

Region 4 ESC

Contract # R210402

for

Technology Solutions, Products, and Services

with

GovConnection, Inc. dba Connection – Public Sector Solutions

Effective: June 1, 2021

The following documents comprise the executed contract between the Region 4 Education Service Center and GovConnection Inc. dba Connection - Public Sector Solutions effective June 1, 2021

- I. Appendix A; Supplier Contract
- II. Offer & Contract Signature Form
- III. Supplier's Response to the RFP, incorporated by reference

**CONTRACT AND OFFER AND CONTRACT
SIGNATURE FORM
APPENDIX A**

APPENDIX A

CONTRACT

This Contract ("Contract") is made as of April 27, 2021 by and between GovConnection Inc. dba Connection - Public Sector Solutions ("Contractor") and Region 4 Education Service Center ("Region 4 ESC") for the purchase of Technology Solutions, Products and Services_ ("the products and services").

RECITALS

WHEREAS, Region 4 ESC issued Request for Proposal ("RFP") Number 21-04, to which Contractor provided a response ("Proposal"); and

WHEREAS, Region 4 ESC selected Contractor's Proposal and wishes to engage Contractor in providing the services/materials described in the RFP and Proposal;

WHEREAS, both parties agree and understand the following pages will constitute the Contract between the Contractor and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Contractor included, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations are incorporated into the Contract.

WHEREAS, this Contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

WHEREAS, the Contract will provide that any state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit ("Public Agencies") may purchase products and services at prices indicated in the Contract upon the Public Agency's registration with OMNIA Partners.

- 1) Term of agreement. The term of the Contract is for a period of three (3) years unless terminated, canceled or extended as otherwise provided herein. Region 4 ESC shall have the right to renew the Contract for two (2) additional one-year periods or portions thereof. Region 4 ESC shall review the Contract prior to the renewal date and notify the Contractor of Region 4 ESC's intent renew the Contract. Contractor may elect not to renew by providing three hundred sixty-five days' (365) notice to Region 4 ESC. Notwithstanding the expiration of the initial term or any subsequent term or all renewal options, Region 4 ESC and Contractor may mutually agree to extend the term of this Agreement. Contractor acknowledges and understands Region 4 ESC is under no obligation whatsoever to extend the term of this Agreement.
- 2) Scope: Contractor shall perform all duties, responsibilities and obligations, set forth in this agreement, and described in the RFP, incorporated herein by reference as though fully set forth herein.
- 3) Form of Contract. The form of Contract shall be the RFP, the Offeror's proposal and Best and Final Offer(s).

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- 4) Order of Precedence. In the event of a conflict in the provisions of the Contract as accepted by Region 4 ESC, the following order of precedence shall prevail:
 - i. This Contract
 - ii. Offeror's Best and Final Offer
 - iii. Offeror's proposal
 - iv. RFP and any addenda
- 5) Commencement of Work. The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives a purchase order for such work or is otherwise directed to do so in writing by Region 4 ESC.
- 6) Entire Agreement (Parol evidence). The Contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.
- 7) Assignment of Contract. No assignment of Contract may be made without the prior written approval of Region 4 ESC. Contractor is required to notify Region 4 ESC when any material change in operations is made (i.e. bankruptcy, change of ownership, merger, etc.).
- 8) Novation. If Contractor sells or transfers all assets or the entire portion of the assets used to perform this Contract, a successor in interest must guarantee to perform all obligations under this Contract. Region 4 ESC reserves the right to accept or reject any new party. A change of name agreement will not change the contractual obligations of Contractor.
- 9) Contract Alterations. No alterations to the terms of this Contract shall be valid or binding unless authorized and signed by Region 4 ESC.
- 10) Adding Authorized Distributors/Dealers. Contractor is prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under the Contract without notification and prior written approval from Region 4 ESC. Contractor must notify Region 4 ESC each time it wishes to add an authorized distributor or dealer. Purchase orders and payment can only be made to the Contractor unless otherwise approved by Region 4 ESC. Pricing provided to members by added distributors or dealers must also be less than or equal to the Contractor's pricing.
- 11) TERMINATION OF CONTRACT
 - a) Cancellation for Non-Performance or Contractor Deficiency. Region 4 ESC may terminate the Contract if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this Contract due to failure by Contractor to carry out any obligation, term or condition of the contract. Region 4 ESC may issue a written deficiency notice to Contractor for acting or failing to act in any of the following:
 - i. Providing material that does not meet the specifications of the Contract;
 - ii. Providing work or material was not awarded under the Contract;
 - iii. Failing to adequately perform the services set forth in the scope of work and specifications;
 - iv. Failing to complete required work or furnish required materials within a reasonable amount of time;

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- v. Failing to make progress in performance of the Contract or giving Region 4 ESC reason to believe Contractor will not or cannot perform the requirements of the Contract; or
- vi. Performing work or providing services under the Contract prior to receiving an authorized purchase order.

Upon receipt of a written deficiency notice, Contractor shall have ten (10) days to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in Contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by Contractor under the Contract shall immediately become the property of Region 4 ESC.

- b) Termination for Cause. If, for any reason, Contractor fails to fulfill its obligation in a timely manner, or Contractor violates any of the covenants, agreements, or stipulations of this Contract Region 4 ESC reserves the right to terminate the Contract immediately and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the Contractor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by Contractor will become the property of the Region 4 ESC. If such event does occur, Contractor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.
- c) Delivery/Service Failures. Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the Contract to be terminated. In the event Region 4 ESC must purchase in an open market, Contractor agrees to reimburse Region 4 ESC, within a reasonable time period, for all expenses incurred.
- d) 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 of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; 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.

- e) Standard Cancellation. Region 4 ESC 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.

12) Licenses. Contractor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by Contractor. Contractor

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shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the Contract. Region 4 ESC reserves the right to stop work and/or cancel the Contract if Contractor's license(s) expire, lapse, are suspended or terminated.

- 13) Survival Clause. All applicable software license agreements, warranties or service agreements that are entered into between Contractor and Region 4 ESC under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Contractor shall survive expiration or termination of the Contract.
- 14) Delivery. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period, the Contractor must receive authorization for the delayed delivery. The order may be canceled if the estimated shipping time is not acceptable. All deliveries shall be freight prepaid, F.O.B. Destination and shall be included in all pricing offered unless otherwise clearly stated in writing.
- 15) Inspection & Acceptance. If defective or incorrect material is delivered, Region 4 ESC may make the determination to return the material to the Contractor at no cost to Region 4 ESC. The Contractor agrees to pay all shipping costs for the return shipment. Contractor shall be responsible for arranging the return of the defective or incorrect material.
- 16) Payments. Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.
- 17) Price Adjustments. Should it become necessary or proper during the term of this Contract to make any change in design or any alterations that will increase price, Region 4 ESC must be notified immediately. Price increases must be approved by Region 4 ESC and no payment for additional materials or services, beyond the amount stipulated in the Contract shall be paid without prior approval. All price increases must be supported by manufacturer documentation, or a formal cost justification letter. Contractor must honor previous prices for thirty (30) days after approval and written notification from Region 4 ESC. It is the Contractor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was provided and accepted in the Contractor's proposal.

Price reductions may be offered at any time during Contract. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all users equally; 2) reduction is for a specific period, normally not less than thirty (30) days; and 3) original price is not exceeded after the time-limit. Contractor shall offer Region 4 ESC any published price reduction during the Contract term.

- 18) Audit Rights. Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's

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sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC.

- 19) Discontinued Products. If a product or model is discontinued by the manufacturer, Contractor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.
- 20) New Products/Services. New products and/or services that meet the scope of work may be added to the Contract. Pricing shall be equivalent to the percentage discount for other products. Contractor may replace or add product lines if the line is replacing or supplementing products, is equal or superior to the original products, is discounted similarly or greater than the original discount, and if the products meet the requirements of the Contract. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.
- 21) Options. Optional equipment for products under Contract may be added to the Contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.
- 22) Warranty Conditions. All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
- 23) Site Cleanup. Contractor shall clean up and remove all debris and rubbish resulting from their work as required or directed. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean, safe and unobstructed condition.
- 24) Site Preparation. Contractor shall not begin a project for which the site has not been prepared, unless Contractor does the preparation work at no cost, or until Region 4 ESC includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.
- 25) Registered Sex Offender Restrictions. For work to be performed at schools, Contractor agrees no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Contractor agrees a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at Region 4 ESC's discretion. Contractor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.
- 26) Safety measures. Contractor shall take all reasonable precautions for the safety of employees on the worksite and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Contractor shall post warning signs against all hazards created by its operation and work in progress. Proper precautions shall be taken pursuant to state law

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and standard practices to protect workers, general public and existing structures from injury or damage.

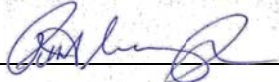
- 27) Smoking. Persons working under the Contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.
- 28) Stored materials. Upon prior written agreement between the Contractor and Region 4 ESC, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Region 4 ESC prior to payment. Such materials must be stored and protected in a secure location and be insured for their full value by the Contractor against loss and damage. Contractor agrees to provide proof of coverage and additionally insured upon request. Additionally, if stored offsite, the materials must also be clearly identified as property of Region 4 ESC and be separated from other materials. Region 4 ESC must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary. Until final acceptance by Region 4 ESC, it shall be the Contractor's responsibility to protect all materials and equipment. Contractor warrants and guarantees that title for all work, materials and equipment shall pass to Region 4 ESC upon final acceptance.
- 29) Funding Out Clause. A Contract for the acquisition, including lease, of real or personal property is a commitment of Region 4 ESC's current revenue only. Region 4 ESC retains the right to terminate the Contract at the expiration of each budget period during the term of the Contract and is conditioned on a best effort attempt by Region 4 ESC to obtain appropriate funds for payment of the contract.
- 30) Indemnity. Contractor shall protect, indemnify, and hold harmless both Region 4 ESC and its administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the Contractor, Contractor employees or subcontractors in the preparation of the solicitation and the later execution of the Contract. Any litigation involving either Region 4 ESC, its administrators and employees and agents will be in Harris County, Texas.
- 31) Marketing. Contractor agrees to allow Region 4 ESC to use their name and logo within website, marketing materials and advertisement. Any use of Region 4 ESC name and logo or any form of publicity, inclusive of press releases, regarding this Contract by Contractor must have prior approval from Region 4 ESC.
- 32) Certificates of Insurance. Certificates of insurance shall be delivered to the Region 4 ESC prior to commencement of work. The Contractor shall give Region 4 ESC a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The Contractor shall require all subcontractors performing any work to maintain coverage as specified.
- 33) Legal Obligations. It is Contractor's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services and shall comply with all laws while fulfilling the Contract. Applicable laws and regulation must be followed even if not specifically identified herein.

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OFFER AND CONTRACT SIGNATURE FORM


The undersigned hereby offers and, if awarded, agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing.

Company Name GovConnection, Inc. dba Connection - Public Sector Solutions
Address 732 Milford Road
City/State/Zip Merrimack, NH 03054
Telephone No. 800-800-0019 ext. 33331
Email Address bob.marconi@connection.com
Printed Name Robert Marconi
Title Vice President SLED Sales
Authorized signature 

Accepted by Region 4 ESC:

Contract No. R210402


Initial Contract Term June 1, 2021 to May 31, 2024



Region 4 ESC Authorized Board Member 4/27/2021
Date

Margaret S. Bass

Print Name



Region 4 ESC Authorized Board Member 4/27/2021
Date

Linda Tinnerman

Print Name

APPENDIX B

TERMS & CONDITIONS ACCEPTANCE FORM

Signature on the Offer and Contract Signature form certifies complete acceptance of the terms and conditions in this solicitation and draft Contract except as noted below with proposed substitute language (additional pages may be attached, if necessary). The provisions of the RFP cannot be modified without the express written approval of Region 4 ESC. If a proposal is returned with modifications to the draft Contract provisions that are not expressly approved in writing by Region 4 ESC, the Contract provisions contained in the RFP shall prevail.

Check one of the following responses:

- Offeror takes no exceptions to the terms and conditions of the RFP and draft Contract.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

- Offeror takes the following exceptions to the RFP and draft Contract. All exceptions must be clearly explained, reference the corresponding term to which Offeror is taking exception and clearly state any proposed modified language, proposed additional terms to the RFP and draft Contract must be included:

(Note: Unacceptable exceptions may remove Offeror’s proposal from consideration for award. Region 4 ESC shall be the sole judge on the acceptance of exceptions and modifications and the decision shall be final.)

If an offer is made with modifications to the contract provisions that are not expressly approved in writing, the contract provisions contained in the RFP shall prevail.)

Section/Page	Term, Condition, or Specification	Exception/Proposed Modification	Accepted (For Region 4 ESC’s use)
Exhibit A – Response for National Cooperative Contract, pg. 30	1.2 Marketing, Sales and Administrative Support	Negotiated directly with OMNIA Partners	

PRODUCTS/PRICING

1. Offeror's proposal should, at a minimum, include the following for Region 4 ESC's evaluation:

a) Products/Pricing

- i. Offerors shall provide pricing based on a discount from a manufacturer's price list or catalog, or fixed price, or a combination of both with indefinite quantities. Prices listed will be used to establish the extent of a manufacturer's product lines, services, warranties, etc. that are available from Offeror and the pricing per item. Multiple percentage discounts are acceptable if, where different percentage discounts apply, they different percentages are specified. Additional pricing and/or discounts may be included. Products and services proposed are to be priced separately with all ineligible items identified. Offerors may elect to limit their proposals to any category or categories.

Connection Response: Connection is offering pricing in the form of fixed discounts from our standard web catalog list price on all products and SKU'd services. The pricing model is one that is fluid and adaptive to the market. As our list prices automatically change to meet demand in the market, account-specific pricing will also automatically change for Region 4 ESC members. This list price is available via our web site catalog located at www.connection.com/ps. We offer discounts by product category. Pricing will be dynamic and based on these publicly available list prices at the time of order. All the Region 4 ESC account-specific pricing will offer our sales team the flexibility to work with vendors and manufacturers to negotiate additional discounts when available.

Region 4's discounted pricing can be viewed at www.govconnection.com by using the following login and password listed below:

Login: region4bid@pcc.ide

Password: Region4bid

The offered discount will remain firm for the term of the contract. If a percentage discount causes the sell price to fall below our standard cost, the sell price shall be adjusted and honored at Connection's standard cost. However, contract fees cannot be paid on purchases made at Connection's standard cost.

- ii. Include an electronic copy of the catalog from which discount, or fixed price, is calculated. Electronic price lists must contain the following: *(if applicable)*
 - Manufacturer part #
 - Offeror's Part # (if different from manufacturer part #)
 - Description
 - Manufacturers Suggested List Price and Net Price
 - Net price to Region 4 ESC (including freight)

Connection Response: www.connection.com/PS

Media submitted for price list must include the Offerors' company name, name of the solicitation, and date on a Flash Drive (i.e. Pin or Jump Drives).

Connection Response: Pricing is dynamic and is updated daily, a snapshot of 425,000 prices (line item) would only be valid for the time at which the report was ran. In this response, the pricing offered is in the form of fixed discounts from our standard web catalog list price. Connection's list price is available via our web site catalog located at www.govconnection.com using the login and password listed below.

Login: region4bid@pcc.ide
Password: Region4bid

- iii. Is pricing available for all products and services?

Connection Response: Yes, pricing is available for all products and services. Connection has a 39-year history 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 425,000 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 can garner extremely competitive pricing for Region 4 ESC.

We were among the first direct marketers, qualified by manufacturers, to market computer systems to end users. These established manufacturer relationships enable us to offer you deep pricing discounts.

Web Portal Pricing: Our discounted pricing for the Region 4 ESC contract will be directly tied to a special pricing code (ASP) that will constantly and consistently apply the agreed upon contractual discounts to our published and publicly available online catalog. This method allows for complete transparency and may be audited at any time for accuracy by Region 4 ESC.

- iv. Describe lease/rental options available including financing information.

Connection Response: Connection offers various financing options and will assist Region 4 ESC Members to garner the appropriate method of financing, so they can enjoy the requested products and services. For qualified Members, we offer Net 30 term accounts as well as flexible operating and capital leasing packages, with payment structures designed to match cash flow needs and budget cycles.

Leasing Options: We work with several leasing partners, among them are Connection Financial Services, Dell Financial Services, Cisco Financial Services, HPE Financial Services, Lenovo Financial Resources and VarResources. We will work with customers to isolate their needs and to determine what the most important features and services are in their leasing solution.

With this information, your Account Manager can assist in making recommendations that best fit the individual customer's needs. Each leasing company has a unique set of services and benefits offered as well as their own terms and conditions. Rates are determined based on the credit worthiness of the customer, the length of the lease and the total amount financed.

Your Connection Account Managers can assist with the Members' leasing needs, from completing the leasing credit applications to picking up and returning computers at the end of the lease, if desired.

Listed below are examples of some of the ways Connection, in conjunction with the selected leasing partners, can best manage leasing on behalf of Region 4 ESC Members:

- 100% financing of the installation, software, hardware costs, extended warranties, and accidental breakage protection plans.
- Customers will decide if they prefer the lease billing to be monthly, quarterly, or annually.
- Billing for equipment on lease will be sent directly to the participating customer, from the selected leasing company.
- Each customer will be able to swap out leased computers for like kind computers during the lease.
- The type, quantity, and location of leased assets are available at any time.
- Asset tagging or labeling is not required, however this can be provided by Connection, upon request.
- Each customer will have the ability to prepay the leases at any time.
- Each customer can purchase the computers at lease end for Fair Market Value, continue leasing the computers, or simply return the computers.
- Customers are not required to return equipment in its original packing materials.
- Equipment return, pick up, packing, and shipping can also be included at lease end.
- Hard drive destruction/data wiping is offered to ensure that private and confidential data is forever removed from every computer.

v. Describe any shipping charges.

Connection Response: Connection has a 99% ship rate and will ship most in-stock items the same day the order is received. We will offer FREE FOB, ground shipping on all products. Please note, this *excludes* heavyweight, expedited, or hazardous material orders. We offer Region 4 ESC members a broad range of delivery options, ranging from standard overnight and second day delivery to ground, time definite, and truckload services. Connection uses standard small package carriers such as USPS and UPS, FedEx, Roadway, and Yellow to deliver larger shipments. Ground shipments would be routed "Ground Best Way" via these or other carriers.

Connection also arranges specialized transportation services such as inside delivery, package removal and product set-up. If such services are required, Members are asked to contact their Account Manager to arrange and for a tailored rate quote.

For orders classified as heavyweight or DIMM, Connection will add our discounted shipping charges to the invoice. Heavyweight shipment is defined as a single item over 150 pounds or multiple items over 300 pounds. For orders classified as "Heavy" or "DIMM," the shipping terms will be FOB Destination, Freight Prepaid and added. DIMM is defined as a package that has large size to weight ratio. Liftgate, Inside Delivery and/or Delivery Appointment service charges will be added to the invoice.

BOT (By ocean transit / delivery to Alaska or Hawaii) delivery is also available, at an additional charge and is quoted on a case-by-case basis.

Rest assured, Connection will work with Region 4 ESC and their members to discuss and negotiate any additional delivery fees on a case-by-case basis.

- vi. Provide pricing for warranties on all products and services.

Connection Response: Connection will provide pricing on all products and services. As Connection is the reseller of the products and not the manufacturer, Connection will pass through all manufacturer warranties to Region 4 ESC members. Warranty coverage varies by manufacturer products.

- vii. Describe any return and restocking fees.

Connection Response: If, upon receipt of your order, any problems or discrepancies are discovered, the Region 4 ESC member should notify their Account Manager within 30 days of purchase, to return defective product, for repair, credit 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. However, rest assured, even after the manufacturer's warranty process is in place, Connection's Account Managers will be able to assist, if needed, between the member and the manufacturer.

Within 30 days, all non-defective returns authorized by Connection, whether opened or unopened, will not be assessed a restocking fee, and must be authorized for return within 30 days from date of receipt. After the 30-day period, a 15% restocking fee will be charged. The returned items 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.

Authorization for return may be obtained by calling your Account Manager, Customer Care 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.

However, Connection is always willing to work with the customer and may make exceptions on a case-by-case basis.

Return policies are subject to the various manufacturers' policies. Many manufacturers have imposed certain return restrictions. Consequently, Connection 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.

Certain items such as CTOs, BTOs and Software are not returnable, except for defects requiring repair under warranty. At the time of sale, customers are advised to check the website www.connection.com/ps. As always, Connection is willing to negotiate and work with the manufacturer on behalf of our customers to arrive at an agreeable solution.

For complete details and additional information on returns and restrictions, please reference our returns policy located at <https://www.govconnection.com/IPA/Content/Support>Returns/PCCGOV/Default>.

- viii. Describe any additional discounts or rebates available. Additional discounts or rebates may be offered for large quantity orders, single ship to location, growth, annual spend, guaranteed quantity, etc.

Connection Response: In addition to the aggressive pricing proposed herein, Connection will work with manufacturers and internal programs to apply a volume discount for orders of six (6) or more of the same item. As manufacturer practices and pricing vary widely, this offer is dependent upon the manufacturer and their ability to offer volume discounts. These opportunities will be pursued, and Connection will pass along discounts when available.

- ix. Describe how customers verify they are receiving Contract pricing. Describe payment methods offered.

Connection Response: Pricing for the Region 4 ESC contract will be directly tied to a special pricing code (ASP) that will constantly and consistently apply the agreed upon contractual discounts to our published and publicly available online catalog. We offer secure, online, e-Commerce solution sites. Discounted Region 4-specific contract codes will be loaded onto the sites to ensure that when Region 4 ESC members order a specific product, that they will receive the agreed upon contract pricing.

Once the Region 4 ESC member is logged into their web ordering page, the contract code will only allow the discounted product pricing to be applied and will not allow for excluded products to be placed on order. The same function is built into our internal order entry system and will not allow the Connection representative or any delegate to place orders for excluded products. This method allows for complete transparency may be audited at any time for accuracy by Region 4 ESC and its members.

The Process: ASPs are created in our internal order management systems and imported into our B2B sites. ASPs calculate the contract maximum sell price by use of the appropriate formula (list minus, etc.). ASPs feed sku's and pricing directly from our CRM system during the quoting process to ensure that only

Region 4 ESC contract compliant products are available for quoting at contract compliant pricing. ASPs can be updated, as needed, if contract pricing changes, or per customer needs (i.e., Member Specific Agreement requirements).

Payment Methods: Connection can accept payments several different ways. Payments can be transacted with:

- Credit or Procurement Cards: Connection accepts all credit or procurement cards (“P-Cards”) issued by an established and accredited bank, either online or over the phone. Connection doesn’t recommend adding your credit card number to purchase orders and submitting via fax as this is an unsecure method of relaying your proprietary card numbers.
 - Purchase Order: A purchase order with net terms may be provided. Bill to information is stored so that all invoices are directed to the exact location the customer requires.
 - EDI and electronic transfers.
 - Check payment
- x. Propose the frequency of updates to the Offeror’s pricing structure. Describe any proposed indices to guide price adjustments. If offering a catalog contract with discounts by category, while changes in individual pricing may change, the category discounts should not change over the term of the Contract.

Connection Response: Connection acknowledges and understands. Pricing will be dynamic and based on these publicly available list prices at the time of order. The offered discount will remain firm for the term of the contract.

- xi. Describe how future product introductions will be priced and align with Contract pricing proposed.

Connection Response: Future product introductions will be priced at the same category discounts offered within this response. Connection has strong relationships with over 1,600 manufacturers and offers over 425,000 name brand technology products and numerous other services. We are continuously expanding our product portfolio to meet the specific needs of our customers and to offer the latest advancements in technology.

- xii. Provide any additional information relevant to this section.

Connection Response: We offer a partnership that can deliver the most comprehensive solution. 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.

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

Experienced / Highly Trained

Connection believes our employees, specifically our tenured sales force, are the lifeline for our customers. 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 assisting our sales personnel in improving their expertise and effectiveness. Because of this, constant training and improvement are a priority. We want our customers to respect and trust the knowledge provided by their dedicated account team.

Objective Solution Recommendations

Connection has a history, of over 39 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 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 can garner extremely competitive pricing for Region 4 ESC.

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 will offer FREE FOB, standard ground shipping on all products.

Financially Stable

Connection Public Sector Solutions is part of the Connection family of PC Connection, Inc. As such, we offer a financially stable, Fortune 1000 company you can count on. Connection has the financial ability and breadth of resources to meet all the requirements outlined within your RFP. All financial reporting for GovConnection, Inc. d/b/a 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/>.

Accessibility

At Connection, our Sales Managers and Account Managers interact daily with our President, Bob Howard, 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 you have access to the top levels of our management with a quick phone call or email. We are highly responsive, nimble, and adaptive. If you need us to change a process quickly, we can get this changed and still meet timelines.

Account Team Structure and Roles

Connection has been teaming with Region 4 ESC for over two decades and has an experienced team of professionals in place and ready to service the Region 4 ESC account. Your dedicated Account Managers understand the needs of IT decision makers and are trained to help you gain an advantage with efficient, well-designed solutions.

You receive our full attention throughout all stages of the IT lifecycle—from researching and planning to purchasing, installation, and asset disposition.

Complete Satisfaction

Connection understands the importance of transparency and the information flow between our customers and our team. Communication is crucial to the success of any contract. Our sales team will conduct weekly conference calls, quarterly program performance reviews to ensure compliance, as well as onsite visits, to update Region 4 ESC on project status, 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. If you need us to change a process, we are flexible and approachable enough that we can incorporate these changes quickly.

When informed of a potential issue, they commit to respond within 2 hours to address the situation. Complete customer satisfaction is our goal!

Not to Exceed Pricing. Region 4 ESC requests pricing be submitted as not to exceed pricing. Unlike fixed pricing, the Contractor can adjust submitted pricing lower if needed but, cannot exceed original pricing submitted. Contractor must allow for lower pricing to be available for similar product and service purchases. Cost plus pricing as a primary pricing structure is not acceptable.

Connection Response: Connection is offering pricing in the form of fixed discounts from our standard verifiable web catalog list price on all products and SKU'd services. This list price is available via our web site catalog located at www.connection.com/ps. We offer discounts, by product category, from Connection's web catalog list price. Pricing will be dynamic allowing for lower pricing to be offered when possible and based on these publicly available list prices at the time of order. The offered discount will remain firm for the term of the contract. If a percentage discount causes the sell price to fall below our standard cost, the sell price shall be adjusted and honored at Connection's standard cost.

Additionally, Connection will not be required to sell below Connection's Standard cost due to percent discount from list. In addition, there shall be no Contract Fees paid on purchases made at Connection's Standard cost.

Please see Connection's Web List Minus by Market Group on the next page of this response.

Important Information

Coronavirus Notice:

Notwithstanding anything else to the contrary contained in this proposal or RFQ, Connection shall in no event be liable for delivery delays that are caused by circumstances beyond Connection's reasonable control, including without limitation, carrier delays, product unavailability, fire, acts of God or government agency, severe weather, acts of war, labor shortages, power failures or health pandemics. Furthermore, Connection shall not be liable for any global shipping delays caused by the Coronavirus outbreak. Order status can be obtained from:

<https://www.connection.com/IPA/Reporting/OrderTrackingRequest>

Connection's Remit-To address is:

GovConnection, Inc.
P.O. Box 536477
Pittsburgh, PA 15253-5906

Web List Minus by Market Group

Market Group	Full Catalog LM
Systems Accessories	5.50%
Digital Imaging & Sound	5.50%
Software-Bus/Home/Office	5.50%
Desktops	4.50%
Client Networking	6.50%
Enterprise Networking	6.50%
Home & Leisure Software	5.50%
Internet-Graphics/Publishing	5.50%
Memory	8.00%
Monitors & Projectors	5.50%
Power Management	8.00%
Portable Computing - Accessories	6.50%
Printers - Ink Jet	5.50%
Drives, Storage & Media	5.50%
Notebooks	5.00%
PDA's	5.50%
Consumer Electronics	6.50%
Warranty Services	7.00%
Enterprise Storage	6.50%
Network Software	5.75%
Accessories - Printer Supplies	6.00%
Printers-Multifunction	6.00%
Servers	6.75%
Video	5.50%
Workstations	5.00%
Point of Sale Equipment	5.50%
Mobile Electronics	6.50%
Systems Enhancements	6.50%
Printers - Laser	6.25%
Monitors & Projectors Accessories	6.50%
Cables	10.50%
Storage Media & Accessories	6.50%
Professional Services ***	5.50%
Configuration Services ***	5.50%
Repair Services ***	5.50%
Cloud Services ***	5.50%
Software Support	5.50%

IMPORTANT NOTICE

If a percentage discount causes the sell price to be below GovConnection's Standard Cost, the sell price shall be adjusted and honored at GovConnection's Standard cost. GovConnection will not be required to sell below GovConnection's Standard cost due to percent discount from list. In addition, there shall be no Contract Fees/CAFs paid to OMNIA Partners on purchases made at GovConnection's Standard cost.

PERFORMANCE CAPABILITY

b) Performance Capability

- i. Include a detailed response to Appendix D, Exhibit A, OMNIA Partners Response for National Cooperative Contract. Responses should highlight experience, demonstrate a strong national presence, describe how Offeror will educate its national sales force about the Contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to OMNIA Partners.

Connection Response: Connection acknowledges and understands.

- ii. The successful Offeror will be required to sign Appendix D, Exhibit B, OMNIA Partners Administration Agreement prior to Contract award. Offerors should have any reviews required to sign the document prior to submitting a response. Offeror's response should include any proposed exceptions to OMNIA Partners Administration Agreement on Appendix B, Terms and Conditions Acceptance Form.

Connection Response: Connection acknowledges and understands.

- iii. Include completed Appendix D, Exhibits F. Federal Funds Certifications and G. New Jersey Business Compliance.

Connection Response: Connection acknowledges and understands.

- iv. Describe how Offeror responds to emergency orders.

Connection Response: Connection can ensure that in the event of a Region 4 ESC emergency situation or immediate need, our Single Point of Contact and Account Manager will be available 24 hours a day, 7 days a week to assist in any way possible in order to initiate the order process. Based on the urgency, expedited shipping can be offered for an additional charge. In addition, Corey Petersen, Director of SLED Sales, will also be available to assist.

Contact Information for Corey is as follows:

Phone: 800-800-0019 ext. 75554
Cell Phone: 605-659-6442
Email: corey.petersen@connection.com

- v. What is Offeror's average Fill Rate?

Connection Response: Connection's order fulfillment statistics are as follows:

Connection maintains a same day order fulfillment rate for in-stock, pick and ship products of 99.5%.

- Order Accuracy: 99.998%
- Delivery time frame: In-stock products are typically delivered within 2-5 business days.

Coronavirus Notice: Notwithstanding anything else to the contrary contained in this proposal or RFP, Connection shall in no event be liable for delivery delays that are caused by circumstances beyond Connection's reasonable control, including without limitation, carrier delays, product unavailability, fire, acts of God or government agency, severe weather, acts of war, labor shortages, power failures or health pandemics. Furthermore, Connection shall not be liable for any global shipping delays caused by the Coronavirus outbreak. Order status can be obtained from:

<https://www.connection.com/IPA/Reporting/OrderTrackingRequest>

- vi. What is Offeror's average on time delivery rate? Describe Offeror's history of meeting the shipping and delivery timelines.

Connection Response: Connection implements a 97% on-time delivery; however, that rate reflects the success of the shipping carriers, not Connection. Connection maintains other service metrics for delivery success. For example, we fill our orders with a 99.998% accuracy rate, and we ship 97% of our orders on the day that those orders are printed.

- vii. Describe Offeror's return and restocking policy.

Connection Response: If, upon receipt of your order, any problems or discrepancies are discovered, the Region 4 ESC member should notify their Account Manager within 30 days of purchase, to return defective product, for repair, credit 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. However, rest assured, even after the manufacturer's warranty process is in place, Connection's Account Managers will be able to assist, if needed, between the Member and the manufacturer.

Within 30 days, all non-defective returns authorized by Connection, whether opened or unopened, will not be assessed a restocking fee, and must be authorized for return within 30 days from date of receipt. After the 30-day period, a 15% restocking fee will be charged. The returned items 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.

Authorization for return may be obtained by calling your Account Manager, Customer Care 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.

However, Connection is always willing to work with the customer and may make exceptions on a case-by-case basis.

Return policies are subject to the various manufacturers' policies. Many manufacturers have imposed certain return restrictions. Consequently, Connection 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.

Certain items such as CTOs, BTOs and Software are not returnable, except for defects requiring repair under warranty. At the time of sale, customers are advised to check the website www.connection.com/ps. As always, Connection is willing to negotiate and work with the manufacturer on behalf of our customers to arrive at an agreeable solution.

For complete details and additional information on returns and restrictions, please reference our returns policy located at <https://www.govconnection.com/IPA/Content/Support>Returns/PCCGOV/Default>

- viii. Describe Offeror's ability to meet service and warranty needs beyond manufacturers standard.

Connection Response: Connection resells over 425,000 products from over 1,600 manufacturers. Each manufacturer provides their own warranty service, so depending upon the product/manufacturer selected, the warranty service facilities would vary widely. Service facility details and contact information will be provided upon request, for specific manufacturers.

Warranty Service: Warranty service will be determined on a case-by-case basis and is dependent upon the product(s) and warranties purchased. Connection will work with each member to ensure their specific warranty needs are met for each product they purchase.

Technical Support Service: Technical Support Service will be determined on a case-by-case basis and is dependent upon the product(s) and warranties purchased. Connection will work with each member to ensure their specific needs are met for each product they purchase. Connection will provide sales support at no additional charge during our normal hours of operation.

Replacement Parts: Replacement part provisioning will be determined on a case-by-case basis and is dependent upon the product(s) and warranties purchased. Connection will work with each member to ensure their replacement part needs are met for each product they purchase.

Since Connection is not the manufacturer of the products purchased, we pass through the warranties of the manufacturer. Connection warrants that we have good title to the hardware products we sell, and that we have proper authority to license the software products we distribute.

We do not warrant the performance or integrity of any Product, but merely pass through to the Customer whatever end-user warranty the manufacturers or software publishers provide with their respective products.

STATEMENTS MADE TO YOU IN THE COURSE OF ANY PRIOR, CURRENT, OR FUTURE SALE ARE SUBJECT TO THE YEAR 2000 INFORMATION AND READINESS DISCLOSURE ACT, (___ U.S. C. ___) (P.L. 105-271). IN THE CASE OF A DISPUTE, THIS ACT MAY REDUCE YOUR LEGAL RIGHTS REGARDING THE USE OF ANY SUCH STATEMENTS, UNLESS OTHERWISE SPECIFIED BY YOUR CONTRACT OR TARIFF.

GOVCONNECTION 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 GOVCONNECTION, 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.

We have no control over the technology of the products sold herein, and therefore cannot and do not indemnify Customer for claims by third parties that Products infringe any patent, copyright, trademark or trade secret. We will PASS THROUGH any such indemnity it receives from the Product manufacturer or supplier.

ix. Describe Offeror's customer fulfillment process

Connection Response: Connection has relocated our Distribution and Configuration Center 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 new facility is 268,000 square feet. This gives us not only more room to provide continuous product availability, but also room to hire more staff to complete more projects in a day. With this increased capacity, we are now capable of completing more than 2,000 custom configurations in a day, which helps us serve more customers with our proven approach to rapid response.

To assure fulfillment of overnight requirements, we maintain our own inventory, stocking our 11,000 most frequently purchased items in our warehouse to ensure regular shipment of 6,000–8,000 orders per day. Replenishments are ordered daily and are delivered the next day to our distribution center via dedicated trucks.

Connection can perform several services out of our Technology Integration and Distribution Center (TIDC).

For additional information on the dependable and seamless distribution and

fulfillment offered by Connection Public Sector Solutions' 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 in the Configuration and Distribution Center Brochure on the following pages.

- x. Describe Offeror's customer service/problem resolution process. Include hours of operation, number of services, etc.

Connection Response: Your first point of contact to resolve any customer services issues, should be your dedicated Connection Account Manager. If there is a service problem that your Account Manager is not able to resolve, those problems are immediately escalated up the sales management chain.

Escalation Team Points of Contact.

- Corey Peterson, Director of SLED Sales Phone: 800-800-0019 ext. 75554, 605-659-6442
- Bob Marconi, VP SLED Sales Phone: 800-800-0019 ext. 33331
- Lisa Trisciani, VP Field Sales Phone: 800-800-0019 ext. 603-533-0916

When informed of a potential issue, they commit to respond within 2 hours to address the situation.

Connection's normal business hours are Monday through Friday, 8:00 a.m. – 5:30 p.m. ET. Connection closes for business on the following days:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- The day after Thanksgiving
- Christmas

However, we are available to Region 4 ESC members, 24 x 7, and have included the following contact for after-hour emergencies:

Corey Petersen, Director SLED Sales

Phone: 800-800-0019 ext. 75554

Cell: 605-659-6442

Email: corey.petersen@connection.com

In addition to the Escalation Chain listed above, we also offer the following customer service options:

Connection Customer Care Center

Keene, NH

888-213-0259

M-F 8:30am to 6:30pm, ET

- xi. Describe Offeror's invoicing process. Include payment terms and acceptable methods of payments. Offerors shall describe any associated fees pertaining to credit cards/p-cards.

Connection Response: Customer invoicing is done daily for all shipped orders. Special development & processing may be required to generate invoices on a monthly basis. Invoices can be generated electronically and will become available to the customer via our B2B portal. Connection will not charge additional fees for P-card/Credit Card payment processing. Connection's payment terms are Net 30, by ACH, check or wire. Credit cards may be used for payment at the time of order. Net 30 accounts may not be paid by credit card. Connection can accept payments several different ways.

Payments can be transacted with:

- Credit or Procurement Cards: Connection accepts all credit or procurement cards ("P-Cards") issued by an established and accredited bank, either online or over the phone. Connection doesn't recommend adding your credit card number to purchase orders and submitting via fax as this is an unsecure method of relaying your proprietary card numbers.
- Purchase Order: A purchase order with net terms may be provided. Bill to information is stored so that all invoices are directed to the exact location the customer requires.
- EDI and electronic transfers.
- Check payment

- xii. Describe Offeror's contract implementation/customer transition plan.

Connection Response: By partnering with Connection, Region 4 ESC's transition to the new contract will be seamless. The new contract pricing will be integrated within the e-procurement site and available on Day One of the new contract, resulting in no downtime for Region 4 ESC.

Initially, Region 4 ESC's contribution is crucial in order to implement a successful transition to the Technology Catalog Solutions Contract. Our team will meet with yours to develop a mutually agreeable transition and implementation plan to set forth the key milestones and the tasks to be completed.

To help to ensure the success of this program, Region 4 ESC's contribution will be necessary to work with Connection in the following ways:

- Identifying needs and expectations at the beginning of the relationship;
- Defining preferences and requirements within our internal systems (e.g. specifying order requirements so that products only ship as complete orders, only ship via ground, etc.) to prevent errors from occurring;
- Soliciting ongoing feedback to tailor processes and procedures to individual company needs.
- Provide open communication and complete transparency as these are critical to the success of any business relationship.
- Pass along customer feedback and performance assessment, both positive and negative. We have learned that this contributes to a more positive relationship and trustworthy relationship, providing a better experience for our customers and for us. Feedback is welcomed as often as necessary.

Contract Integration

Connection understands the unique nature of Technology Catalog Solutions that result in national cooperative contracts, supplying members with IT products and services.

Comprehensive contract training will be provided to the Connection Sales Team, the Management Team, the vendors, manufacturers, and the contract managers. We commit to train and aggressively promote the Region 4 ESC contract.

The following are some examples of the ongoing Region 4 ESC contract training that will be required by Connection:

- Regional team meetings for AMs and AAMs
- WebEx's for Business Development Managers and remote Account Managers
- Onsite Manufacturer training sessions with each of the highlighted partners
- Repository available for Region 4 ESC collateral and tutorial

Connection will work closely with Region 4 ESC's team for a strategy and account mapping. Communication and marketing of the awarded contract will be done verbally, with all existing and new customers, as well as in the following ways:

- Co-branded email to Connection's entire education, healthcare and state and local agencies lists, highlighting contract and special offers for Members
- Listed on contracts page linking to customized Region 4 ESC member contract webpages
- Social media campaign to increase awareness of contract
- Google AdWords campaign to increase awareness of contract
- Webinar with Region 4 ESC members
- Custom collateral

Connection's Contracts and Compliance Group provides training to the sales organization for all new contract awards and ensures pricing terms are hard coded into our order management and sales quoting tools, providing automated pricing specific to the contract. While we utilize the complete buying power of all the PC Connection companies, we are still small enough to quickly roll out information, terms and pricing structures to our sales organization.

Our sales team will coordinate weekly conference calls, will conduct quarterly program performance reviews to ensure compliance, as well as on-site visits, to update Region 4 ESC on its 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. If at any time Region 4 ESC needs us to change a process, we are flexible and approachable enough that we can incorporate these changes quickly.

- xiii. Describe the financial condition of Offeror.

Connection Response: With \$3 billion dollars of buying power, Connection has priority access to the biggest IT brands in the industry—granting us the ability to maximize product availability. Connection is part of the Connection family of PC Connection, Inc. As such, we offer a financially stable, Fortune 1000 company you can count on. Connection has the financial ability and breadth of resources to meet all the requirements outlined within your RFP. 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.pconnection.com>.

- xiv. Provide a website link in order to review website ease of use, availability, and capabilities related to ordering, returns and reporting. Describe the website's capabilities and functionality.

Connection Response: Connection has the capabilities in place to support a robust order management system for Region 4 ESC. We offer a secure, online, e-Commerce solution site that is customizable for each account. 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.

These sites offer an efficient procurement channel with benefits that include purchasing authorization control and reporting, among many others.

These sites will ensure that products and services that are not on contract, will not be sold. Region 4 ESC-specific pricing for Region 4 ESC-selected products will be loaded onto each site. Connection's Order Entry and Account Management systems will accept a custom contract code that will not allow excluded products to be ordered on contract. Once the Region 4 ESC user is logged into their web ordering page, the contract code will not allow for excluded products to be placed on order. The same function is built into our internal order entry system and will not allow the Connection representative or any delegate to place orders for excluded products.

Region 4 ESC-specific pricing can be viewed at www.govconnection.com using the login and password listed below.

Login: region4bid@pcc.ide

Password: Region4bid

Some of the features and benefits to Region 4 ESC include:

- Shop Region 4 ESC-priced, discounted products, over 425,000 technology items, or create a custom catalog of agency approved products only.
- Account dashboard landing page can be customized with personalized messaging, logo, along with recommended and product standards for individual purchasers.

- Users research and shop product technology, pricing, specifications, system requirements and compatibility with our easy to use navigation tools.
- Create and save quotes. The quoting system allows users to request online quotes from the Region 4 ESC Account Team.
- Create personal quick lists (favorites) for frequently purchased items.
- Check real time order status.
- Multiple level hierarchy of purchase authorization – shopper, buyer and management. Each level can have different permissions and authorizations.
- Users can transact orders independently with payment options of credit card and/or Purchase Order.
- Reporting capability based on User rights including: Order Tracking, Proof of Purchase/Invoicing, Purchase History, Invoice.

xv. Describe the Offeror's safety record.

Connection Response: Connection's EMR and Incident Rate from 2019 is:

- 2019 EMR: 1.00
- 2019 Incident Rate: 0.047

xvi. Provide any additional information relevant to this section.

Connection Response: Connection will also offer the following added value listed below:

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.

Employee Purchase Program will be offered to all Region 4 ESC employees at your discounted prices.

Sponsorship Opportunities

Any sponsorship opportunities brought forward to Connection Public Sector Solutions will be reviewed by our management team. Previous sponsorships have included Supplier Mixer, One-to-Many events, Golf Tournament Sponsorships, Breakout Sessions at NAEP, etc.

Lunch and Learns

Connection will deliver a Catered Multi-Customer event where one or many vendor partners give presentations regarding current product and new technology.

Speed Training

Connection will deliver a set of vendor partners to detail new technology, new roadmaps, emerging technology or new offerings in 10-15 minutes. The larger group of attendees is broken down into smaller groups and after the 10-15-minute window expires, each group moves to a new vendor partner. This gives each partner a quick opportunity to update guests and the guests the option to schedule more time with the vendors of choice.

Vendor Fair

Connection will deliver a Vendor Fair where the end user agency decides the attendee vendor partners or is left up to Connection to select. Connection is responsible for arranging the place, time and vendor partners to attend. This is usually a 4-6-hour window where the vendor partners have tables and agency employees are able to select the booths they would like to visit. This gives the Region 4 ESC employees the freedom to attend when their schedule allows.

Webinars

Connection can deliver Webinars where we use Subject Matter Experts to 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.

3.0 SUPPLIER RESPONSE

Supplier must supply the following information in order for the Principal Procurement Agency to determine Supplier's qualifications to extend the resulting Master Agreement to Participating Public Agencies through OMNIA Partners.

3.1 Company

- A. Brief history and description of Supplier to include experience providing similar products and services.

Connection Response: Connection has been a recognized leader in the IT reseller arena for over 39 years, as a leading 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 K-12, higher education (HIED), and state and local institutions, nationwide, and are committed to servicing these institutions, as is reflected in the following statistics:

- 26-year rich, longstanding, history with Region 4 successfully providing IT products and services.
- In 2019, education sales totaled over \$455M of Connection® Public Sector Solutions' total sales.
- Active customers span the entire U.S. and some outside the continental U.S.
- We have over 60 field and inside sales representatives dedicated to servicing our K-12 and HIED customers.

Our history with Region 4 ESC is something we truly value. Our first order with Region 4 ESC dates to 1995, providing Enterprise Networking products, Drives & Storage Hardware and Home & Leisure software.

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 and HIED environment.

- B. Total number and location of sales persons employed by Supplier.

Connection Response: Connection has 11 different office locations and employees per location have been listed below:

- Boca Raton, FL: 121
- Dakota Dunes, SD: 29
- Exton, PA: 98
- Keene, NH: 152
- Marlborough, MA: 48
- Merrimack, NH, 730 HQ Office: 648

- Merrimack, NH, 732 Office: 100
- Portsmouth, NH: 71
- Rockville, MD: 48
- Schaumburg, IL: 131
- Shelton, CT: 16
- Wilmington, OH: 242
- Full-Time Remote: 796

The Connection Public Sector Solutions' sales team will provide nationwide coverage of the Region 4 Contract. This team will be fully trained to utilize and promote this contract and will consist of:

- 1, VP SLED Sales (New Hampshire)
- 1, Sr. Director of SLED Sales (Ohio)
- 2, Directors of SLED Sales (New Hampshire, South Dakota)
- 8, Sales Managers
 - o 2, Ohio
 - o 2, South Dakota
 - o 1, Connecticut
 - o 3, New Hampshire
- 103, Account Managers
 - o 24, Ohio
 - o 24, South Dakota
 - o 14, Connecticut
 - o 37, New Hampshire
- 1, VP SLED Field Sales
- 1, Sr. Sales Manager Field Sales
- 18, Business Development Managers (Field Sales)
- 3, Vertical Alliance Managers
- 2, Microsoft Innovator Educators
- 2, Apple Business Development Manager

C. Number and location of support centers (if applicable) and location of corporate office.

Connection Response: Please see the number and location of support centers listed below.

- Merrimack, NH Sales Office
732 Milford Road
Merrimack, NH 03054
Corey Petersen, Dir. SLED Sales

800-800-0019
Corey.Petersen@connection.com

- Keene, NH Call and Service Center
 450 Marlborough Street
 Keene, NH 03431
 800-800-0014

- Shelton, CT Sales Office
 100 Beard Sawmill Road
 Shelton, CT 06484
 Corey Petersen, Dir. SLED Sales
 800-800-0019
Corey.Petersen@connection.com

- Dakota Dunes, SD Sales Office
 800 Stevens Port Drive, Suite 900
 Dakota Dunes, SD 57049
 Corey Petersen, Dir. SLED Sales
 800-800-0019
Corey.Petersen@connection.com

- Wilmington, OH Sales Office & Distribution and Configuration Center
 2870 Old State Route 73
 Wilmington, OH 45177
 Corey Petersen, Dir. SLED Sales
 800-800-0019
Corey.Petersen@connection.com

D. Annual sales for the three previous fiscal years.

Connection Response: Please see the pre-audit sales data for the last three (3) years outlined below:

SLED Vertical	2020 Sales Revenue
HIED	\$204,005,871
K12	\$187,544,705
OTHER	\$20,347,570
STLCL	\$79,463,811
Grand Total	\$491,361,958

Division	2018	2019	2020
BSG	\$1,271,240,869	\$1,339,005,671	\$1,275,985,058
PSG Federal	\$190,458,268	\$262,744,918	\$172,999,618
PSG SLED	\$420,113,125	\$454,734,427	\$492,463,954
Total:	\$1,881,812,262	\$2,056,485,016	\$1,941,448,631

- a. Submit FEIN and Dunn & Bradstreet report.

Connection Response:

Connection's FEIN Number is 52-1837891. A link to the Dunn & Bradstreet report is listed below for your convenience:

https://www.dnb.com/business-directory/company-profiles.govconnection_inc.e359315cb258dba0a47cc371a0355069.html

- E. Describe any green or environmental initiatives or policies.

Connection Response:

Our Commitment to Environmental Responsibility

Connection Public Sector Solutions has had a long-time commitment to good environmental practices, with several established environmental and sustainability policies and programs in place, to meet the requirements of our environmentally conscious customers. In fact, one of the founders of Connection, Patricia Gallup, pioneered the first environmentally friendly packing, eliminating the use of packing peanuts in our organization.

As a leading provider of IT products and services, Connection Public Sector Solutions has built a reputation on delivering creative answers to complex problems. That's why our approach to eco-friendly operations should come as no surprise. From high-tech solutions to low-tech ingenuity, we're deeply committed to utilizing every available opportunity to reduce our impact on the world around us.

Whether it's cutting-edge virtualization in the server room or energy-efficient lighting in the break room, we're doing everything possible to make green technology a part of the workplace. Protecting the environment isn't always the easiest thing to do, but it's the right thing to do—and that makes all the difference in the world.

Here are just a few of the ways we are taking up the challenge of creating greener operations:

- All the products we resell that are Energy Star, EPEAT and/or RoHs rated are in the process of being identified and listed as such, on our website. We also utilize the EPEAT website for identifying ratings across the most used IT products.
- Our distribution center tries to ship our packages in as green a manner as possible.
- We have eliminated the use of packing peanuts.
- The shipping cartons we purchase are manufactured with 45% recycled raw material.
- Packing paper we use as dunnage in our shipping cartons is manufactured with 40% recycled raw material.
- Recycling programs, packaging minimization programs, and responsible materials management eliminate waste and preserve natural resources. All waste cardboard and paper is isolated and recycled—and we purchase recycled paper goods, toner cartridges, and similar consumables whenever possible. Industry standard, single wall, corrugated cardboard shipping

boxes are utilized for shipping items from the distribution center. Recycled newspaper grade paper or recyclable plastic air pillows are used as packing materials inside the boxes. Boxes are sealed with a single strip of 2" wide 3M cellophane tape.

- We recycle ALL corrugated boxes from suppliers—approximately 140 tons per year. All stretch wrap is also recycled.
- Any material that is not directly reused goes to a contractor that sorts and recycles refuse. We donate our unused office equipment including computers, monitors, printers, copiers, excess office supplies, and furniture to a not-for-profit organization. On a much larger scale, all of our facilities are within “recycled” buildings. Repurposed from their former uses, their renovation reduces wasteful new construction and reinvigorates the local community without adding to urban sprawl.
- Virtual trade shows and seminars allow our customers to access information and experts to help them make technology investment decisions—without having to travel across the country. Connection Public Sector Solutions has hosted more than 5,000 users through our online events and trade shows.
- Utilizing online capabilities ensures that climate-changing gases are not released into the atmosphere from automobile or air travel.
- Telecommuting keeps vehicles off the road and gives many of our employees the ability to work from off-site locations. Armed with the latest remote access technologies and unified communication devices, they have the office resources they need—without using excess natural resources.
- Green information technology is an integral part of our operations at Connection Public Sector Solutions—with virtualization and server consolidation accounting for significant energy cost savings in our data centers. In addition, we have also rolled out LCD monitors and ENERGY STAR 4.0-compliant workstations for our employees—maximizing efficiency while reducing our carbon footprint.
- E-Commerce and online purchasing options make our customers’ supply chain efforts more energy efficient and less paper dependent. We accept online and EFT payments and have moved to an online expense tracking model to eliminate waste.
- Online meeting technologies and videoconferencing decrease our travel to client and vendor offices—increasing convenience and reducing our impact on the environment.
- Our buildings employ electronic energy management systems, which allow the operation and orchestration of numerous mechanical systems as one—with the ability to program different areas of each facility. This delivers precise temperature and lighting control and minimizes energy consumption when a portion of the building is unoccupied. An air circulation system in our warehouse takes advantage of the building’s architectural features and redistributes heated air from the ceiling in the winter and cooler, floor-level air in the summer.
- Green facilities department initiatives are reducing our carbon footprint with low energy lamps, electronic ballasts, and ENERGY STAR-rated

equipment. In addition, all coolants in the air conditioning and refrigeration systems are environmentally friendly. We use low-E glass and special shading systems to control heat gain and cooling loss—and we incorporate skylights to introduce natural light into the work environment.

- Recovered rainwater is utilized in our irrigation systems, creating beautiful landscaping without putting extra demand on precious water resources.
- One of our green initiatives is to encourage our customers to be aware of the amount of resources it takes to issue an order request for a single item, especially when they are submitting multiple orders. When we have a single order with a single item, we are required to send it in a single carton with its own packing list and packing material (extra packing material to fill a mostly empty carton). This inefficient carton then takes up space in a truck or plane transporting it.

Green Solutions for Every Layer of Our Customers’ Organizations

Connection Public Sector Solutions offers green IT products and services that can help customers improve and transform their infrastructure. Customers can adapt to realize significant cost savings while making their operations easier to manage. We can help customers identify ways to lower your environmental impact—and make the best technology choices for their budget.

Greener Infrastructures

- Energy Efficient Data Centers
 - o Virtualization
 - o Consolidation
 - o Improved power and cooling methods
- Efficient Desktop Computing
 - o ENERGY STAR 4.0 standards
 - o Thin clients
 - o Virtual desktop infrastructure
 - o Energy Efficient Networks
 - o Develop fast, secure connections that use less power
- Greener Data Management
 - o Automate and digitize costly paper processes
 - o Utilize efficient hardware to save power
 - o Manage printer fleets with better tools
- Greener Mobility
 - o Organizational Design
 - o Notebooks, tablet PCs, handhelds
 - o Unified communications
 - o Multimedia conferencing
 - o Secure remote access and data protection
- Best Practices in IT Recycling
 - o Asset disposal and trade-in program
 - o Emphasis on safety, security, and minimal environmental impact

- F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

Connection Response: We continuously work with our marketing teams and our purchasing organization to determine how to expand our subcontracting opportunities to include more opportunities for Small Businesses. The Sr. Director of Contracts has provided more focus in creating new opportunities to award to Small Businesses by implementing a requirement that all opportunities must be assessed for Small Business participation.

Connection utilizes 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 Region 4 ESC, will be used, if possible. However, as Connection is a Value-Added Reseller who does not manufacture products, we can only subcontract to small and socioeconomically challenged businesses that can supply the products and services they are authorized to sell. The following is a partial list of current diverse businesses that we work with:

- Aberdeen, LLC
- Alliance Technology Group, LLC.
- Cambridge Computer Services, Inc.
- Carahsoft Technology Corporation
- Convergence Technology Consulting, LLC
- DSC Logistics
- Digital Intelligence, Inc.
- Envoy Data Corporation
- ESM Solutions
- Force 3, Inc.
- Integration Technologies Group, Inc.
- JAM Software
- JAR Systems, LLC
- L-COM, Inc.
- Lifeboat Distribution
- MobileMatics, Inc.
- Net Direct Systems, LLC
- NSX Technologies, Inc.
- Oki Data Americas, Inc.
- Planar Systems
- Pro-Line System, Inc. / DBA: Ultra Guard Securities
- Protocase, Inc.
- Sole Source Technology, Inc.
- Spectra Logic Corporation
- Systemtools Software, Inc.
- Tripp Mfg. Company

In addition, Connection has a Federal Government Approved Small Business Subcontracting Plan that is valid for FY2020. In this plan, we have proposed to commit to a total of 40% of total 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.

Additionally, for the past three years Connection Public Sector Solutions has participated in the SBA's Mentor Protégé Program with a Woman-Owned Small Business, a Service-Disabled Veteran-Owned Small Business, and a Veteran-Owned Small Business. As a Prime Contractor to the Federal Government, we are required to prepare and submit a Commercial Subcontracting Plan annually. The plan applies to all sales of commercial items sold by Connection Public Sector Solutions during the Fiscal Year.

G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:

a. Minority Women Business Enterprise

Yes No

If yes, list certifying agency: _____

b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

Yes No

If yes, list certifying agency: _____

c. Historically Underutilized Business (HUB)

Yes No

If yes, list certifying agency: _____

d. Historically Underutilized Business Zone Enterprise (HUBZone)

Yes No

If yes, list certifying agency: _____

e. Other recognized diversity certificate holder

Yes No

If yes, list certifying agency: _____

H. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.

Connection Response: Connection can provide installation, as well as several other professional services, nationwide, to Region 4 and its member businesses. Our Account Managers and technical experts are ready to assist you with a complete range of services across key technology areas: Converged Data Center, Cloud, Security, Mobility, Networking, Software, and Lifecycle. With extensive vendor partnerships and a broad selection of over 425,000 products, Connection

combines the professional services, technical expertise, and purchasing power you need for any size project. However, should a specific project require the need of a subcontractor/business partner, Connection has a premier partner network with well over 100 Vetted, Approved and Tested Service Providers throughout the country to augment and expand its existing core capabilities nationally. These service partners provide several types of services within our core services practice areas to expand our national reach and capabilities, as well as specific services in which we may not have expertise. Any of the partners in our premiere partner network are available to our clients through our services team, as needed, to fulfill a customer's request when the Connection Services team finds it necessary to engage a third party for any reason. A scoping call (to assess timeline, location, specifications, etc.) will be done initially, to determine the best resource to fulfill these service needs.

I. Describe how supplier differentiates itself from its competitors.

Connection Response: Connection employs the industry's most tenured sales force. We understand your environment and the external forces that affect you. Using that information, we create customer-centered solutions to match your needs and budget.

Connection offers a partnership that can deliver the most comprehensive solution. 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.

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

Objective Solution Recommendations: Connection has a history, of over 39 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 425,000 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 can garner extremely competitive pricing for Region 4 ESC.

A Sampling of Connection's recent Vendor recognition includes:

- 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–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 (LAR) 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
- 2015–Symantec Growth Partner of the Year
- 2015–Microsoft Excellence in Operations Award
- 2015–Dell Partner Direct National Solution Providers Partner of the Year
- 2015–Top 20 on CRN’s Solution Provider 500
- 2014–Adobe Reseller Partner of the Year Award
- 2014–Dell National Solutions Provider Partner of the Year
- 2014–Microsoft Excellence in Operations Gold Level Award
- 2014–VMware Mid-Market Partner of the Year for Americas Region

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.

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. We commit to respond to emergency requests within two (2) hours. To meet these needs, we offer Expedited Overnight, Second Day, BOT (by ocean transport), Heavy Weight, 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.

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 lifeline for our customers. 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 assisting our sales personnel in improving their expertise and effectiveness. Because of this, constant training and improvement are a priority.

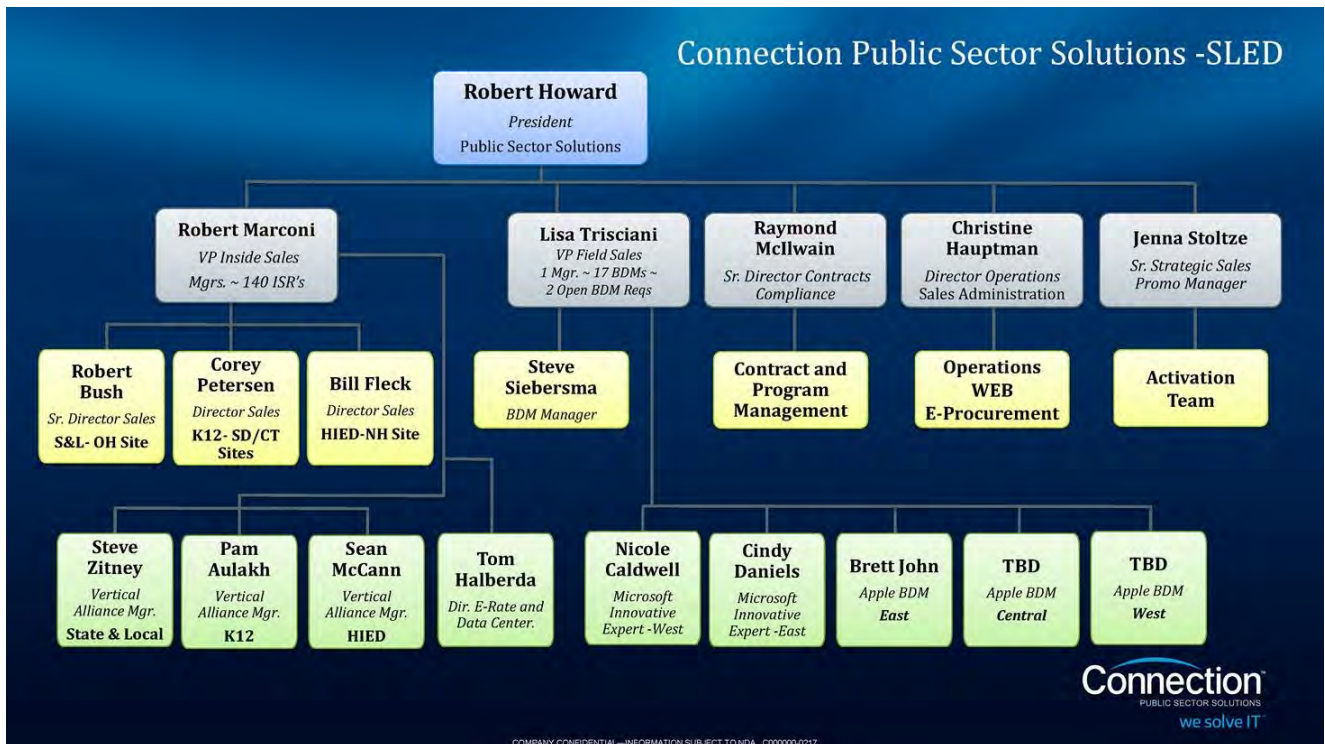
We want our customers to respect and trust the knowledge provided by their dedicated account team. Some of the training programs our employees have access to:

- New Account Managers receive three months of thorough training on product offerings, industry trends, internal infrastructure/applications and available support avenues, prior to being assigned a dedicated territory.
- Continuing Education training is provided, with manufacturers, to keep our employees abreast of industry trends and the latest technology. This is accomplished through Small Group training, vendor forums, WebEx's, and frequent Lunch-and-Learns.
- Vendors such as HP, Cisco, VMWare and Microsoft offer training to allow our sales force to become certified in their products.
- Our parent company, PC Connection, Inc., offers ongoing Professional Development courses including Communication Skills and Microsoft Office Applications.
- Ongoing training is available on Industry Regulations and Contract Requirements.

Region 4’s Dedicated Account Team: Our greatest dedicated resource is our seasoned Connection sales team. As part of our partnership commitment, we provide this team to meet all of Region 4’s needs. Connection’s nationwide sales force will be fully trained on the Region 4 contract and will communicate details of the awarded contract, verbally, to all existing and new customers.

To Region 4, this Connection team brings tenured expertise, extreme cost savings, expansive industry knowledge and exemplary customer service skills. The Key Personnel leading this team will be Corey Petersen, Lisa Trisciani and Bob Marconi. This team is backed by the full support of the entire Connection® Public Sector Solutions’ executive team and will ensure that your organization receives the resources to fully support your needs.

CONNECTION PUBLIC SECTION SOLUTIONS ORG CHART



Key Personnel Bios

Corey Petersen, Director SLED Sales

Corey began his career at Connection Public Sector Solutions in 2008. Prior to joining Connection, Corey was with Gateway Computers for over sixteen (16) years, holding several positions during that tenure and has a wealth of experience. In his current role as Director SLED Sales, his responsibilities include supervising the dedicated Account Managers, managing call campaigns to completion, as well as working with the marketing team on all materials and events. Corey reports to Bob Marconi, Vice President of SLED Sales.

Contact Information for Corey:
Phone: 800-800-0019 ext. 75554

Email: corey.petersen@connection.com

Lisa Trisciani, Vice President SLED Field Sales

Lisa brings over twenty-six (26) years of Public Sector experience to Connection, starting in 1994. Lisa leads Connection's Field Sales Organization in strategic initiatives and targeted execution, including trade shows, customer events, one-on-one meetings, contract and manufacturer relationships, and customer goals. Lisa also provides direction to the outside field team and support to senior management support for all of Connection's accounts. She has experience as an Account Manager and Business Development Manager for Connection's largest accounts such as Harvard, MIT, and Yale. She led the first implementations of Connection's e-Procurement for these institutions. Lisa reports to Bob Howard, President.

Contact Information for Lisa:

Phone: 800-800-0019 ext. 77896; Cell: 603-533-0916

Email: lisa.trisciani@connection.com

Bob Marconi, Vice President SLED Sales

Bob has been with Connection for since 1999. His past Connection experience includes Sr. Director of Sales, Director of Operations and sales management. In his current role of Vice President of Sales, Bob is responsible for all U.S. sales to state and local agencies, Non-profit organizations, K-12 schools, and higher education institutions and is responsible for all the Account Management teams with the company. Bob reports to Bob Howard, President.

Contact Information for Bob:

Phone: 800-800-0019 ext. 33331

Cell: 603-913-3896;

Email: bob.marconi@connection.com

Accessibility: At Connection, our Account Managers work closely with senior management. Our team managers are only two levels away from our President, Bob Howard. 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 timelines.

eProcurement / B2B Site: Your Connection Account Manager, along with our B2B Website, can help you streamline your IT purchasing. 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. Your Account Manager is available to answer any questions you have and provide dedicated attention.

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 and custom labeling.

Marketing the Region 4 Contract: Connection’s entire, nationwide sales team will be fully trained on the Region 4 contract. Connection will provide information and training to any Region 4 customer willing to meet with a member of the Connection Sales Team, to go over the contract.

Connection commits to seek additional, creative ways to market, to assist, to improve and to help you realize your strategic vision and the vision of Region 4 and its members.

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; marketing of the contract, free 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.

- J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

Connection Response: From time to time, GovConnection, Inc. is party, as plaintiff or defendant, to various types of legal proceedings, audits and claims, which arise in the ordinary course of business. Publicly available information on material matters, if any, is as reported in our SEC filings located at <https://ir.connection.com>.

- K. Felony Conviction Notice: Indicate if the supplier
- a. is a publicly held corporation and this reporting requirement is not applicable;

Connection Response: Acknowledges and understood.

- b. is not owned or operated by anyone who has been convicted of a felony; or

Connection Response: Connection is not owned or operated by anyone who has been convicted of a felony.

- c. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.

Connection Response: Connection is not owned or operated by anyone who has been convicted of a felony.

- L. Describe any debarment or suspension actions taken against supplier

Connection Response: There have been no debarment or suspension actions taken against Connection.

3.2 Distribution, Logistics

- A. Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.

Connection Response: Connection is a national product and solutions provider of over 425,000 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. In addition, please reference Connection's product line card which has been added as an attachment to this pdf response.

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

Professional Solutions/Services: Connection can provide installation to Region 4 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 425,000 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.

A copy of our Services Practices Overview Brochure has been added as an attachment to this response.

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 Services brochure included as an attachment to this response.

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 4 with compliant, monthly reporting. We can offer several types of reporting and commit to work diligently to meet all your reporting needs.

- B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

Connection Response: At our TIDC, unlike many IT Resellers, we are heavily invested in stocking and maintaining customized inventory, consisting of our most frequently ordered items. Connection has rapid access to products, can offer value-added custom configuration services at our ISO-Certified TIDC. This strategic location is within one hour of three metro areas, giving greater access to a large skilled labor pool as well as a wide range of transportation providers. This facility is also within a two-hour drive to UPS’ Louisville Air Express Hub; within 3-day UPS ground transit time to 74% of the population. For additional information on the dependable and seamless distribution and fulfillment offered by Connection’s state-of-the-art Custom Configuration / Distribution Center, 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>

Supplementing the efforts of our Distribution and Configuration Center are our approximately 38 nationwide drop-ship partner locations. These locations blanket the country and are distribution centers for partners such as, but not limited to, Synnex, Ingram Micro, Tech Data, D&H and Douglas Stewart. Products from these locations ship for next-day delivery, of in-stock products, provided orders are placed by 3:00 p.m. ET.

Connection's delivery options are among the most convenient in the industry. Members designate their desired shipping levels at the time of purchase; options include next-day, next-day early morning, two-day, ground, Saturday delivery, and other standard alternatives. Customers may also utilize their own shipping accounts.

- C. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

Connection Response: Pricing for the Region 4 contract will be directly tied to a special pricing code (ASP) that will constantly and consistently apply the agreed upon contractual discounts to our published and publicly available online catalog. We offer secure, online, e-Commerce solution sites. \

Discounted Region 4-specific contract codes will be loaded onto the sites to ensure that when Region 4 members order a specific product, that they will receive the agreed upon contract pricing.

Once the Region 4 member is logged into their web ordering page, the contract code will only allow the discounted product pricing to be applied and will not allow for excluded products to be placed on order. The same function is built into our internal order entry system and will not allow the Connection representative or any delegate to place orders for excluded products. This method allows for complete transparency may be audited at any time for accuracy by Region 4 and its members.

The Process: ASPs are created in our internal order management systems and imported into our B2B sites. ASPs calculate the contract maximum sell price by use of the appropriate formula (list minus, etc.). ASPs feed sku's and pricing directly from our CRM system during the quoting process to ensure that only Region 4 contract compliant products are available for quoting at contract compliant pricing. ASPs can be updated, as needed, if contract pricing changes, or per customer needs (i.e., Member Specific Agreement requirements).

Pricing Commitment: Connection is proposing a discount from our standard web catalog list price. The pricing model is one that is fluid and adaptive to the market. As our list prices automatically change to meet demand in the market, account-specific pricing will also automatically change for Region 4 members. This list price is available via our web site catalog located at www.connection.com/ps. We offer discounts by product category. Pricing will be dynamic and based on these publicly available list prices at the time of order. All the Region 4 account-specific pricing will offer our sales team the flexibility to work with vendors and manufacturers to negotiate additional discounts when available.

Region 4 ESC-specific pricing can be viewed at www.govconnection.com using the login and password listed below.

Login: region4bid@pcc.ide
Password: Region4bid

The offered discount will remain firm for the term of the contract. If a percentage discount causes the sell price to fall below our standard cost, the sell price shall be adjusted and honored at Connection's standard cost. However, contract Fees cannot be paid on purchases made at Connection's Standard cost.

- D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

Connection Response: Supplementing the efforts of our Distribution and Configuration Center are our distribution partners, whose locations blanket the country, for expeditious nationwide delivery. Products from these locations ship for next-day delivery, of in-stock products, provided orders are placed by 3:00 p.m. ET.

Heavyweight order cutoff time is 12:00 Noon and will *not* always be available for next day delivery.

These partners include:

- AB Distributing: Arlington Heights, IL; North Las Vegas, NV
- Axiom: Irvine, CA
- Blue Star: Florence, KY
- D&H: Atlanta, GA; California; Chicago, IL; Harrisburg, PA; Harrisburg-West, PA
- Digital Storage: Columbus, OH
- Douglas Stewart: Madison, WI; Sparks, NV
- Edge Technology: Pflugerville, TX
- Ingram Micro: Carol Stream, IL; Carrollton, TX; Jonestown, PA; Millington, TN; Mira Loma, CA; Plainfield, IN
- Scansource: Southaven, MS
- Synnex: Beaverton, OR; Chantilly, VA; Chicago, IL; Dallas, TX; Fremont, CA; Grove City, OH; Keasby, NJ; Miami, FL; Olive Branch, MS; Ontario, CA
- Tech Data: Fontana, CA; Ft. Worth, TX; Miami, FL; South Bend, IN; Suwanee, GA; Swedesboro, NJ

Currently, Connection utilizes the following Shipping/Freight Carriers:

- UPS
- FedEx
- FedEx Freight
- Pitt Ohio
- US Postal Service
- Panther

- CEVA
- Pegasus
- XPO
- DBA
- MMS
- Clipper Ship
- Globaltranz
- TQL
- DS Freight

E. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

Connection Response: With over \$3 billion dollars of buying power, Connection has priority access to the biggest IT brands in the industry—granting us the ability to maximize product availability. Our most frequently ordered items are always in stock at our Wilmington, OH, Technology Integration and Distribution Center (TIDC), offering customers a dependable source for seamless order fulfillment. We also source products from manufacturers and can drop-ship from our suppliers' warehouses strategically located across the United States.

We maintain a 268,000 square-foot warehouse and distribution complex in Wilmington, OH, where we receive and ship inventory, configure computer systems, and process returned products. Our TIDC complex is strategically located to be near the center of the country, facilitating strong relationships with all major logistics carriers. Our TIDC is ISO 9001:2015 Certified and can configure your IT equipment including tablets, notebooks, desktops, servers, and switches.

We maintain our own inventory, stocking our 11,000 most frequently purchased items in our warehouse to ensure regular shipment of 6,000–8,000 orders per day. Replenishments are ordered on a daily basis and are delivered the next day to our distribution center via dedicated trucks.

In addition, we also place product orders directly with manufacturers and distribution companies for drop-shipment directly to customers. Order status with distributors is tracked online and in all circumstances a confirmation of shipment from manufacturers or the distribution company is received prior to initial recording of the transaction. Our drop-ship partners include major manufacturers and distributors like Ingram Micro, Tech Data, D&H, and Synnex.

3.3 Marketing and Sales

A. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:

- i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days

Connection Response: Bob Howard, President of Connection Public Sector Solutions, will endorse and sponsor the award as the Public Sector go-to market strategy within the first 10 days of award.

- ii. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days

Connection Response: Connection acknowledges, agrees, and understands.

B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:

- i. Creation and distribution of a co-branded press release to trade publications

Connection Response: Connection will be able to professionally write and distribute a co-branded press release to trade publications within 90 days.

- ii. Announcement, Master Agreement details and contact information published on the Supplier's website within first 90 days

Connection Response: Connection currently has an OMNIA Partners landing page on our website. The page could be updated with an announcement, agreement details and contact information within two weeks of receiving that information.

- iii. Design, publication and distribution of co-branded marketing materials within first 90 days

Connection Response: Connection has a full creative department that would be able to 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 OMNIA Partners landing page on our website. We would also include these materials as collateral used in tradeshow we attend.

- iv. Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement.
- Connection Response:** Connection commits to attending and participating in all requested events alongside OMNIA Partners.
- v. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.
- Connection Response:** Connection commits to attending, exhibiting and participating at the NIGP Annual Forum in the OMNIA Partners reserved area. We will present a professional booth with applicable technology demos, knowledgeable booth staff and fun giveaways.
- vi. Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement
- Connection Response:** Connection is experienced in producing print and digital advertising and will be able to provide appropriate ads to participate in trade publications.
- vii. Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.)
- Connection Response:** Connection is committed to promoting the OMNIA Partners Master Agreement throughout the term. Our marketing manager will work with the marketing contact at OMNIA Partners to build a relationship and 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.
- viii. Dedicated OMNIA Partners internet web-based homepage on Supplier's website with:
- OMNIA Partners standard logo;
 - Copy of original Request for Proposal;
 - Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;
 - Summary of Products and pricing;

- Marketing Materials
- Electronic link to OMNIA Partners' website including the online registration page;
- A dedicated toll-free number and email address for OMNIA Partners

Connection Response: As a current OMNIA Partners Master Agreement holder, we have an OMNIA Partners landing page. A link from our home page will help direct customers to this page quickly. This page can be updated, or a new page created to include all the new documents supporting the Master Agreement which would include, but are not limited to:

- OMNIA Partners standard logo;
- Copy of original Request for Proposal;
- Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;
- Summary of Products and pricing;
- Marketing Materials
- Electronic link to OMNIA Partners' website including the online registration page;
- A dedicated toll-free number and email address for OMNIA Partners.

Connection's Go-To-Market Strategy

Our Go-To-Marketing strategy is broken out into four focus areas: Brand, Customer Engagement, Lead Generation, and Sales Enablement. In addition to a full education and government marketing team, we work in tandem with our healthcare teams to further support growth in these segments.

Brand Strategy

Our brand strategy includes traditional and digital advertising components for K-12, higher education, state and local government institutions and healthcare facilities. We participate in print advertising in well-known, industry related publications. We work with universities to provide custom collateral speaking to their students about Tech Kits developed with their needs in mind. On the digital spectrum we have our own internal email list for state and local government agencies, higher education, K-12, and healthcare and we understand the unique messages when speaking to these markets. Our social media presence is growing at a rapid rate due to our Social Media team. Their understanding of the nuances of social media and targeting capabilities have helped us deliver successful program results in the higher education market. Our social media footprint includes LinkedIn, YouTube, Twitter, Instagram, Facebook, and Glassdoor. Digital marketing also includes external web campaigns with major media, including broad IT media partners like Spiceworks and IDG where we can get as granular as the specific segments and titles we are targeting. As a National Solutions Provider, our creative team produces collateral and solution guides to detail the 7 pillars we focus on (Converged Data Center, Cloud, Security, Mobility, Networking, Software and Lifecycle). Our corporate marketing team produces a blog with daily entries speaking to all areas of IT. We have also recently launched a podcast that can be found on iTunes and other major networks.

Customer Engagement Strategy

Our Customer Engagement strategy is composed of a large amount of shows for K-12, including FETC and ISTE and Higher Education, including Educause. We participated in over 85, K-12 and Higher Education tradeshows and tabletop events in 2019 alone. We also hold virtual events such as webinars with vendor partners to connect with our current and potential customers. We host special customer events in conjunction with vendor partners on topics that speak to the education market.

The Lead Generation Strategy

Our lead generation strategy is comprised of the annual trade shows and events mentioned above. We reach out to attendees personally and via email after the show to continue to build the relationship. With our vendor partners we create custom assets such as white papers and case studies on IT topics that relate to K-12 and Higher Education. These are then used on digital properties for the targeted education media partners such as District Administration, THE Journal, and eSchool News for K-12 and University Business, CampusTech, and eCampus News for Higher Education, to drive leads. The leads are called upon by our activation team and sent follow up lead nurture emails. Leads are also obtained from our own website with forms on pages for requests like demos and assessments.

Sales Enablement Strategy

We hold approximately 200 Lunch & Learns a year with training provided by our vendor partners across all our sales locations. Vendors also come in weekly to sit in a vendor cube where the sales team can approach them about specific opportunities. A hands-on product Showcase/speed training is held once a quarter for each sales location with anywhere from 12-16 vendors participating. Attendance at these trainings is mandatory for all Account Managers. Our field sales team meets once a quarter for a multi-day training event. We create many custom PDFs for accounts and Connection Public Sector Solutions brand vendor collateral for our sales team to use with their accounts.

Technology, Digital Data, Social Media

Connection has a robust Marketing Technology Stack (MarTech Stack), which has improved further with recent investments, as well as a dedicated Digital Marketing team to manage our digital activities. The team is data-driven, focused on content quality and user engagement. Our company website, www.connection.com/ps, has performance monitoring in place along with web analytics to track user/customer engagement. Behavioral (struggle) analytics are also in place to provide insights into where

users encounter issues, offering session videos, heat mapping, etc. The data from these analytics solutions help direct our UX Architects’ efforts to improve our overall website structure and flow, and the data is used by the Digital team to track campaign performance and adjust as needed (i.e. adjust digital channel usage to drive more engaged visitors). We use an intent-based analytics solution (surge analytics) to track organizations’ interests in technologies – the data is then used to direct our campaign messaging in our account-based marketing (ABM) activities. The Digital Marketing team includes a Social Media team that utilizes a few technologies to assist with our social media activities in Facebook, LinkedIn, and Twitter, from a social media management platform to an internal employee advocacy/ communication solution.

The Digital team also uses marketing tools and solutions for paid search, display network, email, affiliate network, and retargeting campaigns/activities. The disparate campaign elements, activities, and metrics are tied together with the web analytics solution, as well as with Marketing Automation – enabling the team to create and manage more in-depth and complex marketing campaigns. The recent addition of a Business Intelligence and Reporting solution further ties the Digital team’s campaigns together, providing data sets to improve campaign performance, as well as offering comprehensive views of entire marketing channels.

Connection Response: 90-Day Marketing and Sales Enablement Campaign Outline

Connection will participate in a variety of marketing programs to support an award of a contract by OMNIA Partners and Region 4 ESC. Upon award and with coordination from OMNIA Partners and Region 4 ESC, Connection will launch the following 90-day marketing and sales enablement campaign.

- Connection’s nationwide sales force will be fully trained on OMNIA Partners and Region 4 ESC 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 OMNIA Partners and Region 4 ESC contract. 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
- Webinar with OMNIA Partners and Region 4 ESC Members
- Custom co-branded contract collateral
- Attending industry conventions and tradeshow
- Promotions for members on OMNIA Partners and Region 4 ESC homepage
- Dedicated onsite visits by our field teams, to existing Connection customers, for deeper account penetration
- Dedicated OMNIA Partners and Region 4 ESC contract landing page on the govconnection.com website. This page will include:
 - o OMNIA Partners and Region 4 ESC Logo
 - o A link to OMNIA Partners and Region 4 ESC website
 - o Summary of contract and services offered
 - o Co-branded contract flyer
 - o Featured products
 - o 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>

- C. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

By partnering with Connection, the transition of any existing Public Agency customers' accounts to the Master Agreement will be seamless, efficient and done with ease.

New contract pricing will be integrated within the Connection-created e-Procurement Omnia and Region 4 ESC and will be available on Day One of the new contract, resulting in no downtime. At that point, Connection will reach out to members to discuss the new Master Agreement and their individual, dedicated e-commerce sites.

The following list is a sampling of Connection's methods/opportunities that will be utilized to transition accounts to the new Master Agreement resulting from this RFP:

- Set up strategy sessions with the Omnia field team;
- Targeted call campaigns for each state talking about the value of the Region 4 ESC/Omnia Partners contract;
- Participate in events with Region 4 ESC/Omnia Partners;
- Set up customized websites for e-Procurement and B2B customers;
- Provide marketing and information about Region 4 ESC/Omnia Partners for regional and national shows and summits;
- Create unsolicited proposals for acquisitions customers with Region 4 ESC/Omnia Partners;
- Educate and work with major and emerging technology manufacturers with Region 4 ESC/Omnia Partners;
- Create member specific agreements using the baseline of the Master Agreement;
- Create special bundles and vertical specific solutions under the Master Agreement
- Partner with other key Omnia Partners contract holders, i.e. Carahsoft, Grainger, etc. to bring complete, dynamic offerings to members;
- Support all Omnia Partners regional summits as a top supplier;
- Work with Omnia Partners executive team on development of an Amazon like Marketplace specific to Education and State and Local.

Communication of the awarded Master Agreement will be done verbally, with all existing and new customers, as well, in the following ways:

- Co-branded email to entire Connection's education and state and local agency list highlighting Master Agreement and special offers for Members
- Listed on contracts page linking to customized Omnia Partners contract webpage
- Social media campaign to increase awareness of Master Agreement
- Webinar with Omnia Partners Members
- Custom collateral

Our sales force is instrumental in informing customers of the benefits of this Master Agreement and its ease of use. Each member that has a current interest in exploring the benefits further will work with the Account Manager or Business Development Manager to further define the member's needs and how this Master Agreement can satisfy them. Connection will target certain manufacturers to create Omnia Partners specific solutions and pricing, allowing for acquisition savings for Omnia Partners members. We will also educate customers on strategic procurement initiatives around enterprise services and solutions to provide opportunities to leverage competing technologies and manufacturers to obtain the best possible value.

Please see a complete list of State and Local Education Cooperatives on the next page of this response.

STATE AND LOCAL EDUCATION COOPERATIVES

Connection has more than twenty (20) years' experience successfully supporting and promoting both State and Local Education (SLED) and Federal cooperative and consortium contracts. Listed below is a sampling of Connection's current SLED consortium / cooperative contracts.

- - Alabama Community College System: Joint Purchasing Agreement – NEC, Contract #: ALJP2019-088, Exp. 6/30/2022
 - Buy Board Cooperative Purchasing, Contract #: 579-19, Exp. 12/31/2021
 - Choice Partners Cooperative, Contract #: 17/026KH-16, Exp. 6/20/21
 - COSTARS Hardware, Contract #: 003-025, Exp. 5/31/2021
 - COSTARS Software, Contract #: 006-021, Exp. 5/31/2021
 - E&I (Educational & Institutional Coop Purchasing) HW/SW: Contract #: CNR-01483, Exp. 7/31/2022
 - E&I Professional Services, Contract #: CNR-01350, Exp. 2/29/2024
 - Intalere (Amerinet) Healthcare, Contract #: VH10917, Exp. 6/30/2022
 - MISBO: Mid-South Independent School Business Officers, Contract #: MISBO Vendor Agreement, Exp. 9/30/22
 - MHEC: Massachusetts Higher Education Consortium Multi-Media, Contract #: MC15-B11 Exp. 4/20/23
 - MHEC: Massachusetts Higher Education Consortium Technology, Contract #: MC12-F05, Exp. 9/30/21
 - MHEC: Massachusetts Higher Education Consortium Software, Contract #: MC15-F04, Exp. 8/31/22
 - MEEC: Maryland Educational Enterprise Consortium, Contract #: UMD-972016, Exp. 3/14/2023
 - MS EPL: Mississippi Express Products List, Contract #: 3760, Exp. 6/30/2021
 - Mohave (ESC) Educational Services Cooperative, Contract #: 20F-CPSS2-1003, Exp. 10/2/2021
 - NASPO – National Association of State Procurement Officials: Multiple Vendors/Contract #'s, Exp. 7/31/2021
 - NCPA: National Cooperative Purchasing Alliance, Contract #: NCPA01-44, Exp. 10/31/2021
 - NEA: National Education Association, National Purchasing Agreement, Exp. Evergreen
 - NIPA: National IPA (Omnia Partners), Contract #: R160202, Exp. 7/31/2021
 - NSHE: Nevada System of Higher Education, Contract #: MSA-H-NV-143, Exp. 10/9/2022
 - NYOGS: State of NY Office of General Services: Multiple Contract #'s

- OETC: Organization for Educational Technology and Curriculum, Contract #: 18I-STEAM, Exp. 11/6/2021
- PEPPM: Pennsylvania Education Purchasing Program for Microcomputers, Contract #: 2018 Catalog Bid, Exp. 12/31/21
- Premier Healthcare, Contract #: PP-IT-238, Exp. 10/31/23
- Sourcewell (MN), Contract #: RFP#081419, Exp. 10/30/2023

- SLED GSA, Contract #: GS-35F-0750P, Exp. 8/17/2024

- State of Massachusetts IT Services, Contract #: ITC47, Exp. 6/30/21
- State of Utah, Contract #: MA259, Exp. 12/31/2022
- Texas DIR: Multiple Manufacturers/Contract #'s
- TIPS 200105 Technology Solutions Products and Services, Contract# 200105, Exp. 5/31/23
- Vizient (Novation), Contract #: IT-0033, Exp. 12/31/2021

- D. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

Connection Response: Connection acknowledges, understands, and can comply.

- E. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:
- i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency
 - ii. Best government pricing
 - iii. No cost to participate
 - iv. Non-exclusive

Connection Response: Connection acknowledges, understands, and can comply.

- F. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:
- i. Key features of Master Agreement
 - ii. Working knowledge of the solicitation process
 - iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners
 - iv. Knowledge of benefits of the use of cooperative contracts

Connection Response: Connection has worked together with Region 4 for the past 26 years. We commit to continue to aggressively promote the Region 4 contract and to continuously provide enablement and best in class training to our Connection Sales Team, the Management Team, the vendors, manufacturers, and the contract managers.

The following are some examples of the ongoing Region 4 contract training that will be required by Connection:

- Regional team meetings for AMs and AAMs
- WebEx's for Business Development Managers and remote Account Managers
- Onsite Manufacturer training sessions with each of the highlighted partners
- Repository available for Region 4 collateral and tutorial

Connection will work closely with Region 4's team for strategy and account mapping. Communication and marketing of the awarded contract will be done verbally, with all existing and new customers, as well as in the following ways:

- Co-branded email to Connection's entire education, healthcare and state and local agencies lists, highlighting contract and special offers for members
- Listed on contracts page linking to customized Region 4-member contract web pages
- Social media campaign to increase awareness of contract
- Google AdWords campaign to increase awareness of contract
- Webinar with Region 4 members
- Custom collateral

Connection's Contracts and Compliance Group provides training to the sales organization for all new contract awards and ensures pricing terms are hard coded into our order management and sales quoting tools, providing automated pricing specific to the contract. While we utilize the complete buying power of all the PC Connection companies, we are still small enough to quickly roll out information, terms and pricing structures to our sales organization.

Our sales team will coordinate weekly conference calls, will conduct quarterly program performance reviews to ensure compliance, as well as on-site visits, to update Region 4 on its 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. If at any time Region 4 needs us to change a process, we are flexible and approachable enough that we can incorporate these changes quickly.

G. Provide the name, title, email and phone number for the person(s), who will be responsible for:

- i. Executive Support
Robert Marconi, Vice President SLED Sales
800-800-0019 ext. 33331
Bob.marconi@connection.com
- ii. Marketing
Marcia Hewey, Marketing Manager – Segment Marketing
800-800-0019 ext. 2547
Marcia.hewey@connection.com
- iii. Sales
Corey Petersen, Dir. SLED Sales
800-800-0019 ext. 75554
Corey.petersen@connection.com

- iv. **Sales Support**
Christine Hauptman, Director of Operations
800-800-0019 ext. 6208
Christine.hauptman@connection.com
- v. **Financial Reporting**
Nancy Lavoie, Contracts Manager
800-800-0019 ext. 2494
Nancy.lavoie@connection.com
- vi. **Accounts Payable**
Jodi White, Director of Credit and Collections
800-800-0019 ext. 2252
Jodi.white@connection.com
- vii. **Contracts**
Nancy Lavoie, Contracts Manager
800-800-0019 ext. 2494
Nancy.lavoie@connection.com

H. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

Connection Response: Connection employs the industry's most tenured sales force. We build strong relationships with customers by providing them with primary and secondary points of contacts; these familiar voices appreciate the unique needs of public sector IT decision makers. Your dedicated Account Manager (AM) and Business Development Manager (BDM) work directly with a team of experts to help with the assessment, planning, design and implementation of your IT projects, daily transactional purchases and management of your applicable contract purchasing vehicles.

Our team services and provides coverage of the entire United States and is backed by the full support of the entire Connection executive team. We will ensure that your Members will receive the resources to meet your needs.

Account Managers, Sales Managers, Sales Directors and our Acquisition Sales team are our inside sales force, and report to Robert Marconi, Vice President SLED Sales. They work with manufacturers, and within Connection, as advocates on behalf of our customers, to reduce costs, increase service levels and are responsible for day-to-day orders, marketing and sales initiatives.

Connection Public Sector Solutions' National Inside Sales Force Breakdown

- Account Managers: 132
- Sales Managers: 11
- Acquisition Sales: 8

Business Development Managers report to Lisa Trisciani, Vice President Field Sales. BDMs are our outside sales force. They provide sales, marketing, product demonstration and a field presence within their assigned community.

Vertical Alliance Managers report directly to Bob Marconi, Vice President SLED Sales and serve as an education strategist working with schools and districts around the country to:

- Drive strategic initiatives
- Provide strategic planning support for implementations of technology in the classroom for teaching and learning
- Share experiences from other districts on how they are solving today's education challenges
- Focus on ensuring that customers get the right solutions to fit THEIR specific needs
- Carefully vet out solutions for our K-12 / HIED catalog and focus only on solutions that have the potential to positively impact the student's outcome

Connection Public Sector Solutions' National Field Sales Force Breakdown

- Business Development Managers: 18
- Vertical Alliance Managers: 3

Contact Information:

Robert Howard, President

Phone: 800-800-0019 ext. 2735; Email: robert.howard@connection.com

Robert Marconi, Vice President SLED Sales

Phone: 800-800-0019 ext. 33331; Email: bob.marconi@connection.com

Lisa Trisciani, Vice President SLED Field Sales

Phone: 800-800-0019 ext. 77896; Cell: 603-533-0916; Email:

lisa.trisciani@connection.com

Corey Petersen, Director, SLED Sales

Phone: 800-800-0019 ext. 75554; Email: corey.petersen@connection.com

- I. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.

Connection Response: In addition to the methods outlined in the Marketing section above, we offer the following to assist in implementing, growing and servicing the national program:

Connection utilizes many methods of keeping customers informed of new products, updates, etc. to implement, grow and service their national programs.

We continually evaluate information technology products and services, adding new products and services as they become available or in response to customer demand.

We have no ownership affiliation with any of these partners, and as such, we can recommend the most objective, effective and cost-efficient solution, involving the most up-to-date technology, to the Region 4 ESC and Omnia partners. These close relationships also allow us to supply technology road maps to customers for key products, when available.

The following is a partial listing of the methods we can employ to keep the Region 4 ESC informed of new products:

- **Product Technology Road maps:** These presentations will be provided in person (or by WebEx) by the manufacturer representative. Subject Matter Experts will deliver product road maps, new technology, emerging technology, updates and answer questions about best practices.
- **Product Demonstrations:** Product demonstrations may be provided upon request by Connection and/or one of our OEM partners.
- **Lunch & Learns:** Connection can deliver a Catered Multi-Customer event where one or many vendor partners give presentations regarding current product and new technology.
- **Speed Training or One-to-Many Events:** Connection will deliver a set of vendor partners to detail new technology, new road maps, emerging technology or new offerings in 10-15 minutes. The larger group of attendees is broken down into smaller groups and after the 10-15-minute window expires, each group moves to a new vendor partner. This gives each partner a quick opportunity to update guests and gives the guests the option to schedule more time with the vendors of choice.
- **Vendor Fair:** Connection can deliver a Vendor Fair where Region 4 ESC and Omnia partners can decide the attendee vendor partners and/or Connection will select the vendor partners. Connection is responsible for making all the arrangements between the venue, time and vendor partners. This event usually is between 4-6 hours long. Here, vendor partners present at tables and attendees can select the booths they would like to visit. This gives the attendees the freedom to attend when their schedule allows.
- **Onsite Visits:** Connection's Business Development Managers will go onsite to understand upcoming projects. The BDMs will assist in selecting potential fits for the project and arrange for the partner vendors to bring in their subject matter experts to update and make recommendations on offerings that might fit the customer's need.
- **Training:** Connection will provide training on the use of your B2B website and recommend best practices for customization and possible utilization of some of the best practices we have seen other customers utilize.

- I. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set- up, timely contract administration, etc.

Connection Response: By partnering with Connection, the transition to the new contract will be seamless. The new contract pricing will be integrated within the existing e-procurement site and available on Day One of the new contract, resulting in no downtime for Region 4 or Omnia.

During our partnership with Omnia, contract training has been required by the Connection Sales Team, the Management Team, the vendors, manufacturers, and the contract managers. We commit to continue to train and aggressively promote the Region 4 and Omnia contracts.

The following are some examples of the ongoing Omnia contract training required by Connection Public Sector Solutions:

- Regional team meetings for AMs and AAMs
- WebEx’s for Business Development Managers and remote Account Managers
- Onsite manufacturer training sessions with each of the highlighted partners
- Repository available for Omnia collateral and tutorial

Communication and marketing of the awarded contract will be done verbally, with all existing and new customers, as well as in the following ways:

- Co-branded email to entire Connection’s education and state and local agencies lists highlighting contract and special offers for members
- Listed on contracts page linking to customized Omnia and Region 4 contract webpages
- Social media campaign to increase awareness of contract
- Webinar with Omnia and/or Region 4 members Custom collateral

- J. State the amount of Supplier’s Public Agency sales for the previous fiscal year. Provide a list of Supplier’s top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

Connection Response: Please see the pre-audit sales data listed below for the previous fiscal year of 2020. Please see Connection’s top 10 Public Agency customers listed also listed below. Contact information can be provided upon award.

Division	2020 Sales
FED	\$ 171,335,576
SLED	\$ 490,838,976
PSG Total	\$ 662,174,553

This information below is proprietary and should only be used for the purpose of evaluating the proposal.

K. Describe Supplier’s information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

Connection Response: Connection’s internal order processing steps for orders placed by fax, e-mail, phone and web are as follows:

- Customer order is keyed or transmitted into our order entry system.
- Carrier is selected based on delivery requirements.
- Stock is allocated to the order.
- Once credit has been approved or if credit is pre-approved, the order is printed.
- Once the order is printed any required shipping documentation is prepared.
- The product is then picked, packed, and shipped.

Orders placed by the web are automated to transmit to our order entry system electronically. The purchaser, upon order entry on-line, selects product selection and delivery requirements. After on-line order submission, stock will allocate, and the order will ship per the same steps above.

In the order fulfillment process, Connection uses our traditional Pick, Pack, & Ship Label Forms for all non-standard carriers, and when an over packed box has more than one item, known as a mixed carton. We use our FAST Forms (Fast and Accurate Shipping Technology) for standard shipments that have a single item in the carton.

Order fulfillment is a primary element in our revenue recognition process; therefore, our goal is to ship 100% of orders on the date they are received. Connection’s order fill rate percentage is over 99%. We define order fill rate as the percentage of in stock items which are ordered and shipped within the day they were placed. Orders are tracked in our order-entry system. Our most frequently ordered products are carried in inventory and are typically shipped to customers the same day that the order is received.

L. This Section Intentionally Omitted

M. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.

- i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).
- ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.
- iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).
- iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.

Detail Supplier's strategies under these options when responding to a solicitation.

EXHIBIT F
FEDERAL FUNDS CERTIFICATIONS

FEDERAL CERTIFICATIONS
ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

TO WHOM IT MAY CONCERN:

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned.

DEFINITIONS

Contract means a legal instrument by which a non-Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non-Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward

Contractor means an entity that receives a contract as defined in Contract.

Cooperative agreement means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non-Federal entity that, consistent with 31 U.S.C. 6302-6305:

- (a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non-Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;
- (b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non-Federal entity in carrying out the activity contemplated by the Federal award.
- (c) The term does not include:
 - (1) A cooperative research and development agreement as defined in 15 U.S.C. 3710a; or
 - (2) An agreement that provides only:
 - (i) Direct United States Government cash assistance to an individual;
 - (ii) A subsidy;
 - (iii) A loan;
 - (iv) A loan guarantee; or
 - (v) Insurance.

Federal awarding agency means the Federal agency that provides a Federal award directly to a non-Federal entity

Federal award has the meaning, depending on the context, in either paragraph (a) or (b) of this section:

- (a)(1) The Federal financial assistance that a non-Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability; or
- (2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non-Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability.
- (b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.
- (c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a contractor or a contract to operate Federal government owned, contractor operated facilities (GOCOs).
- (d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

Non-Federal entity means a state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

Nonprofit organization means any corporation, trust, association, cooperative, or other organization, not including IHEs, that:

- (a) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest;
- (b) Is not organized primarily for profit; and

(c) Uses net proceeds to maintain, improve, or expand the operations of the organization.

Obligations means, when used in connection with a non-Federal entity's utilization of funds under a Federal award, orders placed for property and services, contracts and subawards made, and similar transactions during a given period that require payment by the non-Federal entity during the same or a future period.

Pass-through entity means a non-Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.

Recipient means a non-Federal entity that receives a Federal award directly from a Federal awarding agency to carry out an activity under a Federal program. The term recipient does not include subrecipients.

Simplified acquisition threshold means the dollar amount below which a non-Federal entity may purchase property or services using small purchase methods. Non-Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold. The simplified acquisition threshold is set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions) and in accordance with 41 U.S.C. 1908. As of the publication of this part, the simplified acquisition threshold is \$250,000, but this threshold is periodically adjusted for inflation. (Also see definition of § 200.67 Micro-purchase.)

Subaward means an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

Subrecipient means a non-Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

Termination means the ending of a Federal award, in whole or in part at any time prior to the planned end of period of performance.

The following certifications and provisions may be required and apply when 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 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.

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

(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 immediately 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.

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

(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.

Does offeror agree to abide by the above? YES JAH Initials of Authorized Representative of offeror

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3144, and 3146-3148). 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.

Does offeror agree? YES JAH Initials of Authorized Representative of offeror

(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.

Does offeror agree? YES JAH Initials of Authorized Representative of offeror

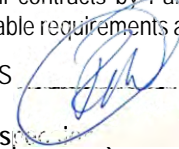
(F) Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with 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.

Does offeror agree? YES JAH Initials of Authorized Representative of offeror

(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.

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

(H) Debarment and Suspension 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 Executive Office of the President Office of Management and Budget (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.

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

(I) Byrd Anti-Lobbying Act (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:

- (1) 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.
- (2) 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.
- (3) 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 that all subrecipients shall certify and disclose accordingly.

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

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 § 200.333. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.333 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.

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

CERTIFICATION 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).

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

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. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

CERTIFICATION OF ACCESS TO RECORDS – 2 C.F.R. § 200.336

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any 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.

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

STATEMENT OF APPLICABILITY TO SUBCONTRACTORS

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

Does offeror agree? YES  _____ Initials of Authorized Representative of offeror

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

Offeror's Name: GovConnection, Inc. dba Connection - Public Sector Solutions

Address, City, State, and Zip Code: 732 Milford Road, Merrimack, NH 03054

Phone Number: 800-800-0019 ext. 33331 Fax Number: _____

Printed Name and Title of Authorized Representative: _____

Email Address: bob.marconi@connection.com

Signature of Authorized Representative:  _____ Date: 1/15/2021

FEMA SPECIAL CONDITIONS

Awarded Supplier(s) may need to respond to events and losses where products and services are needed for the immediate and initial response to emergency situations such as, but not limited to, water damage, fire damage, vandalism cleanup, biohazard cleanup, sewage decontamination, deodorization, and/or wind damage during a disaster or emergency situation. By submitting a proposal, the Supplier is accepted these FEMA Special Conditions required by the Federal Emergency Management Agency (FEMA).

“Contract” in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as the “Master Agreement”.

“Contractor” in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as “Supplier” or “Awarded Supplier”.

Conflicts of Interest

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a FEMA award if he or she has a real or apparent conflict of interest. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties, has a financial or other interest in or a tangible personal benefit from a firm considered for award. 2 C.F.R. § 200.318(c)(1); See also Standard Form 424D, ¶ 7; Standard Form 424B, ¶ 3. i. FEMA considers a “financial interest” to be the potential for gain or loss to the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties as a result of the particular procurement. The prohibited financial interest may arise from ownership of certain financial instruments or investments such as stock, bonds, or real estate, or from a salary, indebtedness, job offer, or similar interest that might be affected by the particular procurement. ii. FEMA considers an “apparent” conflict of interest to exist where an actual conflict does not exist, but where a reasonable person with knowledge of the relevant facts would question the impartiality of the employee, officer, or agent participating in the procurement. c. Gifts. The officers, employees, and agents of the Participating Public Agency nor the Participating Public Agency (“NFE”) must neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, NFE’s may set standards for situations in which the financial interest is de minimus, not substantial, or the gift is an unsolicited item of nominal value. 2 C.F.R. § 200.318(c)(1). d. Violations. The NFE’s written standards of conduct must provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the NFE. 2 C.F.R. § 200.318(c)(1). For example, the penalty for a NFE’s employee may be dismissal, and the penalty for a contractor might be the termination of the contract.

Contractor Integrity

A contractor must have a satisfactory record of integrity and business ethics. Contractors that are debarred or suspended as described in Chapter III, ¶ 6.d must be rejected and cannot receive contract awards at any level.

Public Policy

A contractor must comply with the public policies of the Federal Government and state, local government, or tribal government. This includes, among other things, past and current compliance with the:

- a. Equal opportunity and nondiscrimination laws
- b. Five affirmative steps described at 2 C.F.R. § 200.321(b) for all subcontracting under contracts supported by FEMA financial assistance; and FEMA Procurement Guidance June 21, 2016 Page IV- 7
- c. Applicable prevailing wage laws, regulations, and executive orders

Affirmative Steps

For any subcontracting opportunities, Contractor must take the following Affirmative steps:

1. Placing qualified small and minority businesses and women’s business enterprises on solicitation lists;
2. Assuring that small and minority businesses, and women’s business enterprises are solicited whenever they are potential sources;
3. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women’s business enterprises;
4. Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women’s business enterprises; and

5. Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

Prevailing Wage Requirements

When applicable, the awarded Contractor (s) and any and all subcontractor(s) agree to comply with all laws regarding prevailing wage rates including the Davis-Bacon Act, applicable to this solicitation and/or Participating Public Agencies. The Participating Public Agency shall notify the Contractor of the applicable pricing/prevailing wage rates and must apply any local wage rates requested. The Contractor and any subcontractor(s) shall comply with the prevailing wage rates set by the Participating Public Agency.

Federal Requirements

If products and services are issued in response to an emergency or disaster recovery the items below, located in this FEMA Special Conditions section of the Federal Funds Certifications, are activated and required when federal funding may be utilized.

2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II, Required Contract Clauses

1. Termination for Convenience:

The right to terminate this Contract for the convenience of the Participating Public Agency is retained by the Participating Public Agency. In the event of a termination for convenience by the Participating Public Agency, the Participating Public Agency shall, at least ten (10) calendar days in advance, deliver written notice of the termination for convenience to Contractor. Upon Contractor's receipt of such written notice, Contractor immediately shall cease the performance of the Work and shall take reasonable and appropriate action to secure and protect the Work then in place. Contractor shall then be paid by the Participating Public Agency, in accordance with the terms and provisions of the Contract Documents, an amount not to exceed the actual labor costs incurred, the actual cost of all materials installed and the actual cost of all materials stored at the project site or away from the project site, as approved in writing by the Participating Public Agency but not yet paid for and which cannot be returned, and actual, reasonable and documented demobilization costs, if any, paid by Contractor and approved by the Participating Public Agency in connection with the Scope of Work in place which is completed as of the date of termination by the Participating Public Agency and that is in conformance with the Contract Documents, less all amounts previously paid for the Work. No amount ever shall be owed or paid to Contractor for lost or anticipated profits on any part of the Scope of Work not performed or for consequential damages of any kind.

2. Equal Employment Opportunity:

The Participating Public Agency highly encourages Contractors to implement Affirmative Action practices in their employment programs. This means Contractor should not discriminate against any employee or applicant for employment because of race, color, religion, sex, pregnancy, sexual orientation, political belief or affiliation, age, disability or genetic information.

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. 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. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(4) The contractor will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting officer, advising the labor union or workers' representative of the contractor's commitments under section 202 of Executive Order 11246 of September 24, 1965, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the contractor's non-compliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The contractor will include the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as may be directed by the Secretary of Labor as a means of enforcing such provisions including sanctions for noncompliance: *Provided*, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

3. “During the performance of this contract, the contractor agrees as follows:

- (1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, or national origin. 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. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.
- (2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive considerations for employment without regard to race, color, religion, sex, or national origin.
- (3) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the

contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

- (4) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (5) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- (6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions as may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- (7) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance: Provided, however, That in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency the contractor may request the United States to enter into such litigation to protect the interests of the United States."

4. Davis Bacon Act and Copeland Anti-Kickback Act.

- a. Applicability of Davis-Bacon Act. The Davis-Bacon Act only applies to the emergency Management Preparedness Grant Program, Homeland Security Grant Program, Nonprofit Security Grant Program, Tribal Homeland Security Grant Program, Port Security Grant Program, and Transit Security Grant Program. **It does not apply to other FEMA grant and cooperative agreement programs, including the Public Assistance Program.**
- b. 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 at 29 C.F.R. Part 5 (Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction)). See 2 C.F.R. Part 200, Appendix II, ¶ D.
- c. 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.
- d. 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.

- e. In contracts subject to the Davis-Bacon Act, 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 at 29 C.F.R. 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 Copeland Anti- Kickback 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 FEMA.
- f. The regulation at 29 C.F.R. § 5.5(a) does provide the required contract clause that applies to compliance with both the Davis-Bacon and Copeland Acts. However, as discussed in the previous subsection, the Davis-Bacon Act does not apply to Public Assistance recipients and subrecipients. **In situations where the Davis-Bacon Act does not apply, neither does the Copeland “Anti-Kickback Act.”** However, for purposes of grant programs where both clauses do apply, FEMA requires the following contract clause:

“Compliance with the Copeland “Anti-Kickback” Act.

- (1) Contractor. The contractor shall comply with 18 U.S.C. § 874, 40U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.
- (2) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as the FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses
- (3) Breach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. § 5.12.”

5. Contract Work Hours and Safety Standards Act.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. Where applicable (see 40 U.S.C. § 3701), 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 at 29 C.F.R. Part 5. See 2 C.F.R. Part 200, Appendix II, ¶ E.
- c. Under 40 U.S.C. § 3702, 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 workweek.
- d. 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.
- e. The regulation at 29 C.F.R. § 5.5(b) provides the required contract clause concerning compliance with the Contract Work Hours and Safety Standards Act:

“Compliance with the Contract Work Hours and Safety Standards Act.

- (1) Overtime requirements. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.
- (2) Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of \$10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.
- (3) Withholding for unpaid wages and liquidated damages. The (write in the name of the Federal agency or the loan or grant recipient) shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.
- (4) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section.”

6. Rights to Inventions Made Under a Contract or Agreement.

- a. Stafford Act Disaster Grants. This requirement **does not apply to the Public Assistance, Hazard Mitigation Grant Program, Fire Management Assistance Grant Program, Crisis Counseling Assistance and Training Grant Program, Disaster Case Management Grant Program, and Federal Assistance to Individuals and Households – Other Needs Assistance Grant Program, as**

FEMA awards under these programs do not meet the definition of “funding agreement.”

- b. If the FEMA award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the non-Federal entity 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 non-Federal entity must comply with the requirements of 37 C.F.R. 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 FEMA. See 2 C.F.R. Part 200, Appendix II, ¶ F.

- c. The regulation at 37 C.F.R. § 401.2(a) currently defines “funding agreement” as any contract, grant, or cooperative agreement entered into between any Federal agency, other than the Tennessee Valley Authority, and any contractor for the performance of experimental, developmental, or research work funded in whole or in part by the Federal government. This term also includes any assignment, substitution of parties, or subcontract of any type entered into for the performance of experimental, developmental, or research work under a funding agreement as defined in the first sentence of this paragraph.
7. Clean Air Act and the Federal Water Pollution Control Act. Contracts of amounts in excess of \$150,000 must contain a provision that requires the contractor 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 FEMA and the Regional Office of the Environmental Protection Agency. See 2 C.F.R. Part 200, Appendix II, ¶ G.
- a. The following provides a sample contract clause concerning compliance for contracts of amounts in excess of \$150,000:
- “Clean Air Act
- (1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
 - (2) The contractor agrees to report each violation to the (name of the state agency or local or Indian tribal government) and understands and agrees that the (name of the state agency or local or Indian tribal government) will, in turn, report each violation as required to assure notification to the (name of recipient), Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
 - (3) The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.
- Federal Water Pollution Control Act
- (1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
 - (2) The contractor agrees to report each violation to the (name of the state agency or local or Indian tribal government) and understands and agrees that the (name of the state agency or local or Indian tribal government) will, in turn, report each violation as required to assure notification to the (name of recipient), Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
 - (3) The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.”
8. Debarment and Suspension.
- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
 - b. Non-federal entities and contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security’s regulations at 2 C.F.R. Part 3000 (Non procurement Debarment and Suspension).

- c. These regulations restrict awards, subawards, and contracts with certain parties that are debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs and activities. See 2 C.F.R. Part 200, Appendix II, ¶ H; and *Procurement Guidance for Recipients and Subrecipients Under 2 C.F.R. Part 200 (Uniform Rules): Supplement to the Public Assistance Procurement Disaster Assistance Team (PDAT) Field Manual Chapter IV, ¶ 6.d, and Appendix C, ¶ 2 [hereinafter PDAT Supplement].* A contract award must not be made to parties listed in the SAM Exclusions. SAM Exclusions is the list maintained by the General Services Administration that 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. SAM exclusions can be accessed at www.sam.gov. See 2 C.F.R. § 180.530; PDAT Supplement, Chapter IV, ¶ 6.d and Appendix C, ¶ 2.
- d. In general, an “excluded” party cannot receive a Federal grant award or a contract within the meaning of a “covered transaction,” to include subawards and subcontracts. This includes parties that receive Federal funding indirectly, such as contractors to recipients and subrecipients. The key to the exclusion is whether there is a “covered transaction,” which is any non-procurement transaction (unless excepted) at either a “primary” or “secondary” tier. Although “covered transactions” do not include contracts awarded by the Federal Government for purposes of the non-procurement common rule and DHS’s implementing regulations, it does include some contracts awarded by recipients and subrecipient.
- e. Specifically, a covered transaction includes the following contracts for goods or services:
 - (1) The contract is awarded by a recipient or subrecipient in the amount of at least \$25,000.
 - (2) The contract requires the approval of FEMA, regardless of amount.
 - (3) The contract is for federally required audit services.
 - (4) A subcontract is also a covered transaction if it is awarded by the contractor of a recipient or subrecipient and requires either the approval of FEMA or is in excess of \$25,000.
- d. The following provides a debarment and suspension clause. It incorporates an optional method of verifying that contractors are not excluded or disqualified:

“Suspension and Debarment

- (1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such the contractor is required to verify that none of the contractor, its principals (defined at 2 C.F.R. § 180.995), or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).
- (2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- (3) This certification is a material representation of fact relied upon by (insert name of subrecipient). If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to (name of state agency serving as recipient and name of subrecipient), the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- (4) The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the

period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.”

9. Byrd Anti-Lobbying Amendment.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. Contractors that apply or bid for an award of \$100,000 or more must file the required certification. See 2 C.F.R. Part 200, Appendix II, ¶ 1; 44 C.F.R. Part 18; PDAT Supplement, Chapter IV, 6.c; Appendix C, ¶ 4.
- c. 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. See PDAT Supplement, Chapter IV, ¶ 6.c and Appendix C, ¶ 4.
- d. The following provides a Byrd Anti-Lobbying contract clause:

“Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of \$100,000 or more shall 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 shall 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 recipient.”

APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements (To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an 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 any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. 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 contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form- LLL, “Disclosure Form to Report

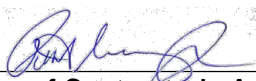
Lobbying,” in accordance with its instructions.

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

[GovConnection, Inc. dba](#)

The Contractor, [Connection - Public Sector Solutions](#), certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 *et seq.*, apply to this certification and disclosure, if any.



Signature of Contractor's Authorized Official

[Vice President SLED Sales](#)

Name and Title of Contractor's Authorized Official

[1/15/2021](#)

Date”

10. Procurement of Recovered Materials.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, Pub. L. No. 89-272 (1965) (codified as amended by the Resource Conservation and Recovery Act at 42 U.S.C. § 6962). See 2 C.F.R. Part 200, Appendix II, ¶ J; 2 C.F.R. § 200.322; PDAT Supplement, Chapter V, ¶ 7.
- c. The requirements of Section 6002 include procuring only items designated in guidelines of the EPA at 40 C.F.R. Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired by the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.
- d. The following provides the clause that a state agency or agency of a political subdivision of a state and its contractors can include in contracts meeting the above contract thresholds:

“(1) In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA- designated items unless the product cannot be acquired—

- (i) Competitively within a timeframe providing for compliance with the

contract performance schedule;

(ii) Meeting contract performance requirements; or

(iii) At a reasonable price.

(2) Information about this requirement, along with the list of EPA- designate items, is available at EPA's Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>."

11. Additional FEMA Requirements.

a. The Uniform Rules authorize FEMA to require additional provisions for non- Federal entity contracts. FEMA, pursuant to this authority, requires or recommends the following:

b. Changes.

To be eligible for FEMA assistance under the non-Federal entity's FEMA grant or cooperative agreement, the cost of the change, modification, change order, or constructive change must be allowable, allocable, within the scope of its grant or cooperative agreement, and reasonable for the completion of project scope. FEMA recommends, therefore, that a non-Federal entity include a changes clause in its contract that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may differ depending on the nature of the contract and the end-item procured.

c. Access to Records.

All non-Federal entities must place into their contracts a provision that all contractors and their successors, transferees, assignees, and subcontractors acknowledge and agree to comply with applicable provisions governing Department and FEMA access to records, accounts, documents, information, facilities, and staff. See DHS Standard Terms and Conditions, v 3.0, ¶ XXVI (2013).

d. The following provides a contract clause regarding access to records:

"Access to Records. The following access to records requirements apply to this contract:

(1) The contractor agrees to provide (insert name of state agency or local or Indian tribal government), (insert name of recipient), the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

(2) The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

(3) The contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract."

12. DHS Seal, Logo, and Flags.

- a. All non-Federal entities must place in their contracts a provision that a contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval. See DHS Standard Terms and Conditions, v 3.0, ¶ XXV (2013).
- b. The following provides a contract clause regarding DHS Seal, Logo, and Flags: “The contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre- approval.”

13. Compliance with Federal Law, Regulations, and Executive Orders.

- a. All non-Federal entities must place into their contracts an acknowledgement that FEMA financial assistance will be used to fund the contract along with the requirement that the contractor will comply with all applicable federal law, regulations, executive orders, and FEMA policies, procedures, and directives.
- b. The following provides a contract clause regarding Compliance with Federal Law, Regulations, and Executive Orders: “This is an acknowledgement that FEMA financial assistance will be used to fund the contract only. The contractor will comply will all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.”

14. No Obligation by Federal Government.

- a. The non-Federal entity must include a provision in its contract that states that the Federal Government is not a party to the contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.
- b. The following provides a contract clause regarding no obligation by the Federal Government: “The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.”

15. Program Fraud and False or Fraudulent Statements or Related Acts.

- a. The non-Federal entity must include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.
- b. The following provides a contract clause regarding Fraud and False or Fraudulent or Related Acts: “The contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the contractor’s actions pertaining to this contract.”

Additional contract clauses per 2 C.F.R. § 200.325

For applicable construction/reconstruction/renovation and related services: A payment and performance bond are both required for 100 percent of the contract price. A "performance bond" is one executed in connection with a contract to secure fulfillment of all the contractor's obligations under such contract. A "payment bond" is one executed in connection with a contract to assure payment as required by law of all persons supplying labor and material in the execution of the work provided in the contract.

Offeror agrees to comply with all terms and conditions outlined in the FEMA Special Conditions section of this solicitation.

Offeror's Name: GovConnection, Inc. dba Connection - Public Sector Solutions

Address, City, State, and Zip Code:
732 Milford Road, Merrimack, NH 03054

Phone Number: 800-800-0019 ext. 33331 Fax Number: 603-683-0023

Printed Name and Title of Authorized Representative: Robert Marconi, Vice President SLED Sales
bob.marconi@connection.com

Email Address: _____

Signature of Authorized Representative:  _____

Date: 1/15/2021

QUALIFICATION AND EXPERIENCE

c) Qualification and Experience

- i. Provide a brief history of the Offeror, including year it was established and corporate office location.

Connection Response: Patricia Gallup and David Hall established PC Connection, Inc., our parent company, in 1982 with a mission to offer “a better way to buy information technology products.” The Connection family has since grown into an industry-leading, IT HVAR and a \$3 billion company. Connection is a Fortune 1000 Global Solutions Provider and premier reseller of 425,000 IT products/services from over 1,600 manufacturers. The Connection brand includes Connection Public Sector Solutions, Connection Business Solutions, Connection Enterprise Solutions and Connection Global Solutions. Through these companies, we provide customer-centric IT solutions and services to the public sector markets, small- to medium-sized businesses and enterprise.

Since 1993, Connection has become a trusted and recognized leader in the public sector marketplace. Our expertise has in part been built off a decades-long history of supporting state and local government, K–12, and higher education institutions. Our customers have come to recognize and rely upon our demonstrated excellence of service and close affinity for the IT needs in the public sector environment. This experience fuels a team of specialists dedicated to understanding this market and servicing them with technology products, solutions, professional services, and award-winning service. Connection Public Sector Solutions attained industry leadership by adhering tenaciously to a high standard of quality—in our people, products, partnerships, and technology. Despite our continued growth, we have never lost sight of the core of our success—customer satisfaction.

Today, we serve our customers through our staff of highly trained sales force, a team of on-staff experts, and our efficient procurement websites. Connection’s tenured sales force is strategically located across the country, positioned to provide our customers with nationwide coverage.

Connection is the most qualified supplier due to our long, rich and successful history providing these services to our public sector customers, our objective solutions recommendations, and the experienced Account Team already in place to service Region 4 ESC and its members.

Year of Establishment and Corporate Office

- Incorporated as ComTeq Federal, Inc. on August 13, 1993
- Became a wholly owned Subsidiary of PC Connection, Inc on June 28, 1998
- Renamed GovConnection, Inc. on January 1, 2002
- Renamed company under one umbrella: Connection in 2016
- Corporate Office: 732 Milford Road, Merrimack, NH 03054

- ii. Describe Offeror's reputation in the marketplace.

Connection Response: Connection is a leading reseller in the IT reseller arena. We have demonstrated award-winning excellence for quality service and on-time delivery nationwide. The direct marketing and sale of information technology products is highly competitive. We are competitive with other national technology solution providers, including CDW Corporation, SHI and Insight Enterprises, Inc. Twice recognized by Forbes as one of "America's Most Trustworthy Companies," our mission is to provide customers with the expert guidance, state-of-the-art tools, and exceptional service to solve their technology challenges.

- iii. Describe Offeror's reputation of products and services in the marketplace.

Connection Response: Consistently receive recognition/awards from our vendor partners honoring our capabilities:

A Sampling of Connection's Vendor recognition includes:

- 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–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 (LAR) of the Year Award

- 2016, Microsoft Operations Excellence Award
- 2016, Dell EMC Healthcare Partner of the Year
- 2016, Symantec Growth Partner of the Year
- 2016, Kaspersky Lab's Large Account Reseller (LAR) of the Year Award
- 2016, Americas VMware Partner Innovation Award in the Renewals

- category
 - 2016, Premier's Continuum of Car Award
 - 2015, HPE Federal Enterprise Group Partner of the Year
 - 2015, Dell Partner Direct NSP Partner of the Year
 - 2015, Symantec Growth Partner of the Year
 - 2015, Microsoft Operational Excellence Award
 - 2015, Ranked Top 20 of CRN's Solution Provider 500
- iv. Describe the experience and qualification of key employees.

Connection Response: Connection believes our employees, specifically our sales force, are the lifeline for our customers. Because of this, constant training and improvement are a priority. We want our customers to respect and trust the knowledge provided by their dedicated account team.

Below is a list of some of the training programs our employees have access to:

- New Account Managers receive three months of thorough training on product offerings, industry trends, internal infrastructure/applications and available support avenues, prior to being assigned a dedicated territory.
- Continuing Education training is provided, with manufacturers, to keep our employees abreast of industry trends and the latest technology. This is accomplished through Small Group training, vendor forums, WebEx's, and frequent Lunch-and-Learns.
- Vendors such as HP, Cisco, VMWare and Microsoft offer training to allow our sales force to become certified in their products.
- Our parent company, PC Connection, Inc., offers ongoing Professional Development courses including Communication Skills and Microsoft Office Applications.
- Ongoing training is available on Industry Regulations and Contract Requirements.

We offer a nationwide team of over 140 highly trained, inside sales and field sales representatives. This team brings tenured expertise (7 years on average), expansive industry knowledge, and exemplary customer service skills, allowing us to develop successful partnerships with our customers. In addition to our highly trained sales force of both internal and field representatives, we also provide an entire division solely supporting our Clients, known as our Technology Solutions Group. This group consists of Technical Solution Specialists, Solution Architects, System Engineers, Project Managers, Software licensing Specialists, Practice Directors and more. Holding over 2,500 technical certifications, these roles, among others, help align our sales organization, ensuring we are up to date on certifications and training for current and upcoming storage solutions, as well as assistance with being an agnostic resource to help the clients design, build, implement, and manage storage solutions.

Our organization has the internal resources to assist you with your storage challenges and needs, as well as having very strong relationships with various manufacturers, allowing you to receive the most competitive offerings while providing choice and value.

Further, Connection maintains an on-site presence of manufacturer representatives who are available for consultation and for conference calls with customer. Connection also employs product specialists who offer expertise on the respective manufacturers whom they represent.

- v. Describe Offeror's experience working with the government sector.

Connection Response: Connection has attained industry leadership by adhering tenaciously to a high standard of quality—in our people, products, partnerships and technology. Despite our continued growth, we have never lost sight of the core of our success—customer satisfaction.

Connection helps customers solve the key business challenges inherent in any IT project by:

- Understanding the core problem
- Identifying the best-fit solution for the customer
- Delivering services customized to the customer's unique requirements
- Validating that true knowledge transfer takes place for the customer to maintain self sufficiency
- Layering in maintenance and support to extend the lifecycle and reliability of the solution
- Ensuring that customers derive the maximum value from their IT technology investments

Connection works closely with IT and administrative departments on website purchasing development, campus integration standards, marketing plans, and streamlining purchasing procedures. Connection offers robust product lines, expert marketing, and maintains an award-winning reputation for comprehensive service.

- vi. Describe in detail what level of assistance will be provided to a Participating Agency to secure E-Rate funding. Identify how much effort will be required in obtaining this funding. Specify the services available to the agency for project planning, specialized program assistance, and other services provided to the agency dealing with the E-Rate program.

Connection Response: As a Category 2 Internal Connections Service Provider, Connection[®] Public Sector Solutions has been involved with many strategic projects for E-Rate applicants. Remote learning and networking infrastructure are becoming a must have in these changing times. Our E-Rate customers have relied on Connection to provide a complete turnkey solution around internal connections to include networking, wireless, cabling, implementation, and support.

We will assist each Participating Agency secure E-Rate funding after being selected as the Service Provider after a fair, open and competitive bid process. At Connection, we understand the compliance requirements of the E-Rate program and we abide by the rules. 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.

In addition to the dozens of employees with E-Rate experience, we also engage with National E-Rate Consulting firms for advice, direction and guidance. We will engage these resources to assist any Region 4 Participating Agency resolve any questions or issues that arise in the PIA review process or to assist during an appeal to secure the Funding Commitment.

Connection has more than 400 engineering, services, and technical staff to design, implement, and manage the most complex of networking designs. All our projects are managed by professional certified PMI Project Managers. We will conduct a project kick-off meeting with the Participating Agency prior to the implementation of the project. In addition, we will conduct weekly project review meetings to ensure that the project is on track and meeting the expectations of the Agency. We can support multiple manufacturers and software publishers, including Aruba, Cisco, Palo Alto, Meraki, and more. We can augment your IT staff or take complete control of the project from design to outsourced management of the networking platform.

Historically, we have done large-scale integration projects to include complex wireless network designs and implementations. We have designed multi-site Layer 2 and Layer 3 switching technologies. We have successfully done multi-site deployments that include structured CAT 5+ and CAT 6 cabling infrastructure, fiber backbone design, and implementation. Connection has also successfully partnered with 3rd party partners that can provide an extra layer of design and support like point-to-point wireless mesh technologies. In addition, we employ several Certified Security Engineers to help design safe, secure firewall implementations and remote access networks that will support your remote learning environments.

We don't just design, implement and deploy technology, we ensure that the Agency's Teachers are comfortable with the use of the technology. We have specialized resources that can assist every Agency with the use and integration into the Instructional Environment at the Agency. These resources will work with each Participating Agency to understand the scope of the learning engagement and customize a training schedule. Our goal would be to share best practices of instructional technology that we have rolled out across the country.

With over 20 years' experience in the E-Rate Program, Connection, Public Sector Solutions is very well versed in the E-Rate Program, the tools, forms, process and compliance. We are well positioned to make every Region 4 Participating Agency have a successful experience with the E-Rate Program and securing the Funding requested.

- vii. Describe past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors.

Connection Response: From time to time, GovConnection, Inc. is party, as plaintiff or defendant, to various types of legal proceedings, audits and claims, which arise in the ordinary course of business. Publicly available information on material matters, if any, is as reported in our SEC filings located at <https://ir.connection.com>

a. References

- viii. Provide a minimum of 10 customer references relating to the products and services within this RFP. Include entity name, contact name and title, contact phone and email, city, state, years serviced, description of services and annual volume.

Connection Response: Please see a list of Connection References listed below.

- Entity Name: Clay County District Schools
Contact Name and Title: James Vinson, Technology Support Supervisor
Contact Phone: 904-336-9600 ext. 69608
Contact Email: james.vinson@myoneclay.net
Contact Address: 154 Yellow Jacket Dr., Hayesville, NC 28904
Years Serviced: 28 Years
Description of Services: Connection has provided core and edge switches along with APs. Manufacturers sold include Dell, HPE, and Aerohive Aps.
Annual Volume: Proprietary
- Entity Name: City of Long Beach
Contact Name and Title: Cason Lee, Deputy Director
Contact Phone: 562-570-5553
Contact Email: Cason.Lee@longbeach.gov
Contact Address: 205 N Marina Dr. Long Beach, CA 90803
Years Serviced: 23 Years
Description of Services: Connection has provided IT related hardware and services.
Annual Volume: Proprietary
- Entity Name: Colorado State University
Contact Name and Title: Katie Banghart, Program Assistant
Contact Phone: 970-491-5600
Contact Email: katie.banghart@colostate.edu
Contact Address: 1018 Campus Delivery, Fort Collins, CO 80523
Years Serviced: 20 Years
Description of Services: Connection provided HPE switches & wireless access points, various IT software, and hardware products.
Annual Volume: Proprietary
- Entity Name: Ohio State University
Contact Name and Title: Eric D'Huyvetter, e-Procurement Analyst
Contact Phone: 614-688-3390
Contact Email: dhuyvetter.1@osu.edu
Contact Address: 2650 Kenny Road Columbus, OH 43210-1039
Years Serviced: 19 Years
Description of Services: Connection has provided IT related hardware and services.
Annual Volume: Proprietary

- Entity Name: Southern New Hampshire University (SNHU)
Contact Name and Title: Sara Veilleux, Assistant Vice President
Contact Phone: 603-629-3523
Contact Email: s.veilleux@snhu.edu
Contact Address: 2500 North River Road, Manchester, NH 03106
Years Serviced: 16 Years
Description of Services: Connection has provided full solutions of desktops, laptops, and other IT related products.
Annual Volume: Proprietary
- Entity Name: Tennessee State University
Contact Name and Title: John Dodd, Network Manager
Contact Phone: 615-963-7651 ext. 2925
Contact Email: jdodd@tnstate.edu
Contact Address: 3500 John A. Merritt Blvd. Nashville, TN 37209
Years Serviced: 31 Years
Description of Services: Connection has provided networking & security solutions.
Annual Volume: Proprietary
- Entity Name: Bullhead City Elementary School District #15
Contact Name and Title: James McNutt, Director of Technology
Contact Phone: Office: 928-704-5756 / Cell: 928-219-1117
Contact Email: jmcnutt@crsk12.org
Contact Address: 1004 Hancock Rd., Bullhead City, AZ 86442
Years Serviced: 8 Years
Description of Services: Connection has provided laptops, desktops, data center products, printers and accessories.
Annual Volume: Proprietary
- Entity Name: University of Massachusetts at Amherst
Contact Name and Title: Lars Marshall, Assistant Director of Enterprise Services
Contact Phone: 413-545-3203
Contact Email: Lars.Marshall@umass.edu
Contact Address: 740 N. Pleasant St., LGRC Room A139, Amherst, MA 01003
Years Serviced: 28 Years
Description of Services: Full catalog
Annual Volume: Proprietary
- Entity Name: University of Nebraska - Lincoln
Contact Name and Title: Bradley Logan Senior, IT Sourcing Specialist
Contact Phone: 402-472-6307
Contact Email: bradley.logan@unl.edu
Contact Address: 1400 R St., Lincoln, Nebraska 68588
Years Serviced: 31 Years
Description of Services: Full catalog
Annual Volume: Proprietary
- Entity Name: Oklahoma State University
Contact Name and Title: Leigh James, Assistant. Dir., Purchasing
Contact Phone: 405-744-5984
Contact Email: leigh.james@okstate.edu

Contact Address: 1224 N Boomer Road, Stillwater, OK 74078
Years Serviced: 3 Years
Description of Services: Full academic catalog
Annual Volume: Proprietary

- Entity Name: AIMS Community College
Contact Name and Title: Connie Lataille, Buyer-Procurement Department
Contact Phone: 970-339-6207
Contact Email: connie.lataille@aims.edu
Contact Address: 5401 W 20th Street, Greeley, CO 80634
Years Serviced: 11 Years
Description of Services: Variety of categories, PC, software, servers, storage, power, and PC accessories.
Annual Volume: Proprietary

ix. Provide any additional information relevant to this section.

VALUE ADD

d) Value Add

- i. Provide any additional information related to products and services Offeror proposes to enhance and add value to the Contract.

Connection Response: Connection has worked extensively to offer coverage specific to the verticals that encompass the SLED market, mainly the kindergarten through 12th grade education (K-12), higher education, and state and local government markets. This includes providing all account managers with a specific vertical that they focus on, allowing them to become subject matter experts, and able to be a trusted advisor to our customers. We have also hired a vertical alliance manager (VAM) for each of these verticals. These vertical leads are responsible for the creation and implementation of growth strategies for their assigned market. They will identify strengths and opportunities to support long-term growth and sustainability. Each VAM has extensive experience with the vertical they support, and they use this experience to work with emerging technology vendors, to make sure Connection is offering a complete solution for that vertical. This includes investigating and offering niche products for that vertical, and new and emerging technologies. Adding to their expertise and industry experience, our VAM's also participate in ongoing training, seminars, and customer meetings to ensure they are aware of their customers' needs and challenges, which they pass along to our account managers.

For the K-12 sector, Connection has grown our supporting team considerably. This included adding Corey Petersen as the vertical sales lead, and Pam Aulakh as the K-12 VAM. As a VAM, Pam is your K-12 Education Strategist and is available to work your team to identify strengths and opportunities to support long-term growth and sustainability. As a former educator and technology leader in a top tier K-12 school district, she is uniquely positioned to understand the culture as well as the challenges that are specific the K-12 market.

While not solely dedicated to K-12, Connection has also added two Microsoft Innovative Educators (MIE), Cindy Daniels and Nicole Caldwell. Cindy and Nicole use their 30 years combined experience as K-12 educators to focus on providing professional development and support surrounding Microsoft solutions. With the addition of our MIE's, Connection is now a Microsoft Global training partner and is proud to be the first reseller to be certified through Microsoft's new program that focused on Professional Development. Connection has invested in a team of Microsoft Professional Development strategists and developed partnerships with Certified Google Cloud partners. We can support your staff with professional learning on platforms such as M365 and GSuite.

Ability to do services out of Ohio – TIDC

ISO-Certified, State-of-the-Art Custom Configuration

In 2016, we relocated our Technology Integration and Distribution Center (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. A sampling of the configuration services offered here include hardware configuration, software installation, system imaging, product staging, server rack construction, custom printer construction, asset tagging, etching and custom labeling.

The new facility is 268,000 square feet and 7.5 million cubic feet. This gives us not only more room to provide continuous product availability, but also room to hire more staff to complete more projects in a day. With this increased capacity, we have completed more than 225,000+ custom configurations each year, which helps us serve more customers with our proven approach to rapid response.

Setting us apart from many of our competitors, we maintain our own inventory, stocking our 11,000 most frequently purchased items in our warehouse. This ensures regular shipments of over 6,000–8,000 orders per day. Replenishments are ordered on a daily basis and are delivered the next day to our distribution center via dedicated trucks.

For additional information on the dependable and seamless distribution and fulfillment offered by Connection Public Sector Solutions' state-of-the-art TIDC, we hope you will enjoy the following video.
<https://vimeo.com/383306378/9ae0111ed7>

E-Rate Value Add

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, 400 engineering, services, and technical staff to help design, implement, and manage the most complex of networking designs.

We are uniquely positioned to ensure that every school district has a successful experience with the E-Rate Program and to secure the funding requested.

Thomas Halberda, Director of E-Rate and Data Center Sales

Tom has been in the Public Sector Sales/Education Market, specifically the E-Rate Program for over 2 two decades where he has served in a variety of leadership positions. Throughout Tom's career as a business owner, VP of Sales, Director of Channel Operations for a leading networking manufacturer and the Director of Sales for a Texas based K-12 Education Team he and the teams he has led consistently exceeded growth expectations and he developed many sales strategies and programs earning him numerous awards. Working with K-12 Districts and Libraries and Consortiums, Instructional Leaders as well as Technical Leaders, Tom 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. Participating in the E-Rate Program for over 20 years, Tom has managed over \$2B of Awards as a Category 2 Service Provider. Tom has multiple manufacturer's certifications including Cisco Networking Sales Certification and VMware Certification.

Change is inevitable, in today's challenging time it is critical that organizations take advantage of all the technical resources funding sources available to them. Tom has the experience and knowledge of several programs, including the E-Rate Program help guide organizations take full advantage of the available technical and financial resources available to them. Tom and the Educational Leadership Team of Connection have the experience and expertise to produce results. Tom reports to Bob Marconi, Vice President SLED Sales.

Contact information for Tom:
800-800-0019 ext. 33226
Thomas.halberda@connection.com

Steven Zitney, Vertical Alliance Manager

Steve Zitney is Connection's State and Local Vertical Alliance Manager (VAM). In this role, Steve works with State and Local agencies across the country to help develop and implement State and Local government technology solutions to promote their growth. This ensures his ability to assist our customers, start to finish, when planning their projects and implementations, bringing them the best value for their time and money. As a former Corrections Officer with the Clinton County, OH Adult Detention Center and as a Deputy Sheriff within the Road Patrol Division of the Clinton County Sheriff's Office, Steve is uniquely positioned to understand the IT culture and environment of our Public Safety / State and Local customers, having a firm understanding of what is relevant these customers to keep them safe and efficient in the field.

Steve has completed the Ohio Peace Officer Training Commission (OPOTC / Police Academy) and obtained his OPOTC Certification, in addition to two

Associates Degree's; Criminal Justice – Law Enforcement & Private Security - Asset Protection & Loss Prevention. After those years in Public Safety, Steve joined Connection and has transitioned from an Account Manager covering the State and Local vertical market, to the role of Public Safety and Justice Business Development Specialist then to his current position of State and Local (S&L) Vertical Alliance Manager. As Connection's S&L VAM, he is constantly searching for new solutions that will bring a significant value to our customers and their daily operations. Some of these include:

- Hosting a regular cadence of manufacturer / solutions trainings for our internal, sales teams
 - Planning customer facing events with manufacturers to introduce our State and Local customer base to emerging technology vendors
 - Working with our internal teams to invite them to Advisory Councils where manufacturers and Connection Executives alike can speak to technology trends we see within these verticals and offer insight into how customers may want to consider proceeding moving forward.
- Steve reports to Bob Marconi, Vice President SLED Sales.

Contact Information for Steve:
800.800.0019 Ex: 34443
Mobile: 937-408-3697
steven.zitney@connection.com

Pam Aulakh, M. Ed. Vertical Alliance Manager, K-12

Pamela Aulakh, M. Ed. is the K-12 Vertical Alliance Manager (VAM) for Connection. In her role as an education strategist, she works with districts across the nation to help develop and implement K-12 educational technology solutions in support of improving learning environments and student outcomes. After spending more than a decade as an educator, instructional technology leader, and project manager, Pam understands the importance of leveraging solutions and funding to support equity-based technology programs and structures. She managed programs designed to create model digital learning campuses programs to support teachers and students in Brevard. Her expertise includes developing professional development programs centered on ISTE standards and Blended Learning. She is experienced with building innovation portfolios that integrate STEM and Maker programs while leveraging community support. Pam is a current member and former President of the Florida Council for Instructional Technology Leaders. She holds a B.S. in Business Administration, a master's degree in Educational Leadership and is certified in Microsoft, Google, and Project Management. Pam reports to Bob Marconi, VP Inside Sales.

Contact information for Pam:
800-800-0019 ext.
Pamela.aulakh@connection.com

Sean McCann, Sr. Vertical Alliance Manager- HIED

Sean McCann joined Connection in 2011 and is currently the Sr. Vertical Alliance Manager (VAM) for Higher Education. He is responsible for the development and implementation of our overall strategy in Higher Education. Previously, Sean served as Business Development Manager for Major Public Accounts providing sales and marketing support for Higher Ed customers. Sean reports to Bob Marconi, Vice President SLED Sales.

Contact Information for Sean:

475-236-0413

Sean.mccann@connection.com

2. Competitive Range: It may be necessary to establish a competitive range. Factors from the predetermined criteria will be used to make this determination. Responses not in the competitive range will not receive further award consideration. Region 4 ESC may determine establishing a competitive range is not necessary.

Connection Response: Connection acknowledges and understands.

3. Past Performance: An Offeror's past performance and actions are relevant in determining whether or not the Offeror is likely to provide quality goods and services; the administrative aspects of performance; the Offeror's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the Offeror's businesslike concern for the interests of the customer may be taken into consideration when evaluating proposals, although not specifically mentioned in the RFP.

Connection Response: Connection acknowledges and understands.

4. Additional Investigations: Region 4 ESC reserves the right to make such additional investigations as it deems necessary to establish the capability of any Offeror.

Connection Response: Connection acknowledges and understands.

**ADDITIONAL REQUIRED DOCUMENTS
(APPENDIX C, EXHIBIT G, & ADDENDUM
NO. 1)**

APPENIDX C

ADDITIONAL REQUIRED DOCUMENTS

- DOC #1 Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy
- DOC #2 Antitrust Certification Statements (Tex. Government Code § 2155.005)
- DOC #3 Implementation of House Bill 1295 Certificate of Interested Parties (Form 1295)
- DOC #4 Texas Government Code 2270 Verification Form

ACKNOWLEDGMENT AND ACCEPTANCE
OF REGION 4 ESC's OPEN RECORDS POLICY

OPEN RECORDS POLICY

All proposals, information and documents submitted are subject to the Public Information Act requirements governed by the State of Texas once a Contract(s) is executed. If an Offeror believes its response, or parts of its response, may be exempted from disclosure, the Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt and include detailed reasons to substantiate the exemption. Price is not confidential and will not be withheld. Any unmarked information will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any Offeror. Offeror is 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.

Signature below certifies complete acceptance of Region 4 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary).

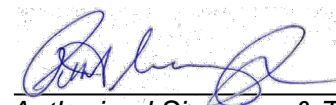
Check one of the following responses to the Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy below:

- We acknowledge Region 4 ESC's Open Records Policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.
- We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act.

(Note: Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Offeror must include detailed reasons to substantiate the exemption(s). Price is not confident and will not be withheld. All information believed to be a trade secret or proprietary must be listed. It is further understood that failure to identify such information, in strict accordance with the instructions, will result in that information being considered public information and released, if requested under the Public Information Act.)

1/15/2021

Date



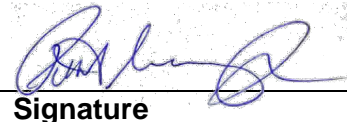
Authorized Signature & Title

ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)
Attorney General Form

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 proposal, 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 proposal, 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 proposal 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	<u>GovConnection, Inc. dba</u> <u>Connection - Public Sector Solutions</u>	Contact
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Signature

Robert Marconi
Printed Name

Vice President SLED Sales
Position with Company

Address	<u>732 Milford Road, Merrimack, NH 03054</u>
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**Official
Authorizing
Proposal**



Signature
Raymond McIlwain
Printed Name

Sr. Dir. Contracts and Compliance
Position with Company

Phone	<u>800-800-0019 ext. 33331</u>
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Fax	<u>603-183-1060</u>
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Implementation of House Bill 1295

Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least \$1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:

Starting on January 1, 2016, the commission made available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. This process is known as acknowledging the certificate. The commission will post the acknowledged Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency. The posted acknowledged form does not contain the declaration of signature information provided by the business.

A certificate will stay in the pending state until it is acknowledged by the governmental agency. Only acknowledged certificates are posted to the commission's website.

Electronic Filing Application: https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

Frequently Asked Questions:
https://www.ethics.state.tx.us/resources/FAQs/FAQ_Form1295.php

Changes to Form 1295: <https://www.ethics.state.tx.us/data/filinginfo/1295Changes.pdf>

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY
CERTIFICATION OF FILING**

Certificate Number:
2021-706522

Date Filed:
01/14/2021

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.
GovConnection, Inc. d/b/a Connection Public Sector Solutions
Merrimack, NH United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.
Region 4 Education Service Center

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.
21-04
Technology Solutions, Products and Services.

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary
	PC Connection, Inc. ,	Merrimack, NH United States	X	

5 Check only if there is NO Interested Party.

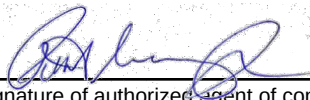
6 UNSWORN DECLARATION

My name is Robert Marconi, and my date of birth is _____.

My address is 732 Milford Road, Merrimack, NH, 03054, USA.
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Hillsborough County, State of NH, on the 15th day of January, 20 21.
(month) (year)



Signature of authorized agent of contracting business entity
(Declarant)

House Bill 89 (85R Legislative Session), which adds Chapter 2270 to the Texas Government Code, provides that a governmental entity may not enter into a contract with a company without verification that the contracting vendor does not and will not boycott Israel during the term of the contract.

Furthermore, Senate Bill 252 (85R Legislative Session), which amends Chapter 2252 of the Texas Government Code to add Subchapter F, prohibits contracting with a company engaged in business with Iran, Sudan or a foreign terrorist organization identified on a list prepared by the Texas Comptroller.

I, Robert Marconi, as an authorized representative of

GovConnection, Inc. dba Connection - Public Sector Solutions, a contractor engaged by

Insert Name of Company

Region 4 Education Service Center, 7145 West Tidwell Road, Houston, TX 77092, verify by this writing that the above-named company affirms that it (1) does not boycott Israel; and (2) will not boycott Israel during the term of this contract, or any contract with the above-named Texas governmental entity in the future.

Also, our company is not listed on and we do not do business with companies that are on the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations found at <https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf>.

I further affirm that if our company's position on this issue is reversed and this affirmation is no longer valid, that the above-named Texas governmental entity will be notified in writing within one (1) business day and we understand that our company's failure to affirm and comply with the requirements of Texas Government Code 2270 et seq. shall be grounds for immediate contract termination without penalty to the above-named Texas governmental entity.

I swear and affirm that the above is true and correct.



Signature of Named Authorized Company Representative

1/15/2021

Date

EXHIBIT G
NEW JERSEY BUSINESS COMPLIANCE

NEW JERSEY BUSINESS COMPLIANCE

Suppliers intending to do business in the State of New Jersey must comply with policies and procedures required under New Jersey statutes. All offerors submitting proposals must complete the following forms specific to the State of New Jersey. Completed forms should be submitted with the offeror's response to the RFP. Failure to complete the New Jersey packet will impact OMNIA Partners' ability to promote the Master Agreement in the State of New Jersey.

DOC #1	Statement of Ownership Disclosure
DOC #2	Non-Collusion Affidavit
DOC #3	Affirmative Action Affidavit
DOC #4	Political Contribution Disclosure Form
DOC #5	Stockholder Disclosure Certification
DOC #6	Certification of Non-Involvement in Prohibited Activities in Iran
DOC #7	New Jersey Business Registration Certificate
DOC #8	EEOAA Evidence
DOC #9	McBride-Principles

New Jersey suppliers are required to comply with the following New Jersey statutes when applicable:

- all anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;
- Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;
- Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and
- Bid and Performance Security, as required by the applicable municipal or state statutes.

Due to COVID-19, documents requiring a notary seal may be obtained later upon request

STATEMENT OF OWNERSHIP DISCLOSURE

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: GovConnection, Inc. dba Connection - Public Sector Solutions

Organization Address: 732 Milford Rd. Merrimack, NH 03054

Part I Check the box that represents the type of business organization:

- Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
- Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
- For-Profit Corporation (any type) Limited Liability Company (LLC)
- Partnership Limited Partnership Limited Liability Partnership (LLP)
- Other (be specific): _____

Part II

- The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. **(COMPLETE THE LIST BELOW IN THIS SECTION)**

OR

- No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. **(SKIP TO PART IV)**

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
PC Connection, Inc. dba Connection Business Solutions	730 Milford Rd. Merrimack, NH 03054

Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

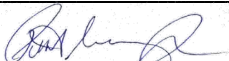
Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s
www.connection.com/ps	

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above.** The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address
PC Connection, Inc. dba Connection Business Solutions	730 Milford Rd. Merrimack, NH 03054

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the **<name of contracting unit>** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with **<type of contracting unit>** to notify the **<type of contracting unit>** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the **<type of contracting unit>** to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Robert Marconi	Title:	VP of SLED Sales
Signature:		Date:	1/15/2021

NON-COLLUSION AFFIDAVIT

STANDARD BID DOCUMENT REFERENCE	
	Reference: VII-H
Name of Form:	NON-COLLUSION AFFIDAVIT
Statutory Reference:	No specific statutory reference State Statutory Reference N.J.S.A. 52:34-15
Instructions Reference:	Statutory and Other Requirements VII-H
Description:	The Owner's use of this form is optional. It is used to ensure that the bidder has not participated in any collusion with any other bidder or Owner representative or otherwise taken any action in restraint of free and competitive bidding.

NON-COLLUSION AFFIDAVIT

State of New Hampshire
County of Hillsborough

ss:

I, Robert Marconi residing in GovConnection, Inc. dba Connection - Public Sector Solutions

in the County of Hillsborough and State of New Hampshire of full age, being duly sworn according to law on my oath depose and say that:

I am VP of SLED Sales of the firm of GovConnection, Inc. dba Connection - Public Sector Solutions

GovConnection, Inc. dba Connection - Public Sector Solutions the bidder making this Proposal for the bid Technology Solutions, Products entitled and Services, and that I executed the said proposal with

full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the Region 4 Education Service Unit relies upon the truth of the statements contained in said Proposal and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by GovConnection, Inc. dba Connection - Public Sector Solutions

Subscribed and sworn to

before me this day

Signature of Robert Marconi

January 15, 2021

Robert Marconi, VP of SLED Sales (Type or print name of affiant under signature)

Notary public of Dennis E. Hart

My Commission expires September 21, 2021

(Seal)



**AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)**

Company Name: GovConnection, Inc. dba Connection - Public Sector Solutions

Street: 732 Milford Rd.

City, State, Zip Code: Merrimack, NH 03054

Proposal Certification:

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)

Vendors must submit with proposal:

1. A photo copy of their Federal Letter of Affirmative Action Plan Approval

OR

2. A photo copy of their Certificate of Employee Information Report

OR

3. A complete Affirmative Action Employee Information Report (AA302) [Included on the following page.](#)

Public Work – Over \$50,000 Total Project Cost:

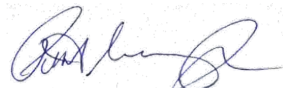
A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201-A upon receipt from the

B. Approved Federal or New Jersey Plan – certificate enclosed

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

1/15/2021

Date



Authorized Signature and Title

Robert Marconi, VP of SLED Sales

STATE OF NEW JERSEY
Division of Purchase & Property
Contract Compliance Audit Unit
EEO Monitoring Program

EMPLOYEE INFORMATION REPORT

IMPORTANT-READ INSTRUCTIONS CAREFULLY BEFORE COMPLETING FORM. FAILURE TO PROPERLY COMPLETE THE ENTIRE FORM AND TO SUBMIT THE REQUIRED \$150.00 FEE MAY DELAY ISSUANCE OF YOUR CERTIFICATE. DO NOT SUBMIT EEO-1 REPORT FOR SECTION B, ITEM 11. For Instructions on completing the form, go to: https://www.state.nj.us/treasury/contract_compliance/documents/pdf/forms/aa302ins.pdf

SECTION A - COMPANY IDENTIFICATION

1. FID. NO. OR SOCIAL SECURITY 52-1837891	2. TYPE OF BUSINESS <input type="checkbox"/> 1. MFG <input checked="" type="checkbox"/> 2. SERVICE <input type="checkbox"/> 3. WHOLESALE <input checked="" type="checkbox"/> 4. RETAIL <input type="checkbox"/> 5. OTHER	3. TOTAL NO. EMPLOYEES IN THE ENTIRE COMPANY 209			
4. COMPANY NAME GovConnection, Inc.					
5. STREET 732 Milford Rd.	CITY Merrimack	COUNTY Hillsboro	STATE NH	ZIP CODE 03054	
6. NAME OF PARENT OR AFFILIATED COMPANY (IF NONE, SO INDICATE) PC Connection, Inc.		CITY Merrimack	STATE NH	ZIP CODE 03054	
7. CHECK ONE: IS THE COMPANY: <input type="checkbox"/> SINGLE-ESTABLISHMENT EMPLOYER <input checked="" type="checkbox"/> MULTI-ESTABLISHMENT EMPLOYER					
8. IF MULTI-ESTABLISHMENT EMPLOYER, STATE THE NUMBER OF ESTABLISHMENTS IN NJ 0					
9. TOTAL NUMBER OF EMPLOYEES AT ESTABLISHMENT WHICH HAS BEEN AWARDED THE CONTRACT 					
10. PUBLIC AGENCY AWARDED CONTRACT					
		CITY	COUNTY	STATE	ZIP CODE

Official Use Only	DATE RECEIVED	NAUG.DATE	ASSIGNED CERTIFICATION NUMBER

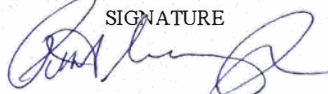
SECTION B - EMPLOYMENT DATA

11. Report all permanent, temporary and part-time employees ON YOUR OWN PAYROLL. Enter the appropriate figures on all lines and in all columns. Where there are no employees in a particular category, enter a zero. Include ALL employees, not just those in minority/non-minority categories, in columns 1, 2, & 3. **DO NOT SUBMIT AN EEO-1 REPORT.**

JOB CATEGORIES	ALL EMPLOYEES			PERMANENT MINORITY/NON-MINORITY EMPLOYEE BREAKDOWN									
	COL. 1 TOTAL (Cols.2 &3)	COL. 2 MALE	COL. 3 FEMALE	***** MALE *****					***** FEMALE *****				
				BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.	BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.
Officials/ Managers	21	18	3	1	0	0	0	17	0	0	0	0	6
Professionals	24	12	13	0	0	1	0	11	0	0	0	0	13
Technicians	5	5	0	1	0	0	0	4	0	0	0	0	0
Sales Workers	120	89	35	4	0	4	1	80	0	0	0	1	34
Office & Clerical	31	14	17	1	1	0	0	12	1	0	0	0	16
Craftworkers (Skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Operatives (Semi-skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Laborers (Unskilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Workers	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0
Total employment From previous Report (if any)	209	138	71	7	1	5	1	124	1	0	0	1	69
Temporary & Part-Time Employees	The data below shall NOT be included in the figures for the appropriate categories above.												
	0	0	0	0	0	0	0	0	0	0	0	0	0

12. HOW WAS INFORMATION AS TO RACE OR ETHNIC GROUP IN SECTION B OBTAINED? <input type="checkbox"/> 1. Visual Survey <input checked="" type="checkbox"/> 2. Employment Record <input type="checkbox"/> 3. Other (Specify)	14. IS THIS THE FIRST Employee Information Report Submitted? 1. YES <input type="checkbox"/> 2. NO <input checked="" type="checkbox"/>	15. IF NO, DATE LAST REPORT SUBMITTED MO. DAY YEAR 10 01 2019
13. DATES OF PAYROLL PERIOD USED From: 1/01/2020 To: 10/16/2020		

SECTION C - SIGNATURE AND IDENTIFICATION

16. NAME OF PERSON COMPLETING FORM (Print or Type) Heather Nehiley	SIGNATURE 	TITLE Robert Marconi VP of Sale	DATE MO DAY YEAR 1 15 2021		
17. ADDRESS NO. & STREET 732 Milford Rd.	CITY Merrimack	COUNTY Hillsboro	STATE NH	ZIP CODE 03054	PHONE (AREA CODE, NO., EXTENSION) 800 - 800 - 0019

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE
CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. 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. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

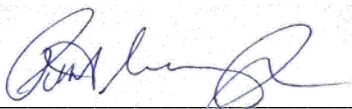
The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).



Signature of Procurement Agent

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 (http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
 - a. The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at <http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12>. They will be updated from time-to-time as necessary.
 - b. A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
 - c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
 - d. The form may be used “as-is”, subject to edits as described herein.
 - e. The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
 - f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. NOTE: This section is not applicable to Boards of Education.

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a “fair and open” process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
 - of the public entity awarding the contract
 - of that county in which that public entity is located
 - of another public entity within that county
 - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an “interest” ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, “a contribution by that person’s spouse or child, residing therewith, shall be deemed to be a contribution by the business entity.” [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor’s responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor’s submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

* N.J.S.A. 19:44A-3(s): “The term “legislative leadership committee” means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures.”

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

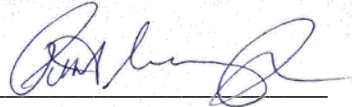
Required Pursuant to N.J.S.A. 19:44A-20.26

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

Part I – Vendor Information

Vendor Name:	GovConnection, Inc. dba Connection - Public Sector Solutions		
Address:	732 Milford Rd.		
City:	Merrimack	State: NH	Zip: 03054

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.



 Signature Robert Marconi Printed Name VP of SLED Sales Title

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than \$300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

Check here if disclosure is provided in electronic form

Contributor Name	Recipient Name	Date	Dollar Amount
No contributions have been made.			\$

Check here if the information is continued on subsequent page(s)

List of Agencies with Elected Officials Required for Political Contribution Disclosure
N.J.S.A. 19:44A-20.26

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

{County Executive}

County Clerk

Surrogate

Sheriff

Municipalities (Mayor and members of governing body, regardless of title):

**USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD
FROM THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A
COUNTY-BASED, CUSTOMIZABLE FORM.**

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

Partnership

Corporation

Sole Proprietorship

Limited Partnership

Limited Liability Corporation

Limited Liability Partnership

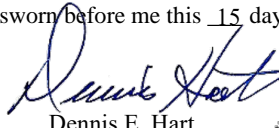
Subchapter S Corporation


Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: PC Connection, Inc. dba Connection Business Solutions	Name:
Home Address: 730 Milford Rd. Merrimack, NH 03054	Home Address:
Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:

Subscribed and sworn before me this 15 day of January, 2021

(Notary Public)  Dennis E. Hart
My Commission expires: September 21, 2021


(Affiant)

Robert Marconi, VP of SLED Sales
(Print name & title of affiant)

(Corporate Seal)



Certification of Non-Involvement in Prohibited Activities in Iran

Pursuant to N.J.S.A. 52:32-58, Offerors must certify that neither the Offeror, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32 – 56(e) (3)), is listed on the Department of the Treasury’s List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32 – 56(f).

Offerors wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here:

http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure_investmentact.pdf.

Offerors should submit the above form completed with their proposal.

[Included on the following page.](#)

**STATE OF NEW JERSEY -- DIVISION OF PURCHASE AND PROPERTY
DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN**

Quote Number: _____ Bidder/Offeror: _____

PART 1: CERTIFICATION
BIDDERS MUST COMPLETE PART 1 BY CHECKING EITHER BOX.
FAILURE TO CHECK ONE OF THE BOXES WILL RENDER THE PROPOSAL NON-RESPONSIVE.

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries, or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at <http://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Bidders must review this list prior to completing the below certification. **Failure to complete the certification will render a bidder's proposal non-responsive.** If the Director finds a person or entity to be in violation of law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party

PLEASE CHECK THE APPROPRIATE BOX:

I certify, pursuant to Public Law 2012, c. 25, that neither the bidder listed above nor any of the bidder's parents, subsidiaries, or affiliates is listed on the N.J. Department of the Treasury's list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L. 2012, c. 25 ("Chapter 25 List"). I further certify that I am the person listed above, or I am an officer or representative of the entity listed above and am authorized to make this certification on its behalf. **I will skip Part 2 and sign and complete the Certification below.**

OR

I am unable to certify as above because the bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the Certification below. Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN

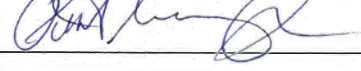
You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.

EACH BOX WILL PROMPT YOU TO PROVIDE INFORMATION RELATIVE TO THE ABOVE QUESTIONS. PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES, CLICK THE "ADD AN ADDITIONAL ACTIVITIES ENTRY" BUTTON.

Name _____	Relationship to Bidder/Offeror _____
Description of Activities _____ _____	
Duration of Engagement _____	Anticipated Cessation Date _____
Bidder/Offeror Contact Name _____	Contact Phone Number _____

ADD AN ADDITIONAL ACTIVITIES ENTRY

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): _____ Signature:  _____
Title: _____ Date: _____

DOC #7

**NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
(N.J.S.A. 52:32-44)**

Offerors wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate with their proposal here. Failure to do so will disqualify the Offeror from offering products or services in New Jersey through any resulting contract.

<https://www.njportal.com/DOR/BusinessRegistration/>

New Jersey Business Registration is included on the following page.



STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE

Taxpayer Name: GOVCONNECTION, INC.

Trade Name:

Address: 730 MILFORD RD
MERRIMACK, NH 03054

Certificate Number: 1005516

Effective Date: August 01, 2003

Date of Issuance: January 15, 2021

For Office Use Only:

20210115094735989

EEOAA EVIDENCE

Equal Employment Opportunity/Affirmative Action
Goods, Professional Services & General Service Projects

EEO/AA Evidence

Vendors are required to submit evidence of compliance with N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 in order to be considered a responsible vendor.

One of the following must be included with submission:

- Copy of Letter of Federal Approval
- Certificate of Employee Information Report
- Fully Executed Form AA302 [Included on page 7.](#)
- Fully Executed EEO-1 Report

See the guidelines at: http://www.state.nj.us/treasury/contract_compliance/pdf/pa.pdf for further information.

I certify that my bid package includes the required evidence per the above list and State website.

Name: Robert Marconi Title: VP of SLED Sales

Signature:  Date: 1/15/2021

DOC #9
MCBRIDE-PRINCIPLES



STATE OF NEW JERSEY DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY

33 WEST STATE STREET, P.O. BOX 230
TRENTON, NEW JERSEY 08625-0230

MACBRIDE PRINCIPALS FORM

GovConnection, Inc. dba Connection

BID SOLICITATION #: 21-04

VENDOR/BIDDER: - Public Sector Solutions

**VENDOR'S/BIDDER'S REQUIREMENT
TO PROVIDE A CERTIFICATION IN COMPLIANCE WITH THE MACBRIDE PRINCIPALS
AND NORTHERN IRELAND ACT OF 1989**

Pursuant to Public Law 1995, c. 134, a responsible Vendor/Bidder selected, after public bidding, by the Director of the Division of Purchase and Property, pursuant to N.J.S.A. 52:34-12, must complete the certification below by checking one of the two options listed below and signing where indicated. If a Vendor/Bidder that would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Director may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another Vendor/Bidder that has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Director finds contractors to be in violation of the principals that are the subject of this law, he/she shall take such action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, on behalf the Vendor/Bidder, certify pursuant to N.J.S.A. 52:34-12.2 that:

CHECK THE APPROPRIATE BOX

The Vendor/Bidder has no business operations in Northern Ireland; or

OR

The Vendor/Bidder will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principals of nondiscrimination in employment as set forth in section 2 of P.L. 1987, c. 177 (N.J.S.A. 52:18A-89.5) and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of its compliance with those principals.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor/Bidder, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor/Bidder is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I will be subject to criminal prosecution under the law, and it will constitute a material breach of **my** agreement(s) with the State, permitting the State to declare any contract(s) resulting from this certification to be void and unenforceable.

Signature

1/15/2021

Date

Robert Marconi, VP of SLED Sales

Print Name and Title



7145 West Tidwell Road ~ Houston, Texas 77092
(713)-462-7708
www.esc4.net

NOTICE TO OFFEROR

ADDENDUM NO. 1

Solicitation Number 21-04

Request for Proposal (“RFP”)
by

Region 4 Education Service Center (“ESC”)
for
Technology Solutions, Products and Services

SUBMITTAL DEADLINE: Tuesday, January 19, 2021 @ 10:00 AM CST

This Addendum No. 1 amends the Request for Proposals (RFP) for Technology Solutions, Products and Services 21-04 (“Addendum”). To the extent of any discrepancy between the original RFP and this Addendum, this Addendum shall prevail.

This Addendum No. 1 is hereby issued to address the following:

- 1) **Submittal Deadline**: The submittal deadline for this RFP is hereby changed from Thursday, January 14, 2021 @ 10:00 AM Central Time and extended as indicated below and above:
 - Tuesday, January 19, 2021 @ 10:00 AM CST
- 2) **Virtual Non-Mandatory Pre-Proposal Conference**: The pre-proposal conference time for this RFP is hereby changed from December 15, 2020 @ 10:00 AM CST to:
 - December 15, 2020 @ 11:00 AM CST

All other details remain unchanged.

RECEIPT OF ADDENDUM NO. 1 ACKNOWLEDGEMENT

Offeror shall acknowledge this addendum by signing below and include in their proposal response.

Company Name GovConnection, Inc.
dba Connection - Public Sector Solutions

Contact Person Robert Marconi, Vice President SLED Sales

Signature 

Date 1/14/2021

Crystal Wallace
Region 4 Education Service Center
Business Operations Specialist

ADDITIONAL INFORMATION

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 for Business Networks

Apple Corporate Reseller

- Apple Authorized Service Provider (AASP)
- Apple Certified iOS Technician (ACiT)
- Apple Certified Macintosh Technician (ACMT)
- Apple Certified Support Professional (ACSP)

Audiocodes Platinum Partner

Autodesk Volume Channel Partner (VCP)

Avaya Sapphire Partner

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

Avixa CTS Certifications*

- Certified Technology Specialist

Broadcom Platinum 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 Certified 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 Unity Support Specialist
- Collaboration Architecture Design Specialist
- Collaboration SaaS Authorization
- Collaboration Support Specialist
- Collaboration Systems Engineer
- Customer Experience Specialization
 - Collaboration Adoption Advisor
 - Data Center Adoption Advisor
 - Enterprise Agreements Adoption Advisor
 - Advisor Enterprise Networking Advisor
 - Security Adoption Advisor
- Data Center Application Services Support Specialist
- Data Center Architecture Design Specialist
- Data Center Unified Fabric Support Specialist
- 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

CompTIA

- CompTIA Network+
- CompTIA Security+
- CompTIA Server+

Dell Technologies Titanium Partner

- Converged Infrastructure
 - Converged Infrastructure Services–VxRail–deployment
- Core Client
- Data Protection
 - Data Protection Services–Avamar–deployment
 - Data Protection Services–Data Domain–deployment
 - Data Protection Services–RecoverPoint–deployment
 - Data Protection Services–RecoverPoint/SE–deployment
- Networking
- Server
- Storage
 - Storage Services–SC Series–deployment
 - Storage Services–Unity–deployment

Digital Signage Experts Group Certifications

- 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

Google Premier

- Google Cloud Chrome–Partner
- Google Cloud Enterprise Search–Partner
- Google for Education Chrome–Premier
- Google for Education G Suite–Premier

Hewlett Packard Enterprise Platinum

- Aruba Certified Design Experts (ACDX)
- Aruba Certified Mobility Professionals (ACMP)
- Aruba Certified Switching Professionals (ACSP)
- HPE Authorized Business Solutions Partner (ABSP)
- HPE Data Center Network Integrators (HPE ASE)
- HPE Enterprise Solutions (APS)
- HPE Enterprise Storage
- HPE FlexNetwork Integrators (HPE ASE)
- HPE FlexNetwork Solutions (HPE Master ASE)
- HPE Networking Authorized Master Partner
- HPE SAN Architect (Master ASE)
- HPE Server Solutions Architects (HPE ASE)
- HPE Storage Solutions Architects (HPE Master ASE)

Hitachi Reseller Partner

HP, Inc. Platinum

- 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 Corporate Reseller

- JAMF Certified Administrator
- JAMF Certified Technician
- JAMF Gold Reseller
- JAMF Integrator
- JAMF Managed Service Provider

Lenovo Platinum Data Center Partner

McAfee 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 (MCSO)
- 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 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[†]

Nutanix National Partner

Oracle Gold Partner (Commercial)

Palo Alto Networks NextWave Innovator Partner

Panasonic Prime 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

Riverbed Premier Partner

Ruckus Networks Elite Partner

Samsung National Solution Provider

- Authorized Service Provider
- Samsung Knox Authorized Reseller

SAP Authorized Reseller

ServiceNow Premier Partner

Splunk Authorized Reseller

Tableau Authorized Reseller

Tenable Network Security Gold Partner

Toshiba Preferred 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

- Certified Enterprise Mobility Associate
- Cloud Provider Competency
- DaaS Competency
- Desktop Virtualization Competency
- Enterprise Mobility Sales
- Hybrid Cloud Competency
- Management Operations Competency
- Mobility Management Competency
- Network Virtualization Competency
- SE Business Continuity Competency
- Server Virtualization Competency
- Software Defined Data Center Competency
- Software Defined Storage Competency
- VMware Certified Advanced Professional
- VMware Certified Professional (VCP)
- VMware Sales Professional (VSP)
- VMware Technical Sales Professional (VTSP)

Zebra Broadline Technology Partner/ Printer Repair 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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Solve Your Toughest IT Challenges with Expertise You Can Count On

THE TEAM

2700+

Employees

765+

Account
managers

7 Years

Average tenure

540+

Engineering,
services, and
technical staff

THE EXPERTISE

44,000

Hours of training
annually

2500+

Professional
certifications

Hundreds

of training hours
per engineer
every year

THE BUYING POWER

1600+

Technology
partners

300,000

IT products
available

225,000+

Custom
configurations
completed
every year
and growing





Technology Integration and Distribution Center



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
1.800.800.0014

Enterprise Solutions
1.800.369.1047

Public Sector Solutions
1.800.800.0019

Learn more at www.connection.com

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Connection
we solve IT™

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[™]



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.

Why Connection?

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.

- › 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



Business Solutions 1.800.800.0014 Enterprise Solutions 1.800.369.1047 Public Sector Solutions 1.800.800.0019

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.

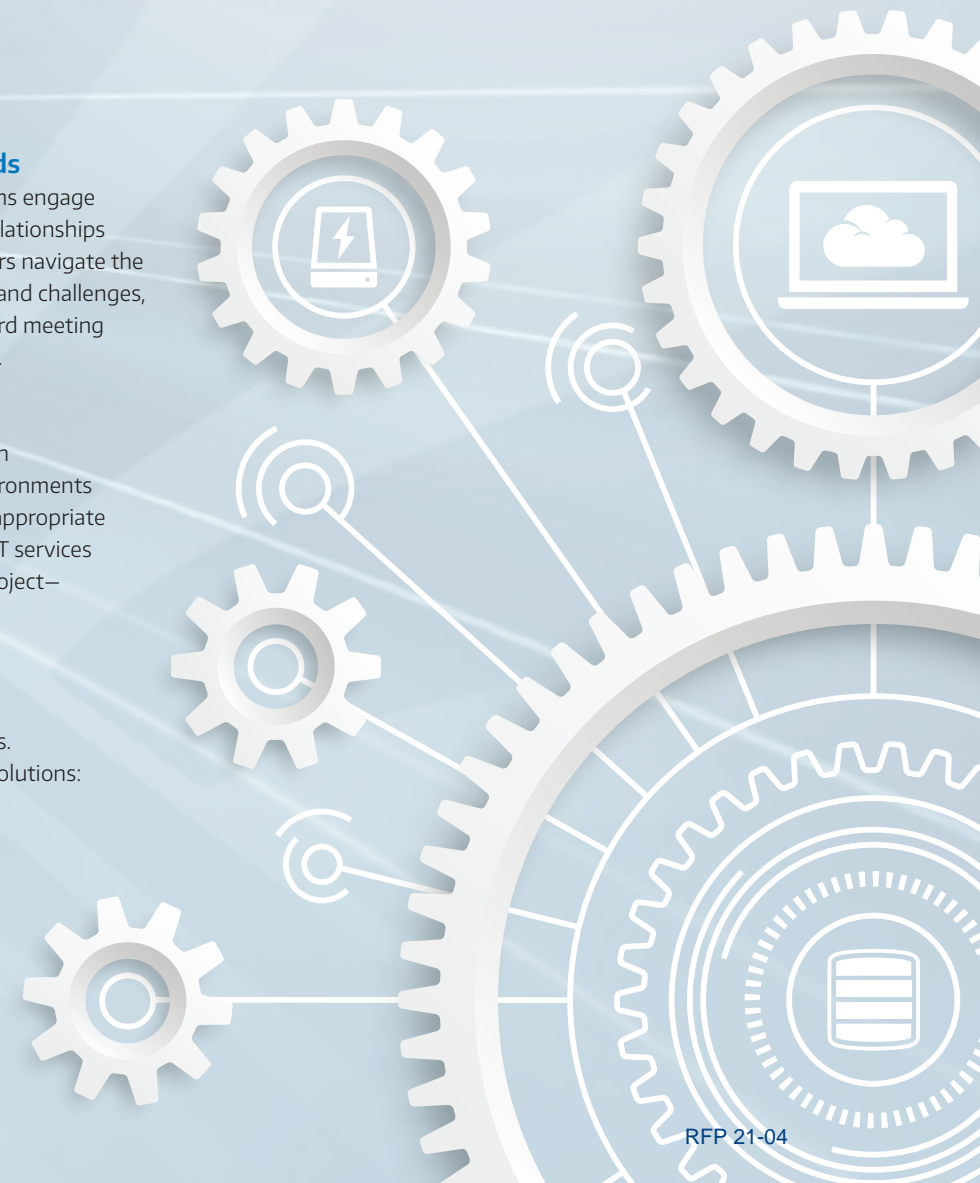
The Power of Our Practice Expertise

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-premises 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-premises, 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
- SimpliVity
- Symantec
- Veeam
- 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.

Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)

Any organization on a path to fully migrate to the cloud or a new platform to build their next application must make critical decisions. It begins with consideration of the SMAC stack (social, mobile, analytics, and cloud). Our team is well versed in this area and prepared to help navigate the factors that will lead to proper selection—the right architecture and the most appropriate provider.

Connectivity

To develop and implement a connectivity strategy that provides your organization's users and applications with the bandwidth and redundancy to keep your organization running is a daunting task. Couple that challenge with the ability to keep costs under control and manage the network interface effectively, and you face a substantial challenge. Our team has helped customers design resilient, cost-effective networks regardless of environment size or requirements. Put our knowledge to work for your organization.

Colocation

Colocation can provide you with additional or alternate space in which to run your most critical workloads. Our tier 3 colocation data center providers can deliver high fidelity data center capacity through managed data center services for your equipment. Need a better, safer, and more resilient environment? We can help you find the right facility in the right location to meet your needs.

Cloud Solutions

FEATURED PARTNERS:

- 8x8
- CenturyLink
- CoreSite
- Cosentry
- Datapipe
- Digital Realty
- EvolveIP
- HOSTING
- Level 3
- Lightower
- Masergy
- Microsoft
- NaviSite
- NetWolves
- nScaled
- Peak 10
- QTS
- Rackspace
- RapidScale
- ShoreTel
- Thinking Phone Networks
- Verizon Terremark
- ViaWest
- VMware
- WestIP
- Windstream
- Zayo

» For more information, visit www.connection.com/DataCenterPractice

» For more information, visit www.connection.com/CloudPractice



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, GLBA, 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

providers, your environment is adequately configured and provides the protection, visibility, and oversight that your organization, users, and data require. This "Unified Security Stack" is the goal based on principles of uniform policy implementation, complete coverage and seamless security protection.

Security Governance, Risk, and Compliance

A multi-step process is needed to develop and implement a comprehensive security management plan. The first step is to have a solid understanding of your environment's security risk level. Let our experts help you identify and document all policies and controls. Then we will help validate an ongoing process to maintain compliance with those policies over time. Our team draws on years of experience and stays abreast of current threats in order to help you develop a well-documented, well-defined security program from investigation to implementation.

Managed Security Services

Does your organization know where it stands in relation to company policies and compliance controls, 24 x 7 x 365? Does your security infrastructure provide you the protection, visibility, and oversight to manage security events? Our Security Practice utilizes a proven process and industry-leading tools to continuously monitor and manage your environment. Our team will give you an accurate picture of your risk and a solid foundation to continuously protect, detect, and react to today's sophisticated and constantly evolving security threats.

» For more information, visit www.connection.com/SecurityPractice



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.

» For more information, visit www.connection.com/MobilityPractice

Mobility Solutions

FEATURED PARTNERS:

AirWatch by VMware

Good Technology

JAMF Software

MobileIron

PLATFORM EXPERTISE:

iOS

macOS

Android

Blackberry

Windows Mobile





Networking PRACTICE



Software 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

that provides wireless access that performs like wired, and effectively supports the policies that enable BYOD (Bring Your Own Device). Our Networking Practice works closely with our Security Practice to create policy-driven, on-demand access solutions with built-in security layers and will help you not only optimize your environment and resolve capacity issues but also include security measures across all domains.

Collaboration

The social, mobile, collaborative world is upon us. Regardless of job function, organization, or industry, technologies to maximize your efficiency and ability to remain engaged are essential. Our team has guided organizations through the careful selection of the right unified communication and collaboration technologies that drive innovative efficiencies. Take the journey with us to find new ways to uncover and act on information that is often scattered across your organization.

We will work together with you to unify voice and video across your organization and build upon the existing foundation of your network infrastructure. We can also help you understand how to expand your existing network footprint to support the use of video and determine if your network is ready to support the real-time traffic and Quality of Service (QoS) necessary for these types of applications. With network weaknesses identified and remediated, we'll help ensure your IT dollars produce maximum ROI while delivering high levels of performance.

Networking Solutions FEATURED PARTNERS:

Aerohive

Aruba

Cisco

Dell EMC

F5

Hewlett Packard Enterprise

Polycom

Riverbed

ShoreTel

VMware

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 optimization is 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

MobileIron

Red Hat

Sophos

Symantec

Veeam

VMware

» For more information, visit www.connection.com/NetworkingPractice

» For more information, visit www.connection.com/SoftwarePractice



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

or as an ongoing managed service in a very customizable and agile framework.

Services span:

- Configuration
- Installation
- Logistics
- Maintenance
- Refreshes
- Disposal
- Upgrades
- Device as a Service

IT Staffing Services

Hiring top IT talent is a crucial ingredient in your organization's success. Finding those individuals quickly saves time and money. Connection offers a full range of Technology Staffing Services to fit every organization and environment. Our experienced staffing experts can help you recruit the best candidates for any project and any timeline. With our Contract-to-Hire Staffing Service, organizations gain the freedom to make hiring decisions with confidence. Our recruitment team works with your hiring managers to identify the skills, traits, and experience your organization requires, and then we find the best candidates for the job.

Our offerings include:

- Contract
- Direct Hire
- Contract-to-Hire
- Payrolling Services

We can provide the expertise you need to remain productive, and focused on your job—without the wait, costs, or risks of traditional hiring.

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.

» For more information, visit www.connection.com/LifecyclePractice

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

GLOBAL SERVICES:

Anywhere IT Simplified



174 Countries
with Asset Disposal Services



25,000+ IT Professionals

500+ Suppliers



1 Platform
to Simplify Global Procurement

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 branching out into several locations around the world. Additionally, it can be difficult to manage and update catalogs, manage end of life 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.

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 preestablished 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.

Connection'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 IDG, 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!

Connect with us



Official IT blog



connection.com/blog

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	44,000 Hours of Training Annually	1600+ Technology Partners
765+ Account Managers	2500+ Professional Certifications	300,000 IT Products Available
10 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		
The TEAM	The EXPERTISE	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

Connect with us



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- 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.
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