

Region 14 Education Service Center

**Contract # 01-171**

*for*

Advanced Technology Solutions Aggregator

*with*

**UNICOM Government, Inc.**

Effective: December 14, 2023

The following documents comprise the executed contract between the Region 14 Education Service Center, and UNICOM effective December 14, 2023:

- I. Vendor Award Letter
- II. Table of Contents
- III. Master Agreement-General T&Cs and executed signature form
- IV. Supplier's Response to the RFP, incorporated by reference



## Region XIV Education Service Center

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1850 Highway 351  
Abilene, TX 79601-4750  
325-675-8600  
FAX 325-675-8659

Thursday, December 14<sup>th</sup>, 2023

UNICOM Government, Inc.  
ATTN: K. Edward Newkirk  
15010 Conference Center Dr., Suite 110  
Chantilly, VA 20151

Dear K. Edward:

Region XIV Education Service Center is happy to announce that UNICOM Government, Inc. has been awarded an annual contract for Advanced Technology Solutions Aggregator based on the proposal submitted to Region XIV ESC.

The contract is effective immediately and will expire on December 31<sup>st</sup>, 2026. The contract can then be renewed annually for an additional two years, if mutually agreed on by Region XIV ESC and UNICOM Government, Inc.

We look forward to a long and successful partnership underneath this contract.

If you have any questions or concerns, feel free to contact me at 325-675-8600.

Sincerely,

DocuSigned by:

*Shane Fields*  
8098F6804EE1E7  
Shane Fields

Region XIV, Executive Director

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## **1.0 TAB 1 - MASTER AGREEMENT - GENERAL TERMS AND CONDITIONS**

UNICOM Government, Inc. agrees to all the requirements in Tab 1 - Master Agreement - General Terms and Conditions, though we request NCPA/Region 14 ESC consider negotiation for Tab 2 regarding Fees and Reporting.

UNICOM Government, Inc. will provide the current estimated lead-time at the time of quotation. The customer may request an updated one at any point in the quoting/ordering process. Since estimated lead-times and product availability are subject to change, UNICOM Government, Inc. advises that customers ask for updated lead-time at the time of order. Once the order is placed, UNICOM Government, Inc. will provide the customer with an email order acknowledgment with the anticipated lead-time. If the product is readily available, our vendor(s) will ship products within seven (7) calendar days. For specialty items including custom-built and integrated solutions and items that are not readily available at the time of order, we will provide updates to the customer throughout the fulfillment process until the products are delivered. At any time prior to delivery, the customer may request approval to cancel the order or return the order if it has shipped. UNICOM Government, Inc. will make every effort to get approval from our vendor(s) for cancellation or return; however, a restocking fee may apply. We will work with the customer to review all cancellation/return options. For professional services and projects, UNICOM Government, Inc. will provide an assigned Project Manager (PM), who will coordinate and provide the timing of all aspects of the project with the customer to include product delivery.



**REQUEST FOR PROPOSAL (RFP) FOR  
Advanced Technology Solutions Aggregator**

**SOLICITATION NUMBER  
14-23**

**PUBLICATION DATE  
October 10th, 2023**



Competitive Solicitation by  
Region 14 Education Service Center  
for  
Advanced Technology Solutions Aggregator  
on behalf of itself and other Government Agencies  
and made available through the  
National Cooperative Purchasing Alliance  
RFP # 14-23

## **NOTICE TO RESPONDENT:**

**Submittal Deadline:**

**Thursday, November 16<sup>th</sup>, 2023, 2:00pm CT**

Questions regarding this solicitation must be submitted to [questions@ncpa.us](mailto:questions@ncpa.us) no later than Thursday November 2<sup>nd</sup>, 2023. All questions and answers will be posted to <https://info.omniapartners.com/solicitations>.

It is the intention of Region 14 Education Service Center (herein "Region 14 ESC") to establish a Master Agreement for Advanced Technology Solutions Aggregator for use by Region 14 ESC and other public agencies supported under this contract. This Request for Proposal is issued on behalf of the National Cooperative Purchasing Alliance through a public agency clause, which provides that any county, city, special district, local government, school district, private K-12 school, higher education institution, state, other government agency, healthcare organization or nonprofit organization may purchase Products and Services through this contract. Respondents will be required to execute the NCPA Administration Agreement upon award.

This contract will allow agencies to purchase on an "as needed" basis from a competitively awarded contract. Respondents are requested to submit their total line of available products and services. While this solicitation specifically covers Advanced Technology Solutions Aggregator, respondents are encouraged to submit an offering on any or and all products and services available that they currently perform in their normal course of business.

Responses shall be received electronically no later than the submittal deadline via our online Bonfire portal at [ncpa.bonfirehub.com](https://ncpa.bonfirehub.com)

Immediately following the deadline, all responses will be publicly opened and the respondents recorded. Any response received later than the specified deadline will be disqualified.

Responses will remain sealed by our online Bonfire portal until the bid opening time specified. Responses received outside our online Bonfire portal will not be accepted. Sealed responses may be submitted on any or all items, unless stated otherwise.

Proposal may be rejected for failure to comply with the requirements set forth in this invitation.

## INTRODUCTION/SCOPE

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Region 14 ESC on behalf of itself and all states, local governments, school districts, and higher education institutions in the United States of America, and other government agencies and non-profit organizations (herein "Public Agency" or collectively "Public Agencies") is soliciting proposals from qualified vendors to enter into a Master Agreement for a complete line of Advanced Technology Solutions Aggregator.

Region 14 ESC, as the lead public agency, has partnered with NCPA to make the resultant contract available to all participating agencies in the United States. NCPA provides marketing and administrative support for the awarded vendor that promotes the successful vendor's products and services to Public Agencies nationwide. The Vendor will execute the NCPA Administration Agreement (Tab 2) upon award. Vendor should thoroughly review all documents and note any exceptions to NCPA terms and conditions in their proposal.

Awarded vendor(s) shall perform covered product or services under the terms of this agreement. Respondents shall provide pricing based on a discount from their standard pricing schedules for products and/or services offered. Electronic Catalog and/or price lists must accompany the proposal. Multiple percentage discount structure is also acceptable. Please specify where different percentage discounts apply. Additional pricing and/or discounts may be included.

Each product or service proposed is to be priced separately with all ineligible items identified. Services may be awarded to multiple vendors. Respondents may elect to limit their proposals to a single product or service within any category, or multiple products or services within any and all categories.

The National Cooperative Purchasing Alliance (herein "NCPA") assists public agencies to increase their efficiency and reduce their costs when procuring goods and services. This is accomplished by awarding competitively solicited contracts that are leveraged nationally by combining the volumes and purchasing power of entities nationwide. Our contracts are available for use by any entity that complies with procurement laws and regulations.

It is the intention of Region 14 ESC and NCPA to achieve the following objectives through this RFP.

- Provide a comprehensive competitively solicited Master Agreement offering Products and Services to Public Agencies;
- Achieve cost savings of Vendors and Public Agencies through a single competitive solicitation process that eliminates the need for multiple proposals;
- Combine the purchasing power of Public Agencies to achieve cost effective pricing;
- Reduce the administrative and overhead costs of Vendors and Public Agencies through state of the art purchasing procedures.



# **INSTRUCTIONS TO RESPONDENTS**

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## **Submission of Response**

- Only responses received via our online Bonfire portal will be accepted. Faxed or mailed responses will not be accepted.
- Responses may be submitted on any or all items, unless stated otherwise. Region 14 ESC reserves the right to reject or accept any response.
- Deviations to the terms, conditions and/or specifications shall be conspicuously noted in writing by the respondent and shall be included with the response.
- Withdrawal of response will not be allowed for a period of 120 days following the opening. Pricing will remain firm for 120 days from submittal.

## **Public Bid Opening**

The public bid opening will be held via Zoom meeting. Interested parties who wish to attend the bid opening should email [contracts@ncpa.us](mailto:contracts@ncpa.us) by 4:00 pm the day before the bid opening date to receive an invitation.

## **Required Proposal Format**

Responses shall be provided electronically via our online Bonfire portal. Tabs should be used to separate the proposal into sections, as identified below. Respondents failing to organize in the manner listed may be considered non-responsive and may not be evaluated. It's recommended that all tabs, with the exception of Tab 7 (Pricing), be submitted in Portable Document Format (PDF). Please note pricing can be submitted separately in a alternate format (e.g. xlsx, xls, csv).

## **Tabs**

- Tab 1 – Master Agreement / Signature Form
- Tab 2 – NCPA Administration Agreement
- Tab 3 – Vendor Questionnaire
- Tab 4 – Vendor Profile
- Tab 5 – Products and Services / Scope
- Tab 6 – References
- Tab 7 – Pricing
- Tab 8 – Value Added Products and Services
- Tab 9 – Required Documents

# **TAB 1**

## **MASTER AGREEMENT - GENERAL TERMS AND CONDITIONS**

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### **Customer Support**

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

### **Disclosures**

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

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

### **Renewal of Contract**

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew for up to two (2) additional one-year terms or any combination of time equally not more than 2 years if agreed to by Region 14 ESC and the vendor.

### **Funding Out Clause**

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

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

### **Shipments (if applicable)**

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

### **Tax Exempt Status**

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

## **Payments**

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

## **Adding Authorized Distributors/Dealers**

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

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

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

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

## **Pricing**

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

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

## **Warranty**

Proposal should address the following warranty information:

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

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

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

## **Safety**

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

**Permits**

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

**Indemnity**

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

**Franchise Tax**

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

**Supplemental Agreements**

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

**Additional Agreements**

If an awarded vendor requires additional agreements, i.e., master service agreement, end user licensing agreement, etc. a copy of the proposed agreement must be included with the proposal. Any additional agreements provided by the vendor are complementary to the terms and conditions stated herein or for the use of participating entities and shall not replace the entirety of the Master Agreement.

**Certificates of Insurance**

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

**Legal Obligations**

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

**Protest**

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

- Name, address and telephone number of protester

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

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

### **Force Majeure**

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

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

### **Prevailing Wage**

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

### **Termination**

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

### **Open Records Policy**

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

respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

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

## **PROCESS**

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

### **Contract Administration**

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

### **Contract Term**

The contract term will be for three (3) year starting from the date of the award. The contract may be renewed for up to two (2) additional one-year terms or any combination of time equally not more than 2 years.

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

### **Contract Waiver**

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

### **Price Increases**

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

### **Products and Services Additions**

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

### **Competitive Range**

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

### **Deviations and Exceptions**

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

### **Estimated Quantities**

While no minimum volume is guaranteed, the estimated (but not limited to) annual volume for Products and Services purchased under the proposed Master Agreement is 250 million dollars annually. This estimate is based on the anticipated volume of Region 14 ESC and current sales within the NCPA program.

### **Evaluation**

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

### **Formation of Contract**

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

### **NCPA Administrative Agreement**

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

### **Clarifications/Discussions**

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



**Multiple Awards**

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

**Past Performance**

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

## **EVALUATION CRITERIA**

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### **Pricing (40 points)**

#### Electronic Price Lists

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

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

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

### **References and Experience (20 points)**

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

### **Value Added Products/Services Description, (8 points)**

- Additional Products/Services related to the scope of RFP
- Marketing and Training
- Programs and practices that may be advantageous to Public Agencies
- Customer Service

### **Technology for Supporting the Program (7 points)**

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

## SIGNATURE FORM

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The undersigned hereby proposes and 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. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this bid in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

UNICOM Government, Inc.

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Company Name

15010 Conference Center Dr., Suite 110

---

Address

Chantilly

Virginia

20151

---

City

State

Zip

703-502-2200

703-463-5746

---

Telephone Number

---

Fax Number

contractrequests@unicomgov.com

---

Email Address

K. Edward Newkirk

Vice President and General Counsel

---

Printed Name

---

Position

*K. Edward Newkirk*  
Authorized Signature

DN: cn=K. Edward Newkirk, Vice President  
and General Counsel, o=UNICOM  
Government, Inc., ou,  
email=Legal@unicomgov.com, c=US



## NOTICE TO OFFEROR

### ADDENDUM NO. 1

RFP # 14-23

Competitive Solicitation by

Region 14 Education Service Center

for

Advanced Technology Solutions Aggregator

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

Region 14 ESC on behalf of itself and all states, local governments, school districts, and higher education institutions in the United States of America, and other government agencies and non-profit organizations (herein “Public Agency” or collectively “Public Agencies”) is soliciting proposals from qualified vendors to enter into a Master Agreement for a complete line of Advanced Technology Solutions Aggregator.

*See Addendum No. 1 Acknowledgement included on the last page.*

#### **QUESTIONS AND ANSWERS:**

1. Question: Is this for a specific type of technology? Would Audio Visual systems fall under this solicitation?

*Answer: There is not a specific type of technology required. See Tab 5 – Products and Services of the RFP for more details.*

2. Question: We are planning to submit the bid for Cloud Services and Managed Services. Please confirm if we still need to submit Manufacturer Authorization Letters.

*Answer: Yes, Manufacturer's Authorized Distributor letters are still needed. Each RFP and resulting Master Agreements are separate from one another.*

3. Question: Do we need to submit 10 Past Performances for each service area we are bidding for.

*Answer: 10 customer references for each service area is not required but a minimum of ten customer references overall is required. See Tab 6 of the RFP for more details.*

4. Question: One of the areas is just 'Services'; could you clarify what this means

*Answer: Vendors may submit any services they provide as part of their response.*

5. Question: Is there any specific format for Pricing?

*Answer: No.*

6. Question: Under Managed Services, can we provide labor rates in Pricing

*Answer: Yes.*

7. Question: In the context of the RFP, what Products & Services for Datacenter are agencies most likely to utilize?

*Answer: Public agencies that utilize the resulting contracts will vary. Vendors responding to this RFP are encouraged to provide their full product and service offering.*

8. Question: Do agencies have preferred strategic vendors they tend to use?

*Answer: Each public agency utilizing resulting contract(s) will have different needs and preferences.*

9. Question: Cybersecurity - In the context of the RFP, what Product & Services for Cybersecurity are agencies most likely to utilize?

*Answer: See Answer to Question 7 in this Addendum 1.*

10. Question: Cybersecurity - Which specific area of service should we focus on: Are agencies more likely to need Managed SOC Services, Infra Security (Perimeter security) or Endpoint Security, VAPT, Risk assessment?

*Answer: Each vendor responding to this RFP has to determine what they want to focus on as part of their overall product and service offering.*

11. Question: Infra Structure security - Do agencies tend to have preferred OEMs? Example: Palo Alto, Fortinet, Cisco, Checkpoint, F5, etc..

*Answer: See Answer to Question 7 in this Addendum 1.*

12. Question: End Point Security - What are agencies likely looking for in Endpoint Security? Deployment, Integration, Endpoint DLP (Would this include a Data Discovery and Data classification solution as well ), Antivirus etc.

*Answer: See Answer to Question 7 in this Addendum 1.*

13. Question: VAPT as service - What aspects of Vulnerability Assessment and Penetration Testing (VAPT) are likely needed? Could this mean external penetration testing, internal penetration testing, web application testing, or mobile application testing?

*Answer: See Answer to Question 7 in this Addendum 1.*

14. Question: Enterprise Networking - In the context of the RFP, what Products & Services for Enterprise Networking are agencies most likely to utilize?

*Answer: See Answer to Question 7 in this Addendum 1.*

15. Question: Enterprise Networking - Is it acceptable if we summarize our product categories, instead of providing individual part numbers, to simplify product catalog?

*Answer: Yes.*

16. Question: Enterprise Networking - Is it acceptable to provide discount levels off MSRP or cost plus, instead of providing part specific pricing?

*Answer: Yes.*

17. Question: Telecommunications or Telecommunication Products (Digital Workplace) - Can you please define Telecommunications services? (there are 3 different mentions of Telecommunication in TAB 5)

*Answer: Suggested general categories are listed but the list is not intended to be restrictive and related products and services offered can vary.*

18. Question: Telecommunications or Telecommunication Products (Digital Workplace) - In the context of the RFP, what Products & Services for Telecommunications are agencies most likely to utilize?

*Answer: See Answer to Question 7 in this Addendum 1.*

19. Question: Telecommunications or Telecommunication Products (Digital Workplace) - For Cloud provided services, would the contract owner be willing to agree to service/regulatory/EULA terms directly with the OEM?

*Answer: The anticipated resulting contract(s) from this RFP may be utilized by a variety of public agencies across the country. Submit any relevant information and exceptions as part of the vendor response to this RFP to be reviewed as part of the evaluation process and potentially discussed further as part of the negotiations process.*

20. Question: Telecommunications or Telecommunication Products (Digital Workplace) - Do agencies tend to have preferred vendors for Telecommunication products and/or solutions?

*Answer: See Answer to Question 8 in this Addendum 1.*

21. Question: Mobility - In the context of the RFP, what Products & Services for Mobility are agencies most likely to utilize?

*Answer: See Answer to Question 20 in this Addendum 1.*

22. Question: Battery Back-up/Power/Surge - Do agencies tend to have preferred vendors we should include?

*Answer: See Answer to Question 20 in this Addendum 1.*

23. Question: Cables - Do agencies tend to have preferred manufacturers we should include?

*Answer: See Answer to Question 20 in this Addendum 1.*

24. Question: Misc Services: Services, Installs, Product configurations, Product Support and Managed Services - "The supplier shall assist the end user with making a determination of their individual needs" page 25 - TAB 5 Would you define this as "consulting as a service"?

*Answer: Any vendor awarded a contract will need to assist public agencies and end users in providing relevant products and services that the public agencies are needing. While consulting services can be included as part of the vendor's response to this RFP, that specific reference doesn't automatically define any potential awarded vendor as a consultant.*

25. Question: Misc Services: Services, Installs, Product configurations, Product Support and Managed Services - Are you able to provide an estimated volume of these projects per year?

*Answer: No.*

26. Question: Misc Services: Services, Installs, Product configurations, Product Support and Managed Services - In the context of this RFP, could you please define or add more context regarding:

- The intended scope for **Services**?
- The intended scope for **Installs**?
- The intended scope for **Asset Management**?
- The intended scope for **Product configurations**?
- The intended scope for **Product Support**?
- The intended scope for **Managed Services**?

*Answer: The categories are broad in nature as they are intended to not be considered restrictive. Vendor's responding to this RFP are to further define their product and service offering as part of their submittal.*

27. Question: Misc Services: Services, Installs, Product configurations, Product Support and Managed Services - Is it acceptable to provide a catalog of services organized by resource/profiles who are qualified to perform work for all of those services?

*Answer: Yes, each vendor may organize their product and service offering as it is relevant to their operations and processes.*

28. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Introduction/Scope, 3	"Each product or service proposed is to be priced separately with all <b>ineligible items</b> identified."	Could NCPA/Region 14 ESC clarify which products/services are considered ineligible in the Introduction/Scope?

*Answer: The intent of that sentence is for the vendor to indicate which products and/or services they cannot offer to any public agency or, if selected, as part of a resulting contract.*

29. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 1, Shipping	The awarded vendor shall ship ordered products within seven (7) working days for goods available and within four (4) to six (6) weeks for <b>specialty items</b> after the receipt of the order unless modified.	We respectfully request that NCPA/Region 14 ESC define "specialty items."

*Answer: This is determined by the vendor for which items they consider specialty in nature. Vendor's may submit exceptions as part of their response.*



30. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 1, Certificates of Insurance	N/A	We understand that specific projects that include professional services require insurance including Certificates of Insurance (COI) based on the requirements included. Does the NCPA/Region 14 ESC contract require overall insurance in addition to project specific insurance requirements? If so, could NCPA/Region 14 ESC provide the insurance requirements?

*Answer: Insurance requirements are project/work specific.*

31. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 1, Product and Service Additions	New Products and/or Services may be added to the resulting contract at any time during the term by written amendment, to the extent that those products and/or services are within the scope of this RFP.	Could NCPA/Region 14 ESC provide information regarding the process for requesting the addition of new products and/or services, as well as how long approvals take?

*Answer: Awarded vendors would need to submit a form to Region 14 ESC for review and approval. Generally, the process is relatively simple and takes approximately a week or two depending on the complexity of the update being requested.*

32. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 2 – Administrative Agreement - Fees and Reporting	Vendor shall promptly pay NCPA the amount of such underpayment, together with interest on such amount and shall be obligated to reimburse NCPA's costs and expenses for such audit.	Could NCPA/Region 14 ESC provide the interest rate referenced in the Administrative Agreement?

*Answer: This can be discussed further during potential negotiations. Vendors should submit contract exceptions as part of their response to this RFP.*

33. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 4 – Vendor Profile	Provide Annual Sales for last 3 years broken out into the following categories: o Cities / Counties o K-12 o Higher Education  o Other government agencies or nonprofit organizations	Could NCPA/Region 14 ESC confirm that the following criterion should be responded to in Tab 5 - Products and Services / Scope? Technology for Supporting the Program Electronic on-line catalog, order entry use by and suitability for the entity's needs. Quality of vendor's on-line resources for NCPA/Region 14 ESC members. Specifications and features offered by respondent's products and/or services.

*Answer: The annual sales referenced is part of Tab 4 – Vendor Profile. See the RFP for more details.*

34. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 5 – Products and Services	Manufacturers' Authorized Distributor letters should accompany each manufacturer's product submitted on the proposal.	Can Offerors satisfy the letters of authorization requirement via a letter from a distributor listing the products the offeror sources through that distributor?

*Answer: Yes, if in the letter the distributor is stating they are authorized to provide the listed products.*

35. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 5 – Products and Services	Insurance	In the list of suggested Advanced Technology Solutions Aggregator categories, the last bullet listed is “Insurance”. Would NCPA please provide additional information/clarification on the “Insurance” category?

*Answer: See Answer to Question 30 included in this Addendum 1.*

36. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 5 – Products and Services	Warranty	In the list of suggested Advanced Technology Solutions Aggregator categories, the second to last last bullet listed is “Warranty”. Would NCPA please provide additional information/clarification on the “Warranty” category?

*Answer: Vendors are to indicate any applicable warranty information as part of their response to the RFP.*

37. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 5 – Products and Services	<p>Construction</p> <ul style="list-style-type: none"> <li>• Vendor shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.</li> </ul>	Would NCPA/Region 14 ESC confirm that “Construction” includes <u>installation and integration services</u> ?

*Answer: Installation and integration services may be included. Vendors should indicate any exceptions or relevant information as part of their response to this RFP.*

38. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 5 – Products and Services	<p>Warranty</p> <p>Proposal should address the following warranty information:</p> <ul style="list-style-type: none"> <li>• Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.</li> <li>• Availability of replacement parts</li> <li>• <b>Life expectancy of equipment under normal use</b></li> <li>• Detailed information as to proposed return policy on all equipment</li> </ul>	<p>Would NCPA/Region 14 ESC clarify or remove the requirement to provide “Life expectancy of equipment under normal use.”? Given that this is a catalog bid with a vast list of products and product categories, the life expectancy is going to vary from product to product.</p>

*Answer: Vendors may submit exceptions as part of their response or provide a general overview as applicable to their operations and their offering.*

39. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Tab 7 - Pricing		<p>Due to the large size of the various OEM catalogs being submitted in support of this effort, would NCPA/Region 14 ESC allow Vendors to provide access to these catalogs via an online portal to satisfy the price list requirement? This would also limit the system impact due to file size.</p>

*Answer: Vendors should provide their full product and service offering as part of their response but can additionally provide information regarding their online portal.*

40. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Due Date		Would NCPA/Region 14 ESC extend the deadline by two weeks? Given that the questions are due on 11/02 and responses are currently due on 11/16 with a federal holiday in the interim, an extension would allow vendors to comprehensively respond to the NCPA's responses, and ensure NCPA, Region 14, and its eligible entities are supported with the most complete responses including clarifications on requirements?

*Answer: At this time, the due date cannot be extended.*

41. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Vendor Questionnaire- Processing Contact Information	Processing Contact Information  Contact Person	Could NCPA/Region 14 ESC clarify whether the Processing Point of Contact (POC) requested in the vendor questionnaire is for sales (quoting, processing orders, solution assistance), or contractual matters (reporting, administrative fee payment)?

*Answer: It is recommended that both points of contacts are indicated if there is more than one main point of contact for different issues that may arise.*

42. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
<p>Evaluation Criterion – Ability to Provide and Perform Required Services</p>	<p>Ability to Provide and Perform the Required Services for the Contract (25 points)</p> <ul style="list-style-type: none"> <li>• Product Delivery within participating entities specified parameters</li> <li>• Number of line items delivered complete within the normal delivery time as a percentage of line items ordered.</li> </ul>	<p>Could NCPA/Region 14 ESC clarify its intent with the criterion “Number of line items delivered complete within the normal delivery time as a percentage of line items ordered.” Is this question intending to elicit past performance statistics and/or cause vendors to document the SLAs for delivery to NCPA/Region 14 ESC and its eligible entities?</p>

*Answer: This question is intending to better understand past performance.*

43. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
<p>Evaluation Criterion – Ability to Provide and Perform Required Services</p>	<p>Ability to Provide and Perform the Required Services for the Contract (25 points)</p> <ul style="list-style-type: none"> <li>• Past Cooperative Program Performance. Quantity of line items available that are commonly purchased by the entity.</li> <li>• Quantity of line items available that are commonly purchased by the entity.</li> </ul>	<p>Could NCPA/Region 14 ESC clarify its intent with the criterion “Past Cooperative Program Performance. Quantity of line items available that are commonly purchased by the entity”? Is NCPA/Region 14 ESC looking for vendors to provide the number of items that have been provided via other cooperative purchasing programs?</p>

*Answer: The referenced bullet regarding past cooperative program performance is intended to understand the number or percentage of items that public agencies currently use on other cooperatives. Some public agencies may use a high volume of all products and services offered under a cooperative contract while others utilize a select number or percentage of items that a vendor can provide.*

44. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Evaluation Criterion		Could NCPA/Region 14 ESC provide clarity on what is considered “commonly purchased by the entity” in the criterion “Quantity of line items available that are commonly purchased by the entity” ?

*Answer: This is for the vendor to determine but generally is sales based.*

45. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Evaluation Criterion		Could NCPA/Region 14 ESC provide further clarity on what is referenced by the criterion “Quality of line items commonly purchased by the entity?” Is this question requesting information on the quality of line items vendors have provided under other cooperative agreements?

*Answer: See Answer to Question 44 in this Addendum 1.*

46. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Evaluation Criterion	<p>Ability to Provide and Perform the Required Services for the Contract (25 points)</p> <ul style="list-style-type: none"> <li>Product Delivery within participating entities specified parameters</li> </ul>	Could NCPA/Region 14 ESC confirm that for the “Product Delivery within participating entities specified parameters” criterion, NCPA/Region 14 ESC is looking for vendors to provide a write up in Tab 5 – Products and Services, confirming vendor’s ability to achieve the delivery requirements laid out in the RFP and not past performance statistics?

*Answer: Understanding the ability to provide and perform the required services relates to both a vendor’s ability to achieve delivery requirements as well as how successful a vendor has been in the past. Vendors may answer the questions as they see fit to capture their full abilities to provide and perform the required services for the contract.*

47. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Evaluation Criterion	<p>Value Added Products/Services Description.</p> <ul style="list-style-type: none"> <li>• Additional Products/Services related to the scope of RFP.</li> <li>• Marketing and Training.</li> <li>• Programs and practices that may be advantageous to Public Agencies.</li> <li>• Customer Service.</li> </ul>	<p>Would NCPA/Region 14 ESC confirm that the following criterion in the evaluation criterion are to be included in Tab 8 - Value Added Products?</p> <p>Value Added Products/Services Description.</p> <ul style="list-style-type: none"> <li>• Additional Products/Services related to the scope of RFP.</li> <li>• Marketing and Training.</li> <li>• Programs and practices that may be advantageous to Public Agencies.</li> <li>• Customer Service.</li> </ul>

*Answer: Yes, the Value Added Products/Services Description questions from the evaluation criteria may be listed as part of Tab 8 – Value Added Products.*

48. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Evaluation Criterion		<p>Would NCPA/Region 14 ESC clarify whether it is looking for successful vendors to respond to the following criterion in the evaluation criterion in Tab 5 - Products and Services / Scope or Tab 6 - References?</p> <ul style="list-style-type: none"> <li>• Product Delivery within participating entities specified parameters.</li> <li>• Number of line items delivered complete within the normal delivery time as a percentage of line items ordered.</li> <li>• Vendor’s ability to perform towards above requirements and desired specifications.</li> <li>• Past Cooperative Program Performance. Quantity of line items available that are commonly purchased by the entity.</li> <li>• Quantity of line items available that are commonly purchased by the entity.</li> </ul>



*Answer: The above bullets may be included as part of Tab 6 – References. Note that there may be information a vendor provides as part of a tab in their response that relates to more than one evaluation criteria and the information may be evaluated for more than one section of the evaluation criteria.*

49. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Evaluation Criterion		<p>Could NCPA/Region 14 ESC confirm that the following criterion should be responded to in Tab 5 - Products and Services / Scope?</p> <p>Technology for Supporting the Program</p> <ul style="list-style-type: none"> <li>• Electronic online catalog, order entry use by and suitability for the entity’s needs.</li> <li>• Quality of vendor’s on-line resources for NCPA/Region 14 ESC members.</li> <li>• Specifications and features offered by respondent’s products and/or services.</li> </ul>

*Answer: Yes, the above information may be included as part of Tab 5.*

50. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
Required Proposal Format	<p>Responses shall be provided electronically via our online Bonfire portal. Tabs should be used to separate the proposal into sections, as identified below. Respondents failing to organize in the manner listed may be considered non-responsive and may not be evaluated. It’s recommended that all tabs, with the exception of Tab 7 (Pricing), be submitted in Portable Document Format (PDF). Please note pricing can be submitted separately in a alternate format (e.g. xlsx, xls, csv).</p>	<p>Can NCPA/Region 14 ESC confirm that it is looking for separate files for each Tab, versus two files, one for the proposal, and one for Pricing (Tab 7)?</p>

*Answer: Separate files for every individual tab is not required.*

51. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
NA	NA	Does NCPA have an anticipated award date?

*Answer: Before the end of the calendar year.*

52. Question:

Solicitation Reference	Solicitation Text	Question/Clarification
NA		Can NCPA/Region 14 ESC provide the anticipated number of awardees?

*Answer: There is not a set number of anticipated number of awardees.*

53. Question:

Submission of Responses:

The RFP states that “*deviations to the terms should be conspicuously noted in writing by respondent.*” What is the preferred mechanism to do so – redlines or a bullet-point list?

*Answer: Either is an option for vendors submitting a response but redlines may provide for a quicker negotiation process.*

54. Question:

Submission of Responses:

Respondent is a distributor. A distributor’s pricing is typically directly tied to the pricing set by the original equipment manufacturer (OEM). Understanding that OEM may change their pricing in the initial 120 day period, is there an exception process for modifying pricing during that period?

*Answer: Contract and service exceptions may be submitted as part of the vendor’s response.*

55. Question:

Public Bid Opening:

When is the public bid opening date?

*Answer: As indicated in the Notice to Respondent, immediately following the deadline, all responses will be publicly opened, and the respondents recorded.*

56. Question:

**TAB 2**

Renewal of Contract

What is the process to exercise the option to renew for up to two (2) additional years?

*Answer: It is a process exercised by Region 14 Education Service Center based on vendor performance and responsiveness.*

57. Question:

Shipments:

Due to continued supply chain challenges, it could be conceivable to have deliveries outside that timeframe. We can commit to continuous communication around delivery dates and give participating entity the option to change vendors or cancel. Would this be acceptable?

*Answer: Depending on the market, potentially yes. Exceptions to delivery timeframes should be included as part of the vendor's response.*

58. Question:

Payments:

What is the written process and approval by NCPA for awarded vendors and its affiliates? Please elaborate on the entity using the contract and making payments to the awarded vendor or their affiliates.

*Answer: Awarded vendors will receive a letter from Region 14 Education Service Center and there will be an implementation process for new vendors to better understand specific procedures.*

59. Question:

Adding Authorized Distributors/Dealers:

What is the written approval process to add OEMs/vendors/distributors/partners/resellers?

*Answer: There is a form that would need to be completed by awarded vendors that would go through an approval process.*

60. Question:

Pricing:

FOB Destination freight terms - is it acceptable for respondent to charge accessorial fees or pass-along certain irregular freight costs prompted by the NCPA member's location? (presuming respondent currently does in the normal course of business)

*Answer: Each vendor may have different processes and pricing structures. Any additional fees, freight terms, or pertinent information should be included as part of the vendor's response.*

61. Question:

Warranty:

Warranty requirements - is it acceptable for respondent to pass-along such warranty obligations to the OEM?

*Answer: Vendors should indicate this as part of their response to this RFP.*

62. Question:

Warranty:

Can subcontractors be utilized when/if necessary?

*Answer: Yes, depending on the processes of the primary vendor and the public agencies looking to utilize resulting contracts.*

63. Question:

Certificate of Insurance:

What are NCPA's insurance requirements?

*Answer: See Answer to Question 30 included in this Addendum 1.*

64. Question:  
Price Increases:

In the unlikely event that market conditions or new regulations result in OEM price increases, we (as a distributor) will expect to pass through the increases. What is the written process to submit such requests? Is there a form?

*Answer: Awarded vendors will receive this information but yes, there is a form that will go through a review and approval process.*

65. Question:  
Competitive Range:

Was a competitive range established in previous RFPs? If so, can you please share directionally the range?

*Answer: This information cannot be shared at this time.*

66. Question:  
Multiple Awards:

How many contracts do you anticipate awarding from this RFP? Is there a set number of vendors that will be awarded?

*Answer: See Answer to Question 52 included in this RFP.*

67. Question:

#### *EVALUATION CRITERIA*

Pricing:

What is the preferred method to approach – cost+ or MSRP off-list?

*Answer: Each vendor may submit their pricing as they see fit however some public agencies may not be able to utilize cost plus pricing especially if they are utilizing federal or similar funding sources.*

68. Question:

#### *EVALUATION CRITERIA*

Ability to Provide and Perform:

How has number of line items delivered complete been measured in the past?

*Answer: It depends on the quality of the supplier's response and the information provided.*

69. Question:

*EVALUATION CRITERIA*

Ability to Provide and Perform:

Can you provide the purchase history for the last twelve (12) months, listed by OEM/annual revenue.

*Answer: Not at this time.*

70. Question:

*Tab 2 NCPA ADMINISTRATION AGREEMENT:*

Fees and Reporting:

Is the 3% administrative fee negotiable?

*Answer: Exceptions should be indicated as part of the vendor's response, but all exceptions will be reviewed and considered.*

71. Question:

*Tab 2 NCPA ADMINISTRATION AGREEMENT:*

Fees and Reporting:

Please describe where a mutually agreeable process to lower the Administrative Fee Percentage? What is the normal operating procedure to get this approved?

*Answer: This may be discussed further with the awarded vendor(s).*

72. Question:

*Tab 2 NCPA ADMINISTRATION AGREEMENT:*

Fees and Reporting:

Would NCPA be open to alternative structure on Administrative Fee Percentages? If so, what would be acceptable scenarios?

*Answer: See Answer to Question 70 included in this Addendum 1.*

73. Question:

The RFP includes a four-year right to audit - is that four-year timeframe a statutory/regulatory requirement or is it NCPA's preferred timeframe?

*Answer: This is driven by general audit requirements. Exceptions are to be included as part of the vendor's response.*

74. Question:

*TAB 3 VENDOR QUESTIONNAIRE*

Is Canada in scope of this RFP and it is required for this RFP? If so, please provide historical data with revenue by OEM.

*Answer: Typically, current public agencies utilizing agreements are in the United States.*

75. Question:

*TAB 3 VENDOR QUESTIONNAIRE*

Would federal business be included in this contract at a future date or is this solely a SLED vehicle?

*Answer: Typically, public agencies utilizing agreements are not federal entities but could be quasi entities or be utilizing federal funding sources.*

76. Question:

*TAB 7 PRICING*

As a broadline distributor, we are submitting our entire line card with hundreds of vendors and millions of SKUs. What is the best way to submit pricing? Is it through submission of a linecard or something more detailed?

*Each vendor may choose to submit their product offering differently. A general line-item listing is acceptable.*

77. Question:

Would an extension be possible, please?

*Answer: See Answer to Question 40 included in this Addendum 1.*

78. Question: I was wondering if you could let me know when answers to questions might be posted?

*Answer: Answers will be posted publicly in Bonfire and vendors will be notified in the system.*

79. Question: I'd also like to inquire about confidentiality. We'd like to request that our financial information be kept confidential, and were hoping to have confirmation of that before submitting the information, if possible.

*Answer: Information that is considered confidential or proprietary should be marked as such. See page 8 of the RFP under Open Records Policy for more details.*

*No material items in the RFP have been modified. All items in the RFP shall remain.*

## RECEIPT OF ADDENDUM NO. 1 ACKNOWLEDGEMENT

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

Company Name UNICOM Government, Inc.

Contact Person K. Edward Newkirk

Signature *K. Edward Newkirk* DN: cn=K. Edward Newkirk, Vice President and  
General Counsel, o=UNICOM Government,  
Inc., ou, email=Legal@unicomgov.com, c=US

Date 11/16/2023



### **3.0 TAB 3 - VENDOR QUESTIONNAIRE**

## TAB 3 VENDOR QUESTIONNAIRE

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

### Locations Covered

- Bidder must indicate any and all locations where products and services can be offered.

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

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

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

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

Yes       Maybe       No

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

Yes       Maybe       No

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

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

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

**Small Business, MWBE and HUB Growth**

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

N/A, we are a recognized small, MWEB or HUB organization  
 No, we do not have any programs in place.  
 Yes, we have programs in place.

**Please note that UGI chose the responses for the above two questions under the assumption that these are referencing Minority-Owned or Women-Owned Businesses. UGI is a Minority Owned Business and NOT a Woman Owned Business. Additionally, UGI has a Corporate Subcontracting Plan with robust small business participation goals in place.**

**Residency**

Responding Company’s principal place of business is in the city of Chantilly,  
State of Virginia.

**Felony Conviction Notice**

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

- A publicly held corporation; therefore, this reporting requirement is not applicable.
- Is not owned or operated by anyone who has been convicted of a felony.
- Is owned or operated by the following individual(s) who has/have been convicted of a felony

**Distribution Channel**

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

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

**Processing Contact Information**

Contracts

Sales

Contact Person	<u>Julie Aitken</u>	<u>Dan Barfield</u>
Title	<u>Contract Manager</u>	<u>Inside Sales Manager</u>
Company	<u>UNICOM Government, Inc.</u>	
Address	<u>15010 Conference Center Dr., Suite 110</u>	
City/State/Zip	<u>Chantilly, VA 20151</u>	
Phone	<u>703-502-2405</u>	<u>703-502-2046</u>
Email	<u>ContractRequests@unicomgov.com Dan.Barfield@unicomgov.com</u>	

**Pricing Information**

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

- Yes       No

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

Yes       No

**Cooperatives**

List any other cooperative or state contracts currently held or in the process of securing.

<b>Cooperative/State Agency</b>	<b>Discount Offered*</b>	<b>Expires</b>	<b>Annual Sales Volume</b>
OMNIA Partners/Fairfax County, VA	1% min.	11/30/2023	\$8.2M
Maryland HW & Associated Equip. & Svcs	1% min.	11/14/2027	\$131.7K
Maryland COTS Software 2012	1% min.	09/30/2027	\$216.6K
Maryland Consulting & Tech. Svcs (CATS)+	1% min.	04/21/2028	\$12.8K

*\*Hardware, software, and OEM maintenance/warranty discounts.*

## 4.0 TAB 4 - VENDOR PROFILE

### 4.1 Company's Official Registered Name

UNICOM Government, Inc.

### 4.2 Company History

UNICOM Government, Inc. (UGI) is a recognized information technology (IT) solutions leader and Unified Visual Communications (UVC) solutions technology integrator, serving U.S. public sector customers, including Federal, state, and local governments and educational organizations. Founded in 1983 as GTSI Corp. to provide microcomputer software to the U.S. Government, GTSI was acquired by UNICOM Global in 2012 and renamed UNICOM Government, Inc. UGI has 40 years of experience providing information technology (IT) services and solutions to support our customers through various State and Local Government and Education (SLED) contracts, such as OMNIA Partners (formerly U.S. Communities), and State of Maryland contracts.

UGI has proven experience supporting a diverse set of customers by customizing solutions to meet individual customer requirements and needs, including providing leading-edge products at the best price possible. UGI does this through our dedicated and certified personnel who are organized into account teams' focused on customer agencies/geographies to ensure that they have a deep understanding of that customer's requirements, regulatory posture and roadmap.

UGI maintains relationships with numerous industry-leading Original Equipment Manufacturers (OEMs) to achieve special pricing, resources (including for in-depth understanding, troubleshooting as well as professional services), and product/upgrade upgrades. Additionally, this OEM relationship allows UGI to best forecast End of Life/End of Service dates to assist UGI in working with our customers on their Bill of Materials (BOM) and Solutions. This is integral to UGI's business practice- to at all times maintain a vendor-agnostic approach and, where appropriate, utilize best in breed technology.

UGI also develops relationships with distributors to ensure we can provide our customers with a variety of product selections, competitively priced with optimal availability. To accomplish this, we have a multi-pronged distributor management approach, which includes looking to multiple distributors, regular reviews with distribution account managers, leveraging pre-buys, establishing volume programs to increase discounts, working closely with the distribution partner to examine the pipeline, and to forecast stock to mitigate potential availability issues.

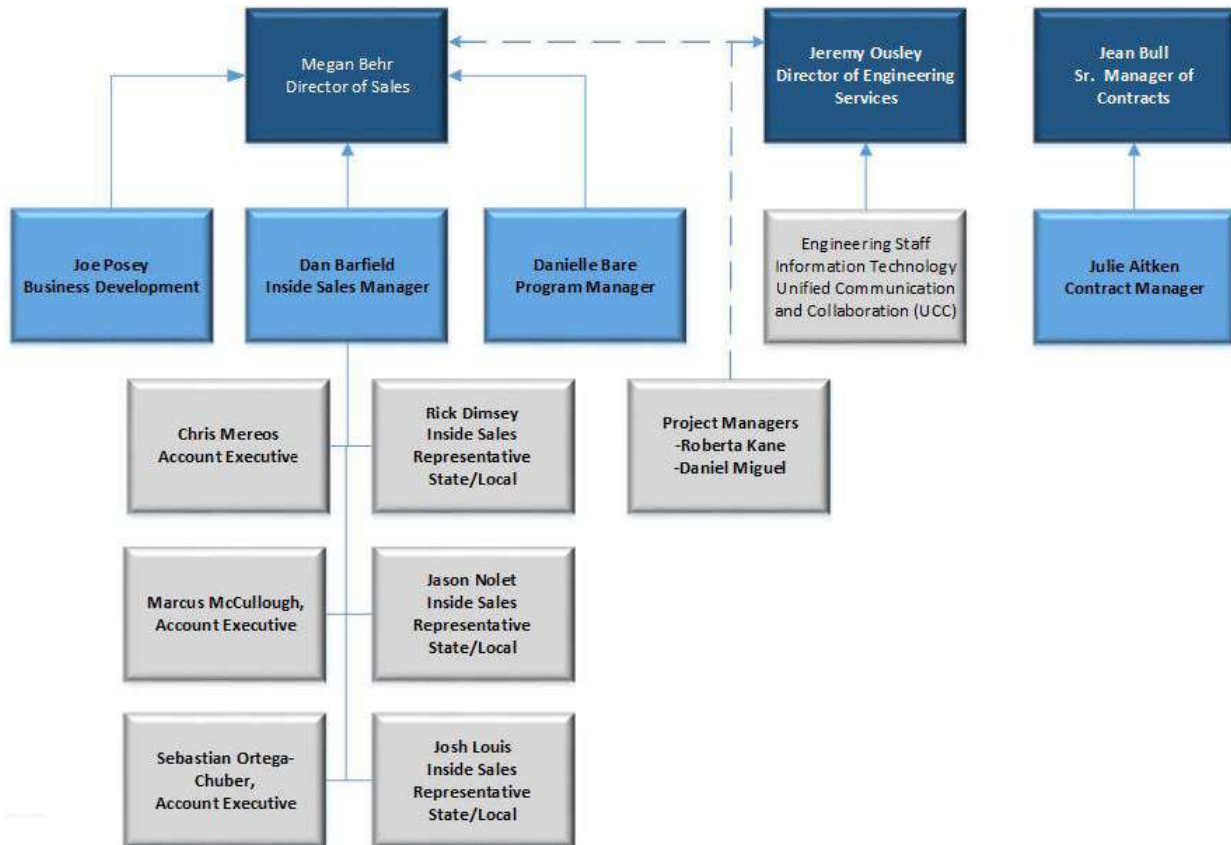
Via the OMNIA Partners Public Sector cooperative purchasing organization (formerly U.S. Communities), UGI has supported the diverse needs of SLED customers by providing solutions nationwide via later. UGI has established strong working relationships with SLED customers. Our SLED customer support has provided us—as demonstrated through multiple Tabs of this response—the specific background and understanding of cooperative requirements and how/why SLED customers utilize the negotiated pricing and terms and conditions of these agreements. This is particularly true in technology acquisition due to a fluctuation in supply chain availability, pricing, changes to products/roadmaps.

### 4.3 Dun & Bradstreet (D&B) Number

UNICOM Government, Inc.'s Dun & Bradstreet (D&B) Number is 10-793-9357.

### 4.4 UGI's Organizational Chart

UGI has built an organizational structure commensurate with the sales and program management support services required to deliver a broad range of products and services to maximize value for NCPA. Our organizational structure in support of this contract is shown below in **Figure 4-1**.



**Figure 4-1: UNICOM Government, Inc. Organizational Structure**

UGI has a company-wide commitment to providing outstanding service to our customers. UGI will manage the Region 14 ESC/NCPA contract as a program, with assigned resources including a tenured Program Manager, a Contract Manager, and an Executive Sponsor. These resources manage the overall contract and provide oversight to ensure that UGI is providing a high level of consistent service across all customer agencies that use the contract. UGI’s program management practices have been honed from decades of service on other IDIQ contracts. We leverage and apply Project Management Institute and Information Technology Information Library (ITIL). Having held multiple OMNIA Partners contracts and working with lead agencies, UGI’s SLED team understands the value of this contract and is well versed on how to promote the Region 14 ESC/NCPA contract. UGI leverages our Sales Teams to build agency specific partnerships by working with individual customers on their IT objectives and specific needs. Our Sales Account teams work with Subject Matter Experts (SMEs) to provide quality solutions and leverage the contract to provide consistent terms and conditions for them. UGI’s SLED strategy has been to lead with our existing OMNIA Partners contract throughout its lifecycle. We understand that SLED agencies can save time and money by leveraging NCPAs’ cooperative buying power and economies of scale to drive down costs with pre-negotiated pricing.

UGI has a SLED-focused team, including a Director of Sales, a Business Development Executive (BDE), Program Managers, Contract Managers, and SLED Sales team. The SLED Sales team includes SLED Client Executives (CEs), Account Executives (AEs), and Inside Sales Representatives (ISRs). Additional support is provided by other internal UGI teams including engineers, configuration experts, solution specialists, and seasoned order management personnel. UGI’s SLED team meets weekly to discuss successes and challenges. The goal is to leverage successes and lessons learned and offer consistent support to all our customers. We have found that many SLED customers have similar challenges. Knowing what worked for

one customer may help support another customer with minimal customization. Our SLED team has the ability to reach back to internal technical resources, if needed, to develop and implement the best solution for each customer requirement. UGI's team members use their extensive knowledge of current technical capabilities to analyze the customer's current and projected needs and match those requirements to the best products and manufacturer support to realize those goals. Additionally, UGI offers focused, tailored training and support plans to help our customers experience the maximum utility and value of their solution.

With our knowledgeable team in place, UGI is the right partner for Region 14 ESC NCPA, and OMNIA Partners to immediately grow contract awareness and support SLED customers.

#### **4.5 UGI Sales Management**

**Megan Behr**, Director of Sales, 27 years of experience

Megan is a valuable member of the senior leadership team, with strong, long-term customer relationships and a seamless approach to complex solution building. She has over 27 years of experience in the U.S. Public Sector IT industry, focusing on sales and contract management. With 18 years of successful selling experience, directly to the Federal Reserve System, including an in-depth understanding of IT solutions, Government business practices, and key contacts. She has developed a thorough understanding of public sector procurement. Megan's success is shown by the fact that in 2023 one of her client agencies invited her to speak to a conference regarding vendor and supplier diversity and how to do business with this client agency as a diverse supplier. Similarly, Megan was invited to speak at an April 2023 HP CEO/Executive Partner Roundtable for Federal with HP Executive Leadership present, regarding how better to do business with HP. As the Director of Sales, Megan manages and leads the Sales Team and Program Managers for all public sector customers, including SLED. Megan is focused on mentoring her team in building strong customer relationships, and in solving customer challenges through hard work, strong ethics, and open communication. Megan is committed to providing the necessary oversight needed to internally and externally market NCPA.

**Dan Barfield**, Inside Sales Manager, 20 years of experience

Dan is a customer-focused business development professional, skilled in building and cultivating strong procurement and contracting partnerships, providing exceptional responsiveness, and in creating environments which enable consistent service delivery. Dan has a proven record in leading and collaborating cross-functionally with internal and external resources to support the inside sales team. For instance, Dan was the primary Sales assignee supporting one of UGI's larger Federal GWACS for over six years and was responsible for a large portion of UGI's work in part due to Dan's success at relationship building with customers and vendors. He focuses on facilitating clean, trouble-free orders, which ship on time, on supporting mission needs, and on driving long-term client success. He understands the complexities of delivering innovative solutions to SLED and Federal Government customers and through multiple contract vehicles. He strives to deliver solutions that encompass the entire technology life cycle. Dan efficiently manages accounts and customer challenges, ensuring clients have clear visibility into the process.

#### **4.6 Business Development**

**Joe Posey**, Business Development Executive, 10 years of experience

Joe's experience spans the functions of Capture Management, Business Development, and Sales. Joe leverages that expertise and his 10 years of experience to develop and grow relationships with new and existing UGI customers and solution partners. He is instrumental in developing marketing strategies and sales pipelines, contributing to the strategic, technical, and fiscal plans necessary to support UGI's business strategy and objectives. Joe uses his experience in building and leading sales teams, in executing mid-level program management of sales organizations and capture teams, to create and sustain a successful sales



program in information technology, telecommunications, and associated products and services. Joe also brings experience in performance monitoring, delivery of services, goods, and equipment. Joe is experienced in optimizing vendor relationships to meet company strategic goals as well as partner company project goals and objectives. Joe has also used his relationship based approach to expand UGI's partnerships that combine UGI solutions and product based business with top tier IT solutions that serve both Federal and SLED costumers.

#### **4.7 Program Management**

**Danielle Bare**, Program Manager, 19 years of experience

Danielle began her career in Federal sales before being promoted to managing focused programs for valued UGI customers. Danielle has successfully managed fast-paced, detailed, and deadline-oriented programs and projects. Her interpersonal skills result in strong partnerships at both the industry level, as well as the customer level. Her dedication focuses on customer success by ensuring that our team delivers on our Service Level Agreements (SLAs) and exceeds customer expectations whenever possible. Danielle understands the importance of monitoring supply chain issues and engages in candid communications with OEM partners, distributors, and most importantly- customers, to align expectations and practices to best support the program's needs. Danielle will oversee the Region 14 ESC/NCPA program by monitoring and managing any required SLAs, working with key stakeholders regarding requests or concerns and working with the team in identifying areas for potential improvements. Her experience with establishing and maintaining strong relationships with her internal and external customers, while being engaged with the details of her programs, showcase her ability to efficiently resolve issues while driving success.

#### **4.8 Region 14 NCPA/OMNIA Focused Sales Team**

**Sebastian Ortega-Chuber**, Client Executive, 25 years of experience

Sebastian is a client-focused, results-oriented, bi-lingual professional with excellent market insight, with the product and industry acumen necessary to achieve successful SLED business. His success has been shown through a quick promotion due to his customer-relationships, drive, and ability to create/maintain relationships. Sebastian is customer-centric and versatile, with a desire to support the customer however needed. He has established and grown key SLED customer accounts and focuses on seeking out opportunities to support and augment his customers' technology needs. He has over five years of sales experience, and twenty years of operational results. Some of Sebastian's core qualifications are sales cycle management, financial analysis, project management, strategic planning, and contract negotiation/review. Sebastian is the lead Client Executive supporting Georgia, Florida, Alabama, Mississippi, Louisiana, and Texas. Sebastian has been responsible for over 80 orders off the OMNIA family of purchasing agreements.

**Marcus McCullough**, Client Executive, 10 years of experience

Marcus is a client services professional with over 10 years of account management experience. Organized, customer-centric and detail oriented, with the ability to execute multiple tasks at any given moment, Marcus has a demonstrated history of successful account oversight, high-quality management, and exemplary client relations. His professional background ensures excellent communication skills, and ability to work with, and manage individuals with various backgrounds. Marcus excels at forming long-term relationships with customers and serves as a trusted advisor to customers, providing timely responses to questions and identifying appropriate solutions. Marcus supports South Carolina, North Carolina, Tennessee, Kentucky, Virginia, and West Virginia.

**Chris Mereos**, Account Executive, 11 years of experience

Chris is a sales-goal-driven leader with the ability to meet high performance standards while expanding territories and developing new accounts. Chris has an in-depth understanding of the sales cycle process,

and is able to remain focused on customer satisfaction throughout all stages. He is an experienced multi-tasker, problem-solver, and skilled presenter and counts complex negotiations and project management amongst his many skills and talents. Chris supports Maryland, California, and Washington State.

**Jason Nolet**, Inside Sales Representative, 7 years of experience

Jason is a business professional specializing in Government sales, purchasing, and negotiation. Jason is excellent at establishing solid customer relationships from the ground up. Always striving to become a trusted advisor to his customers, Jason has a proven record of accomplishment with helping them to further define requirements/solutions based on their needs, and budget, to provide the best possible solutions. Jason is partnered with Marcus McCullough in serving South Carolina, North Carolina, Tennessee, Kentucky, Virginia, and West Virginia.

**Josh Louis**, Inside Sales Representative, 5 years of experience

Josh is a business professional with expertise in the areas of process and productivity, optimization, client relations, business management, conflict resolution, and staff training. He has the ability to effectively plan and set priorities, while managing several complex projects simultaneously. Josh is developing new client relationships in order to establish long-term opportunities. He possesses strong communication, analytical, and problem solving skills, and possesses a proven record of accomplishment in exceeding company goals and earning client satisfaction. He is prompt in coordinating with distributors and OEMs, managing supply chain times, communicating delays to customers, communicating preferred OEMs/vendors to customers, and expanding UGI's reach and market share. Josh is partnered with Sebastian Ortega-Chuber in supporting Georgia, Florida, Alabama, Mississippi, Louisiana, and Texas.

#### **4.9 Project Management**

**Roberta Kane**, Project Manager, 17 years of experience

Roberta possesses strong logistics and project management experience in a variety of industries, within both SLED and the private sector. She has a core understanding of how large IT projects are successfully initiated, implemented, and managed. Roberta has overseen numerous complex projects for the City of San Antonio (CoSA) as well as other SLED and Federal customers.

**Daniel Miguel**, Project Manager, 9 years of experience

Daniel is a customer-focused team member, leveraging his valuable communication and organization skills across multiple departments in order to successfully oversee complex project deliveries for SLED customers. He is an excellent liaison, building solid customer relationships, and effectively managing expectations and resolving challenges. Daniel has experience in a variety of fields including, but not limited to, project management, business analysis, sales, Government security, and medical support.

**Marco Trancho**, Project Coordinator, 8 years of experience

Marco is a project professional with over 8 years of experience. Knowledgeable of construction, IT, subcontractors, and equipment management, Marco has a proven track record of achieving success. Marco provides boots on the ground, direct face-to-face management to ensure cooperation with multiple subcontractors of various industries, in challenging project environments. Marco helps to maintain the professional and reliable work ethic that UGI's customers value.

#### **4.10 Contract Management**

**Julie Aitken**, Contract Manager, 25 years of experience

Julie has over 25 years of experience in Government contracting. For the last seven years, Julie has been managing our OMNIA Partners and other SLED related contracts requirements. Julie is hands-on, working closely with the UGI Sales, Bids, and Order Fulfillment teams. As the resident SLED contract expert, she ensures that contracts are correctly leveraged through education and assistance with sales opportunities. Julie reviews potential new contracts, supports negotiations, and maintains all SLED contracts. Julie readily works with customers in explaining contract language and answering questions.

#### 4.11 Active Sourcing

UGI will leverage our overall staffing approach and scale as needed in response to volume of requests to ensure comprehensive support to Region 14 ESC/NCPA and all SLED entities.

Our staffing approach leverages the agility our size provides, along with pre-existing relationships with major staffing companies. In response to an observed workload surge/identification of upcoming contract/project/Sales needs, the respective team’s management will conduct an analysis to determine additional staffing opportunities. This will consist of analyzing project/contract requirements or additional Sales requests/prospects, and the expected personnel needs (e.g., technical skills, time commitments, and travel needs), against our current workload and personnel skillset/locations. As determined by this analysis, we will propose roles for new temporary or full-time hire in specific geographic regions. Additionally, team management will use this analysis to tailor a position description and coordinate with executive leadership and HR. To support a timely staffing, UGI will utilize our existing relationships with multiple staffing agencies, with whom we have pre-negotiated agreements and established points of contact, which allows us ramp up staffing quickly with minimal administrative overhead.

#### 4.12 Corporate Office Location

UNICOM Technology Park  
 15010 Conference Center Drive, Suite 110  
 Chantilly, VA 20151

#### 4.13 Sales and Services per State

UGI’s sales and service locations are noted in **Table 4-1** below:

**Table 4-1: UGI’s Sales, and Service Locations**

Location	Description	Address
UNICOM Technology Park (UTP)	UGI Headquarters (HQ)	15010 Conference Center Drive, Suite 110 Chantilly, Virginia 20151
UGI Conference and Training Center (CTC)	Offices and Briefing Center	15000 Conference Center Drive Chantilly, Virginia 20151
UGI Integration and Distribution Center (IDC)	Integration and Distribution Center	3901A Stonecroft Boulevard Chantilly, Virginia 20151
UNICOM Center of Communications and Collaboration (UC <sup>3</sup> )	Unified Communications and Collaboration - Design, Build-Out and Call Center	4249 Piedmont Parkway, Suite 103 Greensboro, North Carolina 27410

UGI is a division of UNICOM Global, allowing us quick avenues to leverage intercompany resources and facilities when needed and/or for growth. The intercompany facilities include:

**Table 4-2: Intercompany Facilities**

Location	Description	Address
UNICOM Engineering Inc. (UEI) Plano Facility	UGI Contingency Integration and Warehouse (Sister Company)	3501 East Plano Parkway Plano, Texas 75074

*UNICOM Government Inc. Confidential and Proprietary. Use or disclosure of the data contained on this sheet is subject to the restrictions on the title page of this proposal.*

UNICOM Science and Technology Park (STP)	Offices and Business Continuity	3 Merck Drive Whitehouse Station, New Jersey 08889
UNICOM Innovation Park	Offices and Business Continuity	231 North Martingale Road Schaumburg, Illinois 60173

#### 4.14 Key Contacts by State

Please find below a table showing by state where UGI's Sales, Technical, and PMO resources are located:

**Table 4-3: UGI's Sales, Technical, and PMO Resources Locations by State**

State	Type of Resources	Title	Headcount
<b>Virginia Headquarters</b>			
Virginia	Sales	Account Executive	3
		Business Development Executive	1
		Client Executive	5
		Director of Sales	1
		Inside Sales Manager	1
		Inside Sales Rep (I/II/III)	6
		Program Manager	2
		Technical	Design Engineer III
<b>Remote Resources</b>			
Virginia	Sales	Client Executive	2
		Senior Inside Sales Rep	1
	Technical	Enterprise Solutions Consultant	1
North Carolina	PMO	Lead Project Manager III	1
	Technical	Design Engineer (II/III)	3
	Technical	Director - Engineering Services	1
	Technical	Field Service Representative	1
	Technical	Installation and Integration Manager	1
	Technical	Manager - Maintenance & Support Services	1
	Technical	Programmer (II/III)	4
	Technical	Technician (I/II)	3
Florida	PMO	Project Coordinator	1
	PMO	Project Manager II	1
	Sales	Client Executive	1
	Sales	Inside Sales Rep II	1
	Technical	Senior Consulting Engineer	1
Maryland	Technical	Global Knowledge Support Center Lead Technician	1
Texas	Technical	Senior Collaboration Engineer	1
	Technical	Technician II	1
Ohio	PMO	Technical Project Manager	1
Washington	Technical	Cloud Engineer	1

Upon request, UGI can provide a separate list of our team's main point of contacts with contact information.

#### 4.15 Geographies that UGI Serves

UGI serves all U.S. Federal, state, and local governments, and educational institutions (K-12 and Higher Education) and has worked on SLED contracts across the United States of America

During our 40 years of business, UGI has established a network of partners with a broad range of capabilities and established geographies. This allows UGI to continually enhance our reach in terms of both geography and product lines. As UGI’s business and customers grow, UGI regularly reviews and enhances our partner network to meet our customers’ evolving needs, including solutions and locations.

#### 4.16 Define Company’s Standard Terms of Payment

UGI’s standard payment terms are Net 30 days. We accept payment via purchase orders, credit card/procurement cards, electronic transfer (ACH), and checks. UGI does not charge additional fees for payment with credit cards or purchasing cards (P-Cards).

In addition, UGI offers financial services including several leasing options and payment plans, allowing our customers to meet their needs for today and tomorrow, while also remaining compliant with their current budgets.

#### 4.17 UGI Marketplace Competition

UGI recognizes the following companies as our competition in this domain:

**Table 4-4: UGI’s Competitors**

Names of Competitors	
IronBow Technologies, Herndon, VA	Insight Global, Alexandria, VA
World Wide Technology, Inc. (WWT), St. Louis, MO	Y & S Technologies, Inc., Brooklyn, NY
AVI-SPL, Ashburn, VA	Sterling, Inc., North Sioux City, SD
Dell Technologies, Round Rock, TX	Carahsoft Technology Corp., Reston, VA
Thundercat, Technology, Reston, VA	CDW-G, Vernon Hills, IL

#### 4.18 Three Years' Sales by Category-Confidential

UGI requests that Sections 4.18 -Three Years' Sales by Category and 4.19 - Anticipated Revenue for the First Three Years of This Agreement be treated as confidential due to the presence of financial and competitive data.

UGI recorded the totals shown in the following table during the years 2020 through 10/31/2023. In addition to the four categories specified in the solicitation, we are also presenting our earnings performance for SLED and Federal Government business as subtotals.

**Table 4-5: Earnings Performance**

Categories	2020	2021	2022	2023	Grand Total
Cities/Counties*	\$10.9M	\$6.7M	\$5.9M	\$4.8M	\$28.2M
K-12	\$386.1K	\$153.7K	\$56.7K	\$417K	\$1.1M
Higher ED	\$975.8K	\$143.5K	\$62.7K	\$86.5K	\$1.3M
States/NPO's	\$413.2K	\$425.2K	\$2.6M	\$1.2M	\$4.6M
<b>SLED Subtotal</b>	<b>\$12.6M</b>	<b>\$7.5M</b>	<b>\$8.6M</b>	<b>\$6.5M</b>	<b>\$35.1M</b>
<b>FED (CIV, DOD, ISG)</b>	<b>\$115.7M</b>	<b>\$68.3M</b>	<b>\$114.2M</b>	<b>\$114.2M</b>	<b>\$412.3M</b>
<b>Grand Total</b>	<b>\$140.9M</b>	<b>\$83.2M</b>	<b>\$131.4M</b>	<b>\$127.2M</b>	<b>\$482.6M</b>

#### 4.19 Anticipated Revenue for the first three (3) years of this agreement-Confidential

UGI requests that Sections 4.18 - Three Years' Sales by Category and 4.19 - Anticipated Revenue for the First Three Years of This Agreement be treated as confidential due to the presence of financial and competitive data.

**Table 4-6: UGI's Anticipated Revenue by Year**

<b>Year One</b>	\$10,000,000
<b>Year Two</b>	\$12,000,000
<b>Year Three</b>	\$14,500,000

#### 4.20 UGI's Differentiators

UGI stands out from its competitors, and other companies in the industry, based on the following differentiators:

- 40 years of experience supporting Public Sector for IT Solutions
- Supplier/Vendor Relationships
- Experience managing and delivering on multi-year, complex contract vehicles with stringent SLAs supporting multiple agencies with diverse needs
- Unified Communications and Collaboration (UCC) Practice
- Corporate Reach back, Capabilities, and Contracting Experience
- Ability to be nimble and evolve to support our customer's needs
- Well established, comprehensive Quality Programs
- A robust Logistics Practice through our Integration and Distribution Center (IDC)
- Specialized Global Technical Assistance Center (GTAC) and Maintenance



#### **4.21 40 Years' Experience Supporting IT for Public Sector Solutions**

UGI has forty-(40) years' experience within the U.S. Public Sector supporting SLED and Federal customers.

This experience has provided UGI with the expertise and lessons learned knowledge to ensure that all quoted products are in alignment with regulatory requirements, meet required security needs, are relevant to each customer, and are cost-effective. UGI's expertise includes creating, maintaining, managing relevant distributor and supplier relationships as discussed further in **Section 4.21**.

UGI applies mature processes, including for invoicing and finance to ensure we optimally support our customers and meet/exceed all contract/regulatory requirements. UGI maintains a process to ensure all contractual, legal, and customer obligations are met, across the program management life cycle. Our experienced contracts team ensures all reports are accurate and submitted on time, and that contract fees are paid in a timely manner.

**Section 6.0** describes UGI's Past Performance in detail.

#### **4.22 Supplier/Vendor Relationships**

As discussed in **Section 4.2** Company History, UGI maintains relationships with numerous OEMs and distributors that enhance our ability to provide optimal support. UGI has achieved partnership levels with OEMs that are attainable only by Value Added Resellers (VARs) who meet required technical certifications and sales volumes.

#### **4.23 UGI's Unified Communication and Collaboration Practice (UCC)**

UGI's Unified Communication and Collaboration (UCC) practice offers high-level custom audiovisual and video teleconferencing (AV/VTC) solutions to our customers. UGI designs, builds, programs, installs, and maintains a broad range of AV/VTC solutions, including:

- Conference rooms upgrades
- Video walls
- Executive board rooms
- Multi-configuration large training rooms
- Specialized solutions such as outfitting a gym with a sound system and creating an Internet of Things (IoT) network by fitting networked sensors to exercise equipment (treadmills, elliptical machines, and stationary bicycles).

Our ability to deliver quality sound in complex environments with hard surfaces (such as marble, concrete walls, etc.) is another unique skillset of our UCC team.

UGI makes every effort to source supplies, material, and equipment for timely delivery. UGI will build the systems in our laboratory to ensure all equipment is configured, programmed and running the latest stable firmware. This method requires all materials to be delivered to UGI in order to successfully complete a project, and although this process may add to the delivery schedule for installation, the pre-work improves readiness, reduces onsite time and obstacles during the deployment phase.

We minimize lead-times by utilizing items that are listed in stock or are available sooner in comparison of another product. We have multiple vendors that provide redundancy in materials and capabilities so that we are implementation agnostic to solutions, and we understand what to suggest by developing a matrix analysis with the customer requirements.

#### **4.24 Corporate Resources and Contracting Experience**

Under the UNICOM Global umbrella, UGI can leverage the resources, knowledge and expertise of the more than forty UNICOM Global sister companies. These companies, which focus on innovative technology and provide IT manufacturing, software development, and enterprise-level software solutions to address enterprise and digital transformation requirements, enable UGI to deliver tailored turnkey solutions to meet specific customer needs.

#### **4.25 UGI's Ability to be Nimble and Evolve to Support our Customer's Needs**

The key to UGI's corporate agility is size: UGI is small enough that we can adjust how we do business, offer a program, or build a solution, while still having the resources of a large company by leveraging the resources of UNICOM Global. This allows us to meet our customers where they *are*, as opposed to trying to build a solution or program based on a generic, ideal-state template. UGI's personnel cross-train to better understand the Big Picture of our solutions offerings, and so that we always have qualified personnel to address our client needs with minimal ramp-up time. Our size and customer focus allow us to respond quickly to unique customer requirements and adjust accordingly. Our personnel share their experience across teams, so that the knowledge gained from each challenge enhances our overall performance on all contracts. Our corporate culture regards every piece of customer feedback as a lessons-learned subject, to be shared across the organization. UGI's customer-first processes and culture has kept its top clients over time, and enables us to consistently win re-competes of large group purchasing contracts.

#### **4.26 Quality Programs**

Our Quality programs are another marketplace differentiator. In order to maintain our International Organization for Standardization (ISO) 9001:2015 certification, our quality processes are developed, standardized, reviewed, and continuously improved. Our Quality Manual describes our methodology for identifying deficiencies in the quality of products and services provided before the level of performance is impacted. We use Key Performance Indicators (KPIs) as a central part of our continual-improvement efforts. Please see **Section 5.3** for a detailed Quality Approach.

#### **4.27 Logistics Practice**

Through our logistics practice, we provide customers access to consistent OEM configurations while meeting program-specific Service Level Agreements (SLAs) UGI works with the customer to determine optimal product solutions and inventory requirements by understanding agency refresh rates, how the solution is used, and the customer's priorities. We take this information to tailor an inventory program, leveraging our Integration and Distribution Center (IDC) in Chantilly, Virginia.

UGI's IDC is an ISO 9001:2015 certified, 50,000-square foot facility, capable of delivering simple and complex product integrations and shipments. An insured and bonded facility located in Chantilly, Virginia, it provides customers with a secure location containing the necessary space to house mission-sensitive equipment and conduct verification testing of solutions. Our well-established staging, distribution, and integration facility offers a full-scope of services, including project management, and workflow processes from simple Radio Frequency Identification (RFID) asset tagging, to fully integrated rack and stack server build outs, a platform for inventory management, as well secure network connections for clients to provide device images and testing.

With 40 years of experience, organizations can rely on our integration professionals to deliver projects on time and within budget.

UGI's Integration Services offers:

- Asset Management and Development
- IT Infrastructure Solutions



- Complex Builds with over 1,340 Build Stations
- Phased Implementations of Technology
- Run Rate Production

The IDC is equipped with an onsite security staff, as well as IP-based video surveillance. Security is high – employees log in, verify, monitor, and log out all components, parts, and systems. UGI has implemented rigorous quality controls for solutions that require hands-on work at this facility. Our QMS requires annual training for all employees handling items shipped through this location.

The IDC has a Dedicated Logistics and Inventory Manager with over 32 years of industry experience, it is located 10 minutes from a major international airport (Dulles International), within a 5 mile radius of all major long haul and express carriers (FedEx, UPS, DHL, Service by Air), and fully integrated with a large network of reliable carriers, major distributors, and OEMs.

Through this facility, UGI ships 36 tons of equipment to Government locations annually and provides the services listed in **Table 4-7**

**Table 4-7: Integration and Distribution Center (IDC) Services**

<b>Facility</b>	<ul style="list-style-type: none"> <li>• ISO 9001:2015 certified</li> <li>• 50,000 sq. ft. insured facility; onsite security staff, IP-based video surveillance</li> <li>• 910 unit burn-in and test area is equipped with dedicated LAN capable of 110v and 220v testing and 572 integration and build stations in a static controlled environment providing a total capacity of 2,100 units a day</li> </ul>
<b>Staff</b>	<ul style="list-style-type: none"> <li>• Dedicated Quality Control Manager (Production and Distribution Services)</li> <li>• Dedicated Production Manager</li> </ul>
<b>Delivery</b>	<ul style="list-style-type: none"> <li>• Dedicated Logistics and Inventory Manager</li> <li>• 10 minutes from a major international airport and within a 5 mile radius of all major long haul and express carriers (FedEx, UPS, DHL, XPO Global Forwarding; Polaris Worldwide Logistics); fully integrated with a large network of reliable carriers, major distributors, and OEMs</li> </ul>
<b>Managed Services</b>	<ul style="list-style-type: none"> <li>• Custom asset tagging (Barcode, 2D IUID, RFID) inventory control, and reporting</li> <li>• Custom packaging – portable rugged/non rugged transit cases, sub component/accessory kitting</li> <li>• Pallet or device packaging-level labeling (hazard and health labeling, electronic device notification labels, transport method advisories)</li> <li>• Rack and Stack – hardware and software installation, cable management, power management, intra-rack testing, special shock mount containerization and shipping; hardware module integration; software installation and upgrades; client-specific configuration</li> <li>• Customer instruction set development and creating a Quality Assurance plan to support production</li> <li>• Complex hardware assembly and light manufacturing</li> </ul>

#### 4.28 Supply Chain Risk Management

The goal of UGI's SCRM approach is avoiding risk to our supply chain, increasing response speed to Supply Chain considerations, speeding responses, and minimizing disruptions to the supply chain if supply chain risks materialize. UGI's SCRM practices are built around the security controls stipulated in the National Institute of Standards and Technology (NIST) publication SP 800-171, Rev 2, 'Protecting Controlled Unclassified Information in Non-Federal Systems and Organizations'. Our Supply Chain approach controls supply chain risk at every level, including personnel (insider threats), suppliers, and transportation. We utilize a three-pronged strategy in mitigating supply chain risk.

- First, we utilize vendors who have undergone UGI's vendor approval process. This process is automated within our custom CRM tool.

- Second, whenever parts or systems can be drop shipped through a trusted channel, we use that trusted channel. For example, we drop ship Dell printers and/or printer supplies directly from Dell. When systems or parts are opened for integration or configuration, or when items come from third parties, UGI owns the requirement for managing the risk. Additionally, if UGI is shipping, we generally ship through trusted sources, such as FedEx, to minimize the risk of Supply Chain incidents during transit.
- Third, we recognize that personnel (intentionally or unintentionally) can cause a supply chain risk. We mitigate this through a series of physical security and electronic access controls. Our access controls include validating a personnel's access is necessary. We also provide relevant managers the ability to view changes to customer/vendor records to ensure that the accuracy/necessity of changes made.

Additional detail regarding UGI's SCRM approach can be found in **Section 8.3**.



**Figure 4-2: UGI's Certification**

Below is an image of UGI's ISO 9001:2015 certification, issued by Perry Johnson Registrars, Inc.



**Figure 4-3: UGI's ISO 9001:2015 Certification**

Full-size copies of these certificates, and additional certifications, are available upon request.

#### 4.29 Elevated Partners and Authorized Manufacturers

The following table lists manufacturers for whom UGI has "Elevated Partner" status:

**Table 4-8: "Elevated Partner" Status List of Manufacturers**

Manufacturer Name	Partner Level	Additional Designations
APC/SCHNEIDER	Select Partner	
BARCO, INC.	Bronze	
CISCO	Premier Partner	<ul style="list-style-type: none"> <li>• Advanced Collaboration Architecture Specialization</li> <li>• Advanced Enterprise Networks Architecture Specialization</li> <li>• Collaboration SaaS Specialization</li> <li>• Buying Models Commerce Certification</li> <li>• EA Cisco DNA - Switching Wireless Routing</li> <li>• EA Collab-Flex Plan On-Prem Calling</li> <li>• EA Collab-Flex Plan On-Prem Calling</li> <li>• EA Collab-Flex Plan On-Prem Meetings</li> <li>• US Federal Authorization</li> </ul>
DELL TECHNOLOGIES	Gold Partner	
HEWLETT PACKARD ENTERPRISE	Silver Partner	HPE Pointnext Services
HP INC.	Amplify Power	Amplify Public Sector Network LF Design Solutions
IBM	Silver Partner	
NETSCOUT SYSTEMS INC	Gold	
VMWARE INC.	Select Partner	
VEEAM	Silver	

### 4.30 Top Suppliers

The following table lists our top suppliers, including OEM partners and service providers:

**Table 4-9: OEM Partners and Service Providers**

ADOBE	HANWHA	POCKETSTOP LLC
AMX	HEWLETT PACKARD ENTERPRISE HPE	POLY
APC/SCHNEIDER ELECTRIC	HEWLETT PACKARD INC HPI	SEAGATE
APPLE	HITACHI	SAMSUNG
BARCO, INC.	IBM (HARDWARE)	SECURITY 101
BELKIN COMPONENTS	KINGSTON	SHURE
BIAMP SYSTEMS	LEXMARK	SONY
CANON U.S.A. INC	LG ELECTRONICS	SOUND CONTROL TECHNOLOGIES
CHIEF MANUFACTURING INC	LOGITECH INC	SPLIT PINE TECHNOLOGIES, LLC
CHRISTIE	LUXUL	SYMANTEC
CISCO SYSTEMS	MIDDLE ATLANTIC	TREND MICRO
CITRIX SYSTEMS INC	SHARP/NEC DISPLAY SOLUTIONS AMERICA	TRIPPLITE
CRESTRON	NETAPP, INC.	VADDIO
DA-LITE	NETSCOUT SYSTEMS INC	VEEAM
DATRIUM, INC	OMNILERT LLC	VERITAS SOFTWARE
DELL MARKETING	PLANAR SYSTEMS INC.	VMWARE INC.
EMC2	PLANTRONIX	WIREMOLD
EXTRON	QUALITY WIRING	
GETAC TECHNOLOGY CORPORATION	RED HAT	
GIGAMON SYSTEMS	ROSS VIDEO LIMITED	

## 5.0 TAB 5: PRODUCTS AND SERVICES

### 5.1 Executive Summary

UGI offers a highly experienced group of engineers, original equipment manufacturers (OEMs), and other hardware and software providers. For 40 years, UGI has delivered maximum value to public sector customers by teaming with global IT leaders such as Dell, Symantec, HP, and Microsoft, among many others, providing solutions that are scalable at the system, rack, and enterprise level. UGI has achieved partnership levels with OEMs that are attainable only by resellers who meet required technical certifications and sales volumes. UGI's product approach includes referencing OEM and Distributor roadmaps as well as our experience supporting multiple large-scale efforts. UGI maintains relationships with multiple distributors to maximize reach of products, geography, cost efficiency, and availability. Our Distribution Management approach is discussed in further detail in **Section 4.2**. As discussed in **Section 4.23**, UGI uses our IDC for cost efficiency to the extent possible. We support our customers' missions through a combination of our broad range of products and services, our extensive contract portfolio, and dedicated subject matter expertise, all managed by our proven International Organization for Standardization (ISO) 9001:2015 Quality Management processes.

UGI is capable of developing a matrix analysis based on customer requirements and product availability. UGI follows the categories below to ensure its recommendations and selections of its components are comprehensive to the customer requirements.

**Table 5-1: UGI's Categories**

Video Systems	Audio Systems	Control Systems	Collaboration System
<ul style="list-style-type: none"> <li>• Display Monitors</li> </ul>	<ul style="list-style-type: none"> <li>• Digital Signal Processors</li> </ul>	<ul style="list-style-type: none"> <li>• Network</li> </ul>	<ul style="list-style-type: none"> <li>• Work Hybrid Technology</li> </ul>
<ul style="list-style-type: none"> <li>• Video Walls</li> </ul>	<ul style="list-style-type: none"> <li>• Program Audio</li> </ul>	<ul style="list-style-type: none"> <li>• Touch Panels</li> </ul>	<ul style="list-style-type: none"> <li>• Audio Teleconference capability</li> </ul>
<ul style="list-style-type: none"> <li>• Projectors</li> </ul>	<ul style="list-style-type: none"> <li>• Live Audio</li> </ul>	<ul style="list-style-type: none"> <li>• Automation</li> </ul>	<ul style="list-style-type: none"> <li>• Web Conference capability</li> </ul>
<ul style="list-style-type: none"> <li>• Interactive Displays</li> </ul>	<ul style="list-style-type: none"> <li>• Recording</li> </ul>	<ul style="list-style-type: none"> <li>• Graphical User Interface</li> </ul>	<ul style="list-style-type: none"> <li>• Broadcast capability</li> </ul>
<ul style="list-style-type: none"> <li>• AV over IP systems</li> </ul>	<ul style="list-style-type: none"> <li>• Assisted Listening Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Lighting Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Overflow</li> </ul>
<ul style="list-style-type: none"> <li>• Camera Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Microphones</li> </ul>	<ul style="list-style-type: none"> <li>• Occupancy Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Streaming</li> </ul>
<ul style="list-style-type: none"> <li>• Matrix Switching</li> </ul>	<ul style="list-style-type: none"> <li>• Acoustic Analysis</li> </ul>	<ul style="list-style-type: none"> <li>• Programming</li> </ul>	<ul style="list-style-type: none"> <li>• Video Teleconferencing</li> </ul>

UGI has teamed up with the leading audiovisual manufacturers including Extron, Crestron, Biamp, ClearOne, Shure and QSC that offer network solutions for audio, video, and control that supports the industry leading web conferencing applications such as Zoom, MS Teams and Webex. UGI can take a customer vision to construction completion while minimizing deployment time, adding value and meeting the customer-required capabilities.

To optimize our customer support and innovations UGI has made significant investments in our staff, including through training programs and hiring technology experts. Our investments not only allow UGI to provide customers with better service, including eliciting and documenting customer requirements, providing tailored and innovative support, but also to achieve higher partnership levels, enabling UGI to obtain deeper discounts for our customers. Our team remains abreast of the latest products and technologies



along with market trends in multiple manners, including in-person and virtual training, product briefings as well as relevant industry events.

All vendors undergo UGI's new-vendor approval process, which is designed to assess for quality and establishes a defined process ensuring UGI contracts with the vendors with the best reputation. Our broad scope of vendor partnerships and personnel certifications supports an approach through which our staff suggests the technology best suited to a customer and is not bound by exclusivity or other agreement with a specific-vendor. Our vendor-agnostic approach means that UGI will source the right products/solution for each customer's specific needs.

UGI provides new items that are sourced directly from OEMs or distributors. UGI will provide refurbished materials in accordance with customer requirements.

We value being part of the OMNIA Partners Community, offering a comprehensive portfolio of IT products, services and solutions to thousands of public agencies, and institutions. As a long-standing OMNIA Partners contract holder, UGI recognizes the level of trust and commitment required to successfully be a part of this community and support the eligible entities.

## **5.2 Regulatory and certification compliance**

In support of our customers and their requirements, UGI has experience building Bills of Materials (BOMs) that comply with specific product certification requirements, including Trade Agreement Act (TAA), StateRAMP authorized, U.S. Federal Risk and Authorization Management Program (FedRAMP), registered in either the Department of Defense Information Network (DoDIN) Approved Products List (APL) or the United States Environmental Protection Agency (EPA) Energy Star program and Electronics Product Environmental Assessment Tool (EPEAT). UGI understands the importance of these certifications, and manages risks and protects critical data systems and infrastructure from foreign and domestic threats. We also understand that each customer is different, and may require a different combination of certifications to support their specific needs. UGI has current, relevant SLED experience supporting that.

## **5.3 UGI's Equipment Quality Process**

Our ISO 9001:2015-registered Integration and Distribution Center (IDC) adheres to ISO standards for quality management and assurance that control how we deliver products and services. Our processes are developed, refined, and aligned to meet our customers' requirements.

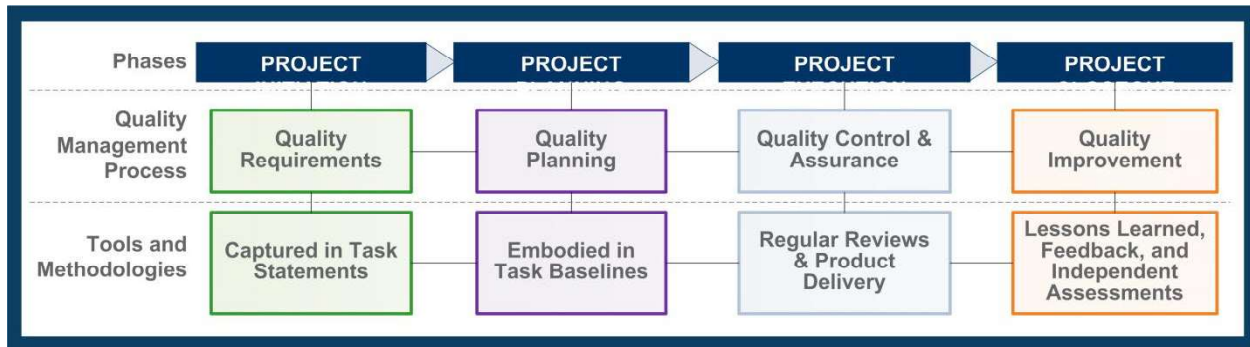
Quality management processes are the backbone of our ability to deliver on all orders through the NCPA Region 14 ESC cooperative purchasing agreement. The methods for order entry, order report generation, order fulfillment, purchasing and allocation, integration, and shipping are embedded in our process. Within the process, we identify the availability of resources and information necessary to support customers including NCPA Region 14 ESC. Throughout all phases of an order, there are discussions to identify and manage risks. The NCPA Region 14 Program Management Office (PMO) alerts to possibilities for risk awareness, identification, documentation, and communication. Risk is part of every transaction. To minimize risk, our OEMs and trusted vendors ship sealed products directly to all Government sites whenever possible.

At the Program level, UGI will monitor performance according to our Quality Management Plan (QMP) that includes key success metrics and performance indicators, quality procedures, quality monitoring and measurement, and reporting techniques. Functional areas in which KPI are defined may include:

- Product quoting performance
- Product delivery performance
- Proposal response time
- Customer service performance
- Task Order (TO) success rate

The QMP will also identify organizational responsibilities for each element of the program. The PMO team will continuously monitor QMP-based performance measures. These results will be reviewed on a periodic basis with NCPA Region 14 program, contract staff, and UGI management to support an independent, executive-level oversight function.

At the TO level, UGI will utilize our standard Project Management Body of Knowledge (PMBOK)-based quality management procedures and templates to define, measure, and monitor performance. As shown in **Figure 5-1**, our quality procedures are applied throughout the lifetime of a TO. We routinely use checklists and other techniques to ensure that quality steps are securely built in to the development of work products and deliverables.



**Figure 5-1: UGI Quality Control Process**

Customer satisfaction is a key part of our Quality Control Plan.

UGI will maintain rigorous quality planning and control standards at both the Program-level and for individual customers' TOs. As part of our management plan, we will routinely identify and apply standards for quality under a lifecycle approach featuring continuous feedback and regular quality reviews.

#### 5.4 Warranty Options

Commercial-off-the-shelf (COTS) hardware carries a standard OEM warranty. Additional warranty services are available, dependent on options purchased with the equipment and/or solutions. UGI offers a wide variety of warranty options, including uplifted OEM warranties, third party warranties, and custom warranties to meet customer-specific requirements. UGI's warranty options reflect UGI's commitment to our customers and quality along with our customized approach. UGI's warranty options also highlight the benefits of our OEM and distributor relationships in optimizing timely sourcing of replacement parts and cost-effective OEM warranties. Uniquely tailored solutions may have customized warranties, or variations that require special consideration. This can include upgrades from standard mail-back to hot-swap mail-back or from standard mail-back to onsite service; incremental onsite response/repair time upgrades from standard OEM response time, up to two-hour return-to-service. In sum, UGI can create custom warranties, and leverage our in-house capabilities and those of our partners, including the ability to cover a managed support contract that incorporates OEMs, and/or a combination of third-party support. Our customer service hotline is ready to assist users with workarounds or quick-action solutions, while still initiating warranty services, through either UGI or the appropriate OEM.

**Distributor Relationships** - UGI maintains strong channel relationships with six of the top distributors in our industry in addition to other niche distributors, enabling us to get spares and replacement parts quickly and we work with our partners and service providers to uphold our warranty obligations.

**Professional Services Warranty** - UGI's standard warranty for our professional services' workmanship is 90 days from the date of acceptance. However, the warranty can be customized to include, but not be limited



to, alternative periods of warranty, changed response times, onsite sparing, onsite visits, etc. These customized warranties can be requested at the time of project planning, and quoting.

- UGI warrants its workmanship for ninety-(90) days from date of system acceptance.
- UGI will provide technical phone support eight (8) hours a day, five (5) days a week (8x5) within the 90-day period.
- Manufacturer-provided commercial warranties will be extended to the Government.
- Upon notification of a system breakdown, UGI's Help Desk technicians will respond to the Site Facilitator/Point of Contact (POC) within one (1) hour, via telephone or VTC to begin troubleshooting. During troubleshooting, if the UGI technician determines that equipment has failed, UGI will assist the Government with the manufacturer's return material authorization (RMA) process for equipment returns. Onsite service is not included for equipment failure. Onsite service is not included for equipment failure. If onsite service is requested, UGI will provide a technician-dispatch proposal, for review and approval.
- This warranty does not apply to products with original identification marks removed or altered; systems with defects or failures due to disaster, acts of terrorism or war, accident, neglect, or misuse; failure or defect of electrical power, external electrical circuitry, air conditioning, or humidity control; use of products with items not provided or approved by UGI or modifications, adjustments, repairs or service provided by anyone other than UGI or its authorized service provider.

## 5.5 Maintenance Options

UGI provides a robust variety of maintenance offerings, providing the customer with immediate, flexible, and full service support contracts throughout the life of the technology investment. UGI will use direct relationships with OEMs and extensive industry partnerships to create a maintenance and warranty plan for the customer, which is reliable and cost-effective.

UGI offers standard OEM maintenance options that range from Basic to Enhanced, and consistently exceed customer expectations and requirements. Serial numbers for each task order in the UGI database are recorded, prior to shipment to the Government. Our Service Center updates the internal database and the end user when equipment is replaced in conjunction with corrective measures. This ensures that both UGI and the end user have up-to-date records on Government equipment.

UGI also partners with several third-party-support providers to provide protection on UGI's customer IT investments and extend the product life, when needed. These third party providers offer more cost-effective solutions, and frequently offer hardware support on products for which the OEMs will no longer provide coverage. UGI has the ability to combine standard OEM warranties with additional, customized options, such as taking first call, managing a spares' pool, and/or preventive maintenance options.

To simplify the process for our customers, UGI's dedicated Service Agreement Managers provide an additional level of service by managing multiple OEM/third party support contracts. We begin with a foundation of support contract management, focusing on identifying the proper level of support for each device, consolidating all support contracts into one single virtual contract, and co-terminating contracts, where possible. Once support contracts are in place, we provide ongoing contract management services, manage change requests, consistently validate data for accuracy, and more. UGI believes in the power of partnerships, so we work closely with our customers on all phases of the technology lifecycle, from regularly reviewing service contract data to providing recommendations on various service levels, to maximize their support and budget. This level of support can include custom reporting, managing support across different stakeholders, and requested cadence of reviews on performance. For customers with limited resources, this option can be extremely helpful, and offer a single point-of-contact (POC) to manage warranty and support needs.

## **5.6 Global Technical Assistance Center (GTAC) Support**

The GTAC is UGI's branded support offering, which includes all technical and installation support. This service is operated out of UGI's facility located in our Greensboro, North Carolina, which is equipped with specialized tooling and lab support systems designed for remote diagnostics, testing, and direct network access, where applicable. Trained video and network engineers are available for end user and field engineer technical support. This solution encompasses telephone technical and preventative support, diagnosis, repair, parts replacement, and loaner components, as well as field engineer dispatch, if required.

Our GTAC is the first line of response for all support and operational issues. We utilize a mix of remote diagnostics tools, telephone support, and onsite support, hardware replacement, software updates, and user training. A GTAC Technician will first troubleshoot the problem over the telephone by instructing customer personnel to perform nontechnical fault isolation procedures, to the best extent possible. This typically resolves 65% of all operational issues.

The GTAC VTC lab is built around a powerful network of diagnostic equipment, which allows our support engineers to place video calls with the customer, isolate the fault to a specific piece of hardware, and connect with any network service provider to assist in service restoration. UGI's engineers have access to a variety of VTC systems that enable us to work with legacy systems, as well as the latest releases by most VTC system manufacturers, including Cisco and HP Poly.

## **5.7 Help Desk Services**

Through our GTAC, UGI will provide 24x7, toll-free Help Desk telephone or e-mail based support for problem identification and resolution. Upon notification of a system breakdown, UGI's Help Desk technicians will respond to the customer site facilitator/POC within one (1) hour, by telephone or VTC, to begin troubleshooting. This troubleshooting will include network fault isolation to determine whether the fault is on the network or customer premises side of the demarcation point.

UGI will determine system-level operational status, localized system problems, and assess the impacts of any system problems on the overall system mission. If the fault is with network equipment or with proprietary equipment, UGI will interface with other contractor or network personnel to resolve the problem. UGI will not assume responsibility for servicing the network or proprietary equipment. UGI will provide diagnostic troubleshooting, fault isolation, and failure-mode analysis services, using both built-in and external software, and hardware tests, techniques, methods, and procedures.

## **5.8 Corrective Onsite Support**

If a problem cannot be resolved via the UGI Help Desk, a technician can be dispatched to the customer site within 24-hours or less, to continue troubleshooting, and to attempt to restore the system to full operational status. Dispatch will occur within one hour of the determination of need, for emergency support, and within eight hours for remedial support. If it is deemed that a part is needed to restore system operability, onsite response time will be dependent on availability of parts.

## **5.9 System Restoration Service**

UGI is well versed in working with all of the major OEM equipment and systems currently in use today, as well as legacy systems still in use by various agencies. Our experience in working with many network providers allows us to ascertain whether a problem stems from the onsite equipment, or if it resides within the network provider. We will act as the customer's agent in dealing with issues pertaining to vendor equipment and network carriers, in order to get sites back to an operational mode.

Support services include OEM support agreements for Next Day Replacement Parts and software upgrades for the AV/VTC systems identified. For all other AV/VTC equipment directly associated with the system and not covered by a manufacturer's warranty or support agreement, UGI will make every attempt to repair

non-functioning equipment. If the item is determined to be not repairable by the manufacturer, or is considered end-of-life (EOL), UGI will provide an estimate for the replacement of the failed equipment along with any programming support necessary to return the system to full operational status.

### **5.10 Repairs/Replacements**

Most manufacturers provide advanced replacements for the first thirty-(30) to sixty-(60) days. Any equipment failure past that window will be repaired by the manufacturer or replaced at their discretion. For all equipment directly associated with the system and not covered by a manufacturer's warranty or support agreement, and if the equipment is determined to be not repairable by the manufacturer or is considered end-of-life (EOL), UGI will provide a time and materials quote for the replacement of the failed equipment, along with programming support to return the system to full operational status.

### **5.11 Preventive Maintenance Visits**

As an available service option, UGI will provide preventative support to ensure all equipment is operational and the latest approved software is installed. The initial Preventative Maintenance visit will include a Site Certification, within 45 days of contract award. During the Site Certification visit, the GTAC technician will perform the following tasks:

- Visually inspecting all equipment and wiring
- Cleaning and aligning equipment
- Replacing parts that fail to meet expectations with spare/new customer-furnished equipment
- Servicing equipment and rack cooling systems
- Recommending end-of-life cycle of equipment
- Verifying connectivity of Secure/Non-Secure Internet Protocol (IP) modes
- Providing software/firmware upgrades, when available

The site survey and draft requirements reports are generated after the initial preventative support visit. These reports present the findings of the visit, and specifically identify any issues that require resolution to meet the stated goals.

### **5.12 Documentation Database**

For configuration, trouble ticketing, and all aspects of information management support, UGI uses a multi-function customer database system. UGI will assign a system profile and maintain a database for all support actions pertaining to the customer. The database contains all support records, equipment inventory, and repair information. These system profiles are identified by unique identifier, which are issued to the customer, and allow the technician to quickly identify all of the required site-specific information such as equipment, serial numbers, network information, service history, warranty, support engineering periods, and POC information.

### **5.13 Support Incidents**

Corrective support incidents are assigned a ticket number, which will be relayed to the site facilitator when a problem is reported. The generated ticket will include the date when the trouble was initially reported, identity of the specific system, subsystem, component, or unit affected the problem and/or effective methods used to isolate the problem, and effective parts used in the repair. When a trouble ticket is resolved, the technician records the date when the support-engineering item was closed, and name of the site facilitator verifying completion in the room's service order history. UGI will record all corrective support-engineering incidents in our database, which will be retained for a period of two years following contract completion. All information will be available to the customer upon request.

#### 5.14 Availability of Replacement Parts

Replacement parts will be based on manufacturer availability.

**Please Note:** Equipment lead-times continue to be affected by global supply chain delays resulting from the COVID-19 pandemic. UGI will make every effort to source supplies, material, and equipment for timely delivery.

#### 5.15 Life Expectancy of Equipment under Normal Use

The life expectancy of equipment, under normal use, can vary depending on the specific type of equipment and its quality. The industry recommendation is that IT systems (servers, storage, desktops, laptops, etc.) be replaced anywhere between 3 to 5 years.

Professional audiovisual equipment used in commercial settings, like projectors, sound systems, and video conferencing hardware, typically have a life expectancy of 3 to 7 years or more. The longevity of these devices can be extended through regular maintenance, careful usage, and keeping up with technological advancements. Proper installation and environmental conditions, such as temperature and humidity control, can also affect the life expectancy of equipment. Overall, while there is a general range for the life expectancy of equipment, it is essential to consider factors like quality, maintenance, operating conditions, and usage when assessing how long a specific piece of equipment will last under normal conditions.

#### 5.16 Proposed Return Policy on Equipment

Return policies will vary by manufacturer.

Products may be rejected for contract non-conformance or defect; products rejected by the purchasing agent will be replaced by UGI at no additional cost.

- If due to UGI error, the return must be requested within thirty-(30) days from date of invoice and requires UGI customer support pre-approval
- If due to Government error, the return must be requested within thirty-(30) days of shipment.

#### 5.17 Construction

Our experienced staffs of project managers, engineers, programmers, and technicians are dedicated to providing the best possible services to satisfy the requirements of this contract and all eligible entities. UGI project staff holds a variety of professional certifications in the Information Technology (IT), AV, and VTC industries, spanning a number of technologies and major manufacturers. This level of professional qualification by our personnel ensures that our work will be performed to the highest standards.

In addition to integration services performed prior to shipment, UGI provides site-specific, solution-related services through experienced personnel and teaming relationships to meet each customer's needs. Specific areas of expertise include high-end system configuration and integration, physical site analysis, design, solution architecture, installation and relocation services, and high-availability configurations.

Starting with our planning phase, UGI works with the customer to ensure all issues are fully addressed. Collaborating with the customer, we establish the vision and scope of the solution, understand end user needs, assess the current IT environment (e.g., network and security infrastructure, existing servers, and applications), and establish the objectives for the desired end state. In planning the configuration, key requirements involve customer-specific network security requirements, user experience and mobility, network scalability and interoperability, asset management, and health monitoring. We use the information our SMEs collect during onsite surveys, requirements gathering, and analysis to develop a project plan to optimize existing resources, determine upgrades, process changes, and

identify training requirements. This results in a timely and cost-effective solution with minimal disruption to ongoing operations.

UGI has a proven configuration and integration process to ensure products are assembled from the components ordered and with code written as needed; tested to verify that the product was built to specification, integrated into the customer's infrastructure and functions properly; and delivered to the customer within Service Level Agreement (SLA) time constraints. This process includes all integration and delivery activities for the UGI Unified Communication and Collaboration (UCC) Division project lifecycles and tiers. It begins when the Warehouse Manager receives all components of the solution and the system-engineering package successfully passes the Quality Assurance (QA) checkpoint, and ends when the customer accepts the system.

Our approach to implementing the necessary configurations begins by understanding there is no one-size-fits-all solution. UGI SMEs use our vendor-neutral reference architecture to work with customers to document and understand their existing and desired end-state environments. This baseline is critical to creating a roadmap for a comprehensive solution and a seamless migration of people, processes, and tools to the new environment. This process allows customers to plan for the future, as they procure for today.

UGI provides the Government with custom control system code, based on our evaluation of the client's requirements and our engineering team's analysis, and fully integrates them with any hardware and software provided.

UGI provides all necessary onsite software installation and application systems design support to the customer project team. Our technical SMEs support the customer's project team in system training, system operation, and troubleshooting. For UCC solutions, UGI detects and resolves any system and application errors in our UCC facility in North Carolina prior to system deployment, and assists the onsite project team with any errors that may be found after deployment. This process limits onsite disruption and reduces potential problems.

Please see UGI's references in Tab **6.0** for a few of our relevant projects.

### **5.18 Physical Site Analysis**

UGI performs a thorough physical site analysis, coordinating start dates, and access with the Customer. The UGI Team inspects and evaluates technology and building systems to ensure that they meet requirements. Examples of elements that our team looks at (as relevant and appropriate), which are documented by the assignee include:

- Desired functionality
- Room information
- Construction
- Existing equipment/functionality
- Network information

We annotate the Site Analysis Report with any necessary modifications, which the Customer is responsible for performing.

### **5.19 Installation & Relocation Services**

Additionally, UGI offers installation and relocation services. Upon confirmation that all requirements identified in the site analysis, installation guideline, and Customer site preparation are complete, we begin installation or relocation of equipment at the designated facility. We coordinate the project schedule and access with the customer, and provide a final site drawing of the installed and/or removed equipment. UGI handles all contractor-furnished equipment, including loading, unloading, packing, unpacking, inventory,



inspection, and security. After installation or relocation, we restore the storage areas to a clean condition and dispose of packing materials and any other installation debris.

## **5.20 High-Availability Configuration**

UGI SMEs are experienced in providing high-availability configuration recommendations and designs. Our certified engineers begin by identifying single points of failure and make recommendations based on required levels of system availability and operational performance.

## **5.21 Cloud Operations**

UGI's Cloud Operations Services are comprehensive offerings designed to help our customers execute their cloud strategies with a structured approach for operating private or public cloud solutions, including maintenance, monitoring, and response services that keep their cloud-enabled business workflows performing functionally and with compliance. UGI's secure, scalable cloud solutions support optimized experiences without compromising risk-mitigation, security, or industry regulation requirements.

UGI optimizes cloud-based solution and provides monitoring and response services for malware, hacking attempts, and issues that affect the availability, functionality, and performance of cloud native, hybrid, and migrated solutions. In addition, UGI can ensure that compliance is maintained by providing maintenance, monitoring, and responses based on each customer's unique governing policies.

UGI's Cloud Development Services executes full-stack application development that spans end-to-end of the software lifecycle for cloud-native and -hybrid applications. UGI uses leading-edge technology and the best of all private, public, and hybrid cloud services for goal-driving results, leveraging the latest in cloud-native capabilities, such as containers and server-less technology, to minimize maintenance and maximize security. UGI can ensure that compliance is maintained by enabling automation that updates, secures, and monitors individual customer solutions based on the customer's governing policies.

## **5.22 Personnel/Organization Certifications**

UGI personnel are highly trained and certified to provide exceptional and innovative support. Our team holds relevant certifications for OEMs such as Dell, HPE, NetApp VMware, Symantec, Veeam, Microsoft, Veritas, and Red Hat. UGI personnel are also Audiovisual and Integrated Experience Association (AVIXA) trained and certified. UGI's certified AV engineers, programmers, and technicians hold Certified Technology Specialist (CTS) certifications attained through the International Organization of Standardization (ISO) and the International Electrotechnical Commission (IEC) ISO/IEC 17024 certification of personnel, as administered in the U.S. by the American National Standards Institute (ANSI). The majority of our AV engineers and installation technicians also hold Certified Technology Specialist-Design (CTS-D) and Certified Technology Specialist-Installation (CTS-I) certifications, ensuring that our employees meet the highest standards of ethical and professional practice for the AV industry. UGI's UCC personnel are certified and trained on Cisco, Barco, HP Poly, Crestron DigitalMedia, Logitech/LifeSize, Adtran, Extron, Jupiter, Planar, Christie Digital, AMX, Renkus-Heinz, Shure, SMART Technologies, Lutron, ClearOne, and Biamp products.

## **5.23 UGI's Certifications**

UGI personnel hold the following certifications:

- Certified Technology Specialist (CTS)
- Certified Technology Specialist – Design (CTS-D)
- Certified Technology Specialist – Installation (CTS-I)
- Extron Certified Programmer
- Extron Audio Visual Associate

- CompTia Security+ CE and Network+ CE
- Cisco CCIE, (including 10 year achievement) and Cisco Certified Network Associate (CCNA)

UGI maintains a highly skilled AV Design and Installation Team hold certification from AMX, QSYS, Extron, Biamp, and Crestron.

UGI personnel maintain technical certifications for the following OEMs:

**Table 5-2: Technical Certifications**

Technical Certifications		
Dell	HPE	Extron
Gigamon	IBM	InfoComm/AVIXA
Microfocus	Microsoft	NetApp
HP Poly	RedHat	Symantec
Tandberg	Veeam	Veritas
VMWare	Crestron	Barco
Avaya	AMX	

UGI personnel maintain Sales certifications for the following OEMs:

**Table 5-3: Sales Certifications**

Sales Certifications		
APC	Avaya	Checkpoint
Cisco	Citrix	Dell EMC
Forescout	Gigamon	HPE
IBM	Microfocus	Microsoft
NetApp	HP Poly	RedHat
Varonis	Veeam	Veritas
VMWare		

UGI staff is not only certified, but also experienced in advising customers of the best methods of successfully deploying hardware products, programming, warranty, and maintenance.

## 5.24 Solution Design

UGI utilizes products and services from a broad range of trusted, known manufacturers as the foundation of our technical solutions. Relevant providers include, but are not limited to, those in the following Sections.

## 5.25 Data Center Services

**Table 5-4: Data Center Services**

Category/Equipment	Relevant OEMs
Data Center	Cisco, HPE

## 5.26 Data Storage Services

**Table 5-5: Data Storage and Relevant OEMs**

Category/Equipment	Relevant OEMs
Data Storage	HPE, NetApp, VMWare

## 5.27 Cybersecurity Services

Table 5-6: Cybersecurity Services

Category/Equipment	Relevant OEMs
Cybersecurity Services	Cisco

## 5.28 Cloud Services

Table 5-7: Cloud Services

Category/Equipment	Relevant OEMs
Cloud Services	Cisco, HPE, VMWare

## 5.29 Networking Services

Table 5-8: Networking Services

Category/Equipment	Relevant OEMs
Networking Services	Cisco, Extreme Networks, HPE Aruba

## 5.30 Telecommunications Services

Table 5-9: Telecommunications Services

Category/Equipment	Relevant OEMs
Telecommunications Services	Cisco, Extreme Networks, UGI

## 5.31 Mobility Services

Table 5-10: Mobility Services

Category/Equipment	Relevant OEMs
Mobility Services	Cisco, HP Mobility, VMWare Mobility Management

## 5.32 Internet of Things (IoT) Services

Table 5-11: Internet of Things (IoT) Services

Category/Equipment	Relevant OEMs
Internet of Things (IoT) Services	Cisco

## 5.33 Laptops / Notebooks / PDA's

Table 5-12: Laptops / Notebooks / PDA's

Category/Equipment	Relevant OEMs
Laptops / Notebooks / PDA's	HPI

## 5.34 Desktop Computers

Table 5-13: Desktop Computers

Category/Equipment	Relevant OEMs
Desktop Computers	HPI

## 5.35 Servers

Table 5-14: Servers

Category/Equipment	Relevant OEMs
Servers	Cisco, HPE

## 5.36 Software

Table 5-15: Software

Category/Equipment	Relevant OEMs
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Software	NetApp, Veeam, Veritas Software, VMWare, Cisco, HPE
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### 5.37 Accessories

Table 5-16: Accessories

Category/Equipment	Relevant OEMs
Accessories	HPI, Legrand (including C2G)

### 5.38 Battery Back-up / Power / Surge

Table 5-17: Battery Back-up / Power / Surge

Category/Equipment	Relevant OEMs
Battery Back-up / Power / Surge	APC

### 5.39 Cables

Table 5-18: Cables

Category/Equipment	Relevant OEMs
Cables	C2G (via Legrand), Legrand

### 5.40 Digital Imaging – Cameras / Scanner

Table 5-19: Digital Imaging – Cameras / Scanner

Category/Equipment	Relevant OEMs
Digital Imaging – Cameras / Scanner	HPI, HP Poly,

### 5.41 Keyboard / Mice / Input Devices

Table 5-20: Keyboard / Mice / Input Devices

Category/Equipment	Relevant OEMs
Keyboard / Mice / Input Devices	HPI,

### 5.42 Memory / System Components

Table 5-21: Memory / System Components

Category/Equipment	Relevant OEMs
Memory / System Components	Cisco, HPE (Drive Controllers and RAID card), LG Electronics

### 5.43 Printers

Table 5-22: Printers

Category/Equipment	Relevant OEMs
Printers	HPI

### 5.44 Sound/Multimedia

Table 5-23: Sound/Multimedia

Category/Equipment	Relevant OEMs
Sound / Multimedia	Cisco, Shure

### 5.45 Telecommunications Products

Table 5-24: Telecommunications Products

Category/Equipment	Relevant OEMs
Telecommunications Products	Cisco, HP Poly

### 5.46 Video – Monitors / Cards / Projector

Category/Equipment	Relevant OEMs
Video – Monitors / Cards / Projector	Crestron Electronics, LG, Planar

## 5.47 Interactive Whiteboards

Table 5-25: Interactive Whiteboards

Category/Equipment	Relevant OEMs
Interactive Whiteboards	Cisco, LG

## 5.48 Professional Services

Table 5-26: Services

Category/Equipment	Relevant OEMs
Services	UGI
Installs	UGI
Asset Management	UGI
Managed Services	Cisco, UGI, UGI e-Procurement, UGI SupportNet

## 5.49 Product Configurations

Table 5-27: Product Configurations

Category/Equipment	Relevant OEMs
Product Configurations	Cisco, UGI
Product Support	UGI and all major OEMs
Warranty	UGI and all major OEMs
Insurance	UGI Certificates of Insurance, as required

## 5.50 Additional OEMs by Category

Below are additional OEMs whose products UGI is authorized to resell directly or through distribution, and are available as contract additions, if requested.

Table 5-28: Additional OEMs by Category

Category/Equipment	Relevant OEMs
Data Center	Broadcom Data Center Solution*
Data Storage	Dell, Nutanix*, Quantum*, IBM*, Seagate*, SYNLOGY*, Western Digital*
Cybersecurity	IBM*, Symantec*, DUO/Cisco, McAfee*
Cloud Service	IBM*
Networking	Broadcom*, Netgear, Intel*, Dell, Opengear*
Telecommunications Services	Avaya*, Dell, Samsung, Netgear
Internet of Things (IoT) Services	Cisco, IBM*
Laptops / Notebooks / PDA's	Dell
Desktop Computers	Dell
Servers	Dell
Software	Citrix Systems, Red Hat, Adobe*, Dell, Symantec, IBM*, Intel*
Accessories	Dell, Belkin*, Logitech, Targus*, Plantronics* Tripp Lite (via Eaton)
Battery Back-up / Power / Surge	Tripp Lite (via Eaton)
Cables	Belkin*, StarTech.com*
Data Storage / Drives	Seagate*, Western Digital*, Toshiba*
Digital Imaging – Cameras / Scanner	Belkin*, Epson*, Sony*, Brother USA*, Fujitsu,* Canon U.S.A*., Hitachi*
Keyboard / Mice / Input Devices	Belkin*, Dell, Logitech, Targus*, Adesso*, IOGEAR*, Kensington*, Lenovo*, Panasonic*, Raritan Computer*, SanDisk*, StarTech*, V7*, Verbatim*
Internet of Things (IoT) Services	Cisco, IBM*

Memory / System Components	Dell, Hitachi (Cases)*, Hitachi-LG Data Storage (HLDS)*, HPE (Drive Controllers and RAID cards), IBM*, Samsung (ARM-based CPUs), Sony (External)* Kingston Technology*
Office Equipment	Canon U.S.A.*
Printers	Epson*, Canon U.S.A.*, Dell, Zebra Technologies, Lexmark*, Brother USA*
Sound / Multimedia	Biamp, Logitech, Sony*, 4XEM*, Adesso*, Belkin*, Cyber Acoustics*, Kensington*, Panasonic*, PNY*, SIIG*, StarTech*, V7*, Verbatim*, Viewsonic*, Visiontek*
Telecommunications Products	Belkin*
Video – Monitors / Cards / Projector	Biamp, Barco*, Extron, Samsung, Sharp NEC Display Solutions*, Sony*
Interactive Whiteboards	Biamp, BenQ*, Smart, Panasonic*, Samsung, Seiko*

\*-Authorized via Distributor

Please find UGI's Letters of Authorization beginning on the following page



DATE: 6/2/2023

**RE: LETTER OF AUTHORIZATION**

**Authorized Dealer Name: UNICOM Government, Inc.**

To Whom It May Concern,

Biamp is an American manufacturer of hardware and software, spanning audio, video, paging, unified communications and networked media. Biamp is headquartered in Beaverton, OR. In one of our Oregon buildings, we manufacture most of our products. We are proud to be an American manufacturer, manufacturing in the USA.

This letter certifies that **UNICOM Government, Inc.** is one of our authorized dealers.

They are authorized to sell, install, configure, program, service and provide user training on all Biamp product lines.

It is our requirement that they engage their Certified Programmer(s) (relevant to the platform of your interest) to your projects so that the projects are receiving trained expertise throughout its completion and in any remedial follow-up changes/tweaks.

Drop shipments, box sales, and sales outside of the United States are not permissible.

Information regarding Biamp is available from our website: <http://www.biamp.com/>  
Warranty information is available here: <https://www.biamp.com/biamp-warranty-information>

Kindest regards,

Alex Buchanan-Munro  
Chief Financial Officer

AUDIO. VIDEO. CONTROL.



October 30, 2023

To Whom It May Concern:

SUBJECT: DEALER AUTHORIZATION LETTER

This letter will certify that UNICOM GOVERNMENT INC is an authorized CRESTRON Dealer for the CRESTRON product line, in good standings.

As an authorized CRESTRON Dealer, UNICOM GOVERNMENT INC may represent themselves as such and is entitled to supply, install and service our products and have full warranty privileges.

If you have any questions, please contact us at our corporate office.

Sincerely,

A handwritten signature in cursive script that reads "Elizabeth Malleo".

Elizabeth Malleo  
Sr. Manager, Client Relations  
Crestron Electronics Inc.

Cc: Monte McGuire  
Tony Menendez



**Hewlett Packard  
Enterprise**

## **UNICOM Government Inc**

United States

**Qualifies as Business HPE Partner Ready for Aruba Networking partner for  
Fiscal Year 2023**

### **Competencies**

Aruba Federal Partner

A handwritten signature in black ink, appearing to read "J Harold".

**Jim Harold**  
Vice President – NA Channel  
Sales





**Hewlett Packard  
Enterprise**

# **UNICOM Government Inc**

United States

**Qualifies as Silver HPE Partner Ready Solution Provider for Fiscal Year 2024**

## **Specializations**

Silver Services

A handwritten signature in black ink, appearing to read 'S. Ewington'.

**Simon Ewington**  
WW Head of Partner Sales



**Hewlett Packard**  
Enterprise

# **UNICOM Government Inc**

United States

**Qualifies as Business HPE Partner Ready for Networking partner for Fiscal Year  
2024**

A handwritten signature in black ink, appearing to read "J Harold".

**Jim Harold**  
Vice President – NA Channel  
Sales





**Hewlett Packard  
Enterprise**

# **UNICOM Government Inc**

United States

**Qualifies as Silver HPE Partner Ready Solution Provider for Fiscal Year 2023**

## **Specializations**

Silver HPE Pointnext Services

A handwritten signature in black ink, appearing to read 'S. Ewington'.

**Simon Ewington**  
WW Head of Partner Sales

**Shure Incorporated** T 847 600 2000  
5800 West Touhy Ave F 847 600 1212  
Niles, IL 60714-4608 shure.com



October 30, 2023

Unicom Government Inc  
15010 Conference Center Dr Ste 110  
Chantilly, VA., 20151-3854

To whom it may concern:

This letter is to inform you that Unicom Government Inc, located in Chantilly, Virginia is an authorized dealer of Shure products and is in good credit standing with our credit department. Should you have any questions, please feel free to call me at 847-600-8725.

Sincerely,

A handwritten signature in black ink, appearing to read "J. DiFalco", with a long horizontal flourish extending to the right.

Joe DiFalco  
Senior Regional Sales Manager  
Shure, Inc.

JD: DZ



11/1/2023

GTSI-UNICOM GOVERNMENT, Inc.  
15535 SAN FERNANDO MISSION BLVD  
MISSION HILLS, California 91345  
US

**RE: Dell Technologies Partner Program**

**Name of Solution Provider:** GTSI-UNICOM GOVERNMENT, Inc.

This letter confirms that as of the date written above, Solution Provider identified above is currently an authorized reseller participating in the Dell Technologies Partner Program. This relationship authorizes Solution Provider to resell Dell-branded products and services in accordance with the applicable terms and conditions. If Solution Provider purchases from Dell directly, the governing agreement is the Dell Reseller Terms of Sale at [www.dell.com/resellerterms](http://www.dell.com/resellerterms) or a written resale agreement between Reseller and Dell or EMC that applies specifically to the products and services to be purchased. If Solution Provider purchases from an authorized Dell distributor, the governing agreement is between Solution Provider and the distributor.

This letter is not an authorization to resell Dell-branded products and services to Federal end-users. Federal end-user means the United States Government or other entities as authorized in GSA Order ADM 4800.2 as amended or utilizing Dell IT assets in support of USG contracts and/or for internal use as a normal course of business. Please contact the Dell Federal sales team for a letter of authorization to resell to Federal end-users.

Please feel free to contact your sales representative if you have any questions regarding this letter. We look forward to doing business with you.

Sincerely,

Dell Technologies Partner Operations



1195 NE Compton Drive, Hillsboro, OR 97006 

+1 866-475-2627 

[www.planar.com](http://www.planar.com) 

October 30, 2023

To Whom It May Concern:

This is to confirm that the reseller headquartered at the address listed below is an authorized reseller for Planar Systems, Inc., an Oregon corporation.

**Unicom Government**  
15010 Conference Center Dr.  
Suite 110  
Chantilly, VA 20151

Planar Systems, Inc. provides its product warranties direct to the end customer. The applicable limited product warranties for Planar Systems, Inc. products are available at [www.planar.com/support](http://www.planar.com/support).

Sincerely,

A handwritten signature in black ink that reads "Adam C. Schmidt".

Adam Schmidt  
Executive Vice President, Sales & Marketing  
**Planar Systems, Inc.**



**SAMSUNG ELECTRONICS AMERICA, INC.**  
85 Challenger Road  
Ridgefield Park, NJ 07660  
201-229-4000

November 7, 2023

Sarah Vavra, Sr. Vice President,  
Public Sector Contracting  
National Cooperative Purchasing Alliance  
5001 Aspen Grove  
Franklin, TN 37067

RE: Samsung Letter of Authorization – Solicitation Number: #14-23

To Whom It May Concern:

This letter serves as confirmation from the Samsung Business Division of Samsung Electronics America, Inc. (“Samsung”) that Unicom Government, Inc., is an authorized reseller of the Samsung Information Technology products listed below.

**Product Lines**

Desktop Displays - LCD  
Large Format Display – LCD Signage  
Software and Solutions

Please note that Samsung shall supply Unicom Government, Inc., with these products in support of the referenced opportunity. Unicom Government, Inc., purchases Samsung IT products through our authorized distribution network and shall be responsible for satisfying all applicable requirements under the purchase contract with the end-user.

If you have any questions about this letter of authorization, please feel free to contact Michelle Lawrence via email at [m.lawrence@sea.samsung.com](mailto:m.lawrence@sea.samsung.com).

Sincerely,

A handwritten signature in black ink, appearing to read 'Scott Sherrick', is written over a light blue circular stamp.

Scott Sherrick  
Director, Contracts and Proposals  
Samsung Business Division  
Samsung Electronics America, Inc.



## IT Solution Provider Certificate

This is to confirm that  
Unicom Government, Inc.  
is a **Select Partner** of  
Schneider Electric  
effective from November 29, 2022  
effective till December 31, 2023



A handwritten signature in black ink, appearing to read "Paul Tyrer".

---

Paul Tyrer, Vice President IT Global Channels



**Cisco Systems, Inc.**  
170 West Tasman Drive  
San Jose, CA 95134-1706

Direct: 408 526 4000  
[www.cisco.com](http://www.cisco.com)

November 1, 2023

UNICOM GOVERNMENT, INC.

Country: USA

To Whom It May Concern:

This letter is to confirm UNICOM GOVERNMENT, INC. in USA is an authorized Cisco Premier Integrator. UNICOM GOVERNMENT, INC. has met all personnel, specialization, performance, support requirements and has demonstrated that it is qualified to sell, install, and support Cisco solutions in USA. UNICOM GOVERNMENT, INC.'s Premier Integrator designation is valid until April 07, 2024.

Cisco is a California corporation having its principal place of business at 170 West Tasman Drive, San Jose, CA 95134 USA. Cisco develops, manufactures, and provides services for networking equipment.

If you need any additional information, please do not hesitate to contact Jennifer Bishop at [jbishop@cisco.com](mailto:jbishop@cisco.com).

Sincerely,

A handwritten signature in black ink, appearing to be "JB" with a flourish extending to the right.

Jennifer Bishop

Leader, Business Operations

Cisco Partner Program



## Citrix Partner Authorization Letter

### Americas

UNICOM Government, Inc.  
15010 Conference Center Dr #110  
Chantilly, VA 20151-3852  
United States of America

To Whom It May Concern,

This letter is to confirm that UNICOM Government, Inc., Org ID 54541HQ, of Chantilly, VA is a Silver Citrix Solution Advisor and is authorized by Citrix to resell all Citrix Products as well as associated maintenance from 2/1/2023 through 1/31/2024.

Regards,

A handwritten signature in black ink, appearing to read "DM", positioned above the printed name.

Denise Mendez  
Director, Americas Channel Operations







Extreme Ignite  
PARTNER PROGRAM

AUTHORIZED  
PARTNER  
FY24

UNICOM Government, Inc.

VALID FROM AUGUST 1, 2023 – JULY 31, 2024



SCOTT PETERSON, SVP OF SALES



June 27, 2023

**Unicom Government**

15010 Conference Center Drive

Suite 110

Chantilly, VA 20151

703-502-2166

Letter of Authorization

This letter identifies Eaton's products (defined to include, as applicable, (hardware, software, services and/or maintenance & maintenance renewals) that Unicom Government |Partner ID 11470 | is certified as a Registered IT Reseller to purchase and resell via Eaton Corporation Service Agreement – Terms and Conditions T-0 (rev. 03/16) and Eaton Corporation Terms and Conditions of Sale attached hereto, which are as follow:

Eaton's full line of Power Quality Products and services, including UPSs, PDUs, Racks, Software Licensing, Warranty, Maintenance and Service contracts/renewals and all related accessories.

This authorization is for purchase and resell only. Any physical service, installation or maintenance performance will be done by an Eaton Certified Technician which is scheduled directly through Eaton's Service and Dispatch Center. Any requirement as stated by a scope of work, bid or RFP/RFQ for support, service or maintenance onsite or by phone will be through the manufacturer (Eaton) with some exception to certain product lines which are designed for self-service.

If you have any questions concerning this matter please contact Steve Loeb, at 919-870-3000, or by email: [steveloeb@eaton.com](mailto:steveloeb@eaton.com)



# HP Amplify Membership Certificate

Effective November 1, 2023 to October 31, 2024.

Company Legal Name: Unicom Government, Inc. (3-HSIB-3889)

Company DBA Name Unicom Government, Inc.

is a member of the HP Amplify Partner Program with the following designation(s):

HP Amplify Power Partner

Amplify Public Sector Network

LF Design Solutions

*Kobi Elbaz*

Kobi Elbaz

SVP & General Manager, Global Channel Organization

*Stephanie Dismore*

Stephanie Dismore

Managing Director

North America

**A**  **PLIFY**™  
HP PARTNER PROGRAM

Jun 1, 2023

UNICOM GOVERNMENT  
137224



6436 City West Parkway  
Eden Prairie, MN 55344  
866.977.3901  
legrandav.com

Re: Authorized Dealer Verification

To Whom It May Concern:

This letter serves as confirmation that **UNICOM GOVERNMENT** is an authorized dealer of all Chief, Da-Lite, Sanus, Vaddio, Middle Atlantic, Luxul and C2G products. We are committed to providing **UNICOM GOVERNMENT** with commercially available products in sufficient quantities to meet the requirements of your organization.

For further information on our products and their features and applications, please visit our website at <http://www.legrandav.com> or contact our Customer Care teams.

If you have any questions, please contact our Sales Operations team at AV Sales Operations .  
[av.sales.operations@legrand.com](mailto:av.sales.operations@legrand.com).

Sincerely,

*Oshiana Lindsley*

\_\_\_\_\_ Jun 1, 2023

Oshiana Lindsley  
Sales Operations & Training Manager



06/26/2023

UNICOM Government, Inc.  
15010 Conference Center Drive, Suite 110  
Chantilly, VA 20151  
CJ Williams-Manager, Marketing & Partnerships  
703-502-2429  
Cj.williams@unicomgov.com

Re: Authorized Reseller Verification

This letter is to confirm that UNICOM Government, Inc. is an authorized reseller of **LG** brands for the year **2023 only** as to the following LG Business Solutions products within the applicable market noted below:

- Medical Devices
- Commercial Signage
- IT Products
- E-Commerce
- Federal Government
- Other
- SLED (State and Local Education)

**UNICOM Government, Inc.** is authorized to offer our products only under the condition that they abide by LGEUS' MAP (Minimum Advertised Price) /RRP (Reseller Retail Price) attached hereto.

If you have any questions, please feel free to contact me through email at [Charlie.Hall@LGE.com](mailto:Charlie.Hall@LGE.com) or phone at **770-876-9486**

**LG ELECTRONICS U.S.A, INC.**

**UNICOM Government, Inc.**

Signature: *Jennifer Eley*

Signature: *K. E. Newkirk*

Name: Jennifer Eley

Name: K. Edward Newkirk

Title: National Account Manager-Federal

Title: Vice President and General Counsel

Date: 06/26/2023

Date: June 28, 2023



November 2nd, 2023

**SUBJECT: Reseller Authorization Letter**

To Whom It May Concern:

This letter is to certify that UNICOM Government, Inc is an authorized Logitech reseller and has the authority to resell such products to any end user in the United States.

As an authorized Logitech reseller, UNICOM Government, Inc may represent themselves as such and is entitled to supply all authorized categories/brands in the Logitech portfolio. These categories include Logitech C&P (Mice, Keyboards, Headsets, Webcams, PC Speakers) Tablet Keyboards and Mobility Accessories, Logitech G (Gaming), Blue, Astro, and Video Collaboration products.

If you have any questions, please contact me directly at [CGluth@Logitech.com](mailto:CGluth@Logitech.com).

Sincerely,

*Carolyn Gluth*

Carolyn Gluth  
Head of Public West  
Logitech

**NetApp, Inc.**

To Whom It May Concern:

This Partner Status Confirmation letter applies to the following company ("Partner"):

**UNICOM Government Inc.-**

We hereby confirm, by virtue of the partner agreement signed between Partner and NetApp, Inc. ("NetApp") ("Agreement"), that Partner is authorized for the resale of NetApp products and services mainly in the following territory: United States.

<b>Partner Name:</b>	UNICOM Government Inc.
<b>Partner Address:</b>	15010 Conference Center Dr , Chantilly, Virginia, 20151, United States
<b>Partner level</b>	Approved
<b>NetApp Solution Competencies</b>	
<b>NetApp Services Certified</b>	

**About NetApp**

In a world full of generalists, NetApp is a specialist. We're focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds. As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify, and connect your cloud, and securely deliver the right data, services, and applications to the right people—anytime, anywhere.

This letter is valid for a period of 90 days commencing from the date of this Partner Certification Letter.

Sincerely,  
NetApp Partner Program Management

Date: 11/01/2023

# NETGEAR®

November 1, 2023

To Whom it May Concern,

This letter is to certify that NETGEAR recognizes UNICOM as an authorized reseller of NETGEAR products. NETGEAR supports UNICOM on projects as a recognized and established NETGEAR Partner.

For verification purposes as a manufacturer, the following information may be used and/or contacted:

Point of Contact Name:	Jason Turk
Point of Contact Mailing Address:	350 East Plumeria Drive, San Jose, CA 95134
Point of Contact Phone Number:	(408) 890-3040
Point of Contact Email:	<a href="mailto:jturk@netgear.com">jturk@netgear.com</a>

If you have any questions, please contact Nicholas Zaugg, Territory Account Manager at 801-786-5647 or by email at [Nicholas.zaugg@netgear.com](mailto:Nicholas.zaugg@netgear.com)

Sincerely,



**Jason Turk**

*Sr. Director Channel Sales, Americas*

NETGEAR

350 East Plumeria Drive, San Jose, CA 95134

[netgear.com](https://www.netgear.com)



**Unicom Government, Inc.**

Attn: CJ Williams  
15010 Conference Center Drive Suite 110.  
Chantilly, VA 20151, US  
(800) 234-4874  
[cj.williams@unicomgov.com](mailto:cj.williams@unicomgov.com)

November 1, 2023

**RED HAT, INC.**

100 E Davie St  
Raleigh, NC 27601

**PARTNER STATUS CONFIRMATION LETTER**

To Whom It May Concern:

This letter confirms that “**Unicom Government, Inc.**” at principal business address **15010 Conference Center Drive Suite 110** is a Registered Partner with “**Red Hat Inc**”.

**Unicom Government, Inc.** is recognized as a Ready Reseller which means they meet sales, technical certification, and program requirements as defined by the Red Hat Partner Program.

As a registered and authorized reseller, the company has the ability to quote and resell products, training, and professional services offered on the Red Hat price list to any public sector (Federal, State/Local government, educational institution) or commercial customer in the United States.

This confirmation letter expires **04/01/2024**. Verification requests and questions regarding the status and eligibility of this partner may be referred to the following contacts:

Dakota Veniot  
Inside Channel Account Manager  
844-306-7851  
[dveniot@redhat.com](mailto:dveniot@redhat.com)

Kyle Jensen  
Manager, Public Sector Channel Sales  
703-748-2254  
[kjensen@redhat.com](mailto:kjensen@redhat.com)

Sincerely,  
Dakota Veniot  
Inside Channel Account Manager

*Dakota Veniot* / 11/01/2023



# UNICOM Government, Inc.

is confirmed and recognized as a Veeam official partner with the following specifications:

Partnership type: **Value-Added Reseller**

Level: **Silver**

A handwritten signature in black ink, appearing to read 'Kevin Rooney', is positioned above the printed name.

**KEVIN ROONEY**  
Vice President North American Channel Sales

07/01/2023 - 12/31/2023



# CERTIFICATE OF ACHIEVEMENT

Veritas Technologies is pleased to acknowledge

**UNCOM Government, Inc.**

---

as a Registered Partner in the Veritas Partner Force Program

*Mike Walkey*

---

Mike Walkey  
SVP Global Channels & Alliances  
Veritas Technologies LLC

November 1, 2023

---

Date



## VMware Is Proud to Award

UNICOM Government, Inc.

United States

Partner ID : 1124305

The distinction of Select Partner, achieved in the VMware Partner Connect program through investment in training and dedication to excellence in delivering VMware virtualization solutions.

2023

*This certifies that*

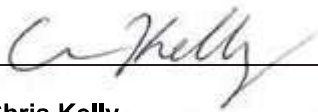
# UNICOM Government, Inc.

15010 Conference Center Drive, Suite 110, Chantilly, Virginia, 20151, United States

*has been awarded the status of*

**Registered Reseller**

---



**Chris Kelly**  
Senior Vice President & General Manager  
North American Sales



Date Prepared: 7 November 2023

Customer: UNICOM Government, Inc. Customer Address: 15010 Conference Center Drive, Suite 110, Chantilly, VA 20151

**Re: Letter of Authorization**

To Whom It May Concern,

To the extent that: (i) UNICOM Government, Inc. (“**Customer**”) is authorized by the vendor to purchase products distributed by TD SYNEX Corporation and its subsidiaries (together, “**TD SYNEX**”) (provided such vendor authorization requirement applies), (ii) Customer remains in good credit standing with TD SYNEX (as determined solely by TD SYNEX), (iii) Customer does not exceed its credit limits, and (iv) TD SYNEX maintains a distribution relationship with such vendors, Customer may purchase from TD SYNEX for resale the following vendor products on TD SYNEX’s line card pursuant to TD SYNEX’s Standard Terms and Conditions of Sale:

Vendor: FULL TD SYNEX LINECARD

**Please note:** TD SYNEX DOES NOT make warranties or representations for the products it distributes. Any and all warranties and representations, if any, are granted solely by the manufacturer.

Please contact me if you have any questions.

Sincerely yours,  
TD SYNEX CORPORATION

A handwritten signature in blue ink, appearing to read "M McClure".

Marc McClure  
SVP, Sales

10ZIG  
 203 TRADING LLC  
 22MILES  
 2CRSI  
 2K  
 3 BALD, LLC DBA DRONE U  
 3DCONNEXION  
 3M  
 3S SYSTEM TECHNOLOGY INC.  
 5 POINT SOLUTIONS LLC  
 6CLICKS NETWORKS  
 65BIT SOFTWARE LIMITED  
 7Signal SOLUTIONS INC  
 888 DIGITAL  
 911INFORM  
  
 A-DATA  
 AAT DATA  
 A2C SERVICES LTD  
 A2C SERVICES LTD DBA  
 CIRCULAR COMPUTING  
 AACIS INVESTMENTS, INC. DBA ALPHAGRAPHICS  
 AAEON  
 AAVA MOBILE  
 ABBYY USA  
 ABSEN  
 ABSOLUTE SOFTWARE  
 ABSOLUTE SOFTWARE INC.  
 ACALVIO TECHNOLOGIES  
 ACCELTEX  
 ACCESS CHANNEL  
 ACCESS DATA CORPORATION  
 ACCORDO INC.  
 ACCORTEC INCORPORATED  
 ACCUTECH DATA SUPPLIES  
 ACECAD DIGITAL CORP  
 ACER  
 ACRONIS  
 ACT-ON SOFTWARE  
 ACTI F O  
 ACTION CS  
 ACTIVE COUNTERMEASURES  
 ACTIVISION  
 ACTSOFT INC  
 ACUANT INC.  
 ADAPTIVE PROTOCOLS, INC DBA ADAPTIVA, INC  
 ADDIGY, INC.  
 ADDMASTER  
 ADE, INCORPORATED  
 ADESSO  
 ADLINK TECHNOLOGY, INC  
 ADDON  
 ADREM SOFTWARE, INC.  
 ADVANCED DIGITAL SOLUTIONS INT'L  
 ADVANCED ELECTRONIC DESIGN, INC.  
 ADVANCED INDUSTRIAL COMPUTER  
 ADVANCED INPUT DEVICES, INC. DBA ADVANCED  
 INPUT SYSTEMS  
 ADVANCED INTELLIGENCE  
 ADVANCED METAL SOLUTIONS. INC  
 ADVANCED PROGRAMS, INC  
 ADVANCED VM SOLUTIONS  
 ADVANTAGE ADLS  
 ADVANTECH TECHNOLOGIES  
 ADVMICRO  
 AEGEX TECHNOLOGIES LLC  
 AERO-SPACE SOUTHWEST, INC  
 AEVOE CORP  
 AFCC SYSTEMS, INC  
 AFL IG LLC DBA AFL HYPERSCALE  
 AG ANTENNA GROUP, LLC  
 AGARI DATA, INC.  
 AGOSTO INC  
 AIC  
 AIRESPRING  
 AIRGAIN, INC.  
 AIRGAP NETWORKS  
  
 AIRISTA  
 AIRSHIP INDUSTRIES  
 AIRSLATE, INC  
 AKITIO  
 AKULAR  
 ALCATEL-LUCENT ENTERPRISES  
 ALE USA INC.  
 ALERATEC  
 ALERT LOGIC, INC.  
 ALGO COMMUNICATION PRODUCTS LTD.  
 ALGOSEC  
 ALIENVAULT  
 ALIVE STUDIOS, LLC  
 ALLGRESS, INC  
 ALLIANCE CORPORATION  
 ALLIED TELESIS  
 ALLOCACOC CORP. USA  
 ALLOT  
 ALLROUND AUTOMATIONS  
 ALLSOP  
 ALPHAPOINTE ASSOCIATION FOR THE BLIND  
 ALTAIR ENGINEERING  
 ALTARO LIMITED  
 ALTERYX  
 ALTERNATIVE TECHNOLOGY SOLUTIONS  
 ALTIGEN COMMUNICATIONS  
 ALTOVA  
 ALTRONIX CORP.  
 ALTUS INDUSTRIES  
 ALURATEK  
 ALVARIA, INC.  
 AMAZON  
 AMAZON FULFILLMENT SERVICES - B2B  
 AMBIR TECH  
 AMBULANT  
 AMCREST INDUSTRIES, LLC  
 AMD  
 AMER.COM  
 AMERICAN INDUSTRIAL SYSTEMS INC  
 AMERICAN MICROSYSTEMS LTD.  
 AMERICAN PRISON DATA SYSTEMS  
 AMERICAN TECHNICAL FURNITURE - STRATEGIC  
 AMERICAN TELECONFERENCING SERVICES, LTD DBA  
 PREMIERE GLOBAL  
 AMERICAN WELL CORPORATION  
 AMICO ACCESSORIES  
 AMPHENOL TCS  
 AMPLIFORCE  
 AMPLIVOX SOUND SYSTEMS, LLC  
 AMWELL  
 AMX  
 AMZER  
 ANDREA ELECTRONICS  
 ANTOP  
 AOPEN  
 AP GLOBAL INC DBA  
 APARAVI  
 ACCESSORIES POWER  
 AOC  
 APC  
 APOGEE INC DBA KANEX  
 APORETO, INC.  
 APPAEGIS  
 APPENTUS TECHNOLOGIES  
 APPGUARD INC  
 APPLE  
 APPOMNI INC  
 APPRIVER, LLC  
 APPSPACE  
 APPTTECH360  
 APPVIEWX, INC  
 APRICORN  
 APSTRA, INC.  
 AQUA SECURITY  
 AQUA SYSTEMS INC  
 AQUERA INC  
 AR DATA  
  
 ARBOR NETWORKS  
 ARCLYTE TECHNOLOGIES, INC.  
 ARCTIC, INC.  
 AREA 1 SECURITY, INC.  
 ARECA TECHNOLOGY CORP.  
 ARES  
 ARISTA NETWORKS  
 ARLINGTON INDUSTRIES INC  
 ARLO  
 ARMOR-X LTD  
 ARTISIGHT  
 ARVIZIO  
 ARXSCAN  
 ASCOM WIRELESS SOLUTIONS  
 ASG TECHNOLOGIES GROUP, INC  
 ASPECT SOFTWARE, INC.  
 ASSA ABLOY RESIDENTIAL GROUP, INC. DBA YALE  
 RESIDENTIAL ASSOCIATION FOR THE BLIND &  
 VISUALLY  
 ASSET PANDA  
 ASUS  
 ASUSTOR  
 AT&T  
 ATDEC  
 ATEL  
 ATEN TECHNOLOGY  
 ATTO TECH  
 AUDIOCODES  
 AUDIOFETCH, INC  
 AURORA MULTIMEDIA CORP.  
 AUSLOGICS  
 AUTEL ROBOTICS USA LLC  
 AUTHEN2CATE, LLC  
 AUTHLOGICS PART OF CURVE GROUP  
 AUTHOMIZE  
 AUTODESK  
 AUTOMATION ANYWHERE  
 AUTOPILOT WORKFLOW SOLUTIONS  
 AUVIK  
 AVANQUEST NORTH AMERICA INC  
 AVANQUEST NORTH AMERICA INC.  
 AVAYA  
 AVAGO  
 AVAIL FORENSICS  
 AVANQUEST  
 AVCOMM  
 AVEPOINT  
 AVER INFORMATION INC  
 AVERMEDIA TECHNOLOGIES INC  
 AVIVA SOLUTIONS INC.  
 AVOCOR  
 AVSYSTEM SP. J.  
 AVTEQ  
 AWARENESS TECHNOLOGIES  
 AXE DEEL LLC  
 AXIOM  
 AXIS  
 AXONIUS, INC.  
 AXXONSOF  
 AZIO  
 AZULLE  
  
 BACKBOX SOFTWARE  
 BARCO  
 BARRACUDA  
 BARRICAID  
 BASF CORPORATION  
 BATTERY TC  
 BAY PRESS & PACKAGING (CM19)  
 BCD VIDEO  
 BCM TECHNOLOGY, INC DBA BCM ADVANCED  
 RESEARCH  
 BEAM LIVE  
 BECRYPT INC  
 BELKIN INTERNATIONAL  
 BENQ  
 BENSUSSEN DEUTSCH & ASSOCIATES, LLC. DBA  
 POWERA  
  
 BEPOZ AMERICA LLC  
 BEST MINDS  
 BEST DATA PRODUCTS, INC  
 BETHESDA SOFTWARES INC.  
 BEYOND TECHNOLOGY  
 BEYONDTRUST CORP  
 BGZ BRANDS  
 BINARYEDGE AG  
 BIODATAI  
 BIOMETRIC  
 BITDEFENDER  
 BITS LIMITED  
 BITSIGHT  
 BITTITAN  
 BLACK BOX CORPORATION  
 BLACK PEARL MAIL, INC  
 BLACKBERRY  
 BLAIR TECHNOLOGY GROUP LLC  
 BLOCK 64  
 BLOCK ARMOUR  
 BLUE COAT SYSTEMS  
 BLUE MICRO  
 BLUE PLANET  
 BLUE WAVE MICRO  
 BLUECAT  
 BLUEFORCE DEVELOPMENT CORPORATION  
 BLUESTAR  
 BLUMIRA  
 BLUVECTOR, INC.  
 BOGEN COMMUNICATIONS  
 BOSCH  
 BOSE  
 BOUNCEPAD NORTH AMERICA, INC.  
 BOX.IT DESIGNS LTD  
 BRADLEY NAMEPLATE CORP  
 BRADY PEOPLE ID (CPI)  
 BRADY WORLDWIDE  
 BRAINBOXES LLC  
 BRAND MANAGEMENT GROUP, LLC  
 BRENTHAVEN  
 BRETTFORD  
 BRIDGE COMMUNICATIONS, LLC  
 BRIGHTSIGN LLC  
 BRILLIANT INK AND TONER  
 BRITVE INC  
 BROADCOM/SYMANTEC  
 BROADSOFT INC.  
 BROCADE  
 BROTHOR  
 BROTHER MOBILE  
 BSC GLOBAL INC  
 BSQUARE CORPORATION  
 BT AMERICAS INC  
 BUFFALO  
 BUGCROWD  
 BUNCEE  
 BURGESS COMPUTER DECISIONS, INC.  
 BUSINESS LOGIC CORPORATION  
 BUSINESS MACHINE SECURITY, INC.  
 BUJRST  
 BYOS  
 BYTECC INC.  
  
 C2G  
 C&A MARKET  
 CA, INC.  
 CABLE MATTERS INC  
 CALDERA  
 CALERO SOFTWARE, LLC  
 CALLTOWER  
 CAN-AM WIRELESS LLC DBA CAN-AM IT  
 SOLUTIONS  
 CANON  
 CANVAS GFX INC.  
 CAPCOM, USA  
 CAPITAL NETWORKS  
 CAPSA SOLUTIONS

CARBON BLACK  
 CARBONITE  
 CASE LOGIC/THULE  
 CASE SPECIALISTS  
 CASIO  
 CASWELL AMERICAS INC.  
 CATALOGIC SOFTWARE INC  
 CATO  
 CAVEONIX  
 CBC  
 CCH PRODUCTS INC  
 CCXCORP  
 CDI COMPUTER DEALERS INC.  
 CEED LTD  
 CELARTEM, INC. (DBA EXTENSIS)  
 CELESTIX NETWORKS, INC  
 CELLPHONE-MATE, INC.  
 CENTERITY  
 CENTON ELECTRONICS  
 CENTRICSIT LLC  
 CERTES NETWORKS, INC.  
 CERTGATE GMBH  
 CHAMPION APPLE REMAN PRODUCTION  
 CHAMPION COMPUTER PROD,INC  
 CHAMPION/REMAN  
 CHANNELSOLV, LLC  
 CHANX INC.,  
 CHARGETECH ENTERPRISES LLC  
 CHATSWORTH  
 CHECK PNT  
 CHELSIO  
 CHENBRO  
 CHERRY CORPORATION  
 CHIEF MANF  
 CHOOCH  
 CHRISTIE DIGITAL SYSTEMS  
 CI SECURITY  
 CIENA  
 CIG  
 CIGENT TECHNOLOGIES  
 CIMITRA  
 CIRCULAR COMPUTING  
 CIS SECURE COMPUTING, INC.  
 CISCO  
 CITRIX  
 CLARIVATE ANALYTICS (US) LLC  
 CLAROTY  
 CLEAR ONE  
 CLEAR TOUCH  
 CLEER  
 CLEVERTECH  
 CLICK GO AND BUY INC  
 CLOUD COVER MEDIA  
 CLOUD RANGE CYBER  
 CLOUDERA  
 CLOUDFLARE  
 CLOUDSCANN  
 CLOVER IMAGING GROUP, LLC  
 CLUB 3D B.V  
 CNB COMPUTERS INC  
 COBWEBS AMERICA  
 CODE CORP  
 COFAN USA, INC  
 COFENSE INC  
 COGNITIVE SOLUTIONS  
 COGNNI  
 COHESITY  
 COLLAB9  
 COLUMN CASE MANAGEMENT  
 COMFORTE INC  
 COMMEND AUDIO  
 COMMVault  
 COMODO/XCITIUM  
 COMPEXCH  
 COMPONENT DESIGN NORTHWEST, INC.  
 COMPONENT SPECIALTIES, INC. DBA SPEC0  
 TECHNOLOGIES

COMPUCASE CORP  
 COMPUTECH INTERNATIONAL CTI  
 COMPUTER INSTRUMENTS  
 COMPUTER INSTRUMENTS INC  
 COMPUTER SECURITY PRODUCTS, INC.  
 COMTROL  
 CONARRATIVE  
 CONEXLINK  
 CONFLUERA  
 CONNECTED IO - STRATEGIC  
 CONNECTWIS  
 CONVERGED NETWORK SERVICES GROUP, A NORTH  
 CAROLINA CORP  
 CONVERGIA  
 COOLER MASTER CO.  
 COOLJAG USA  
 CORE BRANDS, LLC DBA GEFEN INC  
 COREL  
 COREVIEW  
 CORL TECHNOLOGIES  
 CORLINK - STRATEGIC  
 CORNELIS NETWORKS  
 CORNER PRODUCTS CO  
 CORNING - STRATEGIC  
 CORSA TECHNOLOGY  
 CORSAIR  
 COSOSYS  
 COURTCALL  
 CPACKET  
 CPR TOOLS INC.  
 CRADLEPOINT  
 CRAFTUNIQUE LLC  
 CRAVINGS COMPS LLC  
 CRAVINGS COMPS LLC  
 CREATION 4MATION INC DBA CASEMATIX  
 CREATIVE LABS  
 CREATIVE REALITIES, INC.  
 CREATIVE SOURCING INTERNATIONAL  
 CREATIVESTAR SOLUTION INC.  
 CRITICAL START INC.  
 CROSSTEC  
 CROSSVALE, INC  
 CROWDSTRIKE  
 CRU ACQUISITION GROUP  
 CRU DATA SECURITY GROUP, LLC (DIGISTOR)  
 CRU DATA SECURITY GROUP, LLC (IOSAFE)  
 CRYSTALFONTZ AMERICA, INC.  
 CSG  
 CTADIGITAL  
 CTCI  
 CTERA  
 CTERA NETWORKS LTD  
 CTL  
 CTRL IQ, INC  
 CUBRO  
 CUREMD  
 CURRENTWARE  
 CURV GROUP (KEYSMART)  
 CYBELANGEL USA INC  
 CYBERARK  
 CYBERLINK.COM CORP  
 CYBERLOQ  
 CYBERNET MANUFACTURING, INC.  
 CYBERPOWER  
 CYBERPOWER PC  
 CYBEREASON  
 CYBERREADY INC  
 CYBERSHARK  
 CYBERTRON INTERNATIONAL, INC. (DBA  
 CYBERTRONPC)  
 CYBRIC INC  
 CYCLE COMPUTING  
 CYCLOPS TECHNOLOGIES  
 CYCOGNITO  
 CYLANCE  
 CYNAMMETRIK (SHENZHEN) PRINTING CO., LTD.  
 CYNERIO

CYNET  
 D3 SECURITY MGMT. SYSTEMS  
 D&H DISTRIBUTING CO.  
 D-LINK  
 DA-LITE  
 DAHLE NORTH AMERICA, INC  
 DAIKON ELECTRONICS, INC  
 DAMAC PRODUCTS LLC  
 DANTONA INDUSTRIES INC  
 DAON  
 DATA CENTER MAINTENANCE, LLC  
 DATA DYNAMICS  
 DATA PRODUCTS  
 DATA ROBOTICS, INC.  
 DATA STORAGE SOFTWARE LAB D/B/A OPEN-E,  
 INC.  
 DATACORE SOFTWARE CORPORATION  
 DATALOCKER  
 DATALOGIC  
 DATAMATION  
 DATAMAX  
 DATAMINR  
 DATARAM  
 DATASPAN  
 DATAXOOM CORP  
 DEEP COOL  
 DEEP INSTINCT  
 DEFINITIVE TECHNOLOGY GROUP  
 DELL  
 DELTA TECHNOLOGY LIMITED DBA VXL INSTRUMENTS  
 INC  
 DEPLOYABLE SYSTEMS INC  
 DEPOT INTERNATIONAL  
 DEPOT INTERNATIONAL ENTERPRISE  
 DESTRUCTDATA, INC.  
 DEVO TECHNOLOGY  
 DEVOLUTIONS INC.  
 DEXXON DIGITAL STORAGE, INC  
 DH COMMERCE LLC DBA STREAMLINE  
 DISTRIBUTORS  
 DH2I COMPANY  
 DIALECTIC DISTRIBUTION LLC  
 DIALOGIC, INC.  
 DIGI  
 DIGICERT, INC.  
 DIGISTOR  
 DIGITAL CONTROLS CORP  
 DIGITAL DATA  
 DIGITAL GUARDIAN INC.  
 DIGITAL HIGHWAY, INC.  
 DIGITAL PERSONA  
 DIGITAL SCEPTOR  
 DIGITAL.AI SOFTWARE  
 DIGITALWARE INC  
 DIGITATE (TATA)  
 DIRECT TECHNOLOGY GROUP  
 DISPERSIVE  
 DISTINOW  
 DJI  
 DMSI  
 DOGHEAD SIMULATIONS LLC  
 DOMAINTOOLS LLC  
 DOMINO DATA LAB  
 DOOWY DOES IT  
 DORMAKABA  
 DOUBLE POWER TECHNOLOGY, INC.  
 DOUBLE SIGHT (K.S. CHOI CORP)  
 DOUBLESIGHT  
 DP SOLUTIONS  
 DRAKONTAS  
 DRAPER  
 DREAMGEAR, LLC  
 DRONE UNIVERSITY  
 DROPBOX  
 DROPSUITE  
 DT RESEARCH

DT RESEARCH GOV  
 DURABOOK AMERICAS INC  
 DUVOICE  
 DV WAREHOUSE, INC.  
 DYNABOOK  
 DYNAMIC SOLUTIONS  
 DXRACER USA LLC  
 E & S INTERNATIONAL ENTERPRISES, INC  
 EA SPORTS  
 EAGL TECHNOLOGIES  
 EARTHWALK COMMUNICATIONS, INC  
 EASY TEMPO INC. DBA SOUND MACHINE  
 EATON  
 EBUYNOW (MOTO360)  
 ECO STYLE  
 ECOPOST  
 ECOPRINTQ  
 ECS  
 EDGE MEMORY  
 EDGECORE  
 EDIMAX COMPUTER COMPANY  
 EDU PARTS  
 EDU SCAPE  
 EDUCATIONAL COLLABORATORS, LLC  
 EDUSCAPE PARTNERS, LLC  
 EERO LLC  
 EFFICIENT IP  
 EJ-TECHNOLOGIES GMBH  
 EKAHAI, INC  
 ELECTRO-WISE DALLSA INC. DBA: EWD  
 SOLUTIONS  
 ELECTRONIC ARTS  
 ELECTRONIC ARTS INC.  
 ELEGANT ACQUISITIONS LLC  
 ELISITY  
 ELITE GROUP (ECS)  
 ELITE SCREENS  
 ELMO  
 ELO TOUCH  
 ELO TOUCHSYSTEMS  
 ELORA  
 ELSIGHT  
 EMATHSMaster LTD.  
 EMBARCADERO TECHNOLOGIES, INC.  
 EMBEDDED WORKS CORPORATION  
 EMBRAVA PTY LTD.  
 EMC  
 EMERGE TECHNOLOGIES, INC  
 EMERSON  
 EMK ENTERPRISES LLC. DBA AMPLTECH  
 REFRESH  
 EMMECO INC  
 EMTEC  
 ENCORE NETWORKS  
 ENET SOLUTIONS, INC.  
 GENIUS TECHNOLOGIES  
 ENGINEERED NETWORK SYSTEMS, INC.  
 ENOVATEIT  
 ENTHEC  
 ENTRUST  
 ENVOY DATA CORP.  
 EOL DISTRIBUTION LLC  
 EPIC.IO  
 EPOS USA. INC  
 EPRINTIT  
 EPSON  
 EREPLCMENT  
 ERGOGUYS - STRATEGIC  
 ERGOGUYS LLC  
 ERGOTRON  
 ERICOM  
 ERMETIC  
 ERWIN  
 ESENTIRE  
 ESET LLC  
 ESKER INC





ESPER.IO  
 EVERBRIDGE  
 EVERFOCUS ELECTRONICS  
 EVERKI USA, INC.  
 EVERTEK COMPUTER CORPORATION  
 EVOLIS - STRATEGIC  
 EVOLIS INC  
 EVOLUENT LLC  
 EVS INTERACTIVE, INC. DBA REDYREF INTERACTIVE KIOSKS  
 EXABLAZE  
 EXABLOX  
 EXORVISION, INC  
 EXPLAIN EVERYTHING SALES, INC.  
 EXPORTTEK INC  
 EXTREME NW  
 EZVIZ INC

F5 NETWORKS  
 FABCON, INC.  
 FACEBOOK TECHNOLOGIES LLC  
 FACEBOOK, INC  
 FACTION GROUP LLC  
 FANTASIA TRADING LLC  
 FANTEM TECHNOLOGIES (SHENZHEN) CO. LTD.  
 FARONICS  
 FASTPASS CORP  
 FATPIPE NETWORKS INC  
 FAXBACK, INC.  
 FEITIAN  
 FEITIAN TECHNOLOGIES US, INC.  
 FELLOWES  
 FHOOSH INC.  
 FIBER CABLES DIRECT  
 FIBERLIGHT  
 FIDELIS CYBERSECURITY INC. C/O LSQ FUNDING  
 FILEMAKER  
 FILEWAVE USA, INC  
 FINISAR  
 FIREEYE  
 FIREFLY COMPUTERS, LLC  
 FIREMON  
 FIRST MOBILE TECHNOLOGIES  
 FISCHER INTERNATIONAL SYSTEMS  
 FISHTREE  
 FITBIT  
 FIVE9 INC.  
 FIXMESTICK TECHNOLOGIES INC  
 FLEETSMITH, INC  
 FLEXISPOT  
 FLUENCY SECURITY  
 FORCEPOINT  
 FORENSIT LTD  
 FORESCOUT TECHNOLOGIES  
 FORESEESON CUSTOM DISPLAYS  
 FORMAX, A DIVISION OF BESCORP, INC  
 FORNETIX  
 FORTINET  
 FOXFURY, LLC  
 FOXIT CORPORATION  
 FOXIT SOFTWARE INCORPORATED  
 FRANCINE COLLECTIONS  
 FRANKLIN WIRELESS  
 FRONTLINE TECHNOLOGIES GROUP LLC  
 FUDO SECURITY  
 FUJI FILM  
 FUJITSU  
 FUJITSU LA  
 FURMAN SOUND  
 FUSIONCHARTS, INC  
 FYBR

G OVERSTOCK  
 G. D. ROBERTS & CO. INC.  
 GCX  
 GAMA WORLD TECHNOLOGIES INC  
 GAMBER JOHNSON

GAMBER-JOHNSON DBA PREMIER MOUNTS  
 GARLAND TECHNOLOGY LLC  
 GARNER PRODUCTS, INC.  
 GARRETT SECURITY  
 GCIG INC.  
 GCX HEALTHCARE SOLUTIONS  
 GENETEC, INC.  
 GENUITEC LLC  
 GEORGEJON INC.  
 GET SCW (SECURITY CAMERA WAREHOUSE)  
 GETAC INC.  
 GETWIRELESS LLC  
 GFI SOFTWARE  
 GIGABYTE  
 GIRBAU NORTH AMERICA, INC..  
 GLACIER COMPUTER LLC  
 GLASSWALL SOLUTIONS  
 GLOBAL CELLULAR  
 GLOBAL KNOWLEDGE TRAINING LLC  
 GLOBAL SCANNING AMERICAS (MD) INC.  
 GLOBAL SILICON ELECTRONICS, INC. DBA BUSLINK MEDIA  
 GLOBAL TECHNOLOGY SYSTEMS, INC.  
 GLOWFORGE  
 GM 3DCONXN  
 GM 3M  
 GO-BOX LLC  
 GOGUARDIAN  
 GOLAMPS  
 GOLDSEAL SONUS  
 GOOD ACCESS  
 GOOGLE  
 GOSECURE INC.  
 GOTENNA, INC.  
 GOVRED TECHNOLOGY INC  
 GRADIENT CYBER  
 GRAID TECHNOLOGIES  
 GRANDSTREAM NETWORKS, INC  
 GRANITE TELECOMMUNICATIONS  
 GREEN CLOUD TECHNOLOGIES LLC  
 GREENLIGHT IOT  
 GRIDLESS  
 GRIFFIN TH  
 GRIFITI, LLC  
 GROUND LABS  
 GROUNDCONT  
 GRYPHN CORPORATION DBA ARMORTEXT  
 GRYPHON ONLINE SAFETY, INC.  
 GUIDANCE SOFTWARE INC  
 GUMDROP CASES  
 GUYSON CORPORATION OF U.S.A  
 GVISION USA INC  
 GYRATION

HAVISION MCS  
 HAVISION NETWORK VIDEO INC  
 HALL TECHNOLOGIES  
 HANWHA VISION  
 HATCHING INTERNATIONAL B.V.  
 HAUPPAUGE  
 HAVIS  
 HCI  
 HEALENT  
 HEALTHPOSTURES LLC  
 HEARTLAND PAYMENT SYSTEMS, INC  
 HECKLER  
 HEDVIG  
 HELP/SYSTEMS LLC  
 HD MEDICAL INC  
 HID CORPORATION  
 HIGH POINT TECHNOLOGIES  
 HIGHER GROUND GEAR  
 HIPERWALL, INC.  
 HITACHI  
 HITACHI BIOMETRICS  
 HITACHIGLB  
 HIVEIO INC.

HMD TECH SARL  
 HOBI INTERNATIONAL INC  
 HOMEEXCEPT  
 HONEYWELL  
 HORNET SECURITY  
 HOUSHTEC, LLC DBA DISTINOW (ESD)  
 HOVMAND A/S  
 HOWARD INDUSTRIES  
 HOWARD MED  
 HP ENT  
 HP INC  
 HRB DIGITAL LLC  
 HSM OF AMERICA LLC  
 HTC  
 HTM-TECH, INC DBA VERTAGEAR  
 HUB SECURITY  
 HUBBELL INCORPORATED  
 HUBX LLC  
 HUMANETICS II, LTD  
 HUMANSCALE CORPORATION  
 HYFIN  
 HYPER MICROSYSTEMS INC  
 HYPERION  
 HYPERKIN INC.  
 HYPERSIGN DIGITAL SIGNAGE  
 HYPERSOCKET SOFTWARE LIMITED  
 HYPERTEC  
 HYPR CORP  
 HYUNDAI  
 HYVE SOLUTIONS EUROPE LIMITED

I/O MAGIC  
 I-BLASON  
 I-PRO  
 I-TEC TECHNOLOGIES  
 I.A.CONNECTS  
 IBM  
 IBOSS  
 ICONTROL NETWORKS INC.  
 ICS-JMR  
 ID TECH  
 IDEAMAPPER INC  
 IDEE  
 IDENTIV, INC  
 IDERA, INC.  
 IDEUM, INC.  
 IDM COMPUTER SOLUTIONS, INC.  
 IEI TECHNOLOGY USA CORP.  
 IGEL TECHNOLOGY  
 IKAN  
 IKEY  
 ILG  
 ILLUMINARI  
 IMAGEWAVE SYSTEMS, INC  
 IMAGICLE  
 IMAGINARY PEOPLE  
 IMAGINGO  
 IMPACT PRINTING AND GRAPHICS, LTD  
 IMPARTNER  
 IMPERO  
 IMPERVA  
 IN FOCUS  
 IN WIN DEVELOPMENT  
 INCASE-STRATEGIC  
 INCIPIO  
 INCISIVE SOFTWARE  
 IND WEAPON  
 INDEED  
 INDENI  
 INDEPENDENCE IT  
 INDIE HEALTH LLC  
 INDIVIDUAL SOFTWARE INC.  
 INDUSTRY WEAPON  
 INFINIDAT  
 INFINIDAT FEDERAL  
 INFINITE BLUE  
 INFINITE GROUP, INC.

INFINITE STUDIO  
 INFIOIT  
 INFOBLOX  
 INFOCASE INC  
 INFORMA SOFTWARE  
 INFORMATICA LLC  
 INFOTREND TECHNOLOGY  
 INFOVISTA CORP.  
 INFRASCALE INC  
 INLAND PRODUCTS INC.  
 INNODISK USA CORPORATION  
 INNOVATIVE OFFICE  
 INNOVATIVE VIDEO TECHNOLOGY, DBA INVIDTECH  
 INSEEGO NORTH AMERICA, LLC  
 INSTORESCREEN LLC  
 INTEGRA  
 INTEGRA OPTICS, INC.  
 INTEGRAL SOLUTIONS GROUP  
 INTEGRATION TECHNOLOGIES GROUP, INC.  
 INTEL  
 INTELLIGENT COMPUTER SOLUTIONS  
 INTENDA  
 INTENT INTERNATIONAL INC  
 INTERACTIVE MEDIA CORPORATION DBA KANGURU SOLUTIONS  
 INTERMEC CORPORATION  
 INTERTECH TRADING CORPORATION  
 INTRACOM USA, INC.  
 INTUIT  
 INVICTI SECURITY CORP.  
 INVITRIX  
 IOGEAR  
 IOTECH  
 IOTECHA  
 IP TRADE  
 IPASS  
 IPEARL INC  
 IPSWITCH  
 IQPM AR DATA  
 IROBOT CORPORATION  
 IRON BOW  
 ISI TELEMANAGEMENT SOLUTIONS, LLC  
 ISS  
 ISTARUSA INC.  
 ISTOREG LIMITED  
 ITERNITY  
 IVALU8  
 IVALUA  
 IVANTI  
 IXSYSTEMS, INC

J2 CONSENSUS EFAX  
 J5CREATE / KAIJET  
 JACO  
 JAMF  
 JAR SYSTEMS, LLC  
 JCPAL  
 JEFA TECH, INC  
 JELCO, INC.  
 JEM ACCESSORIES  
 JETBRAINS AMERICAS INC.  
 JK IMAGING LTD  
 JLAB AUDIO  
 JMC GLOBAL TECHNOLOGIES I, L.P.  
 JO-RO MANUFACTURING COMPANY LTD.  
 JOBSITE TECHNOLOGY GROUP  
 JPL TELECOM HOLDINGS, LLC  
 JR THERMAL  
 JUDY SECURITY  
 JUICED  
 KAMINARIO  
 KANDAO  
 KANEX PRO  
 KANG YANG INTERNATIONAL CO. LTD.  
 KANO COMPUTING LTD  
 KANTEK INC.

KASERNET INC.	LOWRY HOLDING CO	MOBILE MARK, INC.	NODEWEAVER
KCPAL	LU INTERACTIVE	MOBILE TECH/ARMORACTIVE	NOKIA
KENSINGTON	LUBRIZOL ADVANCED MATERIALS, INC.	MOBISYSTEMS INC	NOLO - STRATEGIC
KEONN	LUTRON ELECTRONICS CO., INC.	MOHAWK USA	NONSTOCK MISC VENDOR
KERIO	LUXUL	MOLEX	NORTEK SECURITY & CONTROL LLC
KEY SOURCE INTERNATIONAL	LYNX TECHNOLOGY PARTNERS	MONOPRICE	NOVASTOR CORPORATION
KEYOVATION, LLC	LYVE CLOUD	MONNIT	NOW MICRO
KEYSIGHT		MOONWALK	NSION TECHNOLOGIES
KHLANDSBG	M360DEGREES	MOORECO, INC.	NSX TECHNOLOGIES INC DBA ANYWHERE CART
KINCAID IT	M-S CASH DRAWER CORPORATION	MORE DIRECT	NTERONE CORPORATION
KINESIS CORPORATION	MADCATZ	MORPHEUS DATA, LLC	NUMONIX, LLC
KINGSTON	MAGIX SOFTWARE GMBH	MOTOROLA	NUPOST
KLAXOON	MAILSTORE SOFTWARE GMBH	MOVAVI SOFTWARE INC.	NUREVA
KOAMTAC, INC.	MAINPINE, INC.	MOVING TECHNOLOGIES IN AMERICA (MTA)	NUTANIX
KODAK	MAKE-SENSE	MSI	NUWAVE
KOFAX	MAKER'S EMPIRE	MULTITECH SYSTEMS	NVIDIA
KOM SOFTWARE INC.	MAKITO USA, INC	MULTPLX	
KOMPRISE, INC.	MALWAREBYTES	MURATEC	OBJECT FIRST
KONAMI DIGITAL ENTERTAINMENT	MAN & MACHINE, INC.	MUSEUM	OBSERVINT TECHNOLOGIES INC
KONFTEL	MANDOE MEDIA	MUTALINK	OCEAN INC
KONICA MINOLTA	MANHATTAN - STRATEGIC	MUTARE SOFTWARE	OKIDATA
KONICA-STRATEGIC	MARABU NORTH AMERICA LP	MXL	OMNICHARGE
KORE.AI	MARKETS AND MARKETS	MY VIRTUAL BENCH	OMNI POWER TECHNOLOGY, INC.
KORE DESIGN LLC	MARSHALL ELECTRONICS	MYRICOM	OMNI SYSTEMS
KRAMER ELECTRONICS	MASON AMERICA		OMNIVEX
KUTIR	MATERIALISE USA LLC	N1 CRITICAL TECHNOLOGIES, INC.	ONAP SIS
KYOCCERA	MATROX	NAGIOS	ONE ID
KYOCCERA MITA	MATTEL INC	NANONATION	ONE STOP SYSTEMS, INC
	MAX INTERACTIVE INC.	NANOV	ONE WORLD TOUCH, LLC
L SQUARED DIGITAL SIGNAGE	MAXELL	NATIONAL PRODUCTS	ONESTREAM
LA CIE	MAXHUB	NAVEPOINT	ONGUARD SYSTEMS
LABTECH	MBM TRADING INC	NAVORI INC.	ONVIEW
LANDAIRSEA SYSTEMS, INC	MBX	NCP ENGINEERING INC	ONYX GRAPHICS INC
LANDSBERG / REMAN	MDI INC DBA TAG TECHNOLOGY	NEAT	OPEN-E
LANIER	MEDALLIA	NEC	OPEN TEXT
LANTRONIX	MEDIATECH, INC.	NEKTOVA GROUP LLC	OPENGEAR
LAPLINK.COM	MEDIGATE	NELSON-MILLER INC.	OPMANTEK
LARSON PACKAGING COMPANY LLC	MEGAPORT	NERDIO, INC.	OPSWAT
LASTLINE, INC.	MEGH COMPUTING	NESA	OPTICON, INC.
LAUNCH PAD	MELLANOX	NEST	OPTOMA
LAVA COMP	MEMORY EXPRESS	NETALLY	ORACLE
LAW TOOL BOX	MENLO SECURITY	NETAPP	ORBIC
LAWSON SCREEN & DIGITAL PRODUCTS, INC.	MERCURY	NETGEAR	ORDR, INC.
LD SMART	MERIDIAN TECHNOLOGIES INC	NETI	ORESUS INC
LEARN21	MERIDIAN ZERO DEGREES, LLC	NETIS SYSTEMS USA CORP.	ORIONVM INC.
LEGACY INTERACTIVE, INC.	MERKURY INNOVATIONS LLC	NETKILLER	ORTRONICS
LEGRAND DATA	MATTERPORT	NETLIST, INC.	OTHER WORLD COMPUTING, INC.
LEICA	META COMPANY	NETMOTION SOFTWARE, INC.	OTTERBOX
LENOVO	METADOT CORPORATION	NETOP TECH INC.	OVERLAND
LEPIDE SOFTWARE PVT LTD	METEOR EDUCATION LLC	NEUVECTOR	
LET'S GEL, INC.	METRO BUSINESS SYSTEMS, INC.	NEVERWARE, INC	PACKAGING STRATEGIES, INC
LEXAR	METROPOLITAN VACUUM CLEANER CO., INC.	NEW DREAM	PAESSLER GMBH
LEXMARK	METTLER TOLEDO, LLC	NEW IN BLUE	PALMER DIGITAL GROUP
LG	MICRO MICR CORPORATION	NEW RELIC	PALO ALTO NETWORKS
LIEBERT	MICRO SOLUTIONS ENTERPRISES	NEWELL RUBBERMAID, SANFORD L.P.	PANASONIC
LIFESIZE COMMUNICATIONS, INC	MICRO STRATEGIES	NEWLINE INTERACTIVE, INC	PANDA DISTRIBUTION, INC.
LIFI LABS	MICRON	NEXENTA	PANDUIT
LIGHTSPEED	MICROPAC TECHNOLOGIES, INC.	NEXLINK COMMUNICATIONS LLC	PANNIN TECHNOLOGIES, LLC
LIMINEX INC.	MICROSEMI	NEXSCAN	PANORAMA ANTENNAS, INC.
LIND ELECTRONIC DESI	MICROSOFT	NEXT DLP	PANZERGLASS
LINEARFLUX USA INCORPORATED	MILESTONE AV TECHNOLOGIES	NEXTIVA	PARA SYSTEMS INC.
LINKLABS	MILESTONE SYSTEMS	NGINX	PARABLUE
LINKSYS	MILLENIUM RETAIL SOLUTIONS DBA CRIMSON	NIAGARA NETWORKS	PARAGON FURNITURE, INC
LIQID INC	MIMO DISPLAY LLC DBA MIMO	NICE SYSTEMS INC	PARAGON SOFTWARE GROUP CORP
LIQUID PC	MINIO	NICECXONE	PARALLELS
LISTEN INNOVATION INC.	MITAC COMPUTING	NICELABEL AMERICAS, INC.	PARK PLACE TECHNOLOGIES LLC
LIVETILES CORP	MITEL NETWORKS	NIMBLE	PARSEC TECHNOLOGIES, INC.
LOADBALANCER.ORG, INC.	MK1 STUDIO	NIMBUS DATA INC	PARTPOINT INC
LOCKNCHARGE TECHNOLOGIES, LLC	MOBILE EDG	NINEYARDS	PATCH MY PC LLC
LOFTWARE, INC	MOLEX	NINJIO	PATRIOT
LOGIC NOW INC.	MONITORS	NINJAONE	PAYPAL
LOGICAL MAINTENANCE SOLUTIONS	MINGTEL INC DBA AZPEN INNOVATION	NINTENDO OF AMERICA	PC MATIC INC (DS)
LOGICALIS INC	MIRANTIS, INC.	NINTENDO OF AMERICA INC.	PCTEL, INC.
LOGICMONITOR INC	MMF POS	NITEL	PDI COMMUNICATIONS, INC.
LOGICUBE, INC.	MOBIL TRACKR	NITRO SOFTWARE INC.	PEACH FUZZER LLC
LOGITECH	MOBILE DEMAND, LC	NLU PRODUCTS, L.L.C. DBA BGZ BRANDS	PEAK-RYZEX, INC.
LOREX CORP.	MOBILE INTERNATIONAL INC	NOBLE SEC	PEERLESS AV

PEGASUS LOGISTICS GROUP, INC.	QUANMAX USA INC	RUN.AI	SIERRA WIRELESS
PELSUE	QUANTA		SIGNAGELIVE, INC
PERFECT FIT TECHNOLOGIES, INC	QUANTUM	SACO ENTERPRISES INC. DBA PACTECH	SIIG
PHILIPS	QUARK INC	SAFE SOFTWARE INC	SIKLU
PHOENICS ELECTRONICS CORPORATION	QUATRRO	SAFETY VISION	SIMEON CLOUD
PHOOZY	QUICK QUALITY CABINETS	SAHARA PRESENTATION SYSTEMS INC. DBA CLEVERTOUCH	SIMPLIFI
PHUNWARE	QUICKEN INC	SAILPOINT	SK HYNIX
PHYBRIDGE INC	QUICKET SOLUTIONS	SALAMANDER	SKYEBROWSE
PICA8, INC	QUOTIENT, INC.	SAMSONITE	SIKLU
PING HD, LLC	QUMU	SAMSUNG	SILICOM CONNECTIVITY SOLUTIONS
PING IDENTITY	QUNIFI LIMITED	SANDISK	SILICON POWER
PIONEER		SANGOMA	SILVERSKY, INC.
PIVOT TECHNOLOGY SERVICES CORP.	R-GO	SANMINA	SIMPLY NUC, LLC
PIVOT3	RACKMOUNT	SANS DIGITAL	SINGLEWIRE
PIVOTAL SOFTWARE INC	RACKSOLUTIONS INC	SANYO DENKI AMERICA, INC.	SIOS TECHNOLOGY CORP.
PLANAR	RADAPTIVE	SAP AMERICA	SIPPIO
PLAYSEAT	RADIO IP	SAPIEN TECHNOLOGIES, INC.	SIXGILL
PLDS USA INC	RADWARE	SATECHI	SIYATA MOBILE
PLIOPS	RAIN DESIGN - STRATEGIC	SATO	SKB CASES - STRATEGIC
PLIXER LLC	RAM MOUNTS	SAVANT TECHNOLOGIES LLC, DBA GE LIGHTING, A SAVANT COMPANY	SKETCH
PLUG-IN STORAGE SYSTEMS, INC	RANGEFORCE	SAVIN	SKYHIGH SECURITY
PLUGGABLE TECHNOLOGIES	RAPIDDEPLOY INC	SAVIYNT	SKYKICK
PLUMGRID, INC.	RAPTOR BLASTING SYSTEMS LLC	SC HOLDINGS	SKYKIT
PLUS TECHNOLOGIES, LLC	RARITAN	SCALA	SKYTECH USA LLC
PNY	RAYCOP NORTH AMERICA INC	SCALE COMPUTING	SLASHNEXT
PODIUM DATA INC	RAYMOND & LAE ENGINEERING, INC.	SCALEFLUX	SMART TECHNOLOGIES
POLARIS DEVELOPMENT CORP.	RAZER	SCANTRON CORPORATION	SMARTAVI
POLARITY.IO, INC.	READYDOCK, INC. DBA ICLEANSE	SCHEDMD	SMARTOPTICS
POS	REALDEFENCE LLC	SCIANTA ANALYTICS LLC	SMK LINK
POSDATA, INC., A DIVISION OF CONTROL SOLUTIONS, INC.	REALVNC LTD	SCIENCE LOGIC	SNAPT
POSIFLEX	RECAST SOFTWARE, INC.	SCM MICRO	SNX/MFR PC RETURNS / REMAN
POSTURITE LTD.	RECIPROCITY	SCOOTER SOFTWARE INC	SOC PRIME
PRADEO	RECORDEX MANUFACTURING, INC.	SCOPESTACK	SOCIAL SAFEGUARD INC
PRECISION DYNAMICS CORPORATION	RED GATE SOFTWARE LTD	SCORE VISION	SOCKET COMMUNICATIONS
PRECISION MOUNTING TECHNOLOGIES LTD.	RED HAT	SCREENBEAM INC.	SOCKET MOBILE
PREMIER S & P, LLC	RED LION CONTROLS, INC	SEAGATE	SOFTLAYER TECHNOLOGIES, INC
PREMIUM COMPATIBLES	REDSHIFT	SEAGULLSCIENTIFIC	SOFTWARE & PERIPHERALS
PRESTIGE INTERNATIONAL, INC.	REDSKY TECHNOLOGIES	SEAL SHIELD	SOFTWARE AG
PRETON LTD.	REDWOLF SECURITY	SECLORE	SOHNEN ENTERPRISES, INC.
PRINT FINISHING SOLUTIONS	REMAGO	SECPOD LTD PVT	SOLARFLARE COMMUNICATIONS, INC.
PRINT MANAGER COMPANY	REMARKETED	SECTRIO	SOLARWINDS
PRINTEK	RESPOND SOFTWARE	SECULORE SOLUTIONS, LLC	SOLE SOURCE TECHNOLOGY, LLC
PRINTERLOGIC	REVEALD	SECUREDATA, INC.	SOLITON SYSTEMS
PRINTIX.NET APS	REVOLUTION ACOUSTICS	SECURELOGIX CORPORATION	SONIC FOUNDRY INC.
PRINTRONIX	RFID-STRATEGIC	SECURITY CAMERA WAREHOUSE	SONICWALL
PRIVAFY	RGB SPECTRUM	SECURITY COVERAGE, INC	SONNET TECHNOLOGIES
PRIVATIZEME, LLC	RGNETS	SECURITY STUDIO	SONOS
PRIVORO, LLC	RH BUSINESS TRADING LLC	SEGUE CORPORATION	SONY
PRO-COM PRODUCTS, INC. / WOCF LLC.	RHINO HEALTH	SEGWAY INC	SOPHOS
PROCESSBOLT INC	RIBBON COMMUNICATIONS	SEH TECHNOLOGY, INC.	SOTEL SYSTEMS, LLC
PROCURRI LLC	RICHWOODS TECHNOLOGY	SEIKO	SOTER TECHNOLOGIES LLC
PROGRESS SOFTWARE	RIGADO	SEISMIC LLC	SOUND SECURE
PROHAWK	RING CENTRAL-RAW MATERIAL	SEMOTUS	SOURCE TCH
PROPRIETARY INNOVATION LABS INC	RING CENTRAL, INC	SENCHA INC.	SOURCING
PROTEC SCIENTIFIC	RING, LLC	SENCOR EUROPE, SPOL. S.R.O.	SP CONTROLS, INC.
PROTECT COMPUTER	RISE K12	SENGLED USA INC	SPA, LLC
PRODUCTS INC.	RISO-STRATEGIC	SENNHEISER	SPACEPOLE INC.
PROLION	RITTAL	SENTINEL TECHNOLOGIES, INC	SPARKLE POWER
PROMISE	RIVERBED	SENTRY BAY	SPECOPS SOFTWARE USA INC
PROOFPOINT	RIVERSIDE TECHNOLOGIES, INC.	SERVER TECHNOLOGY, INC.	SPECTRIO, LLC
PROXIMITY SYSTEMS, INC	RIVET NETWORKS LLC	SERVICE	SPECTRUM BUSINESS
PTC, INC.	ROAR FOR GOOD	SERVICE365	SPECTRUM CORPORATION
PULSE SECURE	ROBERT BOSCH TOOL CORPORATION	SHAPE SECURITY, INC.	SPICERS PAPER, INC.
PUPPET LABS, INC	ROCKETBOT	SHAREGATE GROUP INC	SPIRENT
PURPLE WIFI LTD	ROCKPORT NETWORKS	SHAREPOINTXPRTS, LLC	SPK AND ASSOCIATES
PYRAMID TIME - STRATEGIC	ROCKSTAR GAMES	SHARP	SPK RESOURCE
	ROCSTORAGE INC.	SCHNEIDER ELECTRIC	SPOTIFY USA INC.
	ROKU, INC	SHUTTLE COMPUTER INT	SPRACHT PRODUCTS
	ROOFTOP	SIBLINGS INVESTMENT INC., DBA VANTEC THERMAL TECHNOLOGIES	SPRINT
	ROSE ELECTRONICS	SIC SALES & MARKETING INC	SPRINXLE
	RPOST	SIEMON COMPANY	SQUARE ENIX INC
	RSTAR	SIEMONS	SQUARE INC.
	RT SALES, INC.	SIERRA CIRCUIT REPAIR, INC	SSH COMMUNICATIONS SECURITY, INC.
	RTECH SOLUTIONS		ST CYBERLINK CORP DBA GLOBAL PC DIRECT
	RTHREAT		STACKROX, INC.
	RUCKUS		STAMAR PACKAGING INC / REMAN
	RUGGED PROTECTION, INC.		STAR PRINTER

STARLIGHT  
 STARTECH  
 STARWIND  
 STATIC CONTROL COMPONENTS  
 STAYMOBILE VENTURE LLC  
 STEADFAST INNOVATION  
 STEELCASE, INC.  
 STEMFOUSE  
 STIRLING COMMUNICATION SUPPLY  
 STM BAGS, LLC  
 STONEFLY  
 STORAGE MEDIA & SUPPLIES  
 STORAGECRAFT TECHNOLOGY CORP  
 STORMAGIC  
 STRATEGIC INTERESTS  
 STRATEGIC SOURCING  
 STRATOZEN  
 STREAMVU INC  
 STRIKE  
 SUMAR INTERNATIONAL, INC.  
 SUMMA AMERICA LLC  
 SUMOLOGIC  
 SUNBRITETV, LLC  
 SUNCRAFT SOLUTIONS INC  
 SUNSHINE COMPUTERS & SOFTWARE INC D/B/A  
 INNOVATION COMPUTERS  
 SUPERCOM, INC.  
 SUPERMICRO  
 SUPERSONIC INC  
 SUPPLIES DISTRIBUTORS  
 SURE PEOPLE  
 SUSE  
 SWIFTPAGE ACT! LLC  
 SYBA MULTIMEDIA INC  
 SYBASE  
 SYMBOL SECURITY  
 SYNACOR, INC.  
 SYNAMI LIMITED  
 SYNERGY SKY  
 SYNITI  
 SYNOLOGY  
 SYNTELA CONFERENCING  
 SYSDIG  
 SYSTEM TECHNOLOGIES  
 SYSTRAN SOFTWARE INC.

TAA PRODUCTS  
 TAG GLOBAL SYSTEMS LLC  
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 TAKE-TWO INTERACTIVE SOFTWARE, INC.  
 TALEND  
 TALENT GRANT TECHNOLOGY INC.  
 TALK-A-PHONE CO  
 TAMR  
 TANDESA LLC  
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 TE CONNECTIVITY  
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 TEAMPAY  
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 TECHNOMAD  
 TEGO CYBER  
 TEKLYNX SOFTWARE  
 TEKNIKOS INC  
 TELCLOUD  
 TELEYNAMIC  
 TELEEPOCH LTD  
 TEMPEST LIGHTING, INC.  
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 TERADICI  
 TES AMERICA, LLC

TEXHELP INC.  
 TG3 ELECTRONICS INC  
 TGRMN SOFTWARE  
 THALES ESECURITY  
 THE DIGITAL DECISION  
 THE ELEVATOR CHANNEL DBA 11 GIRAFFES  
 THE JOY FACTORY  
 THE OLANDER COMPANY, INC.  
 THERMALTAKE TECHNOLOGIES  
 THETA LAKE  
 THING TECH  
 THINKOWL  
 THINKPARQ GMBH  
 THINKWRITE TECHNOLOGIES LLC  
 THINPRINT  
 THOMAS REGOUT  
 THREATQUOTIENT INC  
 THRONMAX  
 THUNDER NSI  
 TIBCO SOFTWARE  
 TIDEBREAK, INC  
 TIGER-VAC INTERNATIONAL, INC  
 TINES SECURITY SERVICES LTD  
 TJ COMMUNICATIONS, INC. DBA TITAN RADIO  
 TMAX DIGITAL INC.  
 TMOBILE  
 TMS  
 TOKENEX INC.  
 TONE COMMANDER  
 TOOL4EVER  
 TOOLS4EVER  
 TOOLFARM.COM, INC  
 TOOLS FOR SCHOOLS  
 TOP TECH CLOCKS  
 TORG  
 TOSHIBA  
 TOTAL MICRO/MOBILE INTERNATIONAL  
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 TP-LINK USA CORPORATION  
 TRACEWELL SYSTEMS, INC  
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 TRANSCEND  
 TRANSPORTATION MANAGEMENT SERVICES, INC  
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 TREMOLO SECURITY, INC  
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 TRIPWIRE INC  
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 TRUCE SOFTWARE  
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 TRYTEN - STRATEGIC  
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 UNBW  
 UNC GROUP  
 UNCOMMONX  
 UNDEFINED VENDORS  
 UNDER ARMOUR  
 UNIDOC HEALTH SOLUTIONS  
 UNIFORM INDUSTRIAL CORP.  
 UNIGEN  
 UNIMAX

UNITECH  
 UNITED DGI  
 UNITED STATES LUGGAGE LLC  
 UNITRENDS  
 UPSHOW  
 URBAN ARMOR GEAR  
 URBAN FACTORY  
 USA VISION SYSTEMS, INC.  
 UTIMACO INC  
 UVNETWORKS

V3GATE, LLC  
 V5 SYSTEMS, INC.  
 VADE / MTA MOVING  
 VADE SECURE, INC.  
 VALCOM  
 VALIDSOFT  
 VANDER-BENDMANUFACTURING LLC  
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 VARONIS SYSTEMS  
 VAULT  
 VCE  
 VCOM INTERNATIONAL MEDIA CORP  
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 VECTRA NETWORKS, INC  
 VEEAM  
 VEEONE HEALTH  
 VELOCLOUD NETWORKS LLC  
 VENTURA TECH GROUP INC.  
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 VG RUSH CORPORATION  
 VIAAS, INC.  
 VIAVI SOLUTIONS  
 VICTORINOX  
 VIEWSONIC  
 VIKING COMPUTER PARTS  
 VIKING ENTERPRISE SOLUTIONS  
 VIMEO  
 VINPOWER  
 VIPRE SECURITY  
 VIRCOM INC  
 VIRSAE  
 VIRTANA  
 VISION  
 VISIONEER  
 VISIONTEK  
 VISTA IT GROUP  
 VISUAL LABS  
 VIVACITY TECH PBC  
 VIVINT, INC.  
 VIVOTEK  
 VIZETTO  
 VIZIFLEX SEELS INC  
 VIZIO  
 VMRAY  
 VMWARE  
 VONAGE  
 VORP ENERGY, LLC  
 VOTIRO  
 VOYAGER LABS  
 VU RYTE, INC.  
 VUZIX CORPORATION  
 VWR INTERNATIONAL LLC  
 VXL INSTR  
 VZBLTY

WAITTIME  
 WALLBOARD  
 WANDERA  
 WARNER BROTHERS  
 WASABI  
 WASP TECH  
 WATCHGUARD

WEBROOT SW  
 WEBWORKS  
 WEIRDWARE VENDOR GROUP  
 WELLBEATS, INC  
 WENGER BY GROUP III  
 WESTERN DIGITAL  
 WESTERNTECHSYSTEMS INC  
 WEVIDEO  
 WHISTIC  
 WHITECANYON SOFTWARE, INC  
 WHOOP USA  
 WIDEPOINT  
 WILLIAMS SOFTWARE ASSOCIATES  
 WILSON ELECTRONICS LLC  
 WIN LONG, USA LLC DBA TITANIUM  
 TECHNOLOGIES  
 WIND RIVER SYSTEMS  
 WINMAGIC  
 WINSTON INTERNATIONAL LTD.  
 WIRELESS GUARDIAN, INC.  
 WIREMOLD/LEGRAND  
 WITFOO INC.  
 WOLTERS KLUWER HEALTH  
 WOOTCLOUD  
 WORKS 360, LLC DBA SPRINKLE  
 WORKSPOT  
 WORKWELL TECHNOLOGIES  
 WOWWEE  
 WS02  
 WSTDIGITAL

X RITE  
 X6D USA INC  
 XENCELABS  
 XEROX  
 X13 CORPORATION  
 XILINX  
 XINUOS, INC. DBA UNXIS, INC  
 XOGO, INC  
 XR HEALTH  
 XYZPRINTING, INC

YAGNA IQ INC.  
 YAMAHA  
 YEALINK  
 YUBICO, INC

ZAGG INC.  
 ZEBRA TECHNOLOGIES  
 ZEPLIN  
 ZERIFY  
 ZEROSPAM  
 ZETASETT  
 ZEWA, INC.  
 ZIMPERIUM  
 ZOHO CORPORATION  
 ZOTAC INTL  
 ZPE SYSTEMS  
 ZSCALER  
 ZVT INC  
 ZYXEL



1759 Wehrle Drive  
Williamsville, NY 14221

### DISTRIBUTOR AUTHORIZATION FORM

Date: *Thursday, October 26, 2023*

End User:

Reseller: *UNICOM GOVERNMENT INC- HARDWARE & SOFTWARE*

Street Address: *15010 CONFERENCE CENTER DR STE 110*

City, State & Zip Code: *CHANTILLY VA 20151-3854*

Contact Name:

Phone Number:

Email Address:

Fax Number:

*Reseller is authorized to purchase, receive standard warranty support and to resell products from manufacturers listed below. This is not a commitment of product availability. Manufacturer's purchasing restrictions and authorizations may apply. For clarification as to depth and or requirements of manufacturer authorizations for Reseller account and upon ordering, Reseller should contact their Ingram Micro account representative.*

#### Manufacturers:

See Attached pdf for reference of manufacturers.

GOVT AGENCIES: For confirming of product authorizations through **Ingram Micro, Inc.** , please contact:

*publicsector\_programs@ingrammicro.com*  
*Public Sector Program Management Team*



## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

22MILES	FILEMAKER INC. ED VLA	NETPATIBLES MEMORY
365 SERVICES	FILEMAKER INC. VLA	NETSCOUT HARDWARE AND SOFTWARE
3D SYSTEMS	FINISAR - IMSOURCING	NETSCOUT PASS THRU
3DCONNEXION - COMPUTER ACCESSORIES	FLUKE ELECTRONICS CORE	NETSCOUT RENEWALS
3M - OPTICAL SYSTEMS DIVISION	FLUKE ELECTRONICS CORE SERVICES	NETSCOUT TRAINING/SERVICES
3M - WORKSPACE SOLUTIONS	FLUKE IG	NETWITNESS
4XEM	FORCEPOINT - NETWORK SECURITY	NETX-IM UCC PROSUPPORT SERVICES
AAXA-PROJECTORS	FORCEPOINT HARDWARE	NEXENTA
ABSEN INC	FORCEPOINT SERVICES	NEXSAN
ABSOLUTE LICENSE	FORCEPOINT SOFTWARE	NEXT LEVEL RACING
ACCELL	FORCEPOINT SUPPORT	NEXTIVITY
ACE FOR IOS	FORTINET	NORTONLIFELOCK
ACE FOR MAC	FORTINET ACCESSORIES	NS1
ACER - CHROME ENTERPRISE	FORTINET BUNDLE RENEWAL & SERVICES	NUANCE - CORP LICENSING
ACER - TABLETS	FORTINET CO-TERM SERVICES	NUANCE - DRAGON MEDICAL BOX
ACER AMERICA - DESKTOPS	FORTINET MID & HIGH END APPLIANCES	NUANCE - DRAGON MEDICAL LICENSING
ACER AMERICA - DISPLAYS	FORTINET NETWORK INFRASTRUCTURE	NUANCE - GOVT LICENSING
ACER AMERICA - NOTEBOOKS	FORTINET SME PRODUCTS	NUANCE DRAGON
ACER AMERICA - OPTIONS	FOXIT SOFTWARE	NUTANIX
ACER AMERICA - PROJECTORS	FRAMEWORKS SYSTEMS ENGINEERING	NUTANIX - SM
ACER- CHROME PRODUCTS	FREEWAVE ACCESSORY	NVIDIA CUMULUS
ACER CTO	FREEWAVE DEMO	NVIDIA CUSTOM SERVICES
ACER WARRANTIES & SERVICES	FREEWAVE TECH	NVIDIA DS ONLY
ACRONIS SUBSCRIPTION	FREEWAVE WAVECONTACT	NVIDIA GPU - IMSOURCING
ACRONIS - ACCESS	FRONTIER SECURE	NVIDIA SERVICES
ACRONIS - FEDERAL ACCESS	FUJIFILM - FILM	NVIDIA SW
ACRONIS - FEDERAL CONSUMER	FUJITSU - IMSOURCING	NVIDIA TECHNOLOGIES
ACRONIS - FEDERAL PHYSICAL	GENOVATION	OEM SOURCING
ACRONIS - FEDERAL RENEWALS	GIGABYTE	OEM SOURCING - CERTIFIED PRE-OWNED
ACRONIS - ON PREM	GIGABYTE - AMD	OFFICE DEPOT INC
ACRONIS - RENEWALS	GIGABYTE - NVIDIA	OGIO - CASES
ACRONIS - VIRTUAL	GIGABYTE BRX	OKTA
ACRONIS CLOUD	GIGABYTE SERVER	OKTA MISC - ADD-ON
ACRONIS CLOUD BACKUP	GOLDTOUCH	OM DIGITAL SOLUTIONS AMERICAS INC.





## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

ACRONIS DRAAS	GOOGLE CHROME FOR EDU	OMNITRON SYSTEMS
ACRONIS INTERNATIONAL GMBH	GOOGLE CHROME FOR WORK	OPENGEAR
ACRONIS LA - CLOUD BACKUP	GOOGLE CHROMEBOX FOR MEETINGS	OPTOMA
ACRONIS TRUE IMAGE	GOOGLE G SUITE	OPTOMA IFP
ADATA TECHNOLOGY LA	GOOGLE NEST	OPTOMA PROAV
ADDON	GOOGLE VOICE (OFFLINE)	OPTOMA PROSCENE
ADDON	GRANDSTREAM	ORION IMAGES
ADDON	GRIFFIN	OTTERBOX
ADDON - PRIVATE	GUILLEBOT	OTTERBOX - 10002972
ADDON ICCN-AO	GUMDROP CASES	OVERLAND STORAGE
ADESSO	GVISION	OVERLAND STORAGE STOCK
ADESSO - GYRATION	HANWHA TECHWIN AMERICA	PANASONIC ACCESSORIES
ADESSO - KODAK	HARMAN PRO	PANASONIC CTO
ADESSO - MY GEKO GEAR	HAT DESIGN WORKS	PANASONIC FLAT PANEL DISPLAYS
ADESSO - POS	HAT DESIGN WORKS	PANASONIC FLAT PANEL DISPLAYS BSTOC
ADLUMIN	HAT DESIGN WORKS	PANASONIC HANDHELD
ADOBE BOX	HAUPPAUGE	PANASONIC PANABOARDS
ADOBE CLOUD LA NEW	HAVIS	PANASONIC PRO-AV ACCESSORIES
ADOBE CLOUD LA RNWL	HEALTH AND WELLNESS	PANASONIC PROJECTORS
ADOBE CLOUD SERVICES	HECKLER DESIGN	PANASONIC PROJECTORS - PRO AV
ADOBE CLP COMMERCIAL	HEWLETT PACKARD ENTERPRISE	PANASONIC TOUGH BOOKS
ADOBE COMMERCIAL TLP	HGST - ENTERPRISE	PANASONIC TOUGHBOOK BUNDLES
ADOBE GOVT TLP	HGST - G-TECH	PANASONIC WARRANTY
ADOBE LGA	HGST - G-TECH CERTIFIED	PANASONIC-SMALL APPLIANCES
ADOBE STUDENT TEACHER BOX	HGST - IMSOURCING	PANDUIT
ADOBE VIP COMMERCIAL LICS	HGST KEPLER CTO	PANDUIT - HARDWARE
ADOBE VIP GOVT LICS	HGST - SINGLE	PANORAMA ANTENNAS
ADVANCED NETWORK MANAGEMENT INC	HGST - SSD	PANW SUBS CONSULT - LA
ADVANCETEC LA	HGST STORAGE PLATFORMS	PARSEC TECHNOLOGIES
ADVANTECH	HID GLOBAL - FARGO ELECTRONICS	PATHWAY INNOVATIONS (HOVERCAM)
ADVANTECH (B+B SMARTWORX)	HID GLOBAL - FARGO ELECTRONICS	PCXS
ADVANTECH (B+B SMARTWORX)	HID GLOBAL - FARGO ELECTRONICS	PEERLESS -AV
ADVANTECH B+B DIRECT SHIP	HID GLOBAL - FARGO ELECTRONICS	PEERLESS INDUSTRIES
ADVANTECH IOT	HID GLOBAL - IAM	PELICAN PRODUCTS- CASES
AGENCY IM PARTNER PROMOTIONAL ITEMS	HID GLOBAL EAT BIOMETRIC	PENGAD



## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

AGENCY INGRAM MICRO FOR PARTNERS	HID GLOBAL EAT OMNIKEY	PERLE SYSTEMS
AIS	HIGHPOINT TECHNOLOGIES	PHILIPS
AISERA	HISTONE LA	PHILIPS - MONITORS
AKRACING AMERICA	HONEYWELL ACCESSORIES	PLANAR DIRECT SHIP
ALERT LOGIC CB	HONEYWELL IM GSA	PLANAR DVLED
ALIENVAULT - LICENSING	HONEYWELL IM MOBILITY	PLANAR STOCKING
ALLIED - NET.COVER	HONEYWELL IM SOFTWARE	PLANTRONICS-SAAS
ALLIED TELESIS BOX	HONEYWELL LA - SERVICES	PLENOM AMERICAS
ALLIED TELESIS SECURITY	HONEYWELL LA DM E-CLASS	PLUGABLE TECHNOLOGIES
ALOGIC	HONEYWELL LA DM I-CLASS	PLURALSIGHT LLC
ALTRONIX	HONEYWELL LA IM DESKTOP PRINTERS	PLUSTEK TECHNOLOGY INC.
ALURATEK INC	HONEYWELL LA IM MEDAL SERVICES	PNY MEMORY
AMBIR	HONEYWELL LA SERVICES	PNY QUADRO
AMD	HONEYWELL LA STOCK MEDIA	PNY VIDEO GRAPHICS
AMD - IMSOURCING	HONEYWELL LATIN AMERICA	POLY HP ACCESSORIES
AMD (LA)	HONEYWELL MEDIA	POLY HP HEADSETS
AMD PRO GRAPHICS	HONEYWELL MOBILE PRINTERS	POLY HP HS
AMD SERVER BOX	HONEYWELL MOBILITY	POLY HP MS VOICE
AMD SERVER TRAY	HONEYWELL PRINTHEADS	POLY HP SPECIALS
AMDDESKTOP TRAY	HONEYWELL PRODUCT LINKS	POLY HP UCCPROSUPPORT
AMER NETWORKS	HONEYWELL SCANNING	POLY HP VIDEO
AMERICAN BATTERY	HONEYWELL SERVICES	POLY HP VOICE
AMT	HONEYWELL SMART HOME	POLY HP VOIP
AMULET HOTKEY	HONEYWELL SOFTWARE MAINTENANCE	POLY IMPLEMENTATION SERVICES
AMULET HOTKEY	HONEYWELL SOTI	POLY LA
ANKER	HONEYWELL SPARE PARTS	POLYCOM - REALPRESENCE PLATFORM
AOM	HONEYWELL STATIONARY PRINTERS	POLYCOM - SERVICE
AOM HYNIX MEMORY	HP CONSUMER - DESKTOPS REFURBISHED	POLYCOM VIDEO KIT SOLUTIONS
AOM SERVICES	HP CONSUMER - NOTEBOOKS REFURBISHED	POLY-HP - LA
AOPEN - SOLUTIONS	HP DEMO PROGRAM	PREMIER MOUNTS
APC LA SP	HP DESKTOP EXCESS	PRIMERA TECHNOLOGY (PRINTERS)
APC SCHNEIDER ELECT IT DIRECT SHIP	HP INC - PSG LICENSING	PROMISE - WARRANTY
APC SCHNEIDER ELECTRIC IT CONTAINER	HP INC LA - CAREPACKS PSG	PROMISE TECHNOLOGY
APC SCHNEIDER ELECTRIC IT USA	HP INC. - CHROMEBOOKS	PTC MATHCAD
APC SCHNEIDER ELECTRIC IT WARRANTY	HP INC. - CTO	QIRX USA





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### Manufacturers:

APC SCHNEIDER ELECTRIC NON-DELL ISX	HP INC. - DESK JETS	QNAP
APC SCHNEIDER ELECTRIC RACK AND ACC	HP INC. - INK SAP	QNAP WARRANTIES
APG - EXW MN	HP INC. - IOT	QUANTA COMPUTER USA
APG - SEATTLE	HP INC. - IPG CAREPACKS	QUANTELA
APPGATE CYBERSECURITY INC	HP INC. - IPG MFP	QUEST CONNECTORS SRVS TRAIN BYOL
APPLE BEATS	HP INC. - LASER ACCESSORIES	QUEST DM PERPETUAL
APPLE FS CSAC CONSUMABLES	HP INC. - LASER JET TONERS	QUEST DM PERPETUAL RENEWAL
APPLE WATCH	HP INC. - LASER JETS	QUEST SUBSCRIPTION
APPOSITE	HP INC. - LF CAREPACKS	QVS
APPVIEWX	HP INC. - LF INK	RACKMOUNT.IT
APRICORN MASS STORAGE	HP INC. - NSB DESKTOPS	RAIN DESIGN
AQUEDUCT TECHNOLOGIES INC	HP INC. - NSB DISPLAYS	RAISE 3D
ARBOR NETWORKS	HP INC. - NSB MOBILE WKS	RAM MOUNTS
ARCHER	HP INC. - NSB NOTEBOOKS	RARITAN - POWER
ARCSERVE	HP INC. - NSB OPTIONS	RARITAN COMPUTER
ARCSERVE	HP INC. - NSB THINCLIENTS	RARITAN POWER IQ
ARCSERVE - APPLIANCES	HP INC. - NSB WORKSTATIONS	RAZER - GAMING PERIPHERALS
ARCSERVE - MSP	HP INC. - OFFICEJET PRO/ENT X	REALWEAR
ARCSERVE - RENEWALS	HP INC. - PLOTTERS	REALWEAR HEADSETS
ARLO TECHNOLOGIES INC	HP INC. - POS - SMARTBUY PERI	RED BOX VOICE
ARROW GLOBAL SERVICES	HP INC. - POS- CTO BDL	RED HAT ENTERPRISE LINUX
ARTISAN POWER - IMSOURCING	HP INC. - POS- NON SMARTBUY	RED HAT MIDDLEWARE
ASUS - AMD	HP INC. - POS- SMARTBUY	RED HAT OPENSIFT
ASUS - CHROMEBOOK	HP INC. - POS- SVS WRNTY	RED HAT OPENSTACK HOSTED
ASUS - COMPONENTS	HP INC. - PPS LICENSING	RED HAT PRIVATE PRICEBOOK
ASUS - DISPLAY	HP INC. - PSG CAREPACKS	RED HAT VIRTUALIZATION
ASUS - GAMING NOTEBOOK	HP INC. - SB DESKTOP DISPLAYS	REMARKETED EXTENDED WARRANTY
ASUS - MOTHERBOARDS	HP INC. - SB DESKTOP OPTIONS	RETROSPECT - LICENSING
ASUS - NOTEBOOK ACCESSORIES	HP INC. - SB DESKTOPS	RICOH - A3 SUPPLIES
ASUS - NOTEBOOKS	HP INC. - SB MOBILE WKS	RICOH DOCUMENT SCANNER CONSUMABLES
ASUS - SERVER	HP INC. - SB NOTEBOOK OPTIONS	RICOH DOCUMENT SCANNER EXTRAS
ASUS - SFF	HP INC. - SB NOTEBOOKS	RICOH DOCUMENT SCANNER SERVICES
ASUS - SYSTEMS	HP INC. - SB THINCLIENTS	RICOH DOCUMENT SCANNERS
ASUS - TABLETS	HP INC. - SB WORKSTATION DISPLAYS	RICOH PROJECTORS
ASUS - VGA NVIDIA	HP INC. - SB WORKSTATION OPTIONS	RICOH SUPPLIES



## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

ASUS - WARRANTY	HP INC. - SB WORKSTATIONS	ROCSTOR
ASUS NUC	HP INC. - SCANNERS	ROON LABS LLC
ASUSTOR	HP LA COMMERCIAL CTO-UPFRONT DEALS	ROYAL SOVEREIGN INTERNATIONAL INC
ATEN TECHNOLOGIES	HP POLY HEADSETS	RSA - IAM SECURID HW/SW
ATEN TECHNOLOGY - ETAIL	HP POLY PRO SUPPORT	RUBRIK
ATLASIED	HP POLY RPSS	RUBRIK GO
ATTO TECHNOLOGY	HP POLY SERVICE	RUCKUS - IMSOURCING
AUDIO VIDEO EXPORT LLC - LA	HP POLY VIDEO	SABRENT
AUTODESK OPEN	HP POLY VOICE	SALAMANDER DESIGNS
AUTODESK VAR COMMERCIAL	HP REMARKETING - CARE PACKS	SAMSUNG - CONSUMER B-STOCK
AUTODESK VAR COMMERCIAL API	HP REMARKETING - NOTEBOOKS EXCESS	SAMSUNG - CONSUMER TABLETS
AVEPOINT	HPE - ARUBA CARE AND SERVICES	SAMSUNG - CONSUMER TV
AVER INFORMATION	HPE - ARUBA INSTANT	SAMSUNG - IMS CPO
AVERMEDIA	HPE - ARUBA LICENSING/SOFTWARE	SAMSUNG - IMSOURCING
AVG GOV	HPE - ARUBA NON-INSTANT	SAMSUNG - KNOX SOLUTIONS
AVG LICENSE	HPE - ARUBA SWITCHING	SAMSUNG - MAGICINFO
AVNET	HPE - ARUBA TOP OF RACK	SAMSUNG - MAGICINFO - SPP
AWINGU INC	HPE - BCS	SAMSUNG - TABLET ACCESSORIES
AXIOM	HPE - BLADE OPTIONS	SAMSUNG - TV RAC
AXIOM	HPE - CENTRAL MANAGED	SAMSUNG - UNLOCKED PHONES B2C
AXIOM (INACTIVE VENDOR CODE)	HPE - CERTIFIED GENUINE PARTS	SAMSUNG BUSINESS SERVICES
AXIS 2N PRODUCTS	HPE - CTO ARUBA	SAMSUNG COMMERCIAL HOSPITALITY LCD
AXIS COMMUNICATION INC	HPE - CTO SERVER	SAMSUNG COMMERCIAL INFORMATION SYS
AXIS ELICENSING	HPE - CTO STORAGE	SAMSUNG COMMERCIAL LARGE FORMAT
AXIS LA	HPE - DAY1 ARUBA	SAMSUNG COMMERCIAL MEMORY
BACKBONE	HPE - IMSOURCING	SAMSUNG COMMERCIAL NOTEBOOKS
BARCO	HPE - MEDIA 7A	SAMSUNG COMMERCIAL TABLET
BATTERY TECHNOLOGY INC.	HPE - MOONSHOT	SAMSUNG COMMERCIAL WARRANTY/SERVICE
BEC TECHNOLOGIES	HPE - NIMBLE BTO	SAMSUNG COMMERCIAL PRO AV
BELKIN	HPE - REMARKETED	SAMSUNG DIRECT VIEW LED
BELKIN - CABLES	HPE - SERVER SMART BUY	SAMSUNG MOBILE WARRANTIES
BELKIN - POWER	HPE - SERVICES CTO	SAMSUNG OUTDOOR DVLED
BELKIN - VERTICAL	HPE - SILVER PEAK	SAMSUNG REVERSE LOGISTICS
BELKIN MOBILE	HPE - SILVER PEAK HW	SAMSUNG- UNLOCKED PHONES B2B
BELKIN-KVM	HPE - SVC AUTOMATION ARUBA	SAMSUNG VZW



## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

BENQ BES PROJECTORS	HPE - WLAN	SAMSUNG-DAV
BENQ CDP PROJECTORS	HPE BTO SERVER OPTIONS	SANDISK LA
BENQ ESPORTS PRODUCTS	HPE BTO SERVER SYSTEMS	SANGOMA
BENQ IFP DISPLAYS	HPE DAY1 HYBRID	SAPPHIRE
BENQ LCD MONITORS	HPE GREENLAKE LEGACY	SCALE COMPUTING
BEYONDTRUST	HPE ILO LICENSES	SCALE COMPUTING - MSP
BEYONDTRUST - LA	HPE LA ARUBA SWITCHING	SCREENBEAM
BINARY DEFENSE	HPE LA ARUBA US AND SOFTWARE	SDAS CISCO
BITDEFENDER	HPE LA ARUBA WLAN	SEAGATE CLIENT SSD
BITDEFENDER SUPPORT	HPE LA COMPUTE	SEAGATE CLIENT SSD SINGLE
BIXOLON	HPE LA COMPUTE OPG-CTO	SEAGATE - DATA RECOVERY
BLACK BOX CORPORATION	HPE LA MEDIA 7A	SEAGATE - DESKTOP
BLACK BOX DIRECT SHIP	HPE LA STORAGE	SEAGATE - DESKTOP SINGLE
BLANCCO PRO SERVICES	HPE MSA STORAGE BTO	SEAGATE - ENTERPRISE
BLUE MICROPHONE	HPE SOURCING	SEAGATE - ENTERPRISE SINGLE
BLUEJEANS	HPE SOURCING - CERTIFIED PRE-OWNED	SEAGATE - IMS CPO
BLUEJEANS	HPE STAR SKU	SEAGATE - IMSOURCING
BMG	HPE SUPPORT SVC FOR DS	SEAGATE - MOBILE
BOSCH PRO AUDIO	HPE SUPPORT SVC FOR STOCK	SEAGATE - MOBILE SINGLE
BOSCH SECURITY AL	HPI - REMARKETED	SEAGATE - NAS
BOSCH SECURITY VIDEO	HPI - RPB CERTIFIED PARTS	SEAGATE - NAS SINGLE
BOSSTAB	HPI SOURCING - CERTIFIED PRE-OWNED	SEAGATE - RETAIL
BRAINBOXES	HPI SOURCING - NEW	SEAGATE - SSD
BRANDED LOGISTICS	HTC LA	SEAGATE - SSD-SINGLE
BRAWN CONSULTING	HUDDLY	SEAGATE - STORAGE SYSTEM
BRENTHAVEN	HW - SILVER PEAK SUBSCRIPTION	SEAGATE - VIDEO
BRETFORD MANUFACTURING	HYCU 3-YEAR SUPPORT	SEAGATE - VIDEO SINGLE
BRIGHTPOINT SIM CARDS	HYCU INC	SEAGATE LACIE
BRIGHTSIGN	HYCU SOFTWARE	SEH TECHNOLOGY
BROADCOM - IMSOURCING	HYCU TRADE LIC SUPPORT	SEIKO INSTRUMENTS HW
BROTHER - KOFAX	HYNIX - IMSOURCING	SEIKO INSTRUMENTS LABELS
BROTHER INT L (SUPPLIES)	HYPER PRODUCTS	SENNHEISER
BROTHER INTERNATIONAL	HYUNDAI LATAM	SENTINELONE
BROTHER INTL (LABELS)	HYUNDAI TECHNOLOGY	SERVER TECHNOLOGY INC
BROTHER INTL (PRINTERS)	IBM - BRANDED VMWARE	SHARP ELECT - LARGE FORMAT DISPLAYS



## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

BROTHER INTL (PTOUCH)	IBM - IMS CPO	SHARP PROSUMER
BROTHER MOBILE - MEDIA	IBM - MID RANGE STORAGE	SHARP WARRANTIES
BROTHER MOBILE SOLUTIONS	IBM - POWER SYSTEM	SHUTTLE COMPUTER
BROTHER MOBILE SOLUTIONS - MEDIA	IBM - REMARKETED	SIGNAGELIVE
BROTHER MOBILE SOLUTIONS - TD2000	IBM - SERVICE ELITE PAYMENTS	SIIG
BROTHER MPRINT HARDWARE	IBM - SERVICEELITE CONTRACTS	SILEX TECHNOLOGY
BROTHER PJ6 HARDWARE	IBM COMMITTED TERM LIC OTHER	SIMPLEAR
BROTHER RJ4 HARDWARE	IBM COMMITTED TERM LIC STORAGE	SIMPLY NUC INC.
BROTHER WARRANTY AND PRINTER MOUNTS	IBM EDGE	SKYHIGH SECURITY SUBSCR UC GHE
BRYDGE TECHNOLOGIES	IBM- ESA NEW LICENSE	SMART
BUDDY PLATFORM	IBM- ESA RENEWAL LICENSE	SMART EDUCATION
BUFFALO AMERICAS - CONSUMER NAS	IBM- ESA SAAS LICENSE	SMART EDUCATION SERVICES
BUFFALO AMERICAS - DAS	IBM LABOR PSS	SMART ENTERPRISE SERVICES
BUFFALO AMERICAS - NETWORKING	IBM PRIME BIDDER	SMART NETWORK
BUFFALO AMERICAS INC	IBM SAAS CLOUD	SOCKET MOBILE
BUSLINK MEDIA	IBM SAAS OTHER	SOCKET MOBILE - ACCESSORIES
C2G	IBM SAAS SECURITY	SOFTCHOICE CORP
C2G - AV LINE	IBM SAAS STORAGE	SOLIDIGM CLIENT SSD
CALDIGIT - OPEN SOURCE	IBM SERVICES BILL ONLY	SOLIDIGM ENTERPRISE SSD
CALIFONE	IBM SERVICES BILL ONLY	SONICWALL - EXTRAS
CANON	IBM SOFTWARE NL CLOUD	SONICWALL - HARDWARE
CANON - ACCESSORIES	IBM SOFTWARE NL IOT	SONICWALL - NSA HARDWARE
CANON - INK SUPPLIES	IBM SOFTWARE NL OTHER	SONICWALL - NSA LICENSING
CANON - SOHO AND INK	IBM SOFTWARE NL SECURITY	SONICWALL - SECAAS LICENSE
CANON IVY	IBM SOFTWARE NL STERLING	SONICWALL - SOFTWARE
CANON LASER - CONSUMABLES	IBM SOFTWARE NL STORAGE	SONICWALL MSSP
CANON USA - SCANNERS	IBM SOFTWARE NL WATSON HEALTH	SONICWALL NFR AND HA PRODUCTS
CANON WARRANTIES	IBM SOFTWARE S&S CLOUD	SONICWALL SECAAS HARDWARE
CANON-PHOTO VIDEO	IBM SOFTWARE S&S IOT	SONIM
CARE4D	IBM SOFTWARE S&S OTHER	SONNET TECHNOLOGIES
CASE LOGIC-PERSONAL & PORTABLE	IBM SOFTWARE S&S SECURITY	SOPHOS - MSP CONNECT
CENVEO - I	IBM SOFTWARE S&S STERLING	SOPHOS MM ENT NON UTM
CHANNELWORKS	IBM SOFTWARE S&S STORAGE	SOPHOS MM ENT UTM
CHANNELWORKS HDW	IBM SOURCING - CPO	SOPHOS PRO SERVICES
CHECK POINT	IBM SUBSCRIPTION LICENSE	SOPHOS SMB NON UTM



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### Manufacturers:

CHECK POINT FWAAS	IBM TSS ON E-CONFIG	SOPHOS SMB UTM
CHECK POINT LTD	IBM-GARS	SOPHOS SMB UTM HARDWARE
CHECK POINT LTD	IBOSS	SOUNDCORE - ANKER
CHECK POINT PROSVCS	ICY DOCK	SOURCING & CPO
CHECK POINT QUANTUM SPARK	IDENTIV	SOURCING PROSERVICES
CHECK POINT-SMALL APPLIANCE	IGEL AMERICA SERVICES	SPACEPOLE INC AN ERGONOMIC SOLUTION
CHERRY	IGEL AMERICA SVC 2	SPIGEN INC
CHERRY DESKTOP	IGEL SOFTWARE	SPRACHT
CHERRY NRNC	IM CHOICE ADVANTAGE - GOVED	SPS
CHIEF	IM CHOICE ADVANTAGE - TECH SUPPORT	SPS - ENS
CHIPOLO	IM EXPERT SERVICES	SPS - IDTECH
CISCO - ADVANCE SERVICES - TRANSACT	IM ITAD SERVICES	SPS - INGENICO
CISCO - CCW LEARNING CREDITS	IM LINK US	SPS - MAGTEK
CISCO - CCW MULTI YEAR	IM PRO SERVICES - FORCEPOINT	SPS - PAX
CISCO - CISCO CCW SERVICES	IM PRO SERVICES - MS TEAMS ROOM	SPS - SERVICES
CISCO - CLOUD CENTER	IM PRO SERVICES - UI PATH	SPS - SPACEPOLE
CISCO - CMX ANNUITY	IMPRINT ENTERPRISES INC	SPS - VERIFONE
CISCO - DATA CENTER	IMSOURCING	STAPLES TECHNOLOGY SOLUTIONS
CISCO - DNA RENEWAL CCWR	IMSOURCING - CPO	STAR I
CISCO - EDELIVERY	IMSOURCING - DS	STAR MICRONICS
CISCO - EDELIVERY BORDERLESS NTRKXS	IMSOURCING CPO	STAR MICRONICS LA
CISCO - EDELIVERY DATA CENTER	IMTC - TBI	STAR MICRONICS NC_NR
CISCO - HARDWARE SUPPORT	INCIPIO	STAR MICRONICS-SVC
CISCO - HDS	INCIPIO-INCASE	STARTECH
CISCO - HW APP NETWRK SERVICES	INFOBLOX INC	STARTECH.COM
CISCO - HW CABLES AND TRANSCEIVERS	INFOBLOX SOFTWARE/MAINTENANCE	STEELCASE
CISCO - HW DATA CENTER SWITCHING	INFOCUS MANAGED	STEELSERIES
CISCO - HW DIRECT SHIP	INFOCUS WARRANTY	STELLAR CYBER
CISCO - HW GATEWAYS AND ACCESS SVRS	INFRAGISTICS	STM GOODS
CISCO - HW HIGH END ROUTERS	INGRAM - CPO SYSTEMS DS	STORAGECRAFT
CISCO - HW NETWORK MGMT/IOS	INGRAM - OPEN SOURCE	STORIX
CISCO - HW NEXUS	INGRAM AUTO PILOT	SUBEX
CISCO - HW OPTICAL NETWORKING	INGRAM CPO - IE	SUPERMICRO
CISCO - HW PHYSICAL SEC (SYPIXX)	INGRAM CPO - OPTIONS DS	SUPERMICRO - AMD MBD
CISCO - HW REFURB	INGRAM MEXICO	SUPERMICRO - COMPONENTS



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### Manufacturers:

CISCO - HW RELICENSING	INGRAM MICRO CONTENT CREATION SERVI	SUPERMICRO - MOTHERBOARDS
CISCO - HW ROUTERS - HR	INGRAM MICRO GLOBAL IOT GLOBAL SERV	SUSE - CONSULT & TRAINING
CISCO - HW ROUTERS L/M	INGRAM MICRO GLOBAL TRAINING	SUSE - LINUX ENT DESKTOP
CISCO - HW SECURITY	INGRAM MICRO TRAINING - CISCO	SUSE - LINUX ENT SERVER
CISCO - HW SERVICE EXCHANGE	INGRAM MICRO TRAINING - F5	SUSE - MANAGER
CISCO - HW STORAGE	INGRAM MICRO TRAINING - JUNIPER	SUSE - STORAGE PRODUCTS
CISCO - HW SWITCHES CHS	INGRAM MICRO TRAINING - MICROSOFT	SUSE NEUVECTOR
CISCO - HW SWITCHES DT	INGRAM MICRO TRAINING - OTHER	SUSE-CAAS
CISCO HW TANDBERG VIDEO	INGRAM MICRO TRAINING - PALO ALTO	SUSE-CLOUD
CISCO - HW UC RESTRICTED	INGRAM MICRO TRAINING - SONICWALL	SUSE-LINUX POINT OF SERVICE
CISCO - HW UNIFIED COMM	INGRAM MICRO TRAINING - SOPHOS	SUSE-TECH SUPPORT US
CISCO HW VIDEO	INGRAM MICRO TRAINING - VMWARE	SUSE-VLA
CISCO - HW VIDEO CONTENT DELIVERY	INGRAM MICRO TRAINING VEEAM	SYNOLOGY
CISCO - HW WIRELESS	INNOVATION FIRST / RACK SOLUTIONS	SYNOLOGY - DRIVES KITTING
CISCO - HW WIRELESS REFURB	INSEEGO	TANGENT
CISCO - IRONPORT SERVICE	INSEEGO - 5G	TAOGLAS USA
CISCO - MERAKI	INSEEGO SOFTWARE	TARGUS
CISCO - MERAKI GO	INTEGRATION SERVICES	TCT VZW
CISCO - PROAV	INTEGRATION SERVICES	TEAMVIEWER
CISCO - PURE SERVICES 1YR	INTEL	TECHNAXX
CISCO - PURE SERVICES 2YR	INTEL - DESKTOP TRAY CPU	TEKLYNX
CISCO - PURE SERVICES 3YR	INTEL - ESG	TELECOM BROKERAGE INC
CISCO - SOURCEFIRE	INTEL - IMS CPO	TENABLE
CISCO - SV - SMART CARE TAKE OVER	INTEL - IMSOURCING	TENABLE - SECURITY CENTER
CISCO - SV DIRECT SHIP	INTEL - NETWORKING	TENABLE - SERVICES
CISCO - SV PROMO	INTEL - OPTANE ENTERPRISE	TENABLE AD
CISCO - SV SMS-3	INTEL - SERVER CPU	TENABLE TRAINING
CISCO - TAKEOVER ENTERPRISE SKUS	INTEL - SERVER CPU -TRAY	TENDA TECHNOLOGY
CISCO - TAKEOVER SMS DOLLAR BASED	INTEL - SPARES/ACCESSORIES	TEST VENDOR NUMBER 1
CISCO - UCS	INTEL ARC GRAPHICS	TEST VENDOR NUMBER 2
CISCO - UCS BTO	INTEL -EXP (LA)	TEST VENDOR NUMBER 6
CISCO - WEBEX ANNUITY	INTEL L9 CONFIG	THE JOY FACTORY
CISCO ANNUITY - ALGOSEC	INTEL NUC	THRIVEDX
CISCO ANNUITY - AMP	INTEL RAID	THULE
CISCO ANNUITY - APPSPACE	INTEL SERVER LA	TMS



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### Manufacturers:

CISCO ANNUITY - CALABRIO	INTEL- WHITEBOOK	TOPAZ SYSTEMS
CISCO ANNUITY - COHESITY	INTERMEDIA	TOPSELLER LENOVO DCG BTO SERVER
CISCO ANNUITY CYBER VISION	INTUIT	TOSHIBA - IMSOURCING
CISCO ANNUITY DUO SECURITY	INTUIT - DCPOS	TP LINK
CISCO ANNUITY - HASHICORP TERRAFORM	IOGEAR	TPV - USA CORP
CISCO ANNUITY - IDENTITY SERVICE EN	IOSAFE	TRANSCEND
CISCO ANNUITY - IMAGICLE	IOSAFE DIRECT SHIP	TRANSCEND LAT
CISCO ANNUITY - IOT FND	IPEVO	TRANSITION NETWORKS
CISCO ANNUITY - IOT OPERATIONS DASH	I-PRO	TRAXX SOLUTIONS LLC
CISCO ANNUITY - MANAGED DETECTION	IPVIDEO	TREBLAB
CISCO ANNUITY - SECURITY ANALYTICS	IPVIDEO SERVICES & WARRANTY	TRELLIX HARDWARE GSA
CISCO ANNUITY - TALOS INCIDENT RESP	IPVIDEO VIEWSCAN	TRELLIX HARDWARE SUPPORT GHE
CISCO ANNUITY - VERINT SAAS AGENT	IQ PRINT MANAGEMENT	TRELLIX HARDWARE SUPPORT GSA
CISCO ANNUITY - WEB SECURITY XAAS	IRIS	TRELLIX LIC SUPPORT GHE
CISCO ANNUITY - ZOOM	ISG - IMSOURCING	TRELLIX PREMIUM SUPP&SVC GHE
CISCO ANNUITY-THOUSAND EYES	ISG COMPELLENT RENEWALS	TRELLIX PREMIUM SUPP&SVC GSA
CISCO APPS DYNAMIC	ISTORAGE	TRELLIX SUBSCR LIC CORP
CISCO BE4K ANNUITY	IVANTI	TRELLIX SUBSCRIPTION LIC GHE
CISCO CCW SERVICES	IVANTI LICENSING	TRELLIX SUBSCRIPTION LIC GSA
CISCO CES ANNUITY	IVANTI MAINTENANCE	TREND MICRO - ACAD / GOVT
CISCO CLOUD CENTER ANNUITY	IVANTI RENEWAL	TREND MICRO - BOX
CISCO CLOUDLOCK	IVANTI SCBU - LI	TREND MICRO - DEEP SECURITY
CISCO COMMVAULT	IVANTI SCBU- MA	TREND MICRO - DEEP SECURITY CLOUD
CISCO DIGITAL MEDIA	J5 CREATE - IMSOURCING	TREND MICRO - HARDWARE APPLIANCE
CISCO EA 2.0	JABRA ACCESSORIES	TREND MICRO - LICENSING
CISCO EA 3.0	JABRA BLUEPARROTT	TREND MICRO - MDR
CISCO HW-ENERGYWISE	JABRA BUSINESS	TREND MICRO - MSP
CISCO IC3000 ANNUITY	JABRA CONSUMER	TREND MICRO - PREMIUM SUPPORT
CISCO INDUSTRIAL NETWORK DIRECTOR	JABRA VIDEO	TREND MICRO MAINTENANCE
CISCO INTERSIGHT	JAMF-WANDERA	TREND MICRO S1
CISCO KINETIC	JAYBIRD LLC	TREND MICRO TIPPINGPOINT HARDWAR
CISCO LA - SERVICES	JOY SYSTEMS	TREND MICRO TIPPINGPOINT MAINTEN
CISCO REFURB SMALL BUSINESS	JOY SYSTEMS	TREND MICRO WORRY FREE NEW
CISCO SMALL BUSINESS 1	JUNIPER - CONFIGURATIONS	TREND MICRO WORRY FREE RNWL
CISCO SMALL BUSINESS 2	JUNIPER APAC SUPPORT	TREND MICRO-DS SUB RNW



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### Manufacturers:

CISCO SMALL BUSINESS 3	JUNIPER CERTIFIED PRE OWNED	TREND MICRO-ENT SUB NEW
CISCO SMARTNET PSS - TAKEOVER	JUNIPER CONTENT SUBS AND FUNK SBR	TREND MICRO-ENT SUB RNW
CISCO SMARTNET PSS SHARED SUPPORT	JUNIPER CTP	TREND MICRO-WF SUB NEW
CISCO SOFTWARE EN	JUNIPER EMEA SUPPORT	TREND MICRO-WF SUB RNW
CISCO SPARK	JUNIPER ENTERPRISE ROUTING	TREND NETWORKS
CISCO SPARK BOARDS	JUNIPER EX SERIES SWITCHING	TRENDNET - BUSINESS CLASS
CISCO SPLA SECURITY	JUNIPER H/E SW SRX BRANCH SRX LIC	TRIPP LITE BY EATON CONNECTIVITY
CISCO STEALTHWATCH	JUNIPER NEW SUPPORT	TRIPP LITE BY EATON KEYSpan
CISCO SVCS TANDBERG	JUNIPER PAR SERVICES	TRIPP LITE BY EATON MASTER-POWER
CISCO SVS - CCW CX SERVICES	JUNIPER PRO SERVICES	TRIPP LITE BY EATON PRO AV
CISCO TETRATION ANNUITY	JUNIPER RENEWALS	TSITOUCH LLC
CISCO UMBRELLA (OPEN DNS)	JUNIPER ROW SERVICES	TWELVE SOUTH
CISCO VEEAM	JUNIPER SOURCING	UBIQUITI - CONSUMER
CISCO-IRONPRT SRCEFIRE HPRFLEX SUB	JUNIPER UK SUPPORT	UBIQUITI - NETWORKS
CISCO-SCANSAFE CCW	KANGURU SOLUTIONS	UBIQUITI - US
CITRIX - ACCESS GATEWAY	KANTEK	UIPATH INC.
CITRIX - CLOUDSTACK	KANTO LIVING	ULTIMATE EARS
CITRIX - CSP	KASPERSKY - BOX	US ROBOTICS - ACCESSORIES
CITRIX - ESSENTIALS XENSERVER	KASPERSKY - LIC/MAINT	US ROBOTICS - BRANDED DESKTOP
CITRIX - MISC	KEEPIT	V7 - DRAM / SSD EIA
CITRIX - NETSCALER	KENSINGTON TECHNOLOGY - SECURITY	V7 AUDIO
CITRIX - TRAINING	KENSINGTON TECHNOLOGY GROUP	V7 CHARGE CART
CITRIX - WORKSPACE SUITE	KEYQUEST	V7 INTERACTIVE FLAT PANELS
CITRIX LA	KINGSTON	V7 KEYBOARDS & MICE
CITRIX SUBSCRIPTION SERVICES	KINGSTON - IMSOURCING	V7 LCD MONITORS
CITRIX WANSCALER	KINGSTON - VALUE RAM	V7 MEMORY
CITRIX XENDESKTOP	KINGSTON DIGITAL MEDIA LA	V7 MOBILITY ACCESSORIES
CLEARBLADE	KINGSTON ENTERPRISE SSD	V7 MOUNTS AND STANDS
CLEARONE	KINGSTON MOBILE	V7 NETWORKING
CLEARONE	KINGSTON PROPETARY (LA)	V7 NOTEBOOK CARRYING CASES
CLOUD SOFTWARE GROUP	KINGSTON SSD	V7 POWER
CLOUDCHECKR	KINGSTON TECHNOLOGY DT & NOTEBOOKS	V7 RACKS
CLOUDHOUSE TECHNOLOGIES LIMITED	KINGSTON TECHNOLOGY FLASH	V7 SCREEN FILTERS
CLUB 3D	KINGSTON TECHNOLOGY SERVER	V7 TONER
CODI	KOAMTAC	V7 UPS





## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

COFENSE	KOAMTAC DIRECT SHIP	V7 WARRANTY AND SERVICES
COFENSE MSSP	KODAK - EMA SERVICES	V7-BATTERIES
COMNET	KODAK MA SERVICES	V7-CABLES
COMPREHENSIVE CONNECTIVITY COMPANY	KODAK SCANNERS	V7G-REFURBISH
COMQI INC	KODAK SERVICES	VADDIO
CONDUSIV TECHNOLOGIES LICENSING	KOFAX	VCE ISG RENEWALS
CONFIG 1	KOFAX DOCUMENT IMAGING - BOX	VCORE TECNOLOGY PARTNERS
CONFIG 6	KOFAX DOCUMENT IMAGING - LICS	VEEAM - CLOUD
CONNECTWISE	KOFAX POS	VEEAM APPLIANCES
CONTEX	KONFTEL	VEEAM GSA
CONTOUR DESIGN INC.	KONTAKT.IO	VEEAM HOSTING
COOLER MASTER USA	KOSS-HEADPHONES	VEEAM INTERNAL USE
COREL	LANTRONIX	VEEAM MIGRATION
COREL - ACADEMIC PRODUCT	LANTRONIX DEVICE NETWORKING	VEEAM SOFTWARE
COREL - GOVT	LANTRONIX SERVICES	VEEAM SOFTWARE - RNWL
COREL - LICENSES	LAPLINK SOFTWARE INC.	VEEAM SUBSCRIPTION
COREL LICENSING ACADEMIC	LEGRAND - APPROVED	VEEAM SUBSCRIPTION RENEWALS
COREL LICENSING COMMERCIAL	LEGRAND - CUSTOM CCB	VEEAM SUPPORT
CORNELIS NETWORKS	LEGRAND - DATA	VELOCLOUD NETWORKS LLC.
CORSAIR - ELGATO	LEGRAND - OPTICS	VENDOR NAME CHANGE
CORSAIR CONTAINER	LENOVO - CORPORATE MONITORS	VERBATIM CORPORATION
CORSAIR VALUE SELECT	LENOVO - IMS CPO	VERGE.IO
CORSAIR XMS	LENOVO - IMSOURCING	VERITAS BACKUPEX - RENEW
CRADLEPOINT AT&T	LENOVO - OPEN SOURCE	VERITAS BACKUPEX NEW
CRADLEPOINT BUNDLES	LENOVO - TOPSELLER VELOCITY	VERITAS- BOX
CRADLEPOINT UPGRADES AND RENEWALS	LENOVO (HK)	VERITAS BUYING PROGRAMS - NEW
CRESTRON	LENOVO CHROME	VERITAS BUYING PROGRAMS - RENEWAL
CRIMSON AV	LENOVO CONSUMER	VERITAS EXSP
CRU	LENOVO CONSUMER TABLETS	VERITAS HARDWARE
CRUCIAL/MICRON - IMSOURCING	LENOVO CONTRACT SERVICES	VERITAS- HOSTED SERVICES
CTA DIGITAL INC.	LENOVO CTO THINKSTATIONS	VERITAS INSTALLMENTS/SFAS
CTL	LENOVO CUSTOM TP AND DT	VERITAS LA CLOUD SUBSCRIPTIONS
CUSTOM	LENOVO DCG - OPEN SOURCE	VERITAS SPECIAL PROGRAMS
CUSTOM AMERICA DI	LENOVO DCG BTO STORAGE	VERITAS VSPP
CUSTOM AMERICA INC.	LENOVO DCG CUSTOM (SIDA)	VERIZON



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### Manufacturers:

CUSTOM AMERICA OEM	LENOVO DCG CUSTOM SERVER	VERIZON REVERSE LOGISTICS
CYBER ACOUSTICS	LENOVO DCG CUSTOM STORAGE	VERTIV - 3 PHASE UPS
CYBERDATA	LENOVO DCG FOD LICENSES	VERTIV - GEIST - CTO & ETO
CYBERPOWER	LENOVO DCG HYPERCONVERGED	VERTIV - GEIST - MTS & BTO
CYBERPOWER SYSTEMS USA	LENOVO DCG MS ROK	VERTIV- CTO
CYBERPOWER WARRANTIES	LENOVO DCG NETWORKING	VERTIV- DELL OEM
DA-LITE	LENOVO DCG SERVER OPTIONS	VERTIV- DELL OEM WARRANTY
DASCOM	LENOVO DCG SERVER SW	VERTIV- DIGITAL ECOSYSTEM
DATALOCKER	LENOVO DCG SERVERS	VERTIV- EDGE THERMAL
DATALOCKER DIRECTSHIP	LENOVO DCG SOURCING	VERTIV LA
DATALOGIC BIOPTICS	LENOVO DCG SOURCING CERTIFIED PREOW	VERTIV SERVICES
DATALOGIC HEALTH CARE	LENOVO DCG THINKSYSTEM SERVICES	VERTIV-1 PHASE UPS
DATALOGIC HH GENERAL	LENOVO DCG VMWARE SW	VERTIV-IT SYSTEMS
DATALOGIC HH INDUSTRIAL	LENOVO DEMO PROGRAM	VERTIV-RACKS
DATALOGIC MOBILE	LENOVO ENTERPRISE LA	VIAVI - CIVT
DATALOGIC OEM	LENOVO IDEAPAD AND IDEACENTRE	VIAVI - NPMD
DATALOGIC PRESENTATION	LENOVO OPTIONS	VICTRA REVERSE LOGISTICS
DATALOGIC SERVICES	LENOVO PC LA	VIDEO STORAGE SOLUTIONS
DATALOGIC SINGLE PLANE	LENOVO SERVICES	VIEWSONIC PROAV DISPLAYS
DATALOGIC SOFTWARE	LENOVO SMART HUB TOP SELLER	VIEWSONIC PROAV PROJECTORS
DATALOGIC STORE AUTOMATION	LENOVO SOFTWARE	VIEWSONIC PROJECTORS
DATALOGIC USA	LENOVO SPARE PARTS	VIEWSONIC SF DISPLAYS
DATARAM	LENOVO THINKREALITY	VIEWSONIC UCC
DATAVOSS CORPORATION	LENOVO TOP SELLER OPTIONS	VIEWSONIC VA
DEAD VENDOR SKUS	LENOVO TOPSELLER DT	VIEWZ
DEJERO INC. CORPORATION	LENOVO TOPSELLER MONITORS	VISION SYSTEMS - GEOVISION
DELL - IMS CPO	LENOVO TOPSELLER PREMIUM	VISIONEER (SCANNERS)
DELL - IMSOURCING	LENOVO TOPSELLER WORKSTATION	VISIONTEK
DELL - RECERTIFIED	LEVITON	VISIONTEK
DELL CHROMEBOOKS	LEXMARK - BPD SUPPLIES	VISUALLIVE
DELL CLIENT OEM	LEXMARK - SERVICES	VIVITEK
DELL CSG ACCESSORIES	LEXMARK PARTS	VIVITEK
DELL CSG CTO	LEXMARK PRINTERS	VIZIO
DELL CSG FEDERAL	LEXMARK SOLUTIONS	VMWARE - FEDERAL
DELL CSG SERVICE WARRANTIES	LG	VMWARE - FEDERAL PSO



## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

DELL EMC FEDERAL NETWORKING CTO	LG - B-STOCK	VMWARE - FEDERAL RENEWAL
DELL EMC FEDERAL SERVER CTO	LG - NETWORK ATTACHED STORAGE	VMWARE - LICENSING
DELL EMC FEDERAL STORAGE CTO (DELL)	LG COMMERCIAL LFD	VMWARE - VCHS
DELL EMC FEDERAL STORAGE CTO (EMC)	LG COMMERCIAL TV	VMWARE FEDERAL CLOUD
DELL EMC ISG CTO PARTS	LG DVLED	VMWARE LIC. INTRINSIC SEC
DELL EMC NETWORKING CTO	LG ELECTRONICS	VMWARE LIC. MULTI CLOUD
DELL EMC SERVER CTO	LG ELECTRONICS	VMWARE LICENSING - EUC
DELL EMC SERVER TAILORMADE	LG ELECTRONICS USA INC	VMWARE LICENSING - VSAN
DELL EMC STORAGE A	LG HOSPITALITY	VMWARE PROF SERVICE
DELL EMC STORAGE CTO	LG IT SOLUTIONS	VMWARE RENEWAL
DELL ENTERPRISE ACCESSORIES	LG WARRANTIES	VMWARE VSPP
DELL ESG WARRANTIES	LIMINEX INC. - GOGUARDIAN	VMWARE-PCC RENEWALS
DELL LATITUDE	LINKSYS - COMMERCIAL	VPN DYNAMICS
DELL MONITORS	LINKSYS - CONSUMER	VST
DELL NETWORKING	LINKSYS LA	WACOM
DELL OPTIPLEX	LITMUS AUTOMATION INC.	WALLBOX USA INC
DELL PERIPHERALS	LIVEVAULT	WATCHGUARD - RENEWALS
DELL PRECISION	LOGITECH - COMPUTER ACCESSORIES	WATCHGUARD - VIRTUAL SOLUTIONS
DELL PRINTER ACCESSORIES	LOGITECH - WARRANTIES	WATCHGUARD ENDPOINT
DELL PROJECTORS	LOGITECH BUNDLES	WATCHGUARD EXCLUDED HARDWARE
DELL SERVERS	LOGITECH GAMING	WATCHGUARD SERVICES
DELL SOURCING - CERTIFIED PRE-OWNED	LOGITECH SELECT	WATCHGUARD SOHO & SOFTWARE
DELL SOURCING - NEW	LOGITECH VC	WATCHGUARD TECHNOLOGIES
DELL THIN CLIENT HARDWARE	LONE STAR PACKAGING	WATCHGUARD TECHNOLOGIES INC
DIALOGIC HARDWARE	LOOKOUT	WATCHGUARD XTM HARDWARE
DIALOGIC SERVICES	LUXUL	WATCHGUARD XTM LICENSING
DIAMOND MULTIMEDIA	MACALLY PERIPHERALS	WD - IMS CPO
DIGI INTERNATIONAL	MAD CATZ	WD-ENTERPRISE
DIGI INTL - IM	MAGTEK NR	WDT - INFINIFLASH
DIRECT COMMUNICATION SOLUTIONS	MAKERBOT	WDT - OEM DESKTOP SSD
DISTINOW	MAKERBOT ACC	WDT - OEM ENTERPRISE SSD
DISTINOW - COREKINECT	MANDIANT INC	WDT - RETAIL BULK
DISTINOW - SVA	MARSHALL ELECTRONICS	WDT - RETAIL FLASH USB
DISTINOW CONSIGNMENT	MAX CASES	WDT - RETAIL MOBILE
DISTINOW-IOMNISCIANT	MAXELL	WDT - RETAIL MP3



## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

DISTINOW-NUIX	MCAFEE RETAIL BOX	WDT - RETAIL SOLID STATE DRIVE
D-LINK BUSINESS PRODUCTS SOLUTIONS	MEDIAPLACE	WEBTRENDS - LICENSING
D-LINK CLOUD	MEDIVIS	WEIGH-TRONIX
D-LINK SERVICE & MAINTENANCE	METROPOLITAN VACUUM CLEANER CO	WENGER BY GROUP III
D-LINK SYSTEMS INC	MICRON SEMICONDUCTOR PRODUCTS INC	WESTERN DIGITAL - AV
DOCUSIGN	MICRON SEMICONDUCTOR PRODUCTS INC	WESTERN DIGITAL - AV SINGLE
DOCUSIGN RENEWALS	MICRON SEMICONDUCTOR PRODUCTS INC	WESTERN DIGITAL - CONTENT SOLUTIONS
DRAGON DPA	MICRON SEMICONDUCTOR PRODUCTS INC	WESTERN DIGITAL - CSDCARD
DROPBOX	MICRONET	WESTERN DIGITAL - CSSD
DUN & BRADSTREET	MICROSOFT	WESTERN DIGITAL - DESKTOP
DUVOICE	MICROSOFT - IMSOURCING	WESTERN DIGITAL - IMSOURCING
DXS - EUPP - ASSESS TO SELL	MICROSOFT - OPEN VALUE OFFICE365 E	WESTERN DIGITAL - STORAGE SOLUTIONS
DXS - EUPP - DEPLOY SERV	MICROSOFT SURFACE HUB	WESTERN DIGITAL LA-AV & DESKTOP
DXS - EUPP - IM LINK	MICROSOFT- AZURE CSP TRADITIONAL	WESTERN DIGITAL LA-MOBILE & SSD
DYMO	MICROSOFT DYNAMICS	WESTERN DIGITAL-DESKTOP SINGLE
DYMO CORPORATION	MICROSOFT- ESD	WESTERN DIGITAL-ENTERPRISE
DYNASCAN TECHNOLOGY	MICROSOFT HARDWARE	WESTERN DIGITAL-ENTERPRISE SINGLE
EATON	MICROSOFT HUB WARRANTY	WESTERN DIGITAL-MOBILE
EATON - SERVICES	MICROSOFT- IMSOURCING	WESTERN DIGITAL-MOBILE SINGLE
EATON-CTO	MICROSOFT MENTOR MEDIA	WILSON ELECTRONICS
ECOBEE ENERGY	MICROSOFT OEM ROYALTIES	WORKSPOT
EDGE MEMORY	MICROSOFT OFFICE PKC	WORRYFREE GADGETS
EFOLDER	MICROSOFT SCHOOL AGREEMENT	WYRESTORM TECHNOLOGIES PROAV CORP
E-FOLDER HW	MICROSOFT SURFACE	XEROX
EIZO INC	MICROSOFT SURFACE ACCESSORIES	XEROX - COLOR PRINTERS
EIZO PHYSICAL SECURITY	MICROSOFT SURFACE TAA	XEROX - MONO PRINTERS
EKAHAU	MICROSOFT SURFACE WARRANTY	XEROX A3
ELO - ALL-IN-ONE SYSTEMS	MICROSOFT XBOX	XEROX A3 SWAP
ELO - OPEN FRAME	MICROSOFT-CSP OFFICE365	XEROX A4 CONFIGS
ELO - TOUCHSCREENS	MIDDLE ATLANTIC	XEROX ESERVICES
ELO- ACCESSORIES	MIDLAND-2 WAY RADIOS	XEROX LP
ELO -HANDHELDS	MILESTONE SYSTEMS	XEROX SUPPLIES
ELO NCNR	MILESTONE SYSTEMS - HARDWARE	XEROX SUPPLIES A3
ELO TOUCHSCREENS (LA)	MILESTONE SYSTEMS - LICENSING	XEROX-DEFECTIVE ONLY
ELO WARRANTIES & SERVICES	MILESTONE SYSTEMS-25	XILINX INC



## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

ENET - OPTICS	MILESTONE SYSTEMS-30	YEALINK - MS
ENET CABLES	MILESTONE SYSTEMS-35	YUBICO
ENET OTHER NETWORK PRODUCTS	MIMECAST	ZCOVER
ENGENIUS	MIMECAST-ANNUAL SUBSCRIPTIONS	ZEBRA - IMSOURCING
EPADLINK	MINUTEMAN POWER	ZEBRA - LATIN AMERICA LABELS DESKTO
EPOS	MIST SYSTEMS	ZEBRA - PRINT X1
EPOS	MIST SYSTEMS BUNDLES	ZEBRA AIT HEALTHCARE H1
EPSON	MIST SYSTEMS EX HW	ZEBRA AIT HEALTHCARE H2
EPSON - CLOSED PRINTERS AND INK	MIST SYSTEMS SW LICs	ZEBRA B STOCK
EPSON - DOT MATRIX	MIXCDER	ZEBRA ENTERPRISE ADC-A4
EPSON - EXTENDED SERVICE PLAN	MONITOREAL LIMITED	ZEBRA ENTERPRISE ADC-A5
EPSON - OPEN PRINTERS AND INK	MONNIT	ZEBRA ENTERPRISE HC- H7
EPSON - PHOTO IMAGING	MOPHIE CUSTOM ORDERS	ZEBRA ENTERPRISE HEALTHCARE H1
EPSON - PRO IMAGING	MOREDIRECT INC	ZEBRA ENTERPRISE HEALTHCARE H3
EPSON - PRO IMAGING CONSUMABLES	MORPHEUS 360	ZEBRA ENTERPRISE MC-A7
EPSON - PRO IMAGING MEDIA	MOSYLE CORPORATION	ZEBRA ENTERPRISE MCD D/S-A1
EPSON - PROJECTOR ACC & HOME ENT	MOTOROLA VZW	ZEBRA ENTERPRISE MCD-A1
EPSON - PROJECTORS	MS CSP AZURE PLAN	ZEBRA ENTERPRISE ONECARE-Z1
EPSON - SUPERTANK PRINTERS AND INK	MS LA OPEN VALUE	ZEBRA ENTERPRISE RFID-R1
EPSON (SS-MET)	MS LA OPEN VALUE SUSCRPTION	ZEBRA ENTERPRISE SELECTIVE HD A8
EPSON LA - SUPPLIES	MS- OV2.0 ANNUITY OPTION	ZEBRA ENTERPRISE SVCS-Z3
EPSON POS	MS- OV2.0 FULL PAY OPTION	ZEBRA ENTERPRISE-X1
EPSON POS	MS SPLA	ZEBRA EVM AFTERMARKET ACCESS Z7
ERGO DESKTOP	MSI - AMD	ZEBRA EVM DPM A3
ERGOGUYS	MSI - COMPONENTS	ZEBRA EVM PER INCIDENT Z4
ERGOTRON CARTS/ACCESSORIES	MSI - MONITORS	ZEBRA EVM XPLORE TABLETS
ERGOTRON DESK	MSI - NVIDIA	ZEBRA INDUSTRIAL ADC - A6
ERGOTRON MOUNTS	MSI - SYSTEMS	ZEBRA PRINT - CUSTOM HARDWARE
ERGOTRON RE	MSI - WARRANTY	ZEBRA PRINT - CUSTOM MEDIA
ERGOTRON SERVICES	MS-OPEN VALUE SUBSCRIPTION	ZEBRA PRINT A1 - DIFFERENTIATED
ERGOTRON WORKSTATION / CHARGING	MVATION WORLDWIDE INC	ZEBRA PRINT A2- DIFFERENTIATED HD
ESENTIRE	MYDEVICES	ZEBRA PRINT A3 -XTRA DIFFERENTIATED
ESET - INITIAL	NANEZ MFG	ZEBRA PRINT A5 - LEVEL
ESET - RENEWALS	NAVORI INC	ZEBRA PRINT C1-CARD HIGHEND PRINTER
ESET PROFESSIONAL SERVICES	NCOMPUTING GLOBAL INC	ZEBRA PRINT C2-MIDTIER CARD PRINTER



## DISTRIBUTOR AUTHORIZATION FORM

### Manufacturers:

ESOLUTION MEXICO S.A. DE C.V.	NEC DISPLAY SOLUTION -LARGE FORMAT	ZEBRA PRINT C3 - HIGH CARD SUPPLIES
EVGA NVIDIA	NEC DISPLAYS	ZEBRA PRINT C4 - MED CARD SUPPLIES
EVOLIS	NEC DVLED SOLUTIONS	ZEBRA PRINT C5 - LOW CARD SUPPLIES
EXACQ TECHNOLOGIES	NEC PROJECTORS	ZEBRA PRINT R1 - RFID
EXAGRID	NEC PROJECTORS PROAV	ZEBRA PRINT S1 - SUPPLIES
EXAGRID - RENEWALS	NEC WARRANTIES AND SERVICES	ZEBRA PRINT S2 - WRISTBANDS
F5 - BIG	NETALLY HH TOOLS	ZEBRA PRINT W1 - CARD SOFTWARE
F5 - DISTRIBUTED CLOUD	NETGEAR - BASIC CBU	ZEBRA PRINT Z1 - ZEBRA ONECARE
F5 - GOVERNMENT SOLUTIONS P&I	NETGEAR BUSINESS CLASS	ZEBRA PRINT Z2 - ZASP
F5 - NGINX	NETGEAR CONSUMER	ZEBRA PRINT Z3-PROFESSIONAL SERVICE
F5 RENEWALS	NETGEAR SERVICES	ZEBRA RFID SUPPLIES
FELLOWES	NETPATIBLES	ZEBRA SERVICES INTL
FILEMAKER	NETPATIBLES- DS	ZOTAC
FILEMAKER INC. ACADEMIC	NETPATIBLES MEMORY	ZOTAC NVIDIA
		ZYXEL
		ZYXEL -LICENSING



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\_\_November 10\_\_ 2023

ADI Account # \_\_EM175\_\_

UNICOM GOVERNMENT INC.  
15010 CONFERENCE CENTER DRIVE  
CHANTILLY, VA 20151

To Whom It May Concern:

Unicom Government, Inc. \_\_, account # \_\_EM175\_\_, has been a customer with ADI since \_\_2022\_\_.

They have access to purchase all of ADI's openly distributed\* product for resale to State, Local, Education (SLED) and Federal customers, and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the email below.

DocuSigned by:  
  
DB5EB5ED467748F...

Sincerely,

Kevin Dooley  
CFO, ADI NA  
Resideo Technologies  
[kevin.dooley@resideo.com](mailto:kevin.dooley@resideo.com)

\* Some product lines available through ADI require certification, and are not considered "openly distributed".



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Sincerely,

Kevin Dooley  
CFO, ADI NA  
Resideo Technologies  
[kevin.dooley@resideo.com](mailto:kevin.dooley@resideo.com)

\* Some product lines available through ADI require certification, and are not considered "openly distributed".



## Herman Integration Services Coverage Map

AV leads, technicians, and installers are available in 20 core metropolitan markets, identified in orange. Locations identified with blue dots may have local installers available or can be serviced by traveling a technician to that location.

 Herman Core Markets  Markets that May Require Travel



### Core Markets

- Atlanta
- Dallas
- Miami
- Philadelphia
- San Francisco
- Baltimore
- Denver
- New Orleans
- Pittsburgh
- Tampa
- Boston
- Houston
- New York City
- Raleigh
- Washington DC
- Chicago
- Los Angeles
- Orlando
- San Diego

### Labor Resources

Achieve more with the industry's largest commercial AV subcontractor.

- Flexible staffing solutions
- Expert structured cabling
- Quality AV installation
- Digital signage installation
- LED wall installation
- Competitive rates

### **FLEX 2.0** FLEXAbility.

**FLEX** plans are available for a wide variety of Herman services that make it EASY, efficient, and cost-effective to do business with us. **FLEX** plans cover the following services:

- Break/fix service calls
- CAD services
- Herman programming updates and changes
- One-day labor support up to 2 techs
- Pre- and post-sale engineering
- Project travel

**FLEXAbility**<sup>™</sup>

FLEXPlans + Easy Online Portal

## Technical Services

### ENGINEERING

- System Design
- Pre-Sales Support
- Consulting

### PROGRAMMING

- Crestron
- AMX
- Extron
- Biamp
- ClearOne
- Polycom
- Cisco VTC



### CAD

- Signal Diagrams
- Infrastructure Drawings
- Conduit Risers
- As-Built Documentation
- Rack/Mounting Details

### UNION LABOR

Available in  
New York City



Empowering Integrators to achieve more

Sales@Herman-IS.com | 844.441.1669 | Herman-IS.com



# AV | PRO



## Displays and Projectors



## 8.0 TAB 8 - VALUE ADDED PRODUCTS AND SERVICES

As mentioned in other Tabs of this response, UGI has multiple value-added products and services that we can contribute to NCPA/Region 14 and its eligible entities for optimal performances

Our Value-Added Products and Services:

- A dedicated Logistics Practice
- Integration and Distribution Center (IDC)
- In-House Lab and Testing
- Customer Service
- Financing

### 8.1 Integration and Distribution Center (IDC)

UGI operates its own warehouse and storage facility, the Integration and Distribution Center (IDC). The IDC is a 50,000-square-foot facility located in Chantilly, Virginia, which is ISO 9001:2015-certified, insured, and bonded. The IDC is located 10 minutes from a major international airport (Dulles International); is within a 5-mile radius of all major long-haul and express carriers (FedEx, UPS, DHL, Service by Air), and is fully integrated with a large network of reliable carriers, major distributors, and OEMs.

The IDC has a Dedicated Logistics and Inventory Manager who has over 32 years of industry experience. The IDC is equipped with onsite security staff, Internet Protocol (IP)-based video surveillance, and rigorous quality controls. IDC staff log in, verify, monitor, and log out all components, parts, and systems. Our Quality Management System (QMS) requires annual training for all employees who handle items shipped through this location. As part of our ISO-certified processes, UGI maintains chain-of-custody through the chronological documentation of the sequence of custody, control, transfer, analysis, and disposition of products.

UGI's IDC offers logistics and fulfillment expertise in inventory management, asset tagging, deployment resource provisioning, integration, staging, and delivery coordination. UGI's IDC offers a number of logistical and fulfillment advantages to our customers:

- A dedicated production environment to manage staging, deployment, warehousing, and logistics operations
- Capacity to perform integration of multiple products into deliverable systems
  - High volume capacity—up to 2,300 systems per day
  - Systems of any complexity—from handheld devices to full data centers
  - Network device configuration
  - Server and storage configuration
  - Disaster recovery media services
  - Image loading and software configuration management
  - Complete testing, burn-in, and reporting
  - Asset tagging of products or materials (RFID/UID)
  - Asset capture for order status and reporting
- Ability to provide transportation management/distribution management
- Manage deployments:
  - Scheduled delivery to include staggered delivery schedules
  - Remote location deployment
  - Tracking/reporting

- Ship in place and hold for release
- Skills and resources in asset disposal, including secure destruction, and asset tracking

Using its disciplined approach to the practice of custom integration, configuration, and complex builds, UGI, through the IDC, tailors its level of services and scope of operations to organizations' unique requirements.

Some differentiating elements of our IDC are as follows:

- **Management:** Communication is crucial in any partnership. UGI's skilled Project Management Institute (PMI)-certified logistics PMs, distribution managers, and functional specialists understand critical business issues that a warehouse and distribution project of this size face on a day-to-day basis.
- **Security:** Our IDC is designed to provide a high level of physical security for the site and the goods stored within the warehouse. The facility itself is unmarked and secured by gated fencing, barbed wire, and equipped with 24x7 off-site alarm monitoring. The building has a single point of entry, monitored by a security guard, to control building access. The warehouse is equipped with 16 cameras recording digital video of all entry and exit points. We retain this video for a minimum of 30 days.
- **Material Management:** UGI receives products at the IDC, where we match physical receipts to supplier packing lists and purchase orders (PO). UGI works with the appropriate POC to resolve any discrepancies. UGI keeps a tracking report of the stored products and report inventory levels, on a mutually agreed-upon schedule.
- **Equipment Integration:** After receiving the products, each unit is powered up to confirm system functionality. The Integration Engineer configures each component.
- **Testing:** Each device undergoes UGI's diagnostic procedure, to validate operational status. For each device, depending on the configuration, we perform hardware-level testing, and validate configuration. Our Quality Assurance personnel perform all testing and validation. As part of UGI's ISO 9001:2015-certified processes throughout the IDC, we store a copy of the diagnostic results test document for three years, in a UGI-specific secure database.
- **Quality Check and Repackaging:** UGI's Quality Assurance representative verifies the information captured in the asset report to be accurate, verifies the labels (and asset tags if applicable), contains the appropriate information, and validates the equipment against the bill of materials. The Quality Assurance representative also oversees the repackaging of the devices, ensuring that they are packaged appropriately.
- **Asset Management:** We understand the importance of maintaining a complete and accurate inventory of assets. UGI offers options to provide asset data throughout deployments and/or programs, allowing customers to import asset details. Data collection typically consists of equipment model and serial number, asset tag information, end user information, configuration information, and any other pertinent information required. This data can be provided in a custom format to be uploaded to a customer's Configuration Management Database (CMDB) or Asset Management solution.
- **Deployment:** UGI ships to worldwide locations. UGI leverages relationships with a variety of freight carriers to meet schedule, and individual site delivery requirements, in the most cost-effective manner possible. Deliveries are scheduled to accommodate the receiving locations' loading dock restrictions, inside delivery requirements, or country shipping requirements.

Our deployment process is dynamic and we can adjust it to meet most schedule requirements. Should a shipment be delayed due to events beyond our control, we have the ability to assemble a duplicate order, based on available inventory, and arrange for overnight shipment.

## 8.2 Supply Chain Risk Management (SCRM) Plan

UGI employs specific methodologies to combat Supply Chain Risk Management (SCRM), including using agile processes to manage logistical issues and incorporating Cybersecurity. We endeavor to protect the supply chain at every stage. Examples of such potential risks are transportation and insider threat risks, both intentional and inadvertent. On the technology side, including IT communications and the Internet of Things (IoT), UGI practices National Institute of Standards and Technology (NIST) compliance, applies industry best practices, and maintains our certification standards to current levels.

We reference the security controls in NIST SP 800-171, Rev 2, “Protecting Controlled Unclassified Information in Non-Federal Systems and Organizations”. UGI strengthens our understanding of supply chain risks as well as the tools and new technology, which can help us protect our customers’ organizations.

UGI considers key security processes and procedures throughout the company. These include policies on:

- IT security: UGI handles customers’ information and orders confidentially.
- Logistics security: UGI knows the sources of our products. We manage risk along every stage of the parts’ acquisition process.
- Physical security: UGI implements physical and environmental security controls to protect from unauthorized access, damage, compromise, or interference with facilities and information resources. This is particularly important in our Integration and Distribution Center (IDC) where we store and integrate customer equipment.

Every step in the process, from identifying a supplier to installing the systems is part of the supply chain. UGI is vigilant throughout this complex process in an attempt to prevent any counterfeit, tainted, or otherwise unauthorized products from becoming part of any delivery to a customer. UGI uses both processes and systems to manage supply chain security and secure customers’ items.

Third, we recognize that personnel (intentionally or unintentionally) can cause a supply chain risk. We mitigate this through a series of physical security and electronic access controls. Our access controls include validating a personnel’s access is necessary. We also provide relevant managers the ability to view changes to customer/vendor records to ensure that the accuracy/necessity of changes made.

We have a three-pronged approach to mitigating supply chain risk, shown here in **Table 8-1**:

**Table 8-1: Supply Chain Risk Mitigation Approach**

Phase	Description and Actions
<b>1: Verify</b>	First, we utilize vendors who have undergone UGI’s vendor approval process. This process is automated within our custom CRM tool.
<b>2: Drop Ship</b>	Second, whenever parts or systems can be drop shipped through a trusted channel, we use that trusted channel. <b>Example:</b> we drop ship Dell printers and/or printer supplies directly from Dell; when systems or parts are opened for integration or configuration, or when items come from third parties, UGI owns the requirement for managing the risk.
<b>3: Trusted Supply Chain channels</b>	Additionally, if UGI is shipping, we generally ship through trusted sources, such as FedEx, to minimize the risk of Supply Chain incidents during transit.

UGI has corporate policies and resources that address many of the issues and activities related to SCRM. Many of these policies were established based on the requirements of our government contracts and reviewed and enhanced as relevant. Some of these policies specify the information required to add products to our contracts. We require country of origin in order to add a product to a Federal contract, and we flow down the requirement to have vendors follow appropriate SCRM processes the same way we flow down other prime contract clauses.



### 8.3 Dedicated SCRM Resources

UGI has dedicated resources assigned to core priorities, including SCRM:

- UGI has a full-time Supply Chain Manager, who has more than 20 years of supply chain management experience and has established and collaborated on many of the internal processes that exist today. She is actively involved in all aspects of the supply chain to ensure both customer satisfaction as well as contract compliance.
- UGI has a full-time ISO Quality Systems Manager. He is an American Society for Quality (ASQ) certified ISO Lead Auditor with more than 20+ years of quality management experience. External auditors have never found a major non-conformance on any of the processes that he manages.
- UGI has a full-time Inventory and Logistics Manager, who is a certified Six Sigma Green Belt with a Motorola Total Quality Management (TQM) Certification. He manages all distribution center and logistics functions for UGI, working closely with procurement and project managers to determine required stocking levels and reorder points to support all activities. He proactively collaborated with our sales team to develop the Managed Logistics Services portfolio as shown in **Table 8-2**.

UGI uses trusted OEM supply and delivery channels to minimize supply chain risk and takes all necessary precautions to ensure freight is handled according to industry guidelines. Our transportation risk mitigation policy includes the following:

- All UGI and vendor air cargo carriers conform to the Department of Homeland Security (DHS) Transportation Security Administration-(TSA) transportation requirements described in DHS 49 CFR parts 1520, 1540, 1542, 1544, 1546, and 1548 (C-TPAT, CCSP).
- All less than truckload (LTL) and truckload (TL) cargo carriers are certified by the National Motor Freight Transportation Association and are U. S. Department of Transportation certified.
- UGI offers insurance for Contractor Furnished Equipment (CFE) and Government Furnished Equipment (GFE) equipment on a case-by-case basis.
- UGI uses specialized equipment and packaging to protect products from shock or damage in transit.
- UGI offers real-time Global Positioning System (GPS) tracking available for high value or extra sensitive shipments.
- UGI provides Secret- and Top Secret- cleared drivers for shipments requiring ultra-secure transportation.
- UGI provides armed security personnel for high value shipments in high-risk locations.
- UGI manages supply chain risk for solutions that are not drop shipped from an OEM, but instead, require hands-on work at our warehouse and integration facility in Chantilly, VA. Security at this facility is tightly controlled: We log in, validate, monitor, and log out all parts and systems; and UGI’s QMS requires annual training for all employees handling items shipped through this location.

**Table 8-2: UGI’s IDC Facility**

<b>Facility</b>	<ul style="list-style-type: none"> <li>• ISO 9001:2015 certified</li> <li>• 50,000 sq. ft. insured facility; onsite security staff, IP-based video surveillance</li> <li>• 910 unit burn-in and test area is equipped with dedicated LAN capable of 110v and 220v testing and 572 integration and build stations in a static controlled environment providing a total capacity of 2,100 units a day</li> </ul>
<b>Staff</b>	<ul style="list-style-type: none"> <li>• Dedicated Quality Control Manager (Production and Distribution Services)</li> <li>• Dedicated Production Manager</li> </ul>
<b>Delivery</b>	<ul style="list-style-type: none"> <li>• Dedicated Logistics and Inventory Manager</li> <li>• 10 minutes from a major international airport and within a 5 mile radius of all major long haul and express carriers (FedEx, UPS, DHL, XPO Global Forwarding; Polaris Worldwide Logistics); fully integrated with a large network of reliable carriers, major distributors, and OEMs</li> </ul>

*UNICOM Government Inc. Confidential and Proprietary. Use or disclosure of the data contained on this sheet is subject to the restrictions on the title page of this proposal.*

<b>Managed Services</b>	<ul style="list-style-type: none"> <li>• Ship 36 tons of equipment to Government locations annually</li> <li>• Custom asset tagging (Barcode, 2D IUID, RFID) inventory control, and reporting</li> <li>• Custom packaging – portable rugged/non rugged transit cases, sub component/accessory kitting</li> <li>• Pallet or device packaging-level labeling (hazard and health labeling, electronic device notification labels, transport method advisories)</li> <li>• Rack and Stack – hardware and software installation, cable management, power management, intra-rack testing, special shock mount containerization and shipping; hardware module integration; software installation and upgrades; client-specific configuration</li> <li>• Customer instruction set development and creating a Quality Assurance plan to support production</li> <li>• Complex hardware assembly and light manufacturing</li> </ul>
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#### 8.4 UGI SCRM Strategy

UGI employs methodologies to combat logistical issues and challenges specifically using agile processes for Supply Chain Management, and incorporating cybersecurity into our SCRM approach. Our SCRM policy establishes our working strategy: to avoid risk to our supply chain; speed responses; and minimize disruptions to the supply chain if they do occur. This strategy is consistently applied in an effort to support our customers, maintain high customer service, and reduce and alleviate risks. This includes protecting the components of the solution. UGI’s SCRM policy is built around a comprehensive understanding of service delivery and risk mitigation; key factors include:

- Creating and maintaining a risk-aware culture: provide risk-management training for employees, ongoing analysis of operations and world events, and leadership meetings with horizontal and vertical communications.
- Leveraging resources throughout the value proposition: leveraging OEM and distributor SCRM plans and processes; understanding Federal Government supply chain channels; and anticipating and mitigating upstream risks.
- Future Improvement: supplier risk evaluations for key suppliers with the objective of collaboratively developing corrective action plans.
- UGI solutions: solutions are built around approved OEMs with TAA-compliant.
- UGI integration and reliable program support: UGI operates an IDC in Chantilly, Virginia, and our Unified Communication, and Collaboration (UCC) facility in Greensboro North Carolina. We also utilize other UNICOM Global facilities and SME’s for specialized support, when needed.
- Managing UGI’s in-house orders, projects, and programs: UGI assigns each account an Order Fulfillment Representative (OFR), who understands the delivery and contractual requirements for their assigned customer and customer programs.
- Continuity of Operations: Business-critical applications are run in a co-located, professionally hosted data center, which features built-in redundancies in connectivity, electric grid, vetted physical security, and cybersecurity. Most UGI employees are enabled to work remotely.
- Supplier Sources: UGI has established partnerships with many OEMs, distributors, and business partners; the option to purchase supplier-direct and/or through several distributors enables us to pass on economy-of-scale purchasing power to customer agencies.
- Freight Carrier Relationships: We leverage partnerships with freight companies for customized shipping services, managed logistics services with drop shipment from vendor to customer, and work with our customers to build a custom logistics plan to accommodate project schedules with just-in-time delivery.
- Process improvements/supporting new threats: UGI evaluates trends to identify the risks and potential impacts when new threats and/or concerns arise.

## 8.5 Financial Services

Financial Services positions UGI to proactively approach the planning and design, acquisition, implementation, and maintenance of IT infrastructures, as well as refreshing the assets and securely disposing of outdated equipment, keeping it reliable and relevant. It combines products, services, and engineering expertise as a value based service by a single source partner.

Financial Services is a framework for effectively managing all phases of an IT infrastructure. Financial Services offers the ability to significantly reduce costs and risks, allowing agencies to focus on other strategic initiatives and direct savings in revenue to other areas. Financial Services is:

- Predictable, disciplined methodology to provide and manage IT infrastructure.
- Enables long term financial and infrastructure planning
- Generates sustained solutions for IT challenges or government mandates
- Matches technology goals with business metrics
- Provides single model to unify key IT infrastructure functions

## 8.6 Marketing

UGI understands the value of promoting the NCPA/Region 14 ESC contract nationwide. Our multi-faceted promotion of the contract includes social media, participating in tradeshow, conferences, and industry networking events, actively promoting the contract through marketing programs, materials, and website, as well as through our extensive network of partners and nationwide sales force. We will deliver a cohesive message on the IT and AV/VTC infrastructure products, solutions, and services offered via the NCPA/Region 14 ESC contract. UGI will simultaneously will promote the value that UGI, our partners, and the NCPA/Region 14 ESC contract bring to customers.

We will successfully advocate the benefits of this contract within state and local governments, as we have demonstrated for 20 years through our existing OMNIA (US Communities) contract. UGI will actively communicate the advantages that customers will gain by purchasing technology through the NCPA/Region 14 ESC contract by supporting, participating, sponsoring, and investing in various marketing activities.

## 8.7 Marketing Support Moving Forward

UGI understands the value of the NCPA/Region 14 ESC contract and will uphold our commitment of building nationwide awareness with state and local government officials. To that end, UGI will develop an integrated marketing program to increase national coverage awareness, which will include initiatives such as:

- Marketing commitment from partners to support promotion of the NCPA/Region 14 ESC contract nationwide will keep expanding our national reach to promote NCPA/Region 14 ESC technology offerings in state and local government. We will work with our major partners to support this effort and will bring additional partners under the NCPA/Region 14 ESC offerings to enhance our value to state and local government customers.
- Active participation in programs and events conducted by the NCPA/Region 14 ESC sponsors to strengthen relationships and build one-on-one relationships.
- Nationwide campaign on technology solutions available on the NCPA/Region 14 ESC contract to build awareness of offerings and value of the contract. Our marketing team works closely with sales teams, partners, Region 14 ESC and NCPA to deliver cohesive messages and to expand the reach of these campaigns.
- Webinars focused on SLED-specific topics such as physical security and other offerings as available on the NCPA/Region 14 ESC contract. By focusing on key technology offerings and having customers and technology experts discuss these topics, we will build visibility in these



categories and, while promoting the value of the NCPA/Region 14 ESC contract. Our dedicated marketing team has developed many webinar events and has relationships with the media and partners to make these webinars successful.

- UGI will promote our NCPA/Region 14 ESC Partners contract via social media including LinkedIn, Twitter, and Facebook. All posts will go through proper review and approval requirements, before being posted.
- Continued enhancement of the NCPA/Region 14 ESC presence on our web portal and the UGI Online Community to include customer and technology experts' videos on the use of technology in state and local government. By enhancing our online presence, we will continue to expand the reach of the NCPA/Region 14 ESC contract and position UGI and our partners as leaders of technology solution offerings.

UGI understands the value of promoting the NCPA/Region 14 ESC contract and is committed to executing marketing initiatives to support this effort. The marketing efforts outlined above will expand our reach into state and local government throughout the United States while building awareness of the NCPA/Region 14 ESC contract and demonstrating the breadth of technology offerings, and service expertise available through it.

## **8.8 Training**

UGI will promote and providing training on the NCPA/Region 14 ESC contract internally to key stakeholders to include, Executive Leadership, the entire UGI Sales Team, along with our Program Managers, Business Development Executives, Marketing and Project Managers that support NCPA and Region 14 ESC's customers. Training will include:

- Key features of the Master Agreement
- Working knowledge of the solicitation process
- Awareness of the range of Public Agencies that can utilize the Master Agreement through NCPA
- The benefits of using cooperative contracts
- Partnering with NCPA
- How to engage with a new customer and promote the contract with tips
- Resources available to answer internal and external questions
- How to promote the contract with our OEM and solution partners

We believe that by training the entire sales team, and other customer-engaging members, we will be able to deliver a consistent message about the contract, which will ultimately increase opportunities and revenue.

## **8.9 Programs and Practices Advantageous to Public Agencies**

UGI has consistently worked to enhance our ability to serve our customers. This includes honing processes to meet or exceed all requirements of the customer experience including quote response, timely and accurate order delivery, service implementation, quality procedures, customer and warranty support, process analysis, change management and implementation, and reporting.

Through our proven quality processes, discussed in **Section 5.3**, UGI has successfully delivered IT solutions and services to our customers. These quality processes are developed, standardized, reviewed, and continuously improved under our ISO 9001:2015 certification. We use Key Performance Indicators (KPIs) as a key part of our continual improvement efforts. UGI consistently provides IT products and related incidental services that meet customer and regulatory requirements. We enhance customer satisfaction through continuous process improvement.

UGI has dedicated contract management personnel who manage the contract product and pricing data (including coordinating and verifying required approvals for new products) and ensure contractual

compliance. Our contract management personnel will also submit electronic data needed to satisfy reporting requirements. Our process for generating required or requested reports starts with pulling contract sales information from our Oracle's PeopleSoft ERP application used to manage day-to-day business activities including accounting, procurement, project management, risk management and compliance, and supply chain operations. Oracle PeopleSoft ERP application, along with secondary COTS applications, allows UGI to apply the quality procedures and controls built into each business system.

UGI has an in-house lab with project equipment for the purpose of evaluation, configuration, and testing solutions before deployment. Using internal configuration resources, as well as tools provided by our OEMs, UGI staff can configure products that fit seamlessly into their environments to maximize productivity and reliability, and minimize downtime at deployment. UGI provides a custom assessments and survey checklist for each space to ensure all pertinent information and requirements are captured. UGI is consistently able to ask the right questions, document facilities, and note all customer requirements to develop our turnkey audio visual and UCC solutions.

### **8.10 Customer Service**

UGI's Customer Service team provides policy and procedural information regarding installation, warranty, warranty variations, technical support, software support, and other post-delivery issues, including the names, telephone numbers, and email addresses of support staff. Specifically, if a customer calls with questions regarding a UGI-provided warranty, the Customer Service team would first verify with the customer's order what was purchased and then guide them to the correct team to assist with the warranty/issue or question. If the technical support is related to the manufacturer, the Customer Service team would provide them the information for the manufacturer and ask the customer to reach out directly. Similarly, if the customer were to reach out and require a proof of purchase for technical support or otherwise (generally, a serial number is sufficient), the Customer Service team would assist with that. The Customer Service team will also assist with post-shipment issues such as returns, replacement, or if a product is believed to be defective.

For pre-shipment, the Customer Service team will either provide the contact information or directly connect the customer with the requisite personnel.

Each customer is assigned a Sales representative (based on region and location) who will work with the Customer Service team to resolve issues, as needed. Points of Contact for Each Region

As laid out in Tab 4.0, our staffing and organization is purposely created to support each eligible entity of NCPA and NCPA/Region 14 having a direct POC who is authorized and responsible for interfacing with, and supporting, them.

## **9.0 REQUIRED DOCUMENTS**

## **TAB 9 REQUIRED DOCUMENTS**

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

## **FEDERAL FUNDS CERTIFICATIONS**

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

### **APPENDIX II TO 2 CFR PART 200**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

#### **RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS**

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

#### **CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT**

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

#### **CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS**

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



### **CERTIFICATION OF ACCESS TO RECORDS**

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

### **CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS**

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

## **CLEAN AIR AND WATER ACT AND DEBARMENT NOTICE**

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

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

## **CONTRACTOR REQUIRMENTS**

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### **Contractor Certification**

#### **Contractor's Employment Eligibility**

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

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

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

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

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

### **Fingerprint & Background Checks**

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

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

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

### **Business Operations in Sudan, Iran**

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

## REQUIRED CLAUSES FOR FEDERAL ASSISTANCE PROVIDED BY FTA

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### ACCESS TO RECORDS AND REPORTS

Contractor agrees to:

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

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

### CIVIL RIGHTS / TITLE VI REQUIREMENTS

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

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

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

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

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

## **DISADVANTAGED BUSINESS PARTICIPATION**

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

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

## **ENERGY CONSERVATION REQUIREMENTS**

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

## **FEDERAL CHANGES**

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

## **INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS**

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

## **NO FEDERAL GOVERNMENT OBLIGATIONS TO THIRD PARTIES**

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

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

## **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS**

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

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

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

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

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



## FEDERAL REQUIRED SIGNATURES

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

Offeror	UNICOM Government, Inc.
Address	15010 Conference Center Drive, Suite 110
City/State/Zip	Chantilly, VA 20151
Authorized Signature	<i>K. Edward Newkirk</i> DN: cn=K. Edward Newkirk, Vice President and General Counsel, o=UNICOM Government, Inc., ou, email=Legal@unicomgov.com, c=US
Date	11/16/2023

# ANTITRUST CERTIFICATION STATEMENTS

## TEXAS GOVERNMENT CODE § 2155.005

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

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

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

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

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

Company Name UNICOM Government, Inc.

Address 15010 Conference Center Drive, Suite 110

City/State/Zip Chantilly, VA 20151

Telephone Number 703-502-2200

Fax Number 703-463-5746

Email Address Contractrequests@unicomgov.com

Printed Name K. Edward Newkirk

Title Vice President and General Counsel

Authorized Signature *K. Edward Newkirk*

DN: cn=K. Edward Newkirk, Vice  
President and General Counsel,  
o=UNICOM Government, Inc., ou,  
email=Legal@unicomgov.com, c=US

## **STATE NOTICE ADDENDUM**

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

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

[http://www.usa.gov/Agencies/State\\_and\\_Territories.shtml](http://www.usa.gov/Agencies/State_and_Territories.shtml)

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