gold Integrator Partner

- Advanced Collaboration Architecture Specialization
- Advanced Data Center Architecture Specialization
- Advanced Enterprise Networks Architecture Specialization
- Advanced Security Architecture Specialization
- Cisco Certified Design Associate (CCDA)
- Cisco Certified Design Professional (CCDP)

- Cisco Certified Internetwork Expert Routing and Switching (CCIE Routing and Switching)
- Cisco Certified Internetwork Expert Voice (CCIE Voice)
- Cisco Certified Network Associate (CCNA)
 - Data Center
 - Route Switch
 - Security
 - Wireless
- Cisco Certified Network Professional
 - Collaboration and Security
 - Data Center
 - Route Switch
- Cisco Hyperflex Authorization
- Cisco IoT Authorization
- Cisco ISE System Engineer
- Cisco Security Masters
- Cisco Unity Support Specialist
- Collaboration Architecture Design Specialist
- Collaboration SaaS Authorization
- Collaboration Support Specialist
- Collaboration Systems Engineer
- Customer Experience Specialization
 - Advisor Enterprise Networking Advisor
 - Collaboration Adoption Advisor
 - Data Center Adoption Advisor
 - Enterprise Agreements Adoption Advisor
 - Security Adoption Advisor
- Data Center Application Services Support Specialist
- Data Center Architecture Design Specialist
- Data Center Unified Fabric Support Specialist
- IoT Advantage Specialization
- Lifecycle Advisor for Collaboration
- Lifecycle Advisor for Enterprise Agreements
- Lifecycle Advisor for Enterprise Networking
- Master Security Certification
- Security Architecture Systems Engineer
- Unified Computing Technology Field Engineer

Cisco Specializations

- Advanced Collaboration Architecture
- Advanced Data Center Architecture
- Advanced Enterprise Networks Architecture
- Advanced Security Architecture
- Cisco ONE–Access
- Cisco ONE–Data Center
- Cisco ONE–WAN
- Collab ELA UC WBX OnPrem TP PC

- Hyperflex Resellers Authorization
- IoT Authorized Partner
- U.S. Federal Authorization
- Webex Telepresence Program

Citrix Platinum Solution Advisor

- Citrix Cloud Integrated Apps and Data Suite
- Citrix Cloud Lifecycle Management
- Citrix Cloud Virtual Apps and Desktops
- Citrix Cloud Virtual Desktops
- Citrix NetScaler
- Citrix NetScaler Gateway
- Citrix NetScaler SD-WAN
- Citrix ShareFile
- Citrix Workspace Suite
- Citrix XenApp
- Citrix XenDesktop

Commvault Premier Partner

CompTIA

- CompTIA Network
- CompTIA Security
- CompTIA Server

CrowdStrike Authorized Partner

DataDog Authorized Reseller

Dell Technologies Titanium Partner

- Converged Infrastructure
 - Converged/Hyperconverged Infrastructure Services – VCF on VxRail – Deployment
 - Converged/Hyperconverged Infrastructure Services – VxRail – Deployment
- Core Client
- Data Protection
 - Data Protection Services – Integrated Data Protection Appliance – DP4400 – Deployment
 - Data Protection Services – PowerProtect DD – Deployment
 - Data Protection Services – RecoverPoint – Deployment
- Networking
- Server
- Storage
 - Storage Services – PowerStore – Deployment
 - Storage Services – SC Series – Deployment
 - Storage Services – Unity – Deployment

Digital Signage Experts Group Certifications

- AVIXA Certified Technology Specialist
- Digital Signage Certified Expert (DSCE) certified
- Digital Signage Content and Media Expert (DCME) certified
- Digital Signage Display Expert (DSDE) certified
- Digital Signage Network Expert (DSNE) certified

- Digital Signage Sales Professional (DSSP) certified

Fortinet Platinum Partner

Google Premier

- Google Chrome Enterprise
- Google Cloud Platform
- Google for Education
- Google G Suite Enterprise for Education
- Google Workspace
- Google Workspace Enterprise for Education

Hewlett Packard Enterprise Platinum

- Aruba Certified Design Experts (ACDX)
- Aruba Certified Mobility Professionals (ACMP)
- Aruba Certified Switching Professionals (ACSP)
- HPE Data Center Network Integrators (HPE ASE)
- HPE FlexNetwork Integrators (HPE ASE)
- HPE FlexNetwork Solutions (HPE Master ASE)
- HPE Hybrid IT Solutions Architect (HPE ASE)
- HPE Sales Certified – Aruba Products and Solutions
- HPE Sales Certified – Hybrid Cloud Solutions
- HPE Server Solutions Architects (HPE Master ASE)
- HPE Storage Solutions Architects (HPE Master ASE)

HP, Inc. Premier Power Services

- HP, Inc. Authorized Professional Services Partner (APSP)
- HP, Inc. Authorized Support Partner (ASP)
- HP, Inc. DaaS Specialist
- HP, Inc. Desktop, Workstations, and Notebooks (APS)
- HP, Inc. DesignJet Specialist
- HP, Inc. Digital Signage Solutions
- HP, Inc. Education Solutions Specialist
- HP, Inc. Flow CM
- HP, Inc. HA LaserJet Solutions (APS)
- HP, Inc. Healthcare Specialist
- HP, Inc. Imaging and Printing Solutions (APC)
- HP, Inc. Managed Print Specialist Select
- HP, Inc. Partner First Healthcare Specialist
- HP, Inc. Retail Point of Sale (ASC)
- HP, Inc. Technical Production Specialist
- HP, Inc. Verified Online Supplies Reseller

IBM Silver Business Partner

- IBM Midrange Storage Certified

Intel® Technology Provider Platinum Partner

Ivanti Premier Status

- IT Management Solutions

JAMF Gold Partner

- JAMF Certified Administrator
- JAMF Certified Technician

- JAMF Managed Service Provider

Juniper Elite

- JNCIA
- JNCDA
- JNCIS MIST

Last Pass Authorized Reseller

Lenovo Platinum Infrastructure Solutions Partner

- Platinum PC Partner

Lexmark Platinum Partner

Microfocus Authorized Reseller

Microsoft Gold Partner

- Microsoft Certified Database Administrator (MCDBA)
- Microsoft Certified IT Professional (MCITP)
- Microsoft Certified Professional (MCP)
- Microsoft Certified Solutions Developer (MCSA)
- Microsoft Certified Systems Administrator (MCSA)
- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Technical Professional (MCTP)
- Microsoft Endpoint Certified
- Gold Application Development
- Gold Cloud Platform
- Gold Collaboration and Content
- Gold Datacenter
- Gold DevOps
- Gold Enterprise Mobility Management
- Gold Enterprise Resource Planning
- Gold Messaging
- Gold Microsoft Surface Reseller
- Gold Microsoft Surface Hub Reseller
- Gold Productivity
- Gold Small and Midmarket Cloud Solutions
- Gold Windows and Devices
- Silver Security

Microsoft Select, Open, Charity, and Academic Volume Licensing Programs with Service and Support for Microsoft Enterprise Agreements

Microsoft Products and Services Agreement (MPSA)

- Microsoft Authorized Education Partner (AEP)
- Microsoft Authorized Surface Provider
- Microsoft Cloud Services Partner (CSP Tier-1)
- Microsoft Delivery Service Partner (DSP)
- Microsoft Double Gold Operational Excellence Award Winner, 2017
- Microsoft Licensing Solution Provider (LSP)

Mimecast Authorized Reseller

MobileIron Gold Partner

- Certified Administrator
 - Certified Sales Engineer
-

NetApp Storage Gold Partner

NETSCOUT Authorized Reseller

Nutanix Cloud Champion

- Nutanix Certified Sales (NCSR)
 - Nutanix Certified Sales Expert (NCSX)
 - Nutanix Certified Systems Engineer (NCSE)
 - Nutanix Certified Multi-Cloud Infrastructure (NCP-MCI)
 - Nutanix Certified Services Consultant (NCS C*)
-

NVIDIA Solution Provider

- Elite Competency for Visualization
 - Standard Competency for Compute
 - Standard Competency for Networking
 - Standard Competency for Software
 - Standard Competency for Virtualization
-

Oracle Gold Partner†

Palo Alto Networks NextWave Innovator Partner

- ASE Foundation
 - PSE Platform Associate
-

Panasonic Diamond Partner

- Connection® Business Solutions and Connection® Public Sector Solutions: Diamond Partners
 - Connection® Enterprise Solutions: Platinum Partner
-

Poly Platinum Partner

- Installed Voice
 - Microsoft Optimized CX Devices
 - RealPresence Environments
 - RealPresence Platform
-

Pure Storage Silver Partner

Red Hat Premier Reseller

Ruckus Networks Elite Partner

Samsung National Solution Provider

- Authorized Service Provider
 - Samsung Knox Authorized Reseller
-

Service Now Premier Partner

Splunk Partnerverse Reseller†

Tenable Network Security Silver Medallion

Toshiba Preferred Partner

Trellix Platinum Partner

Tripp Lite Premier Alliance Partner

Veeam Platinum Partner

- Veeam Accredited Service Provider (VASP)
 - Veeam Certified Engineer (VMCE)
 - Veeam Sales Professional (VMSP)
 - Veeam Technical Sales Professional (VMTSP)
-

VMware Premier Corporate Reseller

- Business Continuity (VSP/VTSP)
 - Cloud (VCP)
 - Cloud Management and Automation (VCP)
 - Cloud Provider (VSP)
 - DaaS (VTSP)
 - Data Center Administration (VCAP)
 - Data Center Design (VCAP)
 - Data Center Virtualization (VCP)
 - Desktop Mobility (VCP)
 - Desktop Management (VCP)
 - Digital Workspace (VCP)
 - Management Operations (VSP/VTSP)
 - Master Solution Competency: Data Center Virtualization (MSC)
 - Master Solution Competency: Digital Workspace (MSC)
 - Master Solution Competency: Hybrid Cloud (MSC)
 - Master Solution Competency: Network Virtualization (MSC)
 - Master Solution Competency: VMC on AWS (MSC)
 - Master Solution Competency: VMware Cloud Foundation (MSC)
 - Mobility Management (VSP/VTSP)
 - Network Virtualization Deployment (VCAP)
 - VMware Certified Master Specialist (HCI)
 - VMware Certified Professional (VCP)
 - VMware Sales Professional (VSP)
 - VMware Technical Sales Professional (VTSP)
-

Xerox Gold Partner

Zebra Premier Broadline Technology Reseller

- Healthcare GPO Provider Specialist
 - Advanced Printer Repair Specialist—Label Printers
 - RFID Specialist
-

*Industry standard certifications for digital signage.

†Authorization only applicable to Connection® Enterprise Solutions.

For more information about the comprehensive certifications and authorizations Connection offers, contact an Account Manager today.

Business Solutions	Enterprise Solutions	Public Sector Solutions
1.800.800.0014	1.800.369.1047	1.800.800.0019

www.connection.com/Certifications-Authorizations

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TAB 5
PRODUCTS AND SERVICES

TAB 5 PRODUCTS AND SERVICES

Respondent shall perform and provide these products and/or services under the terms of this agreement. The supplier shall assist the end user with making a determination of their individual needs.

Warranty

Proposal should address the following warranty information:

- Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.

Connection Response: All products purchased via Connection are new and come with the specific warranty offered by the manufacturers. As Connection is the reseller and not the manufacturer of the products offered within this RFP, the manufacturer's warranty on all products purchased through Connection will be passed through to the purchaser. Connection warrants that it has good title to the hardware products it sells and that it has proper authority to license the software products it distributes.

Connection has no control over the technology of the Products sold hereunder and therefore cannot and does not indemnify customer for any claims by third parties that Products infringe any patent, copyright, trademark, or trade secret. Connection will pass through any such indemnity it receives from the Product manufacturers or suppliers to customer.

CONNECTION AND ITS AFFILIATES HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES EITHER EXPRESS OR IMPLIED, RELATED TO PRODUCTS SOLD OR SERVICES PROVIDED BY THIRD PARTIES OR AFFILIATES OF CONNECTION, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS DISCLAIMER DOES NOT AFFECT THE TERMS OF THE MANUFACTURER'S WARRANTY, IF ANY.

Response times for repair and/or replacement of any components during the warranty period will vary by product and manufacturer and are based on the manufacturers' policies. However, rest assured, even after the manufacturer's warranty process is in place, your Account Manager will be able to assist, if needed, between the user and the manufacturer.

- Availability of replacement parts
Connection Response: Availability of replacement parts varies by product and manufacturer and are based on the manufacturers' supply.
- Life expectancy of equipment under normal use
Connection Response: Life expectancy of equipment under normal use varies by product and manufacturer.
- Detailed information as to proposed return policy on all equipment
Connection Response: Your Account Manager should be notified within 30 days of purchase to return defective product, for repair or replacement, for up to 30 days from the

date of receipt. After this period, the individual manufacturer's warranty/return policy will come into effect. Connection's return policy is outlined below and can also be viewed via the following link:

<https://www.govconnection.com/IPA/Content/Support>Returns/PCCGOV/Default>

Returns

The following terms and conditions apply to all sales unless there is a written contractual agreement stating otherwise.

All Returns Are Subject to Manufacturers' Policies

Return privileges are subject to various manufacturers' policies. Many manufacturers have imposed certain return restrictions. Consequently, GovConnection reserves the right to decline specific return requests based on those restrictions. Be sure to ask your Account Manager about specific return conditions before you purchase any item.

Final Sale of Certain Products

In addition to manufacturer restrictions, the following products are final sale items and are not returnable to GovConnection for refund or exchange for any reason:

Specific Products:

Custom configured products, Special ordered products, LCD/DLP projectors, Opened software, OEM Software, Subscriptions and Annuities, Hard drives, and TVs/Monitors over 42"

Specific Manufacturers:

Avaya, Cisco, Citrix, Compellent Technologies, Corel, Datacore, EMC, EqualLogic, GFI, Google, IBM Software, Hitachi Data Systems, IBM Storage, Lotus, Neoware, Oracle, Overland storage, Quantum, Sony Storage, Tandberg Data, U-Vault, Ubiquity, Veem, and VMware.

Packaging of Returns

All returns, defective or otherwise, must be 100% complete, contain ALL original boxes and packing material, have original UPC codes on the manufacturer's packaging, contain all blank warranty cards, accessories, and documentation provided by the manufacturer. Incomplete returns, open or used products, or products not in new condition will be assessed additional restocking fees depending on condition and GovConnection's ability to remarket the returned product. GovConnection will refuse any return of items missing UPC codes.

Nonrefundable Charges

Labor, installation services, and shipping charges are nonrefundable. Customer is responsible for all return shipping charges; therefore, all returns must be shipped prepaid. GovConnection recommends that you send your return via a trackable service with appropriate insurance. GovConnection is not responsible for lost parcels.

Return Privileges for Non-Defective Items

All non-defective returns authorized by GovConnection, whether opened or unopened, will be assessed a minimum 15% restocking fee, and must be authorized for return within 30 days from date of receipt. No refunds will be issued after such 30-day period. Authorization may be obtained by calling Customer Service at 1-888-213-0259 or by e-mail at customerservice@connection.com. Customer will be issued a Return Merchandise

Authorization (RMA) which is valid for 10 days. Failure to return a product within such 10-day authorization period will be deemed to be an acceptance of the product. (Products excluded from 15% restocking fee: HP Reverb G2 Virtual Reality Headset SKU# 41024161)

Defective/Dead on Arrival (DOA) Merchandise

DOA products must be reported to Customer Service at 1-888-213-0259 or customerservice@connection.com within the first 30 days of receipt and, if deemed by us to be defective, may be repaired or replaced at our sole discretion. Some manufacturers and publishers require DOAs to be handled directly with the manufacturer, and in these cases, we will provide the contact information. DOA returns that prove through testing not to be defective are subject to a minimum 15% restocking fee. After 30 days, the manufacturer's warranty process must be followed.

Damaged Products

All packages shipped from GovConnection are inspected prior to shipment. However, from time to time, damage during shipping may occur. Packages that are obviously damaged should be refused upon original delivery attempt. If the package is accepted, then any damage should be noted on the carrier delivery record prior to the driver leaving your premises. Any hidden or internal damage to any product must be reported to Customer Service at 1-888-213-0259 or customerservice@connection.com within the first 7 days of receipt to arrange for a carrier inspection and return of the damaged product(s). Please save the product, the shipping carton and all manufacturer packaging. Timely receipt of this information is necessary for GovConnection to file a damage claim. Failure to notify GovConnection of damage within this period will be deemed an acceptance of the product, and standard return policies will apply.

Refused Orders

All refused orders (for reasons other than shipping damage) will be subject to a minimum 15% restocking fee. Shipping charges are not refundable if shipment is refused at the time of delivery. In addition, refused orders will be subject to additional shipping charges to cover the cost of returning the products to GovConnection.

Products

- Vendor shall provide equipment, materials and products that are new unless otherwise specified, of good quality and free of defects
Connection Response: Acknowledged and understood. Connection will provide new equipment, materials, and products, of good quality and free of defects, unless otherwise specified by the customer.

Construction

- Vendor shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.
Connection Response: Acknowledged and understood.

The following is a list of suggested (but not limited to) Technology Solutions, Products and Services categories. List all categories along with manufacturer that you are responding with:

Products

- Laptops / Notebooks / 2-in-1s
- Tablets
- Desktop Computers

- Workstations – Fixed and Mobile
- Gaming Devices
- Chromebooks – Education and Enterprise
- Servers
- High Performance Computing
- Data Storage / Drives
- Converged Infrastructure
- Hyper Converged Infrastructure
- Cloud Products
- Software
- Security Solutions
- Data Protection HW / SW
- Networking
- Internet of Things (IOT)
- Sensors & Edge Devices
- Printers & Accessories
- Digital Imaging – Cameras / Scanner
- Keyboard / Mice / Input Devices
- Memory / System Components
- Displays / Large Format Displays / Interactive Flat Panels
- Spare Parts
- Accessories / Cables
- Battery Back-up / Power / Surge Protectors
- Sound / Multimedia
- Telecommunications Products
- Video – Monitors / Cards / Projector
- Interactive Whiteboards
- Commercial-Off-the-Shelf (COTS) Software
- Software-as-a-Service (SaaS)
- Infrastructure-as-a-service (IaaS)
- Platform-as-a-Service (PaaS)
- Software Licensing and Maintenance Agreements
- Subscription Based Software Licenses
- Software Related Services

Services

- Deployment & Installation
- Professional Services
- Consulting Services
- Security Services
- Business Continuity / Business Resiliency
- Disaster Recovery
- VMware Professional Services
- Microsoft Professional Services
- AWS Product and Services
- Application Services – End User
- Application Services – Data Center
- Residencies
- Managed Services – End User
- Managed Services – Data Center

- Education & Training
- Telecommunications
- Product Configurations
- Product Support
- Warranty
- Asset Lifecycle Management
- Asset Recovery
-

Financial Services Offerings:

- Infrastructure-as-a-Service (IaaS)
- Leasing for Public and Private/Commercial Entities with schedules included for:
 - Fair Market Value Lease
 - Purchase Option Lease
 - Tax Exempt Lease Purchase Lease
 - Flex Lease Purchase
 - PC-as-a-Service
 - Software Schedule
- Deferred Payments (Direct and Indirect Financing)
- Payment Agreements
- Usage Agreements

Connection Response: Connection is an authorized reseller of over 460,000 products from over 1,600 manufacturers and has achieved premier certification status with several top manufacturers. These certifications allow us to offer enterprise-class service, access to volume pricing and in-demand products, software licensing programs, and more. For greater details on the manufacturers and products we offer, please reference the product line card on the following pages and by following this link: https://www.govconnection.com/brand?cm_sp=MegaMenu- -Products- -ShopByBrand.

Within this response, Connection is offering its full catalog of products and sku'd services. These products have been separated into the following categories:

- | | | |
|----------------------------------|----------------------------------|-------------------------------|
| • Business/Home Office Software | • Memory | • Printers - Inkjet & Other |
| • Cables | • Mobile Computing Accessories | • Printers - Laser |
| • Client Networking | • Mobile Electronics | • Printers - Multifunction |
| • Consumer Electronics | • Monitor, Projector Accessories | • Servers |
| • Desktops | • Monitors & Projectors | • Services - Cloud* |
| • Digital Imaging and Sound | • Network Software | • Service - Configuration* |
| • Drives & Storage Hardware | • Notebooks | • Service - Repair * |
| • Enterprise Networking | • PDAs | • Service - Warranty* |
| • Enterprise Storage | • Point of Sale Equipment | • Storage Media & Accessories |
| • Graphics/Publishing & Internet | • Power Management | • System Enhancements |
| • Home & Leisure Software | • Printer Supplies & Accessories | • Systems Accessories |
| | | • Video |
| | | • Workstations |
- Customized Services: In addition, as an added benefit to our customers, Connection is proposing Customized Services quoted on a per incident basis. Customized services will include a customer agreed upon Scope of Work with a step-by-step explanation on how we plan to complete the services project.

Product Selection

Connection offers more than 300,000 products—the broadest suite of IT solutions—from all major industry manufacturers.



Data Center

Battery Backup

APC
Aruba
Belkin
CyberPower
Eaton
Liebert
Tripp Lite

Cables

AddOn Networks
Apple
Belkin
Black Box
C2G
OtterBox
Siig
StarTech
Tripp Lite
UNC Group
V7

Enterprise Storage

Acronis
Cisco
Commvault
Compellent
Dell EMC
Hewlett Packard Enterprise
Hitachi (HDS)
IBM
Lenovo
Netapp
Nutanix
Overland
Pure Storage
Quantum
Scale Computing
SimpliVity
Veeam
Veritas
VMware

Firewalls

Barracuda Networks
Checkpoint
Cisco
Forcepoint
ForeScout
Fortinet
NETGEAR
Palo Alto
SonicWALL
Sophos
Trellix
VMware
WatchGuard

Hard Drives

Buffalo
CMS
Dell
Fujitsu
Hewlett Packard Enterprise
HGST, a Western Digital
Company
IBM
Intel
Kanguru
LaCie
Seagate
Toshiba
Western Digital

KVM Switches

Aruba
Aten
Avocent
Belkin
D-Link
IOGEAR
Raritan
StarTech.com
TRENDnet
Tripp Lite

Memory

Axiom
Cisco
Dell EMC
EDGE Memory
Hewlett Packard Enterprise
IBM
Kingston Technology
Lenovo
Micron

Networking Software

Aruba
CA
Cisco
Citrix
Cradlepoint
Dell
Juniper Networks
Kemp Technologies
Legato
Microsoft
Progress Software
Solarwinds
SUSE
VMware

Security

Arctic Wolf
Bitdefender
CA (a division of Broadcom)
Check Point
Cisco
CrowdStrike
CyberArk
Dell
ESET
ForeScout
Fortinet
HP, Inc.
Intel
Ivanti
Kaspersky
Microsoft
Mimecast
Palo Alto Networks
Rhombus Systems
RSA Security
Secureworks
Sophos
Symantec (a division of
Broadcom)
Tenable
Trellix
Trend Micro
VMware
Watchguard
Zix

Servers

Cisco
Dell EMC
Hewlett Packard Enterprise
IBM
Intel
Lenovo
Supermicro

Server Racks

APC
Black Box
C2G
Hewlett Packard Enterprise
Hubbell
IBM
Lenovo
Liebert
Panduit
Rittal
StarTech
Tripp Lite

Storage

Carbonite
Cisco
Commvault
Dell EMC
Hewlett Packard Enterprise
Unitrends
Veeam
Veritas
VMware

Switches

Aruba
Black Box
Cisco
Dell
D-Link
Intel
Juniper Networks
Lenovo
Linksys
NETGEAR
Ruckus Networks
TRENDnet

Software

Utilities

CA (A division of Broadcom)
Dataviz
Diskeeper
IBM Software
Nuance
Roxio
Smith Micro
Trellix

Virtualization

Citrix
Microsoft
Visioncore
VMware
Vultr

Storage

NAS

Buffalo
Cisco
Dell EMC
IBM
Lenovo
Linksys
NETGEAR
Overload
QNAP
Seagate
Synology

Tape Drives

Exabyte/Trandberg
Hewlett Packard Enterprise
IBM
Lenovo
Overland
Quantum
Sony

Tape Libraries

Hewlett Packard Enterprise
IBM
Lenovo
Overload
Quantum
Spectra Logic

Workplace Transformation

Accessories

3M
AKG
AMX
Anker
Apple
Belkin
Bose Professional
BTI
Chief Manufacturing
Cisco
Crown
C2G
Da-Lite
Dell
EPOS
Ergotron
GN Netcom
HP, Inc.
IOGEAR
Jabra
JBL
Kensington
Keyspan
Lenovo
Logitech
Microsoft Surface
Peerless-AV
Plantronics
SHURE
Targus
Toshiba
V7
Yamaha

Battery Backup

APC
Belkin
CyberPower
Eaton
Liebert
Minuteman
Tripp Lite
Zinc5

Cables

Anker
Apple
Belkin
Black Box
C2G
OtterBox
Siig
StarTech
Tripp Lite
UNC Group
V7

Cases

Apple
Axiom
Belkin
Case Logic (Thule)
Dell
Griffin/Incipio
HP, Inc.
InCase
Kensington
Lenovo
Lifeproof
Mobile Edge
OtterBox
Solo NY
Targus
Tripp Lite
V7

Charging Carts and Racks

Acer
Belkin
Bretford
Datamation
Ergotron
Griffin/Incipio
Jar
Jaco
LocknCharge
V7

Chrome

Acer
ASUS
Dell
Google
HP, Inc.
Lenovo
Samsung

Collaboration

Barco ClickShare
Bigtincan
Cisco
Intel
PatientSafe Solutions
TigerConnect

Copiers

Canon
Dell
Lexmark
Sharp
Xerox

Data Capture and Point of Sale

Cherry
Datamax/O'Neil
Dell
ELO Touch Systems
Epson
Honeywell
HP, Inc.
Intermec Technologies
Magtek
Pioneer
Planar
Socket Mobile
Star Micronics
Topaz
Wasp Barcode Technologies
Zebra

Desktops

Acer
Apple
ASUS
Dell
Fujitsu
HP, Inc.
Intel
Lenovo
MSI

Digital Signage

3M
Advantech
Airtame
Aopen
AppSpace
Barco ClickShare
BenQ
Black Box Corp.
Brightsign
C2G (Cables To Go)
Chief Manufacturing
Christie
Cirrus Systems
Connection Services
Creative Realities
Crestron
ELO Touch Systems
Google Jamboard
InFocus Corp.
LG Electronics
Legrand AV
Matrox
Microsoft Surface Hub
Navori
Sharp NEC Displays
Omnivex
Optoma Technology
Panasonic
Peerless-AV
Philips
Planar Systems
Promethean
Samsung
Scala
Seneca Data
SHARP
Sharp NEC Displays
SignageLive
Snap Install
Sony
Spectrio
Steelcase
Sunbrietv
TAG Global Systems
Touchsystems
TSItouch
ViewSonic
Visionect
WePresent
ZeeVee

Furniture/Mounts

Adtec
Chief Manufacturing
Ergotron
Fellowes
Peerless-AV
Salamander Designs
V7

Gaming

Acer
AMX
ASUS
Crown
Dell
HP, Inc.
JBL
Logitech
Lenovo
MSI
PNY
VENTEV

Graphics

Adobe
Autodesk
Corel
Enfocus
Extensis
Microsoft
Pantone
Quark

Hard Drives

Buffalo
CMS
Dell
Fujitsu
Hewlett Packard Enterprise
HGST, a Western Digital
Company
IBM
Intel
Kanguru
LaCie
Seagate
Toshiba
Western Digital

Mobile Device Management

Imprivata
Intel
Jamf
Mobile Iron
TRUCE Software
VMware Workspace One/
Airwatch

Modems

D-Link
Linksys
TRENDnet
USRobotics

Monitors

3M
Acer
AOC
Apple
ASUS
Avocor
Barco
BenQ
Christie
Dell
DoubleSight
Elo Touch Systems
Eizo
HP, Inc.
JOAN
Lenovo
LG
Microsoft
Peerless-AV
Peerless Outdoor Monitors
Philips
Planar
Promethean
Samsung
Sharp NEC Display
Sony
SunBrite Outdoor Monitors
TsiTouch
V7
ViewSonic

NIC Adapters

AddOn Networks
Axiom
Belkin
Dell
D-Link
Hewlett Packard Enterprise
Intel
Linksys
QLogic
NETGEAR
SIIG
TRENDnet

Notebooks

Acer
Apple
ASUS
Dell
Dynabook
Fujitsu
Google
HP, Inc.
Lenovo
Microsoft Surface
MSI
Panasonic
Samsung

Plotters

Epson
HP, Inc.

Printers

Brother
Canon
Epson
HP, Inc.
Konica Minolta
Lexmark
Sharp
Troy Systems
Xerox

Projectors

Acer
ASUS
BenQ
Casio
Christie
Dell
Epson
Optoma
Panasonic
Sharp NEC Display
Sony
ViewSonic

Routers

Cisco
Cradlepoint
D-Link
Hewlett Packard Enterprise
Linksys
NETGEAR
TP-Link
TRENDnet

Scanners

Ambir
Brother
Canon
Epson
Fujitsu
HP, Inc.
IRIS
KodakAlaris
Vioneer
Xerox

Server Hard Drives

Axiom
Cisco
Dell EMC
Hewlett Packard Enterprise
HGST, a Western Digital
Company
IBM
Intel
Lenovo
Seagate
Western Digital

Tablets and Handhelds

Acer
Apple
ASUS
Dynabook
Fujitsu
HP, Inc.
Lenovo
Microsoft Surface
Motion
Panasonic
Samsung
Xplore
Zebra

Thin Clients

Dell Wyse
HP, Inc.
Lenovo

Unified Communications

AudioCodes
Avaya
Bose Professional
Buehl
Cisco
D-Link
EPOS
Hamilton
Jabra
Lenovo
Lifesize
Microsoft Surface
Mitel
Poly
Spracht
V7

Video and Graphics Accelerators

AMD
Apple
ASUS
ATI
Barco
Cisco
Dell
Eizo
eVGA
Gigabyte Technology
HP, Inc.
Jaton
Lenovo
Matrox
MicroStar International
MSI
NVIDIA
Pine Technology
PNY Technologies
Sapphire Technology
VisionTek
Zotac

Videoconferencing

AMX
AKG
AudioCodes
Bose Professional
Cisco
Intel
Jabra (Panacast)
JBL
Lenovo
Lifesize
Logitech
Microsoft Surface Hub
Microsoft (Teams)
Poly
Sony
VoIP
Yamaha
Zoom

Wireless

Adtran
Aerohive
Alvarion
Apple
Aruba
Belkin
Cisco
Dell
D-Link
Extreme Networks
Fortinet
IBM
Intel
Juniper Networks
Linksys
MIST
NETGEAR
Ruckus Networks
TP-Link
Trendnet

Workstations

Acer
Apple
ASUS
Dell
HP, Inc.
Lenovo

XaaS

Telehealth

Advantech
Amico
Capsa
Ergotron
VitelNet

Enterprise Security

Axis Communications
Barracuda Networks
CA (a division of Broadcom)
Check Point
Cisco
CrowdStrike
FireEye
Forcepoint
ForeScout
Fortinet
Hewlett Packard Enterprise
Imprivata
Ivanti
Kaspersky
McAfee
Microsoft
Mimecast
Palo Alto Networks
Proof Point
RSA Security
SonicWALL
Sophos
Symantec (a division of
Broadcom)
Trend Micro
VMware
WatchGuard

Software

Adobe
Apple
ATI
Autodesk
Bigtincan
Business Objects
Cisco
Corel
Creative Labs
DataCore
Embarcadero
Enfocus
Erwin
Extensis
FileMaker
Frontrange Solutions
Google
GPS Insight
Imprivata
Hypersign
IBM Software
Intel
Intuit
Jamf
Mobile Iron
Microsoft
Navori
Nuance
NVIDIA
Omnivex
Pantone
PatientSafe Solutions
Quark
Sage
Spectrio
SignageLive
TigerConnect
Tonic Solutions
VMware
Yosicare

Utilities

CA (a division of Broadcom)
Dataviz
Diskeeper
IBM Software
McAfee
Nuance
Roxio
Smith Micro

Virtualization

Citrix
Microsoft
Vizioncore
VMware

NAS

Buffalo
Cisco
Dell EMC
IBM
Lenovo
Linksys
NETGEAR
Overland
QNAP
Seagate
Synology
Western Digital

Tape Drives

Exabyte/Tandberg
Hewlett Packard Enterprise
IBM
Lenovo
Overland
Quantum
Sony

Tape Libraries

Hewlett Packard Enterprise
IBM
Lenovo
Overland
Quantum
Spectra Logic

For more information about industry-leading solutions and services focused on your needs, contact an Account Manager today.

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we solve IT[®]

TAB 8
VALUE ADDED PRODUCTS AND SERVICES

TAB 8 VALUE ADDED PRODUCTS AND SERVICES

Include any additional products and/or services available that vendor currently performs in their normal course of business that is not included in the scope of the solicitation that you think will enhance and add value to this contract for Region 14 ESC and all NCPA participating entities.

Connection Response: Connection is a national product and solutions provider of over 460,000 products and services from over 1,600 manufacturers. Please reference the link below for a complete listing of the products /manufacturers that we offer:
https://www.govconnection.com/brand?cm_sp=MegaMenu-_-Products-_-ShopByBrand.

Twice recognized by Forbes as one of “America's Most Trustworthy Companies,” our mission is to provide customers with expert guidance, state-of-the-art tools, and exceptional service to solve their technology challenges. Today, we serve our customers through our staff of highly trained Account Managers, our team of on-staff experts, and our efficient procurement websites. A collaborative approach to the design, deployment, and support of technology has fueled Connection's growth and earned us the reputation of a trusted advisor to our customers.

In addition to our full catalog of products described above, Connection can offer the following value-added services listed below:

Professional Solutions/Services: Connection can provide installation to Region 14 ESC and all NCPA participating entities and its member businesses, as well as several other professional services. Our Account Managers and technical experts are ready to assist you with a complete range of services across key technology areas such as: Converged Data Center, Cloud, Security, Mobility, Networking, Software, and Lifecycle. With extensive vendor partnerships and a broad selection of over 460,000 products, Connection combines the professional services, technical expertise, and purchasing power you need for any size project. A scoping call (to assess timeline, location, specifications, etc.) will be done initially, to determine the best resource to fulfill these service needs.

Our teams are trained to assess, design, implement, and manage technology with industry-leading methodologies. This comprehensive approach ensures your technology solutions

- Maximize your efficiency and cost savings.
- Are tailored to the exact needs of your environment, users, and goals.
- Leverage the latest technologies available.
- Continue to deliver the results our customers want, day after day, month after month.

Visit our Solutions Center at www.connection.com/solutions-ps to learn more about the many solutions we offer, gather expert advice, and access a variety of resources to ensure your IT success.

Connection's services practices overview brochure, *Your National Solutions Provider for the Entire IT Lifecycle*, has been included following this response for additional details.

Connection can also provide implementation, training, support, and maintenance. These types of solutions are custom tailored to meet customers' specific needs. Due to these specific needs and requirements, we would provide a written scope of work which would include all costs for such services.

B2B Website Creation and Deployment Services: Connection, along with our B2B Website, can help you streamline your IT purchasing. Our B2B Website helps you standardize your purchasing practices, control unauthorized spending, reduce paperwork, and increase productivity. At the same time, Account Managers are available to answer any questions you have and provide dedicated attention.

Configuration Services: Connection's state-of-the-art Technology Integration and Distribution Center (TIDC), located in Wilmington, Ohio, offers configuration services and is ISO 9001:2015 Certified. Connection's technicians can configure IT equipment to meet specific customer requirements. To augment this facility, we have a second Configuration Center located in Schaumburg, Illinois. This facility is designed to handle custom high touch solutions, manage customer advance exchange depot needs, as well as proving for a beta site to iron out standards and processes prior to moving production to Wilmington.

Our next-business-day configuration services include hardware configuration, software installation, system imaging, product staging, server rack construction, custom printer construction, asset tagging, custom labeling and more.

For additional information on the dependable and seamless distribution and fulfillment offered by Connection's TIDC, we hope you will enjoy the video located at the bottom of the page via the following link provided on the next page: <http://www.govconnection.com/technology-services/distribution-and-configuration-center> and at <https://vimeo.com/383306378/9ae0111ed7>.

Please reference our Technology Integration Distribution Center brochure, following this response, for more details.

Training Services: Formal and informal training and support is available through Connection for all the products and services we provide.

Informal Training: Informal training and/or support will be provided, if required, for the products and services offered in this RFP via our technical support group by telephone, during normal working hours. The specific details are product and service specific and will be outlined on a case-by- case basis. Technicians within our Support Group are available and can be reached at 800-800-0011, Monday–Friday, from 9:00 a.m. – 5:30 p.m. ET. Connection Account Managers are also available to assist and support, in conjunction with the products and services offered in this RFP.

Connection was among the first direct response IT solutions companies to offer toll-free technical support for our products including both before and after the sale. Connection's technical staff is certified to provide factory authorized service for many product brands.

Formal, Customer-Specific, Classroom Training: Formal, customer-specific, classroom training is also provided by Connection. This formalized training can be done at the customer's facilities, via WebEx, at a Connection location or via other means required by the member. There are additional costs for this type of training and will be determined between the customer and Connection, based on the size and scope of the training/project requested. In addition, and dependent upon the manufacturer selected, manufacturer-specific training options may be available.

Reporting Services: Upon award, Connection will supply Region 14 ESC and all NCPA participating entities with compliant, monthly reporting. We can offer several types of reporting and commit to work diligently to meet all your reporting needs.

Your National Solutions Provider for the Entire IT Lifecycle



CONVERGED
DATA CENTER



CLOUD



SECURITY



MOBILITY



NETWORKING



SOFTWARE



LIFECYCLE

OUR MISSION IS TO CONNECT PEOPLE WITH TECHNOLOGY THAT:
» Enhances growth » Elevates productivity » Empowers innovation

Connection[™]
we solve IT[™]



SINCE OUR FOUNDING

In 1982, Connection has set the standard for customer service in the IT industry. We strive to create a foundation for long-lasting and rewarding partnerships. We offer expert guidance, exceptional service, and innovative strategies to empower you to make informed IT investment decisions.

A collaborative approach to the design, deployment, and support of technology has fueled Connection's growth and earned us the reputation of trusted advisor to our customers.

Connection

we solve IT

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Why Connection?

- > We are a financially stable, Fortune 1000 company
- > We offer complete solutions and services designed to improve operations and increase the value of IT
- > We employ the most highly trained, experienced IT professionals in the industry
- > We strive to understand your needs and to create solutions that adhere to your requirements and budget
- > We serve as a trusted extension of your IT staff
- > We are relentless in our commitment to exceeding your expectations

TRUSTED SUPPORT FOR THE Complete IT Lifecycle

As a leading National Solutions Provider, we connect people with technology that enhances growth, elevates productivity, and empowers innovation. Our Technology Solutions Group will partner as an extension of your team to:



Enhance YOUR GROWTH

We help our customers leverage technology to gain a competitive advantage in their industry. Our Assess, Design, Implement, and Manage (ADIM) approach to solution design ensures we fit the best solutions for your unique requirements.

Let us customize your solution, and then help you extract the full value from your IT investments.



Elevate YOUR PRODUCTIVITY

The work we do helps our customers improve their data centers and IT operations. We enable IT teams to deploy innovative, time-saving solutions to increase productivity, increase agility, and move quickly to better serve constituents.

Leverage the know-how of our team, so you can implement IT that improves your service levels.



Empower YOUR INNOVATION

With our guidance, customers break free of the paradigm where 70% of IT budgets go to maintenance. We deploy innovative approaches to IT challenges—flash storage, hyper-converged infrastructure, and cloud computing—that optimize IT operations.

Partner with us and discover new ways to increase the ROI of your investments.

A Solutions Approach, Focused on Your Needs

Every successful engagement begins with trust. Our teams engage customers with a solutions approach that fosters deep relationships based on trust and exceptional service. We help customers navigate the technology landscape and address their changing needs and challenges, on time and on budget. Everything we do is geared toward meeting your needs today and planning for your needs tomorrow.

The Power of Our Practice Expertise

Our technology practices work in concert to create proven implementations. We have seen countless customer environments and have the experience to selectively employ the most appropriate solutions for your needs. We deliver robust professional IT services and support to ensure the successful delivery of every project—no matter how big or how small.

Results through Quality ADIM Methodology

- Our teams are trained to assess, design, implement, and manage technology with industry-leading methodologies. This comprehensive approach ensures your technology solutions:
- Maximize your efficiency and cost savings
 - Are tailored to the exact needs of your environment, users, and goals
 - Leverage the latest technologies available
 - Continue to deliver the results you want day after day, month after month



Converged Data Center PRACTICE



Cloud PRACTICE

Our Expertise

Connection has qualified experts and experience implementing a breadth of data center solutions for customers of all sizes across diverse industries. Our Converged Data Center Services make it easy to adopt and implement the industry's highest performing infrastructure technologies to keep data centers running efficiently and effectively. Resources can be allocated and used based on analytics whereby workflows and workloads are directed to best serve the organization at any particular point in time. When optimized, organizations can attain new levels of agility and flexibility across all domains of the data center including servers, virtualization, and storage. This is the era of the software-defined data center, and our team can help you realize both the vision and the benefits.

Private and Hybrid Cloud

An on-premise virtualized data center, built by your organization and run by your organization, can be upgraded into a private cloud environment. A true private cloud environment builds from traditional server virtualization and offers distinct attributes of cloud models: pools of compute resources, broad access to data, rapid scalability, self-service provisioning, and the ability to measure usage. Integrate that capability with an off-premise, hosted cloud solution and organizations can benefit from expanded resource pools for burst, proximity, and budgetary benefit.

Converged Infrastructure

Integrated server, storage, networking, and virtualization platforms are emerging as the modern option for maximum performance and cost efficiency to address today's demanding workloads. Let our team lead you through the planning, integration, and guide the implementation of one of these high-performance platforms to better serve your organization.

Data Protection and Business Continuity

Insulate your operations and your partners from technology failures, natural disasters, and unplanned outages before you have to recover from an unexpected event. Our experts will design a world-class business continuity plan

to keep your most critical systems and workloads available—even when disaster occurs. Our team can help you assess the factors to consider how to design your plan and the best technology to implement to achieve continuity in your systems and more importantly, across your entire infrastructure.

Enterprise Disk Arrays and Storage Networking

An organization's data is one of its most valuable assets. The need for efficient, reliable, and cost-effective storage solutions has never been greater. Our team of experts can ensure that you leverage the right storage tiering, classification, and investments to fuel your infrastructure with the data it needs to operate. Whether you want to build a new storage environment or add to an existing one, we can help.

Server and Desktop Virtualization

To develop and roll out a virtualization strategy that helps you maximize data center efficiency and user satisfaction simultaneously is a monumental challenge. Our team of experts has implemented virtualized data centers for customers of all sizes and with widely varied requirements. Whether you start with our virtualization workload assessment, adopt end user computing virtualization, or pursue a software-defined data center vision, let our experts lead you with strategies proven to maximize your investment.

Converged Data Center Solutions FEATURED PARTNERS:

Brocade
Cisco
Dell EMC
Hewlett Packard Enterprise
Nutanix
Simplicity
Symantec
Veam
VMware

Our Expertise

Connection has qualified experts with years of experience who provide a personalized engagement with customers to build the right hybrid and public cloud solutions. Our team helps you discern the factors that should drive the identification and prioritization of providers that can best host your workloads. Combine the attributes of public cloud capacity with high-performing network connectivity and the option to co-locate legacy or proprietary hardware, and optimal possibilities evolve. That's where our team excels—we give you options for delivering a next-generation IT strategy.

Cloud Storage and Disaster Recovery

With an on-premises data center connected to the storage pools or replication services of a public cloud provider, you get a tiered and resilient data protection strategy. Whether your goal is redundancy, primary/off-site storage, or a new storage pool for the delivery of a new application, our team will design a solution to accomplish every facet with one of our many public cloud storage partners.

Desktop as a Service (DaaS)

Don't be intimidated by the idea of mobile workforce computing solutions powered by VDI technology. We will simplify it for you. Our team can help you identify the best platforms, approach, and implementation strategy to put the power of hosted desktops to work for your users.

Unified Communications as a Service (UCaaS)

Any technology adopted over the past two decades is now obsolete or will be very soon. The traditional PBX phone system is a perfect example. As organizations seek to replace their aged communication infrastructures, they quickly realize that new ways of delivering telecommunication technology can enhance employee productivity and the customer experience. Our cloud team can guide you through the transition. Let us guide the process to evaluate and implement a hosted UCaaS solution that will meet your unique needs.

Cloud Solutions FEATURED PARTNERS:

8x8
CenturyLink
CoreSite
Cosentry
Datapipe
Digital Realty
EvolveIP
HOSTING
Level 3
Lightower
Maseery
Microsoft
NavSite
NetWolves
nScale
Peak 10
QTS
RackSpace
RapidScale
ShoreTel
Thinking Phone Networks
Verizon Terremark
ViaWest
VMware
WestIP
Windstream
Zayo

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Security PRACTICE

Our Expertise

With the continuous state of change in the global threat landscape, organizations face cyberattacks and security breaches that are growing in frequency and sophistication every day. Our Security Practice offers solutions and services to counteract increased risk/proliferation. Based on your organization's needs, environment, processes, and security goals, our experts will provide insights to help you implement the right solutions to address your critical risks and protect your operations. As an extension of your IT team, we're committed to keeping your organization operating safely and securely.

Security Assessment and Audit

Our Security Assessment and Penetration Testing Services help prioritize where you should focus resources to reduce overall risk. We will help you better understand today's real-world threats and how they could affect your organization. A Penetration Test can uncover a myriad of vulnerabilities in any environment. It helps highlight which vulnerabilities are exploitable, which risks are critical and therefore need to be addressed with a high priority, and which items must be remediated over time. Our team identifies and understands the vulnerabilities that exist in your environment, then works with you to develop a prioritized plan to bring that risk in line with acceptable levels in accordance with compliance-based security requirements such as HIPAA, HITECH, ePHI, PCI, QIRBA, and FISMA.

Security Suite Optimization

Industry data shows that more than 30% of all software security solutions are acquired in suites to aid in the unification and implementation of security policies. In other words, where one mechanism leaves off—another one immediately picks up. Since security can often be a mix of investments from multiple vendors, we frequently see areas where coverage cannot be extended and also examples where integration between vendors' products is less than ideal.

In this engagement, our team works with you to determine and document your security risks, outlines gaps in security coverage and protection, and advises you on the correct steps to take to address these risks. Our team can help ensure that whether you're using one or multiple security

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Mobility PRACTICE

Our Expertise

Connection works with customers to extend their on-premises and on-campus IT infrastructures to the mobile experiences that today's organizations require. Our team can work with you to ensure that the necessary network infrastructure is in place all the way through to securing the data on each device to prohibit unnecessary or unacceptable risk.

Whether your requirements are small or large, we can help you develop the right solution with products and services best suited for your mobile device environment. We support the mobile computing needs of a workforce increasingly on the go. We offer custom configuration, imaging, delivery, and enhanced security solutions for mobile data and devices.

Mobile Readiness Survey

A successful on-campus mobile project is reliant on the wireless network that will support it. Let our team perform a full site survey to help you map out where you have the coverage necessary to succeed and where upgrade or extension of that network will be necessary to achieve success. Our team will architect a solution for you based on our findings and can deliver the full implementation for you to ensure that you don't under- or overestimate what's required.

Mobile Device Management

Whether you are going with an organization-owned device strategy or an employee-owned device strategy, you will need to ensure that the registration process and security policies properly govern those devices as they traverse yours and other host networks. Ranging from application delivery and device management policy all the way to user-level restrictions, our team can ensure that your MDM project is a success from day one.

Mobile Device Security

The first step in any mobility initiative is to ensure proper security, protect data, and comply with regulations. With so many different devices, products, and methods available the choices can seem complex. Our team of specialists can also help you deliver Mobile Content Management (MCM) solutions, which allow organizations to secure document distribution and mobile access to files through a native mobile app. Let us help you sort through the complexity with our diverse knowledge of today's market and products, so your employees can securely access the resources they need to stay productive.

Mobile Deployment Services

Deploying a large number of mobile devices over a large territory can stress the limits of your IT organization and be very costly. Our warehouse and configuration center can make this a budget-friendly and simple exercise and provide you with an ongoing solution.

Security Solutions FEATURED PARTNERS:

- AirWatch by VMware
- Aruba
- Barrauda
- BeyondTrust
- Check Point
- Cisco ISE
- Cisco/Sourcefire
- Fortinet
- Imperva
- Intel Security
- Kaspersky
- LogRhythm
- MobileIron
- Ping Identity
- Quest Software
- RSA
- SecureAuth
- Solarwinds
- Sophos
- Splunk
- Symantec
- Trend Micro
- WatchGuard

Connection

we solve IT

Mobility Solutions FEATURED PARTNERS:

- AirWatch by VMware
- Good Technology
- IAMF Software
- MobileIron
- iOS
- macOS
- Android
- BlackBerry
- Windows Mobile

PLATFORM EXPERTISE:

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Networking PRACTICE

Our Expertise

Connection has qualified experts with experience building the right networking solutions for thousands of customers. Let our in-house experts help you build a complete IT infrastructure with a solid foundation. Our services address network efficiencies, collaboration requirements, increased speed, and greater productivity. In-depth assessment, documentation, consultation, design, planning, installation, and management services are available for all networking solutions.

Network Architecture

- A secure, reliable and resilient network is crucial for any entity operating in today's technology-driven world. Our Network Practice can help you develop a clear understanding of the capabilities and shortcomings of your existing infrastructure and chart a plan for remediation. Engagement goals include:
 - Understand existing network infrastructure
 - Find new ways to expand capabilities
 - Leverage current investments

Rapid network expansion, newly acquired or merged networks, may leave you with uncertainty about your overall environment. We can dig deep into your infrastructure with a comprehensive discovery of your IT network, document its current state, and conduct a performance analysis for each appliance for a holistic view. We help identify the equipment that should be upgraded and review performance issues such as bottlenecks.

Once issues are uncovered or known issues are identified, we provide remediation plans to fix the problems, optimize your network's performance, and increase your network capabilities. Let our experts help you define the right network architecture for your organization, implement it according to proven practices, and tune it for the applications and traffic patterns that exist in your environment.

Network Access

Network access can be simplified and secured with one network, one policy, and one management architecture. Our experts will take a holistic approach to design a network

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Software PRACTICE

Our Expertise

Connection has qualified experts and decades of experience to help customers build the right solution stack for their organizations. Our team helps you discern the factors that should drive the architectural considerations that in turn should drive your investment. Today's IT strategy is focused on outcomes, and there's no greater source than the software that manages the data and yields the insights that drive our daily work.

Messaging Platform Services

A secure, reliable, and resilient messaging architecture is an essential asset for any entity to operate in today's technology-dependent world. Let our experts help you choose the right messaging platform for your needs and implement it according to proven practices.

Whether you're migrating to Office 365, upgrading your on-premises Microsoft Exchange infrastructure, or moving from a legacy to a modern messaging platform, our team can help. Once you're up and running, we will further integrate and performance-tune it for the applications and traffic patterns that exist or may change in your environment.

Infrastructure Software Services

Software versions change often. With every passing launch, upgrade and end of support there is opportunity, from reconfiguration to redesign. Let our team of experts show you where your infrastructure would benefit from re-architecting the design and deployment of your Windows and Active Directory services.

Once new versions of the core services are in place, continuing to leverage an old Microsoft services design is a missed opportunity. Leverage our team to show you how to get the most from your investment.

Application and Database Services

Today's information architectures are built off of the applications that users navigate to create and manage data. That data then fuels decision-making, personalization possibilities, and ultimately the customer experience. From higher education institutions that want to deliver a great new admissions application to growing commercial entities that need to reach more consumers, the database is at the core of applications.

Our team of experts will ensure that you've implemented your database platform in the most scalable and proven pattern. If you need performance improvements, let us perform a healthcheck to ascertain what optimizations are required. For example, if resiliency and failover are your priorities, let us design and build the solution that meets those specs.

Software Solutions FEATURED PARTNERS:

- AirWatch by VMware
- Citrix
- Intel Security
- Microsoft
- Mobileron
- Red Hat
- Sophos
- Symantec
- Veeam
- VMware

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Lifecycle PRACTICE

Our Expertise

Connection offers a contemporary IT Service Management (ITSM) model, which includes service desk offerings, IT staffing, remote infrastructure management, and lifecycle services. Technology deployments, refresh/upgrades, move/add/change, maintenance, management, and disposal services are available as projects or as ongoing managed services. We also maintain configuration and depot services for network and end-user assets. Our robust Project Management Office and IT Infrastructure Library (ITIL) foundation ensures operational excellence throughout every engagement. With more than 97% of U.S. zip codes available for field services, support locations, and service desk operations nationwide, we are ready to provide service anytime, anywhere.

IT Service Management

Relevant forces such as aggressive application adoption, rapidly evolving infrastructure, end-user sophistication, and IT functions at the department level increase constraints on IT. The resulting adverse effects include the inability to sustain governance, difficulties safeguarding infrastructure, and challenges to maintain service level agreements. However, if you evolve service desk operations to an ITSM framework—including remote infrastructure management, provisioning, and asset management solutions—you gain a first line of defense to reclaim consistent support and visibility. Our single point of contact ITSM framework has proven successful for many IT leaders. As a national IT solutions provider, Connection will function as an extension of your IT department to deliver the ITSM Solutions that give you a measurable advantage.

- Our team offers decades of experience through comprehensive, yet flexible, services:
- Service Desk
 - Maintenance
 - Asset Management
 - IMAC
 - Remote Management

Technology Deployments

As a qualified extension of your IT department, we deliver lifecycle services from the data center to the desktop, nationwide. Solutions range from complete ITSM services to modular lifecycle functions, as required. Services can be executed on a per project basis

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Our Lifecycle Services Delivery Model is Your Foundation for Success:

Proven Solutions—Reliable, measurable and flexible services throughout the engagement process

Win-Win Approach—The most flexible approach to solving IT needs and ensuring ongoing operational excellence

Fully Integrated Offerings—From discrete lifecycle projects to ongoing deliverables to managed service level agreements including service desk, asset management, refresh cycles, and remote infrastructure management

Project Management—Onboarding support, lifecycle implementation, and steady state operations in conjunction with service delivery teams

Service Delivery Support—Highly effective service accountability, ongoing service execution, and continuous improvement

Full Suite of Services—Extensive consulting, engineering, process improvement resources, and customer advocacy to leverage optimal client outcomes and customer satisfaction

WebSPOC—This ITIL certified incident management system includes asset management, problem management, contract management, configuration management database, and overall ITSM framework



YOUR IDEAL PARTNERSHIP TO Optimize IT

CONNECT WITH OUR:



Advanced Technology Solutions
We transform technology, turning trusted brands into complete IT solutions, by adding a unique combination of IT services, expertise, and support.



Dedicated Account Teams
Our sales force is the most tenured in the industry, and they understand your environment and the external forces that affect it.



Convenient Availability
We have priority access to the biggest IT brands in the industry—granting us the ability to maximize product availability.



Rapid Response Times
Within hours of an order, we can have items picked, configured, packed, and in-flight to any nationwide location—well past typical cut-off times—for next-day delivery.



Global Procurement
We offer global procurement in 174 countries with more than 500 suppliers, allowing us to provide IT service management that's unmatched in our industry.



Industry-Leading Expertise
Our team of experts can support the assessment, design, implementation, and management of all your IT projects.



Software Licensing
Our experienced licensing team is ready to help you find licensing programs that will stretch your software budget and protect you from liability.



Premier Technology Certifications
We hold premier certifications with top vendors that allow us to offer in-demand products and expert technical service and support.



Product Authorizations
We hold authorizations with top OEM partners. This keeps us in-tune with advances in technology and enables us to offer the most sought-after products.



Custom Configuration
Our technicians perform a broad range of services at our ISO 9001:2008 certified lab, and we can deliver the next business day.



Support Throughout the IT Lifecycle
We provide a full line of IT services to maintain your infrastructure throughout the technology lifecycle, as well as customizable professional services to support the unique needs of your organization.



Efficient Procurement Tools
Our website offers an efficient procurement channel with benefits that include purchasing authorization control and the ability to connect eProcurement systems, ERPs, marketplaces, and more. We also offer flexible payment options like credit card, P-Card, Net Terms Account, and leasing programs.



Vendor-Agnostic Design
We offer recommendations that reflect the best possible outcome for your needs, regardless of vendor or brand.



Strong Industry Partnerships
Our award-winning service and deep partnerships with leading industry suppliers ensure you have access to the latest technologies and resources.

» Visit www.connection.com/ConnectionDifference to learn more.

GLOBAL SERVICES:

Anywhere IT Simplified



Our Expertise

The Global Services team at Connection is well established in our industry with decades of technology experience at home and abroad. Whether you're procuring IT for a branch office across town or an office halfway across the globe, we can help. Our alliances throughout the world provide seamless solutions for your global IT needs. Our team of experts offers assessments, analysis, and technology planning and integration to help you simply and seamlessly manage and enable global procurement. Turn to our GlobalServe solutions experts to help you solve your toughest procurement challenges.

Logistics

Customs inspections, missing paperwork, and local regulatory requirements can often lead to delayed product deliveries. We have a deep understanding of and experience with global logistics and supply chains and can help you navigate the challenges of getting a product from point A to point B.

Sourcing

Locating a reliable partner or IT supply chain in an unfamiliar country can create confusion and require added scrutiny. Calls to unknown suppliers with questionable reputations can add both time and risk to the process. We take the frustration out of supplier relationships. Our team has more than a decade of experience contracting with over 500 suppliers in 174 countries. We can do all the work for you.

Account Management

Organizations prefer to work with a trusted resource and that can become difficult when you are branding out into several locations around the world. Additionally, it can be difficult to manage and update catalogs, manage end of file products, and SKU and currency conversions with global procurement. Our Data Management Team handles all the complexities of deploying your catalogs in a global environment. And, our Supplier Management Team manages all vendors in country to circumvent challenges with languages and currencies.

Acquisition Activity

Mergers inherently create a complicated web of vendors and partners around the world. As a result, companies often face redundancies, budgetary waste and missed opportunities for savings. We can help you consolidate and simplify IT procurement activities—with full discount levels that would otherwise be difficult to achieve with global procurement.



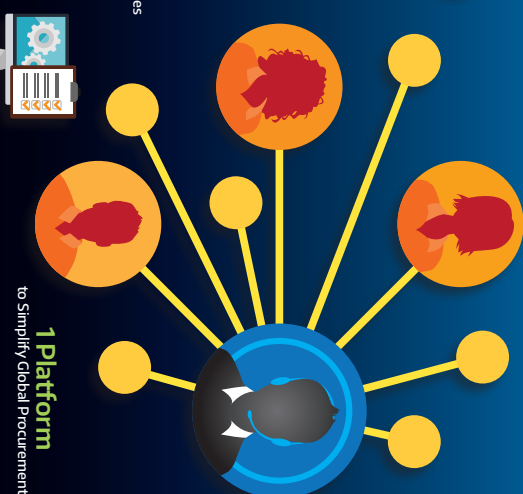
174 Countries
with Asset Disposal Services



500+ Suppliers



25,000+ IT Professionals



1 Platform
to Simplify Global Procurement

Our Solution

Organizations with an international footprint are constantly searching for simple and seamless global purchasing to streamline communication and in-country support, while staying connected to worldwide branches. Challenges span delivery inconsistencies, freight forwarding, customs, tax considerations, currency and exchange factors, warranty claims, and service. Our GlobalServe solution delivers the support you need with four pillars of global procurement and supply excellence:

People

Delivering global solutions for over 16 years, Connection has some of the most knowledgeable and experienced people on our team. We intimately understand the complexities of global logistics and supply chain.

Process

Our digital GlobalServe solution is powered by automation, enabling billions of transaction dollars to seamlessly traverse our systems and processes. Our team is dedicated to sound processes that make our systems more efficient, enabling prompt problem resolution. Whether we are onboarding a new customer or supplier or escalating a transaction, we are dedicated to efficiency and speed.

Technology

Connection's GlobalServe solution lets you capture full discount levels that are difficult or impossible through other global procurement. Our solution runs on patented technology, enabling organizations to purchase products from multiple OEMs in multiple currencies. You can

build catalog bundles, extended catalogs, and domestic catalogs, utilize punch out and hybrid purchasing, and direct and indirect purchasing channels. Our technology makes it easy to add new equipment to a catalog and manage vendors and normalize the transaction flow in an automated fashion, regardless of geography and currency.

Supply Chain

In addition to products, we provide a broad spectrum of IT services to our customers. Our team has more than a decade of experience, contracting with a network of over 25,000 certified IT professionals. We've done all the work for you. We have all the contracts and fulfillment services agreements in place. When we create a scope of work for a new customer, it becomes an addendum to our pre-established terms and conditions with our suppliers. This lets us quickly and easily activate the supply chain around each individual customer's varying technology requirements.

For more information, watch our global procurement video online at www.connection.com/GlobalServices

TAKE THE COMPLEXITY OUT OF IT with Our Resources



Finding the right IT solution or service for your organization can be a challenge. Connection makes it easier to identify and evaluate the right technologies for your unique environment. Our experts have assembled all the information you need to make informed IT investments—with valuable articles, case studies, videos, and online tools just one click away.

Connections's Official Blog

Our technology blog, Connected, serves as your one-stop resource for valuable insights from our on-staff technology experts and featured industry leaders regarding the latest news and information on IT solutions and technology trends. Join the conversation as we explore topics of importance to IT professionals.

www.connection.com/Blog

Solutions Videos

Keep up to date with trending topics, delivered directly from Connection's in-house studio. Our comprehensive video library provides answers to your questions on today's toughest technology issues. Meet the teams behind our Practice Areas and learn how they can help you optimize your IT. Each solution video showcases top experts who discuss emerging trends and key challenges in today's technology ecosystem.

www.connection.com/Videos

The Pulse of IT

We partnered with IDC, the world's leading IT research company, to survey IT decision makers across the nation. The results provide insights around today's top concerns, industry trends, and challenges faced by respondents in their day-to-day roles. Find out what your peers are saying about their past, present, and future IT experiences. How does your organization compare? Find out by viewing the results for yourself.

www.connection.com/TechPulse

Connected Magazine

Browse the most recent issues of Connected magazine for information and insights on the latest technologies, IT trends, and more. Each edition of our publication is full of helpful resources on in-demand topics, including articles, survey results, and in-depth info on cutting-edge hardware and software solutions.

www.connection.com/eMags

Case Studies

Are you considering a complex IT initiative at your organization? See how the experts at Connection helped your peers take their toughest projects from the planning stage all the way to a successful deployment. Visit our case study repository for dozens of real-world examples of satisfied customers, from an affordable infrastructure as a Service (IaaS) solution at your local corner store to stadium-wide Wi-Fi at your favorite sporting arena.

www.connection.com/CaseStudies

Online Account Center

Our Account Center empowers your organization by allowing you to assign administration approvals and create custom catalogs that show only the products you want. And when it's time to look at your order history, our search options make it easy for authorized personnel to track spending with powerful and convenient reporting tools. Customize your shopping experience today!

www.connection.com/AccountCenter

Technology Library

We know how important it is to have up-to-date information to aid in the IT decision-making process. Visit our online Technology Library for a comprehensive repository of articles, webinars, podcasts, expert features, and more. Discover valuable information about the latest technologies, access advice from your peers, and get tips from our team of technical experts.

www.connection.com/TechLibrary

Social Media

Connect with our experts and other members of the IT community through our social media platforms. From Facebook and Twitter to LinkedIn, we're all about getting the conversation started and keeping it going by sharing ideas on a wide variety of IT topics. Join the conversation today!



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Solve Your IT Challenges with a Trusted Technology Partner

With a reliable IT partner on your side, you can turn challenges into opportunities. A partnership with Connection will deliver value through in-depth expertise, savings, and outstanding service.

The IT marketplace is full of companies who claim to be different. Our experts can show you the Connection difference.

2500+
Employees

765+
Account Managers

10 Years
Average Tenure

540+
Engineering,
Services, and
Technical Staff

**The
TEAM**

44,000
Hours of Training
Annually

2500+
Professional
Certifications

Hundreds
of Training Hours
Per Engineer
Every Year

**The
EXPERTISE**

1600+
Technology
Partners

460,000
IT Products
Available

225,000+
Custom
Configurations
Completed Every
Year and Growing

**The
BUYING
POWER**



Connection[™]

we solve IT[™]

» To learn more about our services available to support your IT projects, contact an Account Manager or visit www.connection.com/Solutions

Business Solutions
1.800.800.0014

Enterprise Solutions
1.800.369.1047

Public Sector Solutions
1.800.800.0019

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Technology Integration and Distribution Center

Connection™
we solve IT™

Custom Integrations for Today's Technology

You need technology that integrates seamlessly into your existing infrastructure, workflows, and processes. That's why Connection has upgraded and rebranded our distribution facility in Wilmington, OH. Now known as the Technology Integration and Distribution Center (TIDC), this new name reflects the full capabilities of our world-class integration services—and our commitment to connecting you with technology solutions that exceed your expectations.

State-of-the-Art Custom Integration Center

Count on Connection to deliver custom integration services on your schedule. Our enhanced facility covers more than 42,000 square feet, with over 1000 live connections. This enables us to deliver the advanced services you've come to depend on today—with the speed and scalability you'll need tomorrow.

The Connection TIDC is equipped with the latest technologies and powered by industry-leading methodologies, ensuring even the largest custom configuration orders are completed to your

exact specifications and ready for overnight delivery to any of your locations, branches, or remote facilities nationwide. Our technicians maintain extensive certifications and authorizations from all major manufacturers, with more than 90% of the team holding one or more CompTIA certifications. Connection is dedicated to ongoing technology training, so our team stays current on the latest industry developments as well as advances in partner technologies and best practices.

Optimize Your Next IT Deployment with Integration Services

Connection offers complete solutions with every order—from the simple request to the complex—no order is too big or too small. Our integration teams have developed key services to provide you with the simplest, most effective methods to deploy your systems, saving you time and money.

Our Technology Integration and Distribution Center Offers:

- **Provisioning and Imaging:** By providing several methods of deployment, such as DISM, MDT, SCCM, and our own custom Connect Deploy tool, we can save you hundreds of staff hours in deployment time. Plus, ensure excellence in image consistency by having our experts build and maintain your image.
- **VPN-based Provisioning:** Setting up a point-to-point VPN connection between the TIDC and your facility enables us to provide complete provisioning services, including the capability to send a unit to your facility with plug-and-play functionality.
- **Deployment Hosting:** Utilizing VPN services, we provide you with a “virtual slice” in our facility to set up a complete SCCM environment or distribution points (MDT, DP). This allows us to deploy directly from your network, speeding the provisioning process and providing excellent quality controls.
- **White Glove (Google and Microsoft):** White Glove enrollment services include the Chrome Enterprise or Microsoft AutoPilot/Intune solutions. This allows you to receive devices that are ready to use and ready to manage—right out of the box.
- **Mobile Provisioning:** The TIDC offers a wide array of mobile device provisioning and has experience with all major MDM environments, including AirWatch, Mobile Iron, SOTI, and using manufacturer-specific provisioning utilities, such as Samsung Knox and Zebra Stage Now.
- **Jamf Services:** Automate the processes and workflows related to the management of Apple devices from zero-touch to complex deployment. The TIDC offers setup and management of a Jamf Pro instance for easy deployment of all your macOS, iOS, and tvOS devices, and can offer customized deployment options suited to your specific business needs.
- **Remote Management:** Take the hassle out of managing your Apple devices. Using Jamf, we can assist with all aspects of provisioning new equipment and providing remote support to units in the field—including inventory reporting, self-service, compliance monitoring, policy enforcement, software distribution, and patch management.
- **Location in a Box:** Take advantage of one-stop shopping by sourcing all of your equipment from Connection. Our experts provision and test all units and send them directly to your location, in as few boxes as possible or on a skid. This greatly reduces your on-site staff setup time and saves you money because the units are out-of-box ready.
- **Asset Tagging and Data Capture:** Keep track of your important capital assets and save valuable administrative time with one of our multiple tagging solutions. We can utilize your organization’s existing label set or create one for you, from simple white labels with digit codes to sturdier tags with colored logos.
- **Kitting/Reverse Kit Solutions:** Our experts can prepare custom kits for your new users. Let us image your systems, ship them, and include additional items that might be required, such as networking equipment or setup documentation.
- **Laser Engraving:** The TIDC can perform laser engraving services that feature your own artwork, adding a layer of device security and increasing your brand awareness.
- **Inventory Planning and Rollout:** Let us manage the logistics of a rollout, securely store newly purchased equipment, and custom tailor a delivery schedule. We can also store your hardware standards and software images, giving you the ability to easily expedite replacements for broken, worn out, or lost equipment.
- **Document/Printing Insertion Service:** Insert a printed set of customized instructions with each product or kit. Our configuration specialists will work with you to develop the documentation your end users need, from answers to common questions to instructions on how to connect a new device to the network.
- **Custom Packing:** To save you significant time in unboxing and waste management, we can remove products from manufacturer packaging and place them in case packs specially engineered to meet your needs.

Need assistance integrating technology into your organization? Let our experts help streamline the configuration, deployment, and support of your IT today.

Business Solutions	Enterprise Solutions	Public Sector Solutions
1.800.800.0014	1.800.369.1047	1.800.800.0019

Learn more at www.connection.com

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TAB 9

REQUIRED DOCUMENTS

TAB 9

REQUIRED DOCUMENTS

- Federal Funds Certifications
- Clean Air and Water Act & Debarment Notice
- Contractors Requirements
- Required Clauses for Federal Assistance by FTA
- Federal Required Signatures
- Antitrust Certification Statements Texas Government Code § 2155.005
- State Notice Addendum

FEDERAL FUNDS CERTIFICATIONS

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. The following certifications and provisions may be required and apply when a Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at \$250,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

- Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency and Offeror reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)

- Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror as detailed in the terms of the contract

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

- Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay

wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

- Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions
- Any Participating Agency will include any current and applicable prevailing wage determination in each issued solicitation and provide Offeror with any required documentation and/or forms that must be completed by Offeror to remain in compliance the applicable Davis-Bacon Act provisions.

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

- Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

- Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended— Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non- Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

- Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

- Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

- Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the

offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

- No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
- If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and all subrecipients shall certify and disclose accordingly.

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.334. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.334 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Participating Agencies will clearly identify whether Buy America Provisions apply in any issued solicitation. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

CERTIFICATION OF ACCESS TO RECORDS

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any non-financial documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents. This right of access will last only as long as the records are retained.

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

CLEAN AIR AND WATER ACT AND DEBARMENT NOTICE

By the signature below (Under Federal Required Signatures), I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

I hereby further certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

CONTRACTOR REQUIREMENTS

Contractor Certification

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the NCPA Participating entities in which work is being performed.

Fingerprint & Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.

REQUIRED CLAUSES FOR FEDERAL ASSISTANCE PROVIDED BY FTA

ACCESS TO RECORDS AND REPORTS

Contractor agrees to:

- a) Maintain all non-financial books, records, accounts and reports required under this Contract for a period of not less than two (2) years after the date of termination or expiration of this Contract or any extensions thereof except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case Contractor agrees to maintain same until the FTA Administrator, the U.S. DOT Office of the Inspector General, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.
- b) Permit any of the foregoing parties to inspect all non-financial work, materials, and other data and records that pertain to the Project, and to audit the non-financial books, records, and accounts that pertain to the Project and to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed for the purpose of audit and examination. The right of access detailed in this section continues only as long as the records are retained.

FTA does not require the inclusion of these requirements of Article 1.01 in subcontracts.

CIVIL RIGHTS / TITLE VI REQUIREMENTS

- 1) Non-discrimination. In accordance with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, Section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, Section 202 of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132, and Federal Transit Law at 49 U.S.C. § 5332, Contractor or subcontractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, marital status age, or disability. In addition, Contractor agrees to comply with applicable Federal implementing regulations and other applicable implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.
- 2) Equal Employment Opportunity. The following Equal Employment Opportunity requirements apply to this Contract:
 - a. Race, Color, Creed, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal Transit Law at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable Equal Employment Opportunity requirements of U.S. Dept. of Labor regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor, 41 CFR, Parts 60 *et seq.*", and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may affect construction activities undertaken in the course of this Project. Contractor agrees

to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, marital status, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, Contractor agrees to comply with any implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

- b. Age. In accordance with the Age Discrimination in Employment Act (ADEA) of 1967, as amended, 29 U.S.C. Sections 621 through 634, and Equal Employment Opportunity Commission (EEOC) implementing regulations, "Age Discrimination in Employment Act", 29 CFR Part 1625, prohibit employment discrimination by Contractor against individuals on the basis of age, including present and prospective employees. In addition, Contractor agrees to comply with any implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.
 - c. Disabilities. In accordance with Section 102 of the Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 *et seq.*, prohibits discrimination against qualified individuals with disabilities in programs, activities, and services, and imposes specific requirements on public and private entities. Contractor agrees that it will comply with the requirements of the Equal Employment Opportunity Commission (EEOC), "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 CFR, Part 1630, pertaining to employment of persons with disabilities and with their responsibilities under Titles I through V of the ADA in employment, public services, public accommodations, telecommunications, and other provisions.
 - d. Segregated Facilities. Contractor certifies that their company does not and will not maintain or provide for their employees any segregated facilities at any of their establishments, and that they do not and will not permit their employees to perform their services at any location under the Contractor's control where segregated facilities are maintained. As used in this certification the term "segregated facilities" means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin because of habit, local custom, or otherwise. Contractor agrees that a breach of this certification will be a violation of this Civil Rights clause.
- 3) Solicitations for Subcontracts, Including Procurements of Materials and Equipment. In all solicitations, either by competitive bidding or negotiation, made by Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by Contractor of Contractor's obligations under this Contract and the regulations relative to non-discrimination on the grounds of race, color, creed, sex, disability, age or national origin.

- 4) Sanctions of Non-Compliance. In the event of Contractor's non-compliance with the non-discrimination provisions of this Contract, Public Agency shall impose such Contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to: 1) Withholding of payments to Contractor under the Contract until Contractor complies, and/or; 2) Cancellation, termination or suspension of the Contract, in whole or in part.

Contractor agrees to include the requirements of this clause in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

DISADVANTAGED BUSINESS PARTICIPATION

This Contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, "Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs", therefore, it is the policy of the Department of Transportation (DOT) to ensure that Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 26, have an equal opportunity to receive and participate in the performance of DOT-assisted contracts.

- 1) Non-Discrimination Assurances. Contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. Contractor shall carry out all applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or other such remedy as public agency deems appropriate. Each subcontract Contractor signs with a subcontractor must include the assurance in this paragraph. (See 49 CFR 26.13(b)).
- 2) Prompt Payment. Contractor is required to pay each subcontractor performing Work under this prime Contract for satisfactory performance of that work no later than thirty (30) days after Contractor's receipt of payment for that Work from public agency. In addition, Contractor is required to return any retainage payments to those subcontractors within thirty (30) days after the subcontractor's work related to this Contract is satisfactorily completed and any liens have been secured. Any delay or postponement of payment from the above time frames may occur only for good cause following written approval of public agency. This clause applies to both DBE and non-DBE subcontractors. Contractor must promptly notify public agency whenever a DBE subcontractor performing Work related to this Contract is terminated or fails to complete its Work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. Contractor may not terminate any DBE subcontractor and perform that Work through its own forces, or those of an affiliate, without prior written consent of public agency.
- 3) DBE Program. In connection with the performance of this Contract, Contractor will cooperate with public agency in meeting its commitments and goals to ensure that DBEs shall have the maximum practicable opportunity to compete for subcontract work, regardless of whether a contract goal is set for this Contract. Contractor agrees to use good faith efforts to carry out a policy in the award of its subcontracts, agent agreements, and procurement contracts which will, to the fullest extent, utilize DBEs consistent with the efficient performance of the Contract.

ENERGY CONSERVATION REQUIREMENTS

Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plans issued under the Energy Policy and Conservation Act, as amended, 42 U.S.C. Sections 6321 *et seq.* and 41 CFR Part 301-10.

FEDERAL CHANGES

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, listed directly or by reference in the Contract between Public Agency and the FTA, and those applicable regulatory and procedural updates that are communicated to Contractor by Public Agency, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

The provisions include, in part, certain Standard Terms and Conditions required by the U.S. Department of Transportation (DOT), whether or not expressly set forth in the preceding Contract provisions. All contractual provisions required by the DOT and applicable to the scope of a particular Contract awarded to Contractor by a Public Agency as a result of solicitation, as set forth in the most current FTA Circular 4220.1F, published February 8th, 2016, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. Contractor agrees not to knowingly perform any act, knowingly fail to perform any act, or refuse to comply with any reasonable public agency requests that would directly cause public agency to be in violation of the FTA terms and conditions.

NO FEDERAL GOVERNMENT OBLIGATIONS TO THIRD PARTIES

Agency and Contractor acknowledge and agree that, absent the Federal Government's express written consent and notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to agency, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract.

Contractor agrees to include the above clause in each subcontract financed in whole or in part with federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS

Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801 *et seq.* and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms, to the best of its knowledge, the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to me

made, pertaining to the underlying Contract or the FTA assisted project for which this Contract Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

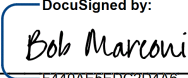
FEDERAL REQUIRED SIGNATURES

Offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted in the pages above. It is further acknowledged that offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances as applicable.

Offeror GovConnection, Inc. dba Connection Public Sector Solutions

Address 732 Milford Road

City/State/Zip Merrimack, New Hampshire 03054

Authorized Signature 
F440AE9EDC2D4A6
Robert Marconi, Vice President SLED Sales

Date November 16, 2022

ANTITRUST CERTIFICATION STATEMENTS TEXAS GOVERNMENT CODE § 2155.005

I affirm under penalty of perjury of the laws of the State of Texas that:

(1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

(2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

(3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law; and

(4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company Name GovConnection, Inc. dba Connection Public Sector Solutions

Address 732 Milford Road

City/State/Zip Merrimack, New Hampshire 03054

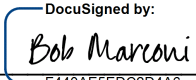
Telephone Number 800-800-0019 ext. 33331

Fax Number 603-683-2482

Email Address bob.marconi@connection.com and sledcontracts@connection.com

Printed Name Robert Marconi

Title Vice President SLED Sales

Authorized Signature 
F440AE5EDC2D4A6...

STATE NOTICE ADDENDUM

The National Cooperative Purchasing Alliance (NCPA), on behalf of NCPA and its current and potential participants to include all county, city, special district, local government, school district, private K-12 school, higher education institution, state, tribal government, other government agency, healthcare organization, nonprofit organization and all other Public Agencies located nationally in all fifty states, issues this Request for Proposal (RFP) to result in a national contract.

For your reference, the links below include some, but not all, of the entities included in this proposal:

http://www.usa.gov/Agencies/State_and_Territories.shtml

<https://www.usa.gov/local-governments>