

**Solicitation Number: RFP #121923****CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Diverse Tech Services, Inc., 7135 Waldemar Dr., Indianapolis, IN 46268 (Supplier).

Sourcewell is a State of Minnesota local government unit and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to government entities. Participation is open to eligible federal, state/province, and municipal governmental entities, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada. Sourcewell issued a public solicitation for Technology Products and Services with Related Solutions from which Supplier was awarded a contract in Category 1.

Supplier desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and the entities that access Sourcewell's cooperative purchasing contracts (Participating Entities).

**1. TERM OF CONTRACT**

A. **EFFECTIVE DATE.** This Contract is effective upon the date of the final signature below.

**EXPIRATION DATE AND EXTENSION.** This Contract expires February 27, 2028, unless it is cancelled sooner pursuant to Article 22. This Contract allows up to three additional one-year extensions upon the request of Sourcewell and written agreement by Supplier. Sourcewell retains the right to consider additional extensions beyond seven years as required under exceptional circumstances.

B. **SURVIVAL OF TERMS.** Notwithstanding any expiration or termination of this Contract, all payment obligations incurred prior to expiration or termination will survive, as will the following: Articles 11 through 14 survive the expiration or cancellation of this Contract. All other rights will cease upon expiration or termination of this Contract.

## 2. EQUIPMENT, PRODUCTS, OR SERVICES

A. EQUIPMENT, PRODUCTS, OR SERVICES. Supplier will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Supplier's Equipment, Products, or Services Proposal (Proposal) is attached and incorporated into this Contract.

All Equipment and Products provided under this Contract must be new and the current model. Supplier may offer close-out or refurbished Equipment or Products if they are clearly indicated in Supplier's product and pricing list. Unless agreed to by the Participating Entities in advance, Equipment or Products must be delivered as operational to the Participating Entity's site.

This Contract offers an indefinite quantity of sales, and while substantial volume is anticipated, sales and sales volume are not guaranteed.

B. WARRANTY. Supplier warrants that all Equipment, Products, and Services furnished are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Equipment, Products, and Services are suitable for and will perform in accordance with the ordinary use for which they are intended. Supplier's dealers and distributors must agree to assist the Participating Entity in reaching a resolution in any dispute over warranty terms with the manufacturer. Any manufacturer's warranty that extends beyond the expiration of the Supplier's warranty will be passed on to the Participating Entity.

C. DEALERS, DISTRIBUTORS, AND/OR RESELLERS. Upon Contract execution and throughout the Contract term, Supplier must provide to Sourcwell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers relative to the Equipment, Products, and Services offered under this Contract, which will be incorporated into this Contract by reference. It is the Supplier's responsibility to ensure Sourcwell receives the most current information.

## 3. PRICING

All Equipment, Products, or Services under this Contract will be priced at or below the price stated in Supplier's Proposal.

When providing pricing quotes to Participating Entities, all pricing quoted must reflect a Participating Entity's total cost of acquisition. This means that the quoted cost is for delivered Equipment, Products, and Services that are operational for their intended purpose, and includes all costs to the Participating Entity's requested delivery location.

Regardless of the payment method chosen by the Participating Entity, the total cost associated with any purchase option of the Equipment, Products, or Services must always be disclosed in the pricing quote to the applicable Participating Entity at the time of purchase.

A. **SHIPPING AND SHIPPING COSTS.** All delivered Equipment and Products must be properly packaged. Damaged Equipment and Products may be rejected. If the damage is not readily apparent at the time of delivery, Supplier must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Participating Entities. Participating Entities reserve the right to inspect the Equipment and Products at a reasonable time after delivery where circumstances or conditions prevent effective inspection of the Equipment and Products at the time of delivery. In the event of the delivery of nonconforming Equipment and Products, the Participating Entity will notify the Supplier as soon as possible and the Supplier will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Participating Entity.

Supplier must arrange for and pay for the return shipment on Equipment and Products that arrive in a defective or inoperable condition.

Sourcewell may declare the Supplier in breach of this Contract if the Supplier intentionally delivers substandard or inferior Equipment or Products.

B. **SALES TAX.** Each Participating Entity is responsible for supplying the Supplier with valid tax-exemption certification(s). When ordering, a Participating Entity must indicate if it is a tax-exempt entity.

C. **HOT LIST PRICING.** At any time during this Contract, Supplier may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Supplier determines it will offer Hot List Pricing, it must be submitted electronically to Sourcewell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcewell Price and Product Change Form as defined in Article 4 below.

Hot List program and pricing may also be used to discount and liquidate close-out and discontinued Equipment and Products as long as those close-out and discontinued items are clearly identified as such. Current ordering process and administrative fees apply. Hot List Pricing must be published and made available to all Participating Entities.

#### **4. PRODUCT AND PRICING CHANGE REQUESTS**

Supplier may request Equipment, Product, or Service changes, additions, or deletions at any time. All requests must be made in writing by submitting a signed Sourcewell Price and Product Change Request Form to the assigned Sourcewell Supplier Development Administrator. This approved form is available from the assigned Sourcewell Supplier Development Administrator. At a minimum, the request must:

- Identify the applicable Sourcewell contract number;
- Clearly specify the requested change;
- Provide sufficient detail to justify the requested change;
- Individually list all Equipment, Products, or Services affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
- Include a complete restatement of pricing documentation in Microsoft Excel with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Equipment, Products, and Services offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Contract and will be incorporated by reference.

## **5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS**

A. PARTICIPATION. Sourcewell's cooperative contracts are available and open to public and nonprofit entities across the United States and Canada; such as federal, state/province, municipal, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Participating Entities that can legally access the Equipment, Products, or Services under this Contract. A Participating Entity's authority to access this Contract is determined through its cooperative purchasing, interlocal, or joint powers laws. Any entity accessing benefits of this Contract will be considered a Service Member of Sourcewell during such time of access. Supplier understands that a Participating Entity's use of this Contract is at the Participating Entity's sole convenience and Participating Entities reserve the right to obtain like Equipment, Products, or Services from any other source.

Supplier is responsible for familiarizing its sales and service forces with Sourcewell contract use eligibility requirements and documentation and will encourage potential participating entities to join Sourcewell. Sourcewell reserves the right to add and remove Participating Entities to its roster during the term of this Contract.

B. PUBLIC FACILITIES. Supplier's employees may be required to perform work at government-owned facilities, including schools. Supplier's employees and agents must conduct themselves in a professional manner while on the premises, and in accordance with Participating Entity policies and procedures, and all applicable laws.

## **6. PARTICIPATING ENTITY USE AND PURCHASING**

A. ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, a Participating Entity must clearly indicate to Supplier that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and

Supplier. Typically, a Participating Entity will issue an order directly to Supplier or its authorized subsidiary, distributor, dealer, or reseller. If a Participating Entity issues a purchase order, it may use its own forms, but the purchase order should clearly note the applicable Sourcewell contract number. All Participating Entity orders under this Contract must be issued prior to expiration or cancellation of this Contract; however, Supplier performance, Participating Entity payment obligations, and any applicable warranty periods or other Supplier or Participating Entity obligations may extend beyond the term of this Contract.

Supplier's acceptable forms of payment are included in its attached Proposal. Participating Entities will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.

B. **ADDITIONAL TERMS AND CONDITIONS/PARTICIPATING ADDENDUM.** Additional terms and conditions to a purchase order, or other required transaction documentation, may be negotiated between a Participating Entity and Supplier, such as job or industry-specific requirements, legal requirements (e.g., affirmative action or immigration status requirements), or specific local policy requirements. Some Participating Entities may require the use of a Participating Addendum, the terms of which will be negotiated directly between the Participating Entity and the Supplier or its authorized dealers, distributors, or resellers, as applicable. Any negotiated additional terms and conditions must never be less favorable to the Participating Entity than what is contained in this Contract.

C. **SPECIALIZED SERVICE REQUIREMENTS.** In the event that the Participating Entity requires service or specialized performance requirements not addressed in this Contract (such as e-commerce specifications, specialized delivery requirements, or other specifications and requirements), the Participating Entity and the Supplier may enter into a separate, standalone agreement, apart from this Contract. Sourcewell, including its agents and employees, will not be made a party to a claim for breach of such agreement.

D. **TERMINATION OF ORDERS.** Participating Entities may terminate an order, in whole or in part, immediately upon notice to Supplier in the event of any of the following events:

1. The Participating Entity fails to receive funding or appropriation from its governing body at levels sufficient to pay for the equipment, products, or services to be purchased; or
2. Federal, state, or provincial laws or regulations prohibit the purchase or change the Participating Entity's requirements.

E. **GOVERNING LAW AND VENUE.** The governing law and venue for any action related to a Participating Entity's order will be determined by the Participating Entity making the purchase.

## 7. CUSTOMER SERVICE

A. PRIMARY ACCOUNT REPRESENTATIVE. Supplier will assign an Account Representative to Sourcewell for this Contract and must provide prompt notice to Sourcewell if that person is changed. The Account Representative will be responsible for:

- Maintenance and management of this Contract;
- Timely response to all Sourcewell and Participating Entity inquiries; and
- Business reviews to Sourcewell and Participating Entities, if applicable.

B. BUSINESS REVIEWS. Supplier must perform a minimum of one business review with Sourcewell per contract year. The business review will cover sales to Participating Entities, pricing and contract terms, administrative fees, sales data reports, performance issues, supply issues, customer issues, and any other necessary information.

## 8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT

A. CONTRACT SALES ACTIVITY REPORT. Each calendar quarter, Supplier must provide a contract sales activity report (Report) to the Sourcewell Supplier Development Administrator assigned to this Contract. Reports are due no later than 45 days after the end of each calendar quarter. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;
- Sourcewell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Purchase was invoiced/sale was recognized as revenue by Supplier.

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcewell, the Supplier will pay an administrative fee to Sourcewell on all Equipment, Products, and

Services provided to Participating Entities. The Administrative Fee must be included in, and not added to, the pricing. Supplier may not charge Participating Entities more than the contracted price to offset the Administrative Fee.

The Supplier will submit payment to Sourcewell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Participating Entities under this Contract during each calendar quarter. Payments should note the Supplier's name and Sourcewell-assigned contract number in the memo; and must be mailed to the address above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions. Payments must be received no later than 45 calendar days after the end of each calendar quarter.

Supplier agrees to cooperate with Sourcewell in auditing transactions under this Contract to ensure that the administrative fee is paid on all items purchased under this Contract.

In the event the Supplier is delinquent in any undisputed administrative fees, Sourcewell reserves the right to cancel this Contract and reject any proposal submitted by the Supplier in any subsequent solicitation. In the event this Contract is cancelled by either party prior to the Contract's expiration date, the administrative fee payment will be due no more than 30 days from the cancellation date.

## **9. AUTHORIZED REPRESENTATIVE**

Sourcewell's Authorized Representative is its Chief Procurement Officer.

Supplier's Authorized Representative is the person named in the Supplier's Proposal. If Supplier's Authorized Representative changes at any time during this Contract, Supplier must promptly notify Sourcewell in writing.

## **10. AUDIT, ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE**

A. **AUDIT.** Pursuant to Minnesota Statutes Section 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Contract are subject to examination by Sourcewell or the Minnesota State Auditor for a minimum of six years from the end of this Contract. This clause extends to Participating Entities as it relates to business conducted by that Participating Entity under this Contract.

B. **ASSIGNMENT.** Neither party may assign or otherwise transfer its rights or obligations under this Contract without the prior written consent of the other party and a fully executed assignment agreement. Such consent will not be unreasonably withheld. Any prohibited assignment will be invalid.

C. **AMENDMENTS.** Any amendment to this Contract must be in writing and will not be effective until it has been duly executed by the parties.

D. **WAIVER.** Failure by either party to take action or assert any right under this Contract will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right. Any such waiver must be in writing and signed by the parties.

E. **CONTRACT COMPLETE.** This Contract represents the complete agreement between the parties. No other understanding regarding this Contract, whether written or oral, may be used to bind either party. For any conflict between the attached Proposal and the terms set out in Articles 1-22 of this Contract, the terms of Articles 1-22 will govern.

F. **RELATIONSHIP OF THE PARTIES.** The relationship of the parties is one of independent contractors, each free to exercise judgment and discretion with regard to the conduct of their respective businesses. This Contract does not create a partnership, joint venture, or any other relationship such as master-servant, or principal-agent.

## **11. INDEMNITY AND HOLD HARMLESS**

Supplier must indemnify, defend, save, and hold Sourcewell and its Participating Entities, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell or its Participating Entities, arising out of any act or omission in the performance of this Contract by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in the Equipment, Products, or Services under this Contract to the extent the Equipment, Product, or Service has been used according to its specifications. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.

## **12. GOVERNMENT DATA PRACTICES**

Supplier and Sourcewell must comply with the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by or provided to Sourcewell under this Contract and as it applies to all data created, collected, received, maintained, or disseminated by the Supplier under this Contract.

## **13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT**

### **A. INTELLECTUAL PROPERTY**

1. *Grant of License.* During the term of this Contract:
  - a. Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising and



promotional materials for the purpose of marketing Sourcewell's relationship with Supplier.

b. Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising and promotional materials for the purpose of marketing Supplier's relationship with Sourcewell.

2. *Limited Right of Sublicense.* The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, and agents (collectively "Permitted Sublicensees") in advertising and promotional materials for the purpose of marketing the Parties' relationship to Participating Entities. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this Article by any of their respective sublicensees.

3. *Use; Quality Control.*

a. Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

b. Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Upon written notice to the breaching party, the breaching party has 30 days of the date of the written notice to cure the breach or the license will be terminated.

4. *Termination.* Upon the termination of this Contract for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

B. **PUBLICITY.** Any publicity regarding the subject matter of this Contract must not be released without prior written approval from the Authorized Representatives. Publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Supplier individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

C. **MARKETING.** Any direct advertising, marketing, or offers with Participating Entities must be approved by Sourcewell. Send all approval requests to the Sourcewell Supplier Development Administrator assigned to this Contract.

D. **ENDORSEMENT.** The Supplier must not claim that Sourcewell endorses its Equipment, Products, or Services.

#### **14. GOVERNING LAW, JURISDICTION, AND VENUE**

The substantive and procedural laws of the State of Minnesota will govern this Contract. Venue for all legal proceedings arising out of this Contract, or its breach, must be in the appropriate state court in Todd County, Minnesota or federal court in Fergus Falls, Minnesota.

#### **15. FORCE MAJEURE**

Neither party to this Contract will be held responsible for delay or default caused by acts of God or other conditions that are beyond that party's reasonable control. A party defaulting under this provision must provide the other party prompt written notice of the default.

#### **16. SEVERABILITY**

If any provision of this Contract is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Contract is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

#### **17. PERFORMANCE, DEFAULT, AND REMEDIES**

A. **PERFORMANCE.** During the term of this Contract, the parties will monitor performance and address unresolved contract issues as follows:

1. *Notification.* The parties must promptly notify each other of any known dispute and work in good faith to resolve such dispute within a reasonable period of time. If necessary, Sourcewell and the Supplier will jointly develop a short briefing document that describes the issue(s), relevant impact, and positions of both parties.
2. *Escalation.* If parties are unable to resolve the issue in a timely manner, as specified above, either Sourcewell or Supplier may escalate the resolution of the issue to a higher level of management. The Supplier will have 30 calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Supplier must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Supplier fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, the Supplier will bear any additional costs incurred by Sourcewell and/or its Participating Entities as a result of such failure to proceed.

B. **DEFAULT AND REMEDIES.** Either of the following constitutes cause to declare this Contract, or any Participating Entity order under this Contract, in default:

1. Nonperformance of contractual requirements, or
2. A material breach of any term or condition of this Contract.

The party claiming default must provide written notice of the default, with 30 calendar days to cure the default. Time allowed for cure will not diminish or eliminate any liability for liquidated or other damages. If the default remains after the opportunity for cure, the non-defaulting party may:

- Exercise any remedy provided by law or equity, or
- Terminate the Contract or any portion thereof, including any orders issued against the Contract.

## 18. INSURANCE

A. REQUIREMENTS. At its own expense, Supplier must maintain insurance policy(ies) in effect at all times during the performance of this Contract with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

1. *Workers' Compensation and Employer's Liability.*

Workers' Compensation: As required by any applicable law or regulation.

Employer's Liability Insurance: must be provided in amounts not less than listed below:

Minimum limits:

\$500,000 each accident for bodily injury by accident

\$500,000 policy limit for bodily injury by disease

\$500,000 each employee for bodily injury by disease

2. *Commercial General Liability Insurance.* Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Contract.

Minimum Limits:

\$1,000,000 each occurrence Bodily Injury and Property Damage

\$1,000,000 Personal and Advertising Injury

\$2,000,000 aggregate for products liability-completed operations

\$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Supplier will maintain insurance covering all owned, hired, and non-owned automobiles in limits of liability not less than indicated below. The coverage must be subject to terms

no less broad than ISO Business Auto Coverage Form CA 0001 (2010 edition or newer), or equivalent.

Minimum Limits:

\$1,000,000 each accident, combined single limit

4. *Umbrella Insurance*. During the term of this Contract, Supplier will maintain umbrella coverage over Employer's Liability, Commercial General Liability, and Commercial Automobile.

Minimum Limits:

\$2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Professional Liability*. During the term of this Contract, Supplier will maintain coverage for all claims the Supplier may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Supplier's professional services required under this Contract.

Minimum Limits:

\$2,000,000 per claim or event

\$2,000,000 – annual aggregate

6. *Network Security and Privacy Liability Insurance*. During the term of this Contract, Supplier will maintain coverage for network security and privacy liability. The coverage may be endorsed on another form of liability coverage or written on a standalone policy. The insurance must cover claims which may arise from failure of Supplier's security resulting in, but not limited to, computer attacks, unauthorized access, disclosure of not public data – including but not limited to, confidential or private information, transmission of a computer virus, or denial of service.

Minimum limits:

\$2,000,000 per occurrence

\$2,000,000 annual aggregate

Failure of Supplier to maintain the required insurance will constitute a material breach entitling Sourcwell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcwell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcwell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcwell Supplier Development Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf.

Failure to request certificates of insurance by Sourcewell, or failure of Supplier to provide certificates of insurance, in no way limits or relieves Supplier of its duties and responsibilities in this Contract.

C. **ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE.** Supplier agrees to list Sourcewell and its Participating Entities, including their officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.

D. **WAIVER OF SUBROGATION.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Contract or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. **UMBRELLA/EXCESS LIABILITY/SELF-INSURED RETENTION.** The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

## **19. COMPLIANCE**

A. **LAWS AND REGULATIONS.** All Equipment, Products, or Services provided under this Contract must comply fully with applicable federal laws and regulations, and with the laws in the states and provinces in which the Equipment, Products, or Services are sold.

B. **LICENSES.** Supplier must maintain a valid and current status on all required federal, state/provincial, and local licenses, bonds, and permits required for the operation of the business that the Supplier conducts with Sourcewell and Participating Entities.

## **20. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION**

Supplier certifies and warrants that it is not in bankruptcy or that it has previously disclosed in writing certain information to Sourcewell related to bankruptcy actions. If at any time during this Contract Supplier declares bankruptcy, Supplier must immediately notify Sourcewell in writing.

Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Supplier further warrants that it will provide immediate written notice to Sourcwell if this certification changes at any time.

## **21. PROVISIONS FOR NON-UNITED STATES FEDERAL ENTITY PROCUREMENTS UNDER UNITED STATES FEDERAL AWARDS OR OTHER AWARDS**

Participating Entities that use United States federal grant or FEMA funds to purchase goods or services from this Contract may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Participating Entity accesses Supplier’s Equipment, Products, or Services with United States federal funds.

A. **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 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 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

B. **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 C.F.R. § 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 C.F.R. § 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. Supplier must be in compliance with all applicable Davis-Bacon Act provisions.

C. 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 C.F.R. § 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. This provision is hereby incorporated by reference into this Contract. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

D. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT. If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 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 C.F.R. § 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. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

E. CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387). Contracts and subgrants of amounts in excess of \$150,000 require 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).

Supplier certifies that during the term of this Contract will comply with applicable requirements as referenced above.

F. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 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 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 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. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

G. BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352). Suppliers must file any required certifications. Suppliers must not have 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. Suppliers must 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. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

H. RECORD RETENTION REQUIREMENTS. To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

I. ENERGY POLICY AND CONSERVATION ACT COMPLIANCE. To the extent applicable, Supplier must 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.

J. BUY AMERICAN PROVISIONS COMPLIANCE. To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

K. ACCESS TO RECORDS (2 C.F.R. § 200.336). Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and



records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

L. **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

M. **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

N. **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Contract or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Contract or any purchase by an authorized user.

O. **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Contract or any purchase by a Participating Entity.

P. **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

Q. **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Contract or any aspect related to the anticipated work under this Contract raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

R. U.S. EXECUTIVE ORDER 13224. The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

S. PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT. To the extent applicable, Supplier certifies that during the term of this Contract it will comply with applicable requirements of 2 C.F.R. § 200.216.

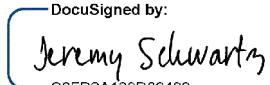
T. DOMESTIC PREFERENCES FOR PROCUREMENTS. To the extent applicable, Supplier certifies that during the term of this Contract will comply with applicable requirements of 2 C.F.R. § 200.322.

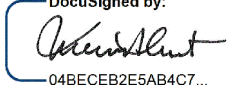
**22. CANCELLATION**

Sourcewell or Supplier may cancel this Contract at any time, with or without cause, upon 60 days' written notice to the other party. However, Sourcewell may cancel this Contract immediately upon discovery of a material defect in any certification made in Supplier's Proposal. Cancellation of this Contract does not relieve either party of financial, product, or service obligations incurred or accrued prior to cancellation.

Sourcewell

Diverse Tech Services, Inc.

DocuSigned by:  
  
By: C0FD2A139D06489...  
Jeremy Schwartz  
Title: Chief Procurement Officer  
Date: 3/14/2024 | 10:50 AM CDT

DocuSigned by:  
  
By: 04BECEB2E5AB4C7...  
William F. Laut  
Title: CFO  
Date: 3/14/2024 | 5:53 AM CDT

# RFP 121923 - Technology Products and Services with Related Solutions

---

## Vendor Details

Company Name: Diverse Tech Services, Inc.  
Address: 7135 Waldemar Dr.  
Indianapolis, IN 46268  
Contact: Amber Amores  
Email: avillalobos@diversegov.com  
Phone: 317-813-8000 4118  
Fax: 317-524-5700  
HST#: 461304332

## Submission Details

Created On: Wednesday November 01, 2023 06:43:20  
Submitted On: Monday December 18, 2023 14:41:14  
Submitted By: Susannah Quandt  
Email: squandt@diversetechservices.com  
Transaction #: fd550800-8b87-422c-977c-0b0d01553634  
Submitter's IP Address: 50.212.149.162

---

## Specifications

**Table 1: Proposer Identity & Authorized Representatives**

**General Instructions** (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

| Line Item | Question   | Response *   |
|-----------|--|--|
| 1         | Proposer Legal Name (one legal entity only):<br>(In the event of award, will execute the resulting contract as "Supplier")   | Diverse Tech Services, Inc.  |
| 2         | Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.  | N/A  |
| 3         | Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.   | N/A  |
| 4         | Provide your CAGE code or Unique Entity Identifier (SAM):  | 6ZGL8  |
| 5         | Proposer Physical Address:   | 7135 Waldemar Dr. Indianapolis, IN 46268   |
| 6         | Proposer website address (or addresses):   | www.diversetechservices.com  |
| 7         | Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer and, in the event of award, will be expected to execute the resulting contract): | Susannah Quandt<br>Managing Director<br>7135 Waldemar Dr. Indianapolis, IN 46268<br>squandt@diversetechservices.com<br>317-524-5700 x 6893 |
| 8         | Proposer's primary contact for this proposal (name, title, address, email address & phone):  | Susannah Quandt<br>Managing Director<br>7135 Waldemar Dr. Indianapolis, IN 46268<br>squandt@diversetechservices.com<br>317-524-5700 x 6893 |
| 9         | Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):   | N/A  |

**Table 2: Company Information and Financial Strength**

| Line Item | Question   | Response *   |
|-----------|--|--|
| 10        | Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested equipment, products or services. | <p>Diverse Tech Services is a Minority-owned Business Enterprise (MBE) celebrating 24 years of growth, success, and industry leadership. As a trusted partner to our clients, Diverse Tech Services enhances our customers' environments through a consultative approach that considers both the current and future state, generating a solid path forward to help our customers achieve their long-term technology goals.</p> <p>As a trusted partner to our clients, we have built a reputation for our unwavering commitment to transparency, integrity, and open communication. We view ourselves as an extension of our clients' teams, working collaboratively to understand their specific challenges and goals. By aligning our expertise with their vision, we have consistently delivered solutions that drive real business value.</p> <p>Today, with over two decades of experience, Diverse Tech Services stands as a trusted partner, serving clients in the government, non-profit, and education sector. Part of being a trusted partner includes a sales force aligned to our customers' needs. As a benefit to our customers, Diverse Tech Services has a dedicated sales force for the government, non-profit, and education sectors. These resources understand the intricacies of these environments and actively work to provide advanced technology neutral solutions in managed services, cloud computing, mobility, security, networking, IT asset management, audit management, sustainability</p> |

solutions, planning and valuation, data modernization, SD-WAN and LAN, edge computing, cybersecurity and many other offerings.

Looking ahead, Diverse Tech Services remains dedicated to its founding principles of diversity, teamwork, accountability, and integrity. We are excited to continue our journey, leveraging our expertise and experience to empower clients and drive meaningful progress in their technological environments.

#### Core Values

At Diverse Tech Services, our mission is to be the trusted technology partner of choice for businesses seeking to leverage technology to achieve their strategic objectives. We execute this mission through our core values inclusive of:

- Diversity, Equity, and Inclusion – We embrace and celebrate the diverse perspectives, backgrounds, and experiences of our team members, partners, and clients; As an MBE with 56% of our workforce belonging to one or more protected classes, we recognize the importance of diversity, equity and inclusion in the technology sector.
- Teamwork – We deliver exceptional service through collaboration in an inclusive environment where everyone's contributions are valued
- Accountability – We recognize technology is imperfect, and we create a path forward to remediate any deficiencies -- resulting in growth and improvement.
- Integrity – We have an unwavering commitment to integrity, which guides our honest and transparent interactions, making a positive impact on clients, partners, and the communities we serve.

#### Business Philosophy

At Diverse Tech Services, we build more than just technical solutions; we build lasting partnerships. Our philosophy is grounded in core principles that guide every interaction, project, and decision:

##### 1. Trusted Partnership:

We view ourselves as an extension of our clients' teams, working hand-in-hand to understand their unique challenges and goals. By aligning our expertise with their vision, we co-create solutions that drive real business value. Trust is the cornerstone of every successful partnership we cultivate.

##### 2. Transparency and Integrity:

Open and honest communication is at the heart of our business. We provide clear insights and realistic expectations from project initiation to completion. Our clients can rely on us for candid feedback, accurate timelines, and transparent pricing. We uphold the highest standards of integrity in all our interactions.

##### 3. Fun & Collaborative Culture:

A positive and inclusive work environment fuels creativity and innovation. We encourage a culture where every team member feels valued, heard, and empowered to bring their best ideas forward. Celebrating achievements, fostering camaraderie, and maintaining a sense of humor are all part of the Diverse Tech Services experience.

##### 4. Community Commitment:

We recognize the importance of giving back to the communities that support us. Through volunteer work, charitable donations, and community partnerships, make a positive impact beyond our business operations. We strive to be responsible corporate citizens, contributing to the greater good by giving each employee 40 hours of paid volunteer time per year. Examples of ways our employees have utilized their paid volunteer time include blood drives, volunteer experiences at local animal shelters, fundraising for local soup kitchens, the Meals on Wheels program, and Toys for Tots.

By embracing these principles, not only deliver exceptional IT services but also elevate the experiences of our clients, team members, and the communities we serve. Our business philosophy is woven into the fabric of Diverse Tech Services, shaping every relationship we cultivate.

#### Industry Longevity

With over 24 years of dedicated service, Diverse Tech Services has been at the forefront of delivering cutting-edge IT solutions, adapting to evolving technologies, and consistently exceeding client expectations. Our extensive track record demonstrates not only our resilience in a dynamic industry but also our ability to consistently innovate and provide sustainable value to our clients.

From the beginning, we rapidly gained recognition for our commitment to building lasting partnerships with clients.

|    |  |  |   |
|----|--|--|---|
|    |  | <p>As a testament to our longevity in the industry, Diverse Tech Services boasts a 99% client retention rate. We have been able to achieve this high retention rate through:</p> <ul style="list-style-type: none"> <li>• Continuous Learning and Certifications</li> <li>• Adaptability to Technological Changes</li> <li>• Participation in Industry Events and Communities</li> <li>• Mentoring and Knowledge Sharing</li> <li>• Project Success and Impact</li> <li>• Client and Stakeholder Relationships</li> <li>• Cross-Functional Collaboration</li> <li>• Industry Recognition and Awards</li> </ul>   |   |
| 11 | What are your company's expectations in the event of an award?   | <p>In the event of an award, Diverse Tech Services expects a collaborative approach with Sourcwell and its participating clients to satisfy their technology and professional service's needs. We also anticipate working directly with Sourcwell in a reciprocal manner to enroll our clients into the program for the future utilization of the cooperative procurement vehicle.</p> <p>Further, we anticipate collaboration with Sourcwell and its prospective clients by developing a strong operating and communication cadence. By forming a strong alliance with Sourcwell, we can maximize current and future client use of the cooperative purchasing vehicle, increasing market share for both entities.</p> <p>The advantage of this joint effort ensures current and future clients will reap the benefits of streamlining technology and service procurement.</p>   | * |
| 12 | Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.   | <p>We understand the critical importance of comprehensive financial assessments, and we are pleased to provide our liquidity and leverage ratios in the document upload section.</p> <p>Diverse Tech Services showcases robust financial health. Our liquidity ratios, notably above the industry standard of 1.0, indicate our strong capacity to meet short-term obligations without strain. This is a testament to our effective cash management strategies. Furthermore, our leverage ratios are significantly below the usual range of 4.0-5.0 for similar-sized companies, reflecting our prudent debt management and strong balance sheet. The equity ratio, higher than typical benchmarks, underscores our solid financial foundation and stability, setting us apart in the industry.</p> <p>In summary, our financial ratios align with industry standards and surpass benchmarks, reflecting a commitment to sound financial management and stability. We are confident that our strong financial acumen positions us as a reliable and prudent partner for Sourcwell and its participating entities.</p>              | * |
| 13 | What is your US market share for the solutions that you are proposing?   | Diverse Tech Services' current U.S. market share of less than 1%. This share represents our initial foothold in a highly competitive market, where we have successfully established a reputation for quality and innovation. Our participation in the Sourcwell RFP signifies a pivotal expansion strategy. We are poised to rapidly grow our market share, capitalizing on our proven capabilities and the extensive network and opportunities provided by Sourcwell."  | * |
| 14 | What is your Canadian market share for the solutions that you are proposing?   | All of Diverse Tech Services market share is derived from its US operations.   | * |
| 15 | Has your business ever petitioned for bankruptcy protection? If so, explain in detail.   | No, we have not ever petitioned for bankruptcy protection.   | * |
| 16 | How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization.<br>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?<br>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party? | <p>Diverse Tech Services is primarily a service provider, with a comprehensive network ensuring optimal service delivery.</p> <p>B. Our sales force, comprising 115 employees, includes both in-house and field-based professionals, alongside partner representatives in customer-facing roles. This diverse team structure allows for robust and responsive client engagement.</p> <p>Our service delivery is primarily executed by Diverse Tech Services employees, ensuring consistent quality and adherence to our high standards. In cases where extended reach or specialized skills are required, we collaborate with third-party service providers.</p> <p>Furthermore, our dealer network, comprising over 100 companies, reflects our commitment to diversity, equity, and inclusion. These dealers are independent entities, yet they align closely with our values and service quality expectations. This network significantly extends our ability to deliver a wide range of technological products and services, thus reinforcing our market presence and capability to meet diverse client needs effectively.</p> | * |

|    |  |   |
|----|--|---|
| 17 | <p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p> | <p>We acknowledge that Sourcewell members encompass government, educational, tribal, and non-profit entities. Through our extensive experience collaborating with these members, we've observed that they typically do not need many licenses or certifications from IT vendors. However, it is worth noting that there are distinct state-level business licenses and tax certificates that may be relevant and Diverse Tech Services is equipped with the requisite licenses to conduct business in every state covered by this contract.</p> <p>In cases where a local agency requires a license or certification that we may not possess, our sales force works collaboratively with our internal teams to obtain the required license or certification.</p> <p>It is important to highlight that Diverse Tech Services is fully compliant with CIPA, HIPAA, PCI, and CMMC standards. Our G service team has CompTIA CySA+, A+, Server+, Network+, MSCP, Cisco CCNA/CCNP, CCSP, CCENT, Qualys VM, Qualys PC, Evault/Carbonite, VCP 5.5, RedStorm, CISSP, FTOS Force 10 OS, FTOS, CMNA, Palo Alto ACE, PCI QIR, OSHA 30, Amano iParc, MTA OS, Networking, Security and Mobility, MaxPro DVM, ProWatch, Brivo, WPS, Firestop, Certiport IC3, CALE, MPC, CWT, CWT MAX and ERSI GIS</p> <p>In summary, Diverse Tech Services maintains a rigorous focus on compliance with industry standards and evolving technological requirements. We continuously update our certifications to stay aligned with the latest technology, ensuring our readiness to meet the varied and specific needs of Sourcewell members and their projects.</p> |
| 18 | <p>Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.</p>  | <p>Diverse Tech Services has never been suspended or debarred.</p>  |

**Table 3: Industry Recognition & Marketplace Success**

| Line Item | Question   | Response *   |
|-----------|--|--|
| 19        | Describe any relevant industry awards or recognition that your company has received in the past five years   | <p>Diverse Tech Services has been acknowledged for fostering an environment that empowers our team to thrive. Our commitment to creating a positive workplace has resulted in exceptional customer experiences and satisfaction. Our recent accolades include:</p> <p>Industry Leadership</p> <ul style="list-style-type: none"> <li>- Recognized on the prestigious Fortune 500 list</li> <li>- IBJ 2023 National Top Tech 25 Award Recipient</li> <li>- Microsoft Solutions Partner Award</li> <li>- Top Managed Services Providers</li> <li>- 50 Most Promising Microsoft Solutions Providers</li> <li>- 10 Most Innovative Unified Communications Solutions</li> <li>- Fastest Growing Tech Company in the Midwest</li> <li>- Technology Fast 50</li> </ul> <p>A sample of our recent partner recognitions:</p> <ul style="list-style-type: none"> <li>- North America NextWave Partner of the Year</li> <li>- Cisco Customer Experience Partner of the Year</li> <li>- Masergy Platinum Partner of the Year</li> <li>- MegaPath Pinnacle Award</li> <li>- Cisco SLED Partner of the Year</li> <li>- ACC Platinum Cup Award</li> <li>- Webex Software Partner of the Year</li> <li>- AWS Marketplace Partner of the Year</li> </ul> <p>Top Workplace Awards:</p> <ul style="list-style-type: none"> <li>- 2020, 2022, and 2023 Best Places to Work by Glassdoor</li> <li>- Best places to work by Nationally by Glassdoor for consecutive years running</li> </ul> <p>Commitment to Diversity:</p> <ul style="list-style-type: none"> <li>- Largest Minority Owned Business 2018, 2019, 2020, 2021, 2022, and 2023</li> </ul> <p>Veteran Support:</p> <ul style="list-style-type: none"> <li>- Awarded the National Veteran-Owned Business Association's Best Corporation for Veteran's Business Enterprises</li> </ul> <p>These recognitions reflect our dedication to excellence, diversity, and innovation. With our emerging Sourcwell partnership and our commitment to delivering outstanding customer satisfaction and technology solutions, we are eager to expand our industry recognition.</p> |
| 20        | What percentage of your sales are to the governmental sector in the past three years   | An average of 7.5% of Diverse Tech Services sales are to the governmental sector over the past three years. *  |
| 21        | What percentage of your sales are to the education sector in the past three years  | An average of 2.5% of Diverse Tech Services sales are to the education sector over the past three years. *   |
| 22        | List any state, provincial, or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?          | <p>Diverse Tech Services is actively pursuing cooperative purchasing and state contracts. We understand the significant impact such agreements, including Sourcwell contracts, have on expanding our reach in the public sector.</p> <p>We foresee these contracts as critical in our strategic plan to enhance service offerings to government, education, and non-profit entities. The potential of these contracts is integral to our growth, positioning us to substantially increase our client base and sales volume in these sectors.</p>   |
| 23        | List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years? | While Diverse Tech Services serves many government, education, and non-profit clients, we do not currently hold GSA contracts or Standing Offers and Supply Arrangements. *  |

**Table 4: References/Testimonials**

**Line Item 24.** Supply reference information from three customers who are eligible to be Sourcwell participating entities.

| Entity Name *                  | Contact Name *  | Phone Number * |
|--------------------------------|-----------------|----------------|
| Indianapolis Airport Authority | Matt Smith      | 317-487-1046   |
| Northeastern Wayne Schools     | Brandon Perkins | 765-847-2821   |
| Perry Township                 | Susie Day       | 317-788-4815   |



**Table 5: Top Five Government or Education Customers**

**Line Item 25.** Provide a list of your top five government, education, or non-profit customers (entity name is optional), including entity type, the state or province the entity is located in, scope of the project(s), size of transaction(s), and dollar volumes from the past three years.

| Entity Name  | Entity Type * | State / Province * | Scope of Work *   | Size of Transactions *                                  | Dollar Volume Past Three Years * |
|--------------|---------------|--------------------|---|---|----------------------------------|
| Confidential | Government    | Indiana - IN       | Diverse Tech Services provides phone services and Network Security Services with weekly client meetings.  | Ranges from orders from less than \$1,000 to \$500,000. | \$1,000,000 to \$2,000,000       |
| Confidential | Education     | Ohio - OH          | One of our top education customers has made extensive hardware and software purchases over the term of our relationship with them, utilizing a multitude of manufacturers and partners. | Orders of less than \$1,000 to \$250,000                | \$500,000 to \$1,000,000         |
| Confidential | Government    | Massachusetts - MA | Diverse Tech Services provides full MSP services, government compliance, server migration, and onsite Support.  | Ranges from orders of less than \$100 to \$500,000      | \$500,000 to \$1,000,000         |
| Confidential | Non-Profit    | Texas - TX         | Diverse Tech Services provides full MSP services, a network refresh, telephony, and server upgrade services.  | Ranges from orders of \$20,000 to \$75,000              | \$500,000 to \$1,000,000         |
| Confidential | Non-Profit    | Alabama - AL       | Diverse Tech Services provides MSP and project services.  | Ranges from orders of \$1,000 to \$55,000               | \$250,000 to \$500,000           |

**Table 6: Ability to Sell and Deliver Service**

Describe your company's capability to meet the needs of Sourcwell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

| Line Item | Question | Response * |
|-----------|----------|------------|
|           |          |            |

|    |   |  |
|----|---|--|
| 26 | Sales force.                                  | <p>Our company is strategically positioned to effectively meet the diverse needs of Sourcewell participating entities across the US with a road mapped expansion to Canada. Our comprehensive capability encompasses various facets, ensuring a seamless and dedicated approach to serving government, education, and non-profit clients.</p> <p>1. Network of Sales and Service Providers:<br/>We have strategically aligned our sales force and partner team, comprising 115 dedicated individuals, to territories across the US, with a focus on proximity to our 26 office locations.</p> <p>Our network is meticulously structured to optimize coverage and ensure that our teams are geographically accessible to Sourcewell participating entities.</p> <p>2. Number of Workers (Full-Time Equivalents) and Employment Structure:<br/>Our vertical-specific sales team is exclusively dedicated to government, education, and non-profit clients.<br/>Each sales team is composed of three key roles:</p> <ul style="list-style-type: none"> <li>• Territory Outside Sales Resource: Focused on expanding Sourcewell membership by identifying and onboarding new entities to the procurement vehicle.</li> <li>• Account Manager: Serves as a dedicated point of contact, establishing strong relationships, understanding client values, and addressing technological requirements. Additionally, this role ensures compliance with Sourcewell pricing and provides ongoing support through weekly touchpoints, business reviews, and future technology road mapping.</li> <li>• Account Services Specialist: Coordinates customer updates and scheduling, streamlining communication and ensuring efficient service delivery.</li> </ul> <p>These roles collectively contribute to our dedicated focus on the government, education, and non-profit sectors, providing specialized expertise tailored to the unique needs of Sourcewell participating entities.</p> <p>3. Overlap Between Sales and Service Functions:<br/>Our sales and service functions are tightly integrated, emphasizing a unified approach to client engagement.<br/>The collaborative efforts of our teams contribute to increased communication, collaboration, and an overall customer-centric experience.</p> <p>This integrated approach enhances client value, ensuring that our teams work cohesively to deliver comprehensive solutions and support.</p> <p>Our company's organizational structure, dedicated teams, and strategic alignment with Sourcewell participating entities showcase our commitment to providing tailored solutions and exceptional service to government, education, and non-profit clients.</p> |
| 27 | Dealer network or other distribution methods. | Diverse Tech Services sells directly to potential and current Sourcewell members.  |
| 28 | Service force.                                | <p>Our IT Service Force is integral to fulfilling our client commitments, particularly in the State, Local, and Education (SLED) market. This team's effectiveness stems from their rich experience, including unique insights gained from previous roles within government IT infrastructure.</p> <p>We have over 500 skilled employees and partner technicians forming our Service Force, strategically distributed to ensure local responsiveness. Our 26 offices nationwide support this localized service model, ensuring proximity to client sites for timely and efficient operations.</p> <p>Additionally, our Indianapolis-based remote support center, staffed with tier I-III technicians, works closely with our department leads to continually refine our remote service processes. This setup allows us to stay attuned to operational efficiencies and optimize our remote support services.</p> <p>Our focus on continuous improvement involves regular process reviews, identifying optimization opportunities, and implementing enhancements for more efficient and effective service delivery.</p>   |

|    |  |   |   |
|----|--|---|---|
| 29 | Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.  | <p>The ordering process for Sourcewell members involves two primary methods: For standard equipment procurement, members can use our efficient online e-commerce platform. For more complex projects, members will work directly with their designated Account Manager, who serves as a Single Point of Contact to scope the services required.</p> <p>Once project details, including budget, timeline, and key milestones, are discussed, and agreed upon, Diverse Tech Services drafts a Statement of Work (SOW) for client approval. Post-approval, our Project Services Director collaborates with the member to map out an implementation strategy.</p> <p>As projects transition to operational status, Sourcewell participating entities can contact Diverse Tech Services 24x7 contact center for any post-order inquiries or issue resolution.</p>  | * |
| 30 | Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.  | <p>Diverse Tech Services provides a customer-centric approach as reflected in our 99% retention rate. Diverse Tech Services has achieved this level of customer loyalty through the following methods:</p> <ul style="list-style-type: none"> <li>• Dedicated Program Director – Our Program Director serves as the single point of escalation and is responsible for the overall success of the customer satisfaction program.</li> <li>• Dedicated Account Manager – Our Account Managers serve as the Single Point of Contact for weekly customer quality calls, road mapping, service escalations, quality assurance, and invoicing.</li> <li>• Flexible Technical Support: Our US-based Technical Services Engineers offer personalized support, tailoring their approach to each client's history and needs.</li> <li>• 24x7x365 Multi-Channel Support – Our customer and project teams are here for our customers around the clock. Users can access these teams through phone, email, chat, text, or where applicable, by logging a service request through the DiverseIQ app on their device</li> <li>• SLAs and Response Times – Our support by severity level provides priority resolution. Severity 1: initial contact response is 1 hour with continuous 24x7 effort. Severity 2: initial contact response is in 2 hours with continuous 24x7 effort. Severity 3: initial contact response is in 4 hours with continuous effort during normal business hours. Severity 4: initial contact response is in 8 hours with effort during normal business hours</li> <li>• All of our service technicians are employees of Diverse Tech Services or our vetted partners, and they are incentivized via a competitive salary, and bonuses based on customer satisfaction score, on-time delivery, and other internal metrics. We add percentages into partner contracts to incentivize successful engagements. Additionally, we offer paid training, and employee-centric family events.</li> <li>• Satisfaction Surveys – Diverse Tech Services operates on a methodology of continuous improvement. Our technicians engage with our customers to understand their needs, address concerns, and resolve technical issues. This effort is why we are so highly recommended on Google Reviews, with 4.9 out of 5 stars and 168 reviews</li> </ul> <p>Overall, we view ourselves as an extension of our customer's organization and we engage in every interaction with the customer's satisfaction in mind. We see ourselves as collaborators, working hand in hand with our customers to understand the intricacies of their unique challenges, objectives, and goals. By aligning our expertise seamlessly with their vision, we strive not only to meet but to exceed expectations and tangible business value.</p> | * |
| 31 | Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.   | Diverse Tech Services is willing and able to provide technology services to all participating Sourcewell members. Diverse Tech Services has resources across the US stationed in key cities and in proximity to our customers.  | * |
| 32 | Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.  | Diverse Tech Services provides our portfolio of products and services in the US, but we have road mapped an expansion into Canada for future growth.  | * |
| 33 | Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.   | Diverse Tech Services can provide all services to Sourcewell members in the United States until we achieve our roadmap expansion into Canada.   | * |
| 34 | Identify any Sourcewell participating entity sectors (i.e., government, education, not-for-profit) that you will NOT be fully serving through the proposed contract. Explain in detail. For example, does your company have only a regional presence, or do other cooperative purchasing contracts limit your ability to promote another contract? | Diverse Tech Services will service all Sourcewell sectors. Our company has a presence across the US, and we do not hold a purchasing contract which would limit our ability to promote the Sourcewell procurement vehicle.  | * |

|    |  |   |   |
|----|--|---|---|
| 35 | Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories. | Diverse Tech Services does not have any restrictions. However, Hawaii, Alaska, and US Territories, may experience additional shipping and installation charges. | * |
|----|--|---|---|

**Table 7: Marketing Plan**

| Line Item | Question   | Response *   |   |
|-----------|--|--|---|
| 36        | Describe your marketing strategy for promoting this contract opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response. | <p>When Diverse Tech Services is awarded a Sourcwell contract, we will work closely with Sourcwell to identify and onboard new clients to utilize this procurement vehicle. We will accomplish this by leveraging our existing marketing strategy and directly marketing to potential clients in the following ways:</p> <ol style="list-style-type: none"> <li>1. Digital Presence Enhancement: Focus on SEO and SEM strategies, a dedicated Sourcwell e-commerce portal, and social media updates.</li> <li>2. Direct and Email Marketing: Targeted email campaigns and direct mail materials, with personalization in email marketing.</li> <li>3. Event Sponsorship and Webinars: Participation in various government and procurement conferences, along with hosting webinars.</li> <li>4. Targeted Collateral Creation: Designing brochures and service sheets tailored for Sourcwell members.</li> <li>5. Social Media Strategy: Video marketing engagement on platforms like X, LinkedIn, TikTok, Facebook, and Instagram.</li> <li>6. Performance Tracking and Adaptation: Monitoring marketing activities via digital analytics and adjusting strategies accordingly.</li> <li>7. Partnership and Community Engagement: Building relationships with local communities, educational institutions, government entities, and more.</li> <li>8. Compliance and Reporting: Ensuring all marketing activities comply with Sourcwell's guidelines and preparing reports on campaign outcomes.</li> </ol> <p>Through the preceding items, Diverse Tech Services places emphasis on relationship building as a key mechanism to success in securing new clients to enroll in the Sourcwell contract. Through consistent contact with key stakeholders and decision makers, Diverse Tech Services continues to nurture our relationships to achieve our client's long-term technology goals.</p> | * |
| 37        | Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.  | <p>To remain relevant in any industry, a digital presence is essential. Diverse Tech Services utilizes an omni-channel marketing approach where we engage across platforms in a targeted and efficient manner to reach our clients. We reach our clients through:</p> <ol style="list-style-type: none"> <li>1. Artificial intelligence and data analytics for customer insights and key performance indicators</li> <li>2. Website SEO optimization and SEM for paid advertising</li> <li>3. Targeted Social Media content with a thought leadership focus to reach a narrowed C-level audience</li> <li>4. Automated email marketing with emphasis on personalization .</li> <li>5. Metadata usage including title tags, meta descriptions, hashtags, and keywords that provide a structured mechanism to organize the identifiable categorizations</li> <li>6. Video marketing – Diverse Tech Services creates fun, collaborative, and relevant technology videos to engage our clients through humor.</li> </ol> <p>These efforts enable us to increase brand awareness and customer engagement throughout the sales lifecycle.</p>  | * |

|    |   |   |
|----|---|---|
| 38 | In your view, what is Sourcewell's role in promoting contracts arising out of this RFP? How will you integrate a Sourcewell-awarded contract into your sales process?                     | <p>Diverse Tech Services views Sourcewell as a collaborative partner. Our joint marketing efforts will educate members about the contract, its benefits, and how to utilize it effectively. These marketing efforts could include training sessions, webinars, and other resources to promote awareness and understanding.</p> <p>This collaborative initiative aligns with our structured sales organization, which includes our existing teams for the State, Local, and Education (SLED) sector, as well as the non-profit vertical. Upon securing a Sourcewell-awarded contract, we will utilize the specialized expertise of these teams. The smooth integration of the Sourcewell contract into our sales process is made possible by our pre-existing relationships with a diverse array of SLED and non-profit agencies. This foundation of established connections not only streamlines the incorporation of Sourcewell but also ensures a cohesive and efficient approach to meeting the unique needs of our clients in these sectors.</p> <p>As an integral component of our contract promotion strategy, we will deploy a comprehensive communication effort. This includes an initial announcement to our clients, alerting them to the opportunity to optimize their technology procurement needs through the Sourcewell contract. This communication seamlessly integrates into our client education process throughout the sales cycle. This proactive approach ensures that our clients are well-informed and empowered to make knowledgeable decisions, contributing to a smooth adoption of the Sourcewell contract.</p> |
| 39 | Are your products or services available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it. | <p>Yes, Diverse Tech Services has an online e-procurement system, akin to Amazon, available for clients to purchase technology products and services. This cloud-based application keeps real-time inventory and pricing, removing the manual effort on transactional purchases. Our e-procurement system enables clients to purchase pre-approved items from Diverse Tech Services, online, 24/7. The system also enables purchase tracking so clients can see the status of their order at any time. This platform is used by numerous SLED and non-profit customers nationwide.</p>  |

Table 8: Value-Added Attributes

| Line Item | Question   | Response *   |
|-----------|--|--|
| 40        | Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply. | <p>Diverse Tech Services has a holistic suite of training programs to educate clients on key aspects of equipment, software, maintenance, and operation. Our industry standard training methods include onsite or virtual learning, facilitated by our in-house product experts. These learning events can occur via:</p> <ul style="list-style-type: none"> <li>• Onsite workshops</li> <li>• Virtual workshops</li> <li>• Tech bootcamps</li> <li>• Custom user manuals</li> <li>• Documentation sessions</li> <li>• Online courses and tutorials</li> <li>• Onsite seminars</li> <li>• Virtual seminars</li> <li>• Webinar</li> <li>• Train the trainer</li> <li>• Pre-recorded videos</li> </ul> <p>We recommend a standard product training program for new customers, however, training is optional. Diverse Tech Services has more in-depth training available at any time on a time-and-material or fixed-cost basis, ensuring flexibility and cost-effectiveness.</p> <p>Our overarching objective is to empower Sourcewell entities by optimizing the efficiency and durability of their operations through our specialized training programs.</p>           |
| 41        | Describe any technological advances that your proposed products or services offer.   | <p>At Diverse Tech Service, we are constantly evolving as technology changes, providing best-in-class solutions to our clients. Diverse Tech Services works with our clients to understand the unique challenges within their organizations.</p> <p>Our product portfolio reflects the latest advances in technology, ensuring that our clients benefit from innovative solutions.</p> <p>Our forward-looking approach involves outlining a trajectory for an organization's IT initiatives and aligning them with overarching business goals. By incorporating technological advances into the roadmap, businesses can stay agile and responsive to the rapidly evolving tech landscape. This involves anticipating and leveraging emerging technologies, such as artificial intelligence, cloud computing, and cybersecurity advancements, to drive innovation and maintain a competitive edge.</p> <p>Diverse Tech Services thoroughly tests each technology solution and service we sell, and we are properly certified and trained on the solution. This ensures we provide superior service and that we meet the road mapped statement of work expectations.</p> |

|    |   |  |
|----|---|--|
| 42 | Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.   | <p>Diverse Tech Services maintains high standards for sustainability and corporate responsibility.</p> <p>We actively promote environmentally conscious efforts within our locations via posting environmental policies in common gathering areas.</p> <p>Specific steps Diverse Tech Services takes for our green initiative includes:</p> <ol style="list-style-type: none"> <li>1. Default double-sided printing</li> <li>2. Encourage employees to bring multi-use containers for coffee and lunches</li> <li>3. Utilize electronic communication to reduce paper usage.</li> <li>4. Clearly marked recyclable bins</li> <li>5. Removal of Styrofoam and other environmentally harmful products.</li> <li>6. Utilize motion sensor lights, turn-off computers, and other non-essential electricity items for energy saving</li> <li>7. Use Energy Star appliances</li> <li>8. Low-flow and/or auto-shutoff kitchen and bathroom faucets.</li> <li>9. Recycling and/or donation of used office equipment and furniture.</li> </ol> <p>Diverse Tech Services' commitment to sustainability and corporate responsibility are integrated into our daily operations. These green initiatives not only contribute to a healthier planet but also resonate with our clients and partners who share our values of environmental stewardship and sustainable practices.</p>   |
| 43 | Identify any third-party issued eco-labels, ratings or certifications that your company has received for the equipment or products included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors. | <p>Given the nature of third party issued eco-labels, ratings, and certifications, Diverse Tech Services does not currently hold any certifications, as we are not a manufacturer. Within our product offering, we provide many EPEAT and Energy Star options, and we prefer to work with eco-friendly manufacturers.</p>  |
| 44 | Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.    | <p>Diverse Tech Services is a Minority-owned, woman-led business. We have included a copy of our certification in the document uploads section.</p>  |
| 45 | What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?  | <p>As an agile company, Diverse Tech Services stands out through our commitment to flexibility, expertise, and client success in the following ways:</p> <ul style="list-style-type: none"> <li>• Tailored Service Teams: We assign dedicated teams based on project complexity, ensuring specialized support.</li> <li>• Industry Experience: With 24 years in the sector, our deep industry knowledge directly benefits clients.</li> <li>• High Client Retention: Our 99% retention rate underlines our reliability and trustworthiness. Diverse Tech Services has achieved this level of customer loyalty through dedicated programs and personnel</li> <li>• 24x7x365 Multi-Channel Support: Our customer and project teams are here for our customers around the clock. Users can access these teams through phone, email, chat, text, or where applicable, by logging a service request via DiverselQ.</li> <li>• Specialized Sales Team: Our sales personnel are experienced in the SLED and non-profit sectors.</li> <li>• Adaptive Service Model: We rapidly adjust to changing client needs, delivering scalable technology solutions.</li> <li>• Diverse Workforce: As a Minority Business Enterprise (MBE), Diverse Tech Services not only champions diversity in ownership but also in our workforce, with 56% of our staff identifying as part of one or more protected classes. This diversity fosters unique perspectives and innovative solutions, enhancing the services we offer to Sourcewell entities.</li> </ul> <p>These attributes make our solutions particularly valuable for Sourcewell entities, reflecting a unique blend of experience, adaptability, and customer-centric focus.</p> |

**Table 9A: Warranty**

**Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your warranty materials (if applicable) in the document upload section of your response in addition to responding to the questions below.**

| Line Item | Question  | Response *  |
|-----------|---|---|
| 46        | Do your warranties cover all products, parts, and labor?  | Diverse Tech Services upholds all manufacturer warranties, ensuring our clients have a seamless and hassle-free experience. We actively manage warranty processes on behalf of our customers, resulting in prompt and customer-friendly solutions. In addition to product and parts warranties, our labor services are backed by a pledge to continue working until the services fully align with the agreed-upon statement of work. This comprehensive approach to warranties affirms our dedication to quality service and client satisfaction. |
| 47        | Do your warranties impose usage restrictions or other limitations that adversely affect coverage?   | Diverse Tech Services aligns with the usage restrictions and limitations set forth in the manufacturer's warranties. For products outside the warranty period, we strive to find cost-effective solutions by sourcing alternate units through commercially reasonable efforts. This approach ensures that our customers receive the best possible support and value, even when dealing with out-of-warranty products.   |
| 48        | Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?   | Yes.  |
| 49        | Are there any geographic regions of the United States or Canada (as applicable) for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell participating entities in these regions be provided service for warranty repair? | No, there are not any locations where we cannot provide a certified technician in the United States for warranty repairs. Remote locations may experience additional cost for services. Diverse Tech Services has a road mapped expansion to Canada in our growth plan.   |
| 50        | Will you cover warranty service for items made by other manufacturers that are part of your proposal, or are these warranties issues typically passed on to the original equipment manufacturer?  | We facilitate warranty work on our customers' behalf for efficient customer-friendly resolution.  |
| 51        | What are your proposed exchange and return programs and policies?   | Diverse Tech Services does exchange and return programs based on the manufacturer's warranty or purchased extended warranty.  |
| 52        | Describe any service contract options for the items included in your proposal.  | Sourcewell clients can purchase extended service contracts on certain products in one-year increments.  |

**Table 9B: Performance Standards or Guarantees**

Describe in detail your performance standards or guarantees, including conditions and requirements to qualify, claims procedure, and overall structure. You may upload representative samples of your performance materials (if applicable) in the document upload section of your response in addition to responding to the questions below.

| Line Item | Question   | Response *   |
|-----------|--|--|
| 53        | Describe any performance standards or guarantees that apply to your services                             | <p>Diverse Tech Services' performance standards and guarantees align with industry best practices. The specific guarantees can vary based on the nature of the services provided and the needs of the client. Diverse Tech Services offers:</p> <ul style="list-style-type: none"> <li>• Tailored Performance Standards: Each service we provide is backed by custom performance standards, developed to align precisely with the client's specific needs and project requirements.</li> <li>• Quality Guarantees: We enforce strict quality management protocols based on ISO standards, ensuring all deliverables meet the highest industry benchmarks.</li> <li>• Service Level Agreements (SLAs): Our services are governed by comprehensive SLAs, detailing our commitment to timely and effective solutions.</li> <li>• Project-Specific Guarantees: For every project, we provide guarantees tailored to the scope and objectives, ensuring that our solutions adhere to the highest standards of excellence and client satisfaction.</li> <li>• Continuous Improvement and Compliance: We regularly review and adapt our processes for continuous improvement, ensuring compliance with both industry standards and client expectations.</li> </ul> <p>Our approach ensures that each project is executed with the highest degree of professionalism and adherence to quality, providing our clients with the assurance of excellence and reliability.</p> |
| 54        | Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.) | <p>For procurement, Diverse Tech Services follows our manufacturer's return policies and service level guarantees where applicable.</p> <p>Regarding managed services, our service guarantees revolve around our SLAs and response times, as follows:</p> <ol style="list-style-type: none"> <li>1. Severity 1: initial contact response is 1 hour with continuous 24x7 effort.</li> <li>2. Severity 2: initial contact response is in 2 hours with continuous 24x7 effort.</li> <li>3. Severity 3: initial contact response is in 4 hours with continuous effort during normal business hours.</li> <li>4. Severity 4: initial contact response is in 8 hours with effort during normal business hours</li> </ol> <p>Internally, Diverse Tech Services tracks and monitors critical service KPIs including but not limited to:</p> <ol style="list-style-type: none"> <li>1. First call response</li> <li>2. First call resolution</li> <li>3. Re-open rates</li> <li>4. Average time to completion</li> <li>5. SLA adherence</li> <li>6. Customer survey scores</li> </ol> <p>We utilize this information in our continuous improvement efforts for increased customer satisfaction.</p>   |



**Table 10: Payment Terms and Financing Options**

| Line Item | Question   | Response *  |
|-----------|--|---|
| 55        | Describe your payment terms and accepted payment methods.  | Diverse Tech Services' payment terms are Net 30 from the date printed on the invoice. We accept checks, direct deposit via ACH, and credit card payments. |
| 56        | Describe any leasing or financing options available for use by educational or governmental entities.   | Diverse Tech Services provides leasing and financing through our company and select manufacturers on an as needed basis.                                  |
| 57        | Describe any standard transaction documents that you propose to use in connection with an awarded contract (order forms, terms and conditions, service level agreements, etc.). Upload a sample of each (as applicable) in the document upload section of your response. | Diverse Tech Services has uploaded samples of our MSA inclusive of our terms and conditions.  |
| 58        | Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?  | Yes, we accept P-Card payments. In most cases there is no fee charged to our clients, but it depends on the administrative fee.                           |

**Table 11: Pricing and Delivery**

Provide detailed pricing information in the questions that follow below. Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract as described in the RFP, the template Contract, and the Sourcwell Price and Product Change Request Form.

| Line Item | Question  | Response *   |
|-----------|---|--|
| 59        | Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.                                | Diverse Tech Services is proposing a percentage discount from Diverse Tech Services' Catalog Pricing for procurement. Diverse Tech Services has uploaded our catalogs in the corresponding section.  |
| 60        | Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.  | Diverse Tech Services list price is already heavily discounted, however we commit to providing an additional discount of 5% to Sourcwell participants as a not-to-exceed rate. Based on the scope of work Diverse Tech Services can provide greater discounts to Sourcwell members as opportunities present themselves.  |
| 61        | Describe any quantity or volume discounts or rebate programs that you offer.  | Diverse Tech Services provides an additional 1% discount for orders over \$2,000,000.00.   |
| 62        | Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "nonstandard options". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.  | Diverse Tech Services can provide non-standard items at a cost plus a percentage of cost to be negotiated in a quote upon procurement.   |
| 63        | Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer. | <p>All additional fees are determined on a per-project basis, contingent upon the scope and details outlined in the contract and statement of work. Our professional and configuration services, covered by service contracts, offer flexibility in terms of contractual arrangements, which can be either fixed-cost or time-and-material. In the case of time-and-material contracts, supplementary charges for travel time, lodging, and airfare are applied on a per-charge basis, clearly outlined in the statement of work agreement. Additionally, specific certification requirements, such as background checks for service personnel, may result in additional charges.</p> <p>For managed services, unscheduled after-hours support for out-of-scope engagements will be subject to a charge of 2 (two) times the amount of our rate card, with a minimum of 2 (two) hours per engagement.</p> <p>This comprehensive approach allows us to tailor our pricing structure to the specific needs and preferences of our clients while maintaining transparency and clarity in our fee structure.</p> |

|    |  |   |   |
|----|--|---|---|
| 64 | If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program. | Diverse Tech Services provides Sourcewell participants an estimated shipping cost from our e-procurement portal. Freight, shipping, and delivery terms are dependent upon the items ordered, size, weight, and their destination.   | * |
| 65 | Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.                                  | Diverse Tech Services provides Sourcewell participants in Alaska, Hawaii, and US Territories with an estimated shipping cost from our e-procurement portal. Freight, shipping, and delivery terms are dependent upon the items ordered, size, weight, and their destination.  | * |
| 66 | Describe any unique distribution and/or delivery methods or options offered in your proposal.  | <p>We differentiate ourselves through innovative distribution and delivery methods designed to enhance efficiency and meet the diverse needs of our clients. One notable aspect is our adoption of a multi-channel distribution approach, leveraging both traditional supply chain networks and cutting-edge digital platforms.</p> <p>Additionally, we offer personalized delivery options, allowing clients to choose from a range of shipping and fulfillment alternatives based on their specific requirements. Whether it is expedited shipping for urgent needs, environmentally conscious delivery methods, or customized scheduling for large-scale orders, our delivery and distribution network is tailored to accommodate diverse preferences.</p> <p>Moreover, our utilization of advanced tracking and logistics technology provides real-time visibility into the delivery process. Clients can monitor the status of their orders, track shipments, and receive timely updates, enhancing transparency and fostering confidence in the reliability of our distribution and delivery methods.</p> <p>Furthermore, Diverse Tech Services boasts a large pool of in-house resources, along with our other vetted and approved service providers for service delivery. For virtual service delivery, we utilize a tool for remote monitoring and management via an encrypted connection to access remote IT infrastructure.</p> <p>Our cohesive delivery and distribution strategy results in a tailored and efficient distribution process that aligns with the unique preferences and requirements of our clients.</p> | * |

**Table 12: Pricing Offered**

| Line Item | The Pricing Offered in this Proposal is: *  | Comments   |
|-----------|---|--|
| 67        | c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments. | Diverse Tech Services has offered additional discounts as noted in our pricing catalogs that we would not offer other customers. |

**Table 13: Audit and Administrative Fee**

| Line Item | Question   | Response *  |
|-----------|--|---|
| 68        | Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell. Provide sufficient detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template. | Diverse Tech Services utilizes an online system enabling us to run compliance and fee reports. We are able to label pricing as Sourcewell only pricing and tag clients as Sourcewell participating entities within our system. This enables us to gather the required reporting information for remitting proper quarterly administrative fees. The dedicated Sourcewell Program Manager reviews compliance and fee reports weekly for accuracy.  |
| 69        | If you are awarded a contract, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the contract.  | <p>Diverse Tech Services defines success on the Sourcewell contract as satisfaction of Sourcewell participating entities, membership growth year over year, increased spend among members, responsiveness, and a true partnership to understand participating entities' unique needs.</p> <p>Diverse Tech Services asserts the following metrics are good indicators of success:</p> <ol style="list-style-type: none"> <li>1. Number of new entities utilizing the contract</li> <li>2. New customer spend</li> <li>3. Current customer growth</li> <li>4. Customer satisfaction through routine surveys</li> <li>5. Cost compliance</li> <li>6. On-time delivery rate</li> <li>7. Average time for issue resolution</li> <li>8. Percentage of agreements renewed or extended</li> </ol> <p>Being mindful of adherence to the defined metrics ensures a mutually beneficial partnership among Sourcewell, Diverse Tech Services, and participating entities.</p> |
| 70        | Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)   | Diverse Tech Services proposes a 1.5% administrative fee for the Sourcewell contract.   |

**Table 14A: Depth and Breadth of Offered Equipment Products and Services**

***Proposers must designate if they are seeking an award in Category 1 only or Categories 2 and/or 3. As stated in Section II. B.1. of "REQUESTED EQUIPMENT, PRODUCTS, OR SERVICES," Proposers responding to Category 1 must offer a complete electronic catalog system permitting Sourcewell and Sourcewell Participating Entities to make web-based purchases."***

Proposers submitting a proposal in Category 1 must include at least one solution in each of Categories 1, 2, and 3 within its singular proposal. For example, if a Proposer offers solutions within the scope of Category 1, 2 and 3 the Proposer should designate it is seeking an award in Category 1. Proposers seeking award in Category 2 and/or 3 must include at least one solution offered within the scope of the desired Category.

| Line Item | Category 1   | Category 2   | Category 3   |
|-----------|--|--|--|
| 71        | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <input checked="" type="radio"/> Yes<br><input type="radio"/> No |

**Table 14B: Depth and Breadth of Offered Equipment Products and Services**

| Line Item | Question | Response * |
|-----------|----------|------------|
|-----------|----------|------------|

|           |   |  |
|-----------|---|--|
| <p>72</p> | <p>Provide a detailed description of the equipment, products, and services that you are offering in your proposal.</p>                          | <p>Diverse Tech Services closely collaborates with clients to ensure a cohesive customer experience and operational proficiency. Leveraging a comprehensive array of established and innovative technologies, we gain critical insights to offer customized solutions. As part of our proposal, we offer the following services by category.</p> <p>Category 1<br/> Procurement Services – Diverse Tech Services utilizes best practices in procurement services to acquire the right products, at favorable prices, with suitable terms, while meeting the business' needs. Diverse Tech Services has established partnerships with a multitude of manufacturers enabling us to provide our clients with scalable, cutting-edge technology.<br/> Technology Services – Our US-based Service team, with an average of 20 years of experience, performs hardware configuration, implementation, and device security services.</p> <p>Category 2<br/> Software as a Services (SaaS) – With more than 24 years in the industry, Diverse Tech Services provides subscription-based cloud services, enabling our clients to have access to their IT infrastructure on any device. Our cloud services include best-in-class software maintenance, and automatic updates. These scalable solutions let our customers quickly add or reduce the number of users as business needs dictate.</p> <p>Cyber Security - Diverse Tech Services' robust cybersecurity offering includes application security, security awareness and training, datacenter and cloud security, and threat and vulnerability management.</p> <p>Managed Services – We work diligently with customers to provide a unified experience and increased business competence. Our US-based service technicians provide helpdesk services through our DiverseIQ application, telephone, and email. This easy access provides for seamless maintenance, monitoring, and endpoint security.</p> <p>Data Analytics – Through data modernization Diverse Tech Services can clean and process data, analyze large amounts of data, perform exploratory data analysis, create descriptive, prescriptive, and predictive analytics, data visualization, statistical analysis, text analytics and natural language processing.</p> <p>Identity and Access Controls – Diverse Tech Services helps protect organizations' systems, data, and resources from unauthorized access, whether physically or electronically. Our identity management solutions identify, authenticate, and authorize users via single sign on, privilege management and physical card, enabling users to securely access the data and physical space needed to perform their jobs.</p> <p>Category 3<br/> IT Asset Management Services – Security has always been at the core of Diverse Tech Services' products and services, and we have long worked to protect people, businesses, and government entities by sharing our expertise and security best practices. Through our IT Asset Management Services, we effectively acquire, deploy, manage, track, and dispose of assets. Proactive asset management enables us to monitor and manage the entire lifecycle from acquisition to disposal. Asset management also enables us to more effectively service assets in our Category 1 offering.</p> |
| <p>73</p> | <p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p> | <p>Our IT consulting solutions include business insights and outcome-based solutions. Diverse Tech Services includes, but is not limited to the following subcategories:</p> <p>Category 1</p> <p>Hardware:</p> <ul style="list-style-type: none"> <li>• Computers &amp; Tablets</li> <li>• Data Storage</li> <li>• Electronics &amp; Devices</li> <li>• Monitors &amp; Projectors</li> <li>• Networking &amp; Security</li> <li>• PC &amp; Server Components</li> <li>• Phones &amp; Video Conferencing</li> <li>• Power Management</li> <li>• Printer &amp; Printer Supplies</li> <li>• Servers &amp; Server Management</li> </ul> <p>Software:</p> <ul style="list-style-type: none"> <li>• Licensing</li> <li>• Antivirus &amp; Security</li> <li>• Backup Software</li> <li>• Business Software</li> <li>• Database Software</li> </ul>   |

|  |  |  |
|--|--|--|
|  |  | <ul style="list-style-type: none"> <li>• Document Management</li> <li>• Graphics, Audio, Video Software</li> <li>• Internet/Communications Software</li> <li>• Networking Software</li> </ul> <p>Services:</p> <ul style="list-style-type: none"> <li>• Managed Services</li> <li>• IT Lifecycle</li> <li>• Next-Generation Infrastructure</li> <li>• Modern Workspace</li> </ul> <p>Category 2</p> <p>Software as a Services (SaaS):</p> <ul style="list-style-type: none"> <li>• Subscription-based cloud services</li> <li>• Software maintenance</li> <li>• Automatic updates</li> <li>• Ransomware protection</li> <li>• Collaboration and Communication</li> <li>• Customer Relationship Management</li> <li>• Enterprise Resource Planning</li> <li>• Human Resources Management</li> <li>• Project Management</li> <li>• Financial Management</li> <li>• Marketing Automation</li> <li>• Content Management System</li> <li>• Sales Enablement</li> <li>• Security and Compliance</li> <li>• Customer Support and Service</li> <li>• Learning Management System</li> </ul> <p>Cybersecurity:</p> <ul style="list-style-type: none"> <li>• Application security</li> <li>• Security awareness and training</li> <li>• Datacenter and cloud security</li> <li>• Threat and vulnerability management</li> </ul> <p>Managed Services:</p> <ul style="list-style-type: none"> <li>• Helpdesk services</li> <li>• Maintenance</li> <li>• Monitoring</li> <li>• Endpoint security</li> </ul> <p>Data Analytics:</p> <ul style="list-style-type: none"> <li>• Clean and process data</li> <li>• Analyze large amounts of data</li> <li>• Exploratory data analysis</li> <li>• Descriptive, prescriptive, and predictive analytics, Data visualization</li> <li>• Statistical analysis</li> <li>• Text analytics</li> <li>• Natural language processing</li> </ul> <p>Identity and Access Controls:</p> <ul style="list-style-type: none"> <li>• Single sign on</li> <li>• Privilege management</li> <li>• Physical card access</li> </ul> <p>Category 3</p> <ul style="list-style-type: none"> <li>• Deploy equipment</li> <li>• Manage equipment</li> <li>• Track equipment</li> <li>• Disposal of equipment</li> </ul> |
|--|--|--|

**Table 15A: Category 1 - Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed types or classes of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

| Line Item | Category or Type | Offered * | Comments |
|-----------|------------------|-----------|----------|
|-----------|------------------|-----------|----------|

|    |  |  |  |
|----|--|--|--|
| 74 | Computer hardware, including desktops, laptops, tablets, and related devices;  | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <p>Diverse Tech Services has cultivated strategic alliances with a diverse array of industry-leading manufacturers. This strategic positioning empowers us to deliver to our clients not only scalable solutions but also access to the latest and most innovative technologies in the market. Examples of manufacturers we work with include but are not limited to:</p> <ul style="list-style-type: none"> <li>• HP</li> <li>• Lenovo</li> <li>• Dell</li> <li>• Apple</li> <li>• Microsoft</li> <li>• Google</li> <li>• Acer</li> <li>• Samsung</li> <li>• LG</li> <li>• Asus</li> <li>• Toshiba</li> <li>• Sony</li> </ul> |
| 75 | Networking, server, and data storage equipment, including servers, server appliances, racks and cabinets, data storage or data protection devices, and switching technology;   | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <p>Diverse Tech Services has partnerships with a wide spectrum of leading manufacturers. This strategic alignment enables us to deliver the latest and most advanced solutions in the market. Examples of manufacturers we work with include but are not limited to:</p> <ul style="list-style-type: none"> <li>• HPE</li> <li>• Cisco</li> <li>• Fortinet</li> <li>• Ruckus</li> <li>• Juniper</li> <li>• Palo Alto</li> <li>• Vertiv</li> <li>• VMWare</li> </ul>  |
| 76 | Peripherals, accessories, components, and options, including printers, scanners, monitors, audio visual, digital signage, virtual reality, Esports equipment, unified communication hardware, mobility hardware, cabling, modems, routers, switches, power management, and supplies; | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <p>Diverse Tech Services provides products that complement our preceding offerings. These include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Mitel</li> <li>• Avaya</li> <li>• Polycom</li> <li>• Epson</li> <li>• Ricoh</li> <li>• Brother</li> <li>• Yealink</li> <li>• CradlePoint</li> <li>• Peplink</li> <li>• Logitech</li> <li>• HP</li> <li>• Vertiv</li> <li>• AMX</li> <li>• Crestron</li> <li>• Samsung Display</li> <li>• LG Electronics</li> <li>• NEC Display Solutions</li> </ul>   |

|    |   |  |  |
|----|---|--|--|
| 77 | Software related to the purchase of the equipment described in Lines 74-76 above;   | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | Diverse Tech Services has cultivated a network of software manufacturing partners including but not limited to: <ul style="list-style-type: none"> <li>• Google Workspace</li> <li>• Microsoft Office</li> <li>• ServiceNow</li> <li>• Qualys</li> <li>• Adobe</li> <li>• Zoho</li> <li>• Microsoft Dynamics</li> <li>• Proofpoint</li> <li>• Carbon Black</li> <li>• Trello</li> <li>• Asana</li> <li>• Microsoft Project</li> <li>• Zendesk</li> <li>• Freshdesk</li> <li>• QuickBooks</li> <li>• Sage</li> <li>• AutoCAD</li> <li>• Fortinet FortiGate</li> <li>• Cisco ASA</li> <li>• Hubspot</li> <li>• Slack</li> <li>• Salesforce</li> <li>• Marketo</li> <li>• MailChimp</li> <li>• Zappier</li> <li>• AWS</li> <li>• Azure</li> <li>• Canvas</li> <li>• KnowBe4</li> <li>• Metallic</li> <li>• SAP</li> <li>• Oracle</li> </ul>   |
| 78 | Configuration, software implementation, hardware installation, support, assessment, training, and asset lifecycle services related to the purchase of the equipment or software described in Lines 74-77 above; and | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | Diverse Tech Services specializes in providing comprehensive solutions for the entire lifecycle of services inclusive of implementation, installation, integration, customization, maintenance, training, and support. We recognize our customers have varying degrees of IT maturity, and Diverse Tech Services' offerings caters to those variations. <p>Our support services encompass:</p> <p>Configuration:</p> <ul style="list-style-type: none"> <li>• Tailoring hardware and software settings to meet specific client requirements.</li> <li>• Customization of operating systems and applications.</li> <li>• Network configuration for seamless integration.</li> <li>• Addressing mobility, end user, and data center needs.</li> </ul> <p>Software Implementation:</p> <ul style="list-style-type: none"> <li>• Installation and setup of operating systems and software applications.</li> <li>• Configuration of software to align with business processes.</li> <li>• Migration services for transitioning to new software.</li> </ul> <p>Hardware Installation:</p> <ul style="list-style-type: none"> <li>• Deployment and installation of desktops, laptops, tablets, and related devices.</li> <li>• Server installation and setup.</li> <li>• Installation of networking equipment, including routers, switches, and data storage devices.</li> </ul> <p>Support:</p> <ul style="list-style-type: none"> <li>• Service desk and technical support for end-users.</li> <li>• Remote and on-site troubleshooting and issue resolution.</li> <li>• Regular maintenance and updates to ensure system health.</li> </ul> <p>Assessment:</p> <ul style="list-style-type: none"> <li>• Infrastructure assessment for optimization and security.</li> </ul> |

|    |  |  |
|----|--|--|
|    |  | <ul style="list-style-type: none"> <li>• Performance assessments to identify and resolve bottlenecks.</li> <li>• Security assessments to ensure compliance and protection against cyber threats.</li> <li>• IT health checks, compliance testing, and audit reviews.</li> <li>• Understanding the current state for road mapped improvements.</li> <li>• Educating and validating readiness for advanced solution deployments.</li> </ul> <p>Training:</p> <ul style="list-style-type: none"> <li>• User training on new hardware and software.</li> <li>• IT staff training for managing and maintaining the infrastructure.</li> <li>• Training programs to keep users updated on the latest technologies.</li> <li>• Guidance and workshops to assess specific needs, address gaps, and optimize growth</li> </ul> <p>Asset Lifecycle Services:</p> <ul style="list-style-type: none"> <li>• Asset tracking and management throughout their lifecycle.</li> <li>• Upgrades and replacements to keep technology current.</li> <li>• Proper disposal or recycling of obsolete equipment.</li> <li>• Help customers maximize the full potential of their existing technology investment</li> </ul> <p>Server and Data Storage:</p> <ul style="list-style-type: none"> <li>• Server deployment and maintenance.</li> <li>• Data storage solutions, including data protection and backup services</li> <li>• Power management solutions for efficient energy use.</li> </ul> <p>Peripheral and Accessories:</p> <ul style="list-style-type: none"> <li>• Installation and support for printers, scanners, monitors, and audio-visual equipment.</li> <li>• Integration of virtual reality, esports equipment, and unified communication hardware.</li> <li>• Management of mobility hardware and accessories.</li> </ul> <p>Networking, Cabling, Modems, Routers, and Switching:</p> <ul style="list-style-type: none"> <li>• Design and implementation of network infrastructure.</li> <li>• Design and installation of structured cabling systems.</li> <li>• Configuration and management of networking equipment, including modems, routers, and switches.</li> <li>• Power management solutions for efficient energy use.</li> </ul> <p>Software:</p> <ul style="list-style-type: none"> <li>• Licensing and software procurement assistance.</li> <li>• Software updates, patches, and security enhancements.</li> <li>• Integration of software solutions for seamless operation.</li> </ul> <p>Digital Signage and Virtual Reality:</p> <ul style="list-style-type: none"> <li>• Design and implementation of digital signage solutions.</li> <li>• Integration and support for virtual reality and esports equipment.</li> <li>• Procurement and supply chain management for hardware and consumables.</li> </ul> <p>Service Desk:</p> <ul style="list-style-type: none"> <li>• Single point of contact for nationwide support of critical infrastructure and applications.</li> <li>• 24x7 end-user service desk for troubleshooting and support.</li> </ul> <p>These guarantees help build trust between Diverse Tech Services and its clients, providing assurance that we are committed to delivering reliable, secure, and high-performance IT services.</p> |
| 79 | Security, cloud, network, data, IT asset lifecycle | <p>Yes</p> <p>Diverse Tech Services utilizes a multi-layered</p>   |



|  |   |                                 |   |
|--|---|---------------------------------|---|
|  | <p>services, and solutions described in Categories 2 and 3.</p> | <p><input type="radio"/> No</p> | <p>approach to address various aspects of security, ensuring the confidentiality, integrity, and availability of IT resources. A robust security strategy involves a combination of tools, regular training for employees to recognize and avoid security threats, staying informed about the latest cybersecurity trends, and continuously updating and testing our client's security measures is crucial for maintaining a strong defense against evolving threats.</p> <p>Computer Hardware (Desktops, Laptops, Tablets, and Related Devices)</p> <ul style="list-style-type: none"> <li>• Security:             <ul style="list-style-type: none"> <li>o Endpoint Protection: Implementing antivirus, anti-malware, and endpoint security solutions to safeguard devices.</li> <li>o Encryption: Employing full-disk encryption to protect sensitive data on devices.</li> <li>o Biometric Authentication: Integrating fingerprint or facial recognition for secure access.</li> </ul> </li> <li>• Cloud:             <ul style="list-style-type: none"> <li>o Cloud Integration: Utilizing cloud services for data storage, backup, and synchronization across devices.</li> <li>o Cloud Security: Implementing security measures to protect data stored and processed in the cloud.</li> </ul> </li> <li>• Network:             <ul style="list-style-type: none"> <li>o Network Access Control: Enforcing policies to control device access to the network.</li> <li>o VPN (Virtual Private Network): Ensuring secure remote access to corporate networks.</li> <li>o Wireless Security: Implementing protocols like WPA3 for secure wireless communications.</li> </ul> </li> <li>• Data:             <ul style="list-style-type: none"> <li>o Data Backup and Recovery: Establishing regular backup procedures to protect against data loss.</li> <li>o Data Loss Prevention (DLP): Implementing measures to prevent unauthorized access and transmission of sensitive data.</li> </ul> </li> <li>• IT Asset Lifecycle Services:             <ul style="list-style-type: none"> <li>o Asset Management: Tracking and managing the entire lifecycle of IT assets from procurement to disposal.</li> <li>o Maintenance and Support: Providing ongoing support, updates, and maintenance services.</li> </ul> </li> </ul> <p>Networking, Server, and Data Storage Equipment</p> <ul style="list-style-type: none"> <li>• Security:             <ul style="list-style-type: none"> <li>o Firewalls and Intrusion Prevention Systems: Deploying robust security measures to protect servers and network infrastructure.</li> <li>o Security Patching: Regularly updating server software to address vulnerabilities.</li> </ul> </li> <li>• Cloud:             <ul style="list-style-type: none"> <li>o Hybrid Cloud Solutions: Integrating on-premise servers with cloud services for scalability and redundancy.</li> <li>o Cloud-Based Disaster Recovery: Utilizing cloud resources for data backup and recovery.</li> </ul> </li> <li>• Data:             <ul style="list-style-type: none"> <li>o Storage Virtualization: Optimizing data storage through virtualization technologies.</li> <li>o Data Replication: Implementing redundancy and backup measures for critical data.</li> </ul> </li> <li>• IT Asset Lifecycle Services:             <ul style="list-style-type: none"> <li>o Server and Equipment Procurement: Managing the acquisition of servers and networking equipment.</li> <li>o Decommissioning: Proper disposal or repurposing of outdated equipment.</li> </ul> </li> </ul> <p>Peripherals, Accessories, Components, and Options</p> <ul style="list-style-type: none"> <li>• Security:             <ul style="list-style-type: none"> <li>o Secure Printing: Implementing measures to</li> </ul> </li> </ul> |
|--|---|---------------------------------|---|

|  |  |  |
|--|--|--|
|  |  | <p>secure printed documents and prevent unauthorized access to printers.</p> <ul style="list-style-type: none"><li>o Peripheral Security: Ensuring that accessories and components meet security standards.</li><li>• Cloud:<ul style="list-style-type: none"><li>o Cloud Printing and Scanning: Integrating peripherals with cloud services for efficient and secure document handling.</li><li>• IT Asset Lifecycle Services:<ul style="list-style-type: none"><li>o Lifecycle Management: Tracking the usage, maintenance, and replacement of peripherals.</li><li>o Recycling and Disposal: Properly disposing of electronic waste and ensuring environmental compliance.</li></ul></li></ul></li></ul> <p>Software Related to the Purchase of Equipment</p> <ul style="list-style-type: none"><li>• Security Software:<ul style="list-style-type: none"><li>o Antivirus and Anti-malware: Protecting devices from software-based threats.</li><li>o Security Suites: Comprehensive software solutions addressing multiple security aspects.</li><li>• Management and Monitoring Software:<ul style="list-style-type: none"><li>o Remote Device Management: Tools for monitoring and managing devices across the network.</li><li>o Performance Monitoring: Software to track the health and performance of servers and network equipment.</li></ul></li></ul></li><li>• Productivity Software:<ul style="list-style-type: none"><li>o Office Suites: Providing software tools for productivity, collaboration, and communication.</li></ul></li></ul> |
|--|--|--|

**Table 15B: Category 1 - Industry Specific Questions**

Table 15B: Industry Specific Questions relate to products and services offered in Category 1 (see Table 15A).

| Line Item | Question   | Response   |
|-----------|--|--|
| 80        | Describe your capability to report Sourcewell member purchases of products with environmentally preferred attributes (e.g., eco-labeled, rated, or certified). | Diverse Tech Services utilizes an online procurement portal. Products can be filtered and then labeled based on their environmentally preferred attributes. With these identifiers Diverse Tech Services can produce reports to provide to Sourcewell for these types of member purchases.   |
| 81        | Identify any reseller certification(s) (or similar third-party validation of technical expertise) that your organization has attained, if any.                 | <p>Our skilled team boasts an array of extensive certifications. These certifications serve as a testament to the advanced skill set and specialized knowledge that our team possesses. By continually investing in professional development and obtaining diverse certifications, our team stays at the forefront of industry standards.</p> <p>Some of these certifications include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Microsoft Solutions Partner</li> <li>• MCSE</li> <li>• CompTIA CySA+, A+, Server+, Network+</li> <li>• MSCP</li> <li>• Cisco CCNA/CCNP, CCSP, CCENT</li> <li>• Qualys VM</li> <li>• Qualys PC</li> <li>• Evault/Carbonite</li> <li>• Cradle Point</li> <li>• VMware VCP 5.5</li> <li>• RedStorm</li> <li>• CISSP</li> <li>• FTOS Force 10 OS</li> <li>• FTOS</li> <li>• CMNA</li> <li>• Palo Alto ACE</li> <li>• PCI QIR</li> <li>• OSHA 30</li> <li>• Amano iParc</li> <li>• MTA OS, Networking, Security and Mobility</li> <li>• MaxPro DVM</li> <li>• ProWatch</li> <li>• Brivo</li> <li>• Redstorm</li> <li>• WPS</li> <li>• Firestop</li> <li>• Certipoint IC3</li> <li>• CALE, MPC, CWT, CWT MAX</li> <li>• ERSI GIS</li> </ul> |
| 82        | Describe your maintenance solutions for software products, such as maintenance agreements, software upgrades, continuous updates, patches, and fixes.          | <p>Our client facing maintenance solutions are critical to ensuring appropriate user access, authentication, and authorization. As part of a managed services agreement, Diverse Tech Services provides regularly scheduled patching, pre-emptive updates, and real-time fixes.</p> <p>We utilize industry best practices and regular scheduled maintenance with weekend patching to reduce client impact. Computers and mobile devices are patched weekly, servers, SANs and network equipment is patched monthly. Diverse Tech Services proactively monitors software applications and updates applications as determined by business needs. We also monitor vendors for zero-day and urgent patching, which is implemented immediately after impact planning.</p>   |
| 83        | Describe your website and the ease-of-use for customers, including order placement, payment, order tracking, etc.  | <p>Diverse Tech Services' website and customer facing e-procurement portal are designed with customers in mind. Our designers utilized best practices for intuitive navigation, mobile responsiveness, page load speed, clear call to action, readable typography, consistent design, visual hierarchy, search functionality, security assurance, accessible design, and an easy checkout process.</p> <p>Regarding our e-procurement portal, similar to Amazon, customers select products, read descriptions, confirm inventory, and then add products to a cart for checkout.</p> <p>Users can enjoy an easy checkout process with multiple payment options. Once an order is placed, they will receive an order confirmation email. Once a product has shipped, they will receive an additional email with tracking information. Users can also login to their online account and see tracking information and past order history.</p>  |

**Table 16A: Category 2 - Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed types or classes of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

| Line Item | Category or Type   | Offered *  | Comments  |
|-----------|--|--|---|
| 84        | Cybersecurity services, such as cyber risk assessments, program strategy and operations, zero trust, skills and training, penetration testing, threat and vulnerability management, content security, network visibility and endpoint detection, log aggregation and correlation, disaster response and recovery, and managed cybersecurity; | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <p>Our services and products can build a resilient cybersecurity framework, which is essential in today's complex and ever-evolving threat landscape. Organizations need a multifaceted approach to stay ahead of cyber threats and safeguard their digital assets.</p> <p>Diverse Tech Services offers the following Cybersecurity Services:</p> <ul style="list-style-type: none"> <li>• Penetration Testing Services: Penetration testing involves simulating cyber-attacks to identify vulnerabilities in a system. Professionals conduct these tests to assess the security posture and help organizations strengthen their defenses.</li> <li>• Data Encryption Solutions: Data encryption involves converting sensitive information into a coded format to prevent unauthorized access. It ensures the confidentiality and integrity of data.</li> <li>• Identity and Access Management: IAM systems manage and control user access to resources within an organization, ensuring that the right individuals have the appropriate levels of access.</li> <li>• Web Application Firewalls: Web Application Firewalls (WAFs) protect web applications from various online threats, including SQL injection, cross-site scripting, and other vulnerabilities.</li> <li>• Email Security: Email security solutions protect against phishing, malware, and other email-based threats. They often include features like spam filtering and attachment scanning.</li> <li>• Incident Response Services: Incident response services help organizations effectively manage and respond to cybersecurity incidents, minimizing damage and downtime.</li> <li>• Security Auditing and Compliance Services: These services involve assessing an organization's security controls and practices to ensure compliance with industry regulations and standards.</li> <li>• Mobile Device Management: Mobile Device Management (MDM) solutions help organizations secure and manage mobile devices, enforcing policies and ensuring compliance.</li> <li>• Cloud Security Services: Cloud security services protect data, applications, and infrastructure in cloud environments. They address unique challenges associated with cloud computing.</li> <li>• Threat Intelligence Services: Threat intelligence services provide insights into current and emerging cyber threats, helping organizations proactively defend against potential attacks.</li> <li>• Cyber Risk Assessments: Diverse Tech Services can help identify and evaluate potential risks to an organization's information systems and data, enabling proactive risk management.</li> <li>• Program Strategy and Operations: We can develop a comprehensive cybersecurity program and efficient operations are essential for a holistic and sustainable approach to security.</li> <li>• Zero Trust: Diverse Tech Services utilizes Zero Trust security models focus on verifying every user and device accessing the network, emphasizing a "trust no one" philosophy to enhance security.</li> <li>• Skills and Training: Our highly trained individuals and continuous training ensures that we are well-equipped to recognize and respond to evolving cyber threats.</li> <li>• Penetration Testing: By conducting simulated attacks on systems, Diverse Tech Services can identify</li> </ul> |

|    |   |  |   |
|----|---|--|---|
|    |   |  | <p>vulnerabilities and weaknesses, allowing your organization to strengthen their defenses.</p> <ul style="list-style-type: none"> <li>• Threat and Vulnerability Management: Our ongoing monitoring and management of potential threats and vulnerabilities is crucial for maintaining a robust security posture.</li> <li>• Content Security: Our tools for protecting data and information from unauthorized access, ensuring your data confidentiality and integrity of sensitive content.</li> <li>• Network Visibility and Endpoint Detection: Our comprehensive visibility into network activities and prompt detection of suspicious behavior on endpoints are critical for early threat detection.</li> <li>• Log Aggregation and Correlation: SOC collection and analyzing of log data from various sources help us identify patterns and anomalies, aiding in the detection of security incidents.</li> <li>• Disaster Response and Recovery: Preparing for and responding to cybersecurity incidents promptly and effectively, minimizing the impact on critical business operations.</li> <li>• Managed Cybersecurity: Our SOC and NOC have cyber security experts who provide continuous monitoring, threat detection, and response services.</li> <li>• Firewalls: Firewalls are network security devices that monitor and control incoming and outgoing network traffic based on predetermined security rules. They act as a barrier between a trusted internal network and untrusted external networks.</li> <li>• EDR/MDR/XDR: Antivirus and Anti-Malware Solutions: These solutions, such as Endpoint Detection and Response (EDR), Managed Detection and Response (MDR), and Extended Detection and Response (XDR), focus on detecting and mitigating advanced threats, including viruses and malware, on endpoints (computers, servers, etc.).</li> <li>• Intrusion Detection Systems: Intrusion Detection Systems (IDS) monitor network or system activities for malicious behavior or policy violations. They generate alerts when potential threats are detected but do not actively prevent them.</li> <li>• Intrusion Prevention Systems: Building on IDS, Intrusion Prevention Systems (IPS) not only detect but also actively block or prevent recognized threats, providing a proactive defense against malicious activities.</li> <li>• Virtual Private Networks: VPNs create a secure, encrypted connection over the internet, allowing users to access private networks securely. They are commonly used for remote access to corporate networks.</li> <li>• Endpoint Protection: Endpoint protection involves securing individual devices (endpoints) such as computers, laptops, and mobile devices from cybersecurity threats. It includes antivirus, anti-malware, and other security measures.</li> <li>• Security Information and Event Management (SIEM): SIEM systems collect and analyze log data from various sources throughout an organization, providing real-time monitoring and threat detection by correlating events.</li> <li>• Security Awareness Training: Training programs designed to educate employees about cybersecurity best practices, helping them recognize and avoid potential security threats.</li> </ul> <p>Diverse Tech Services' cybersecurity services are crucial for safeguarding against evolving cyber threats. From data breaches to ransomware attacks, our services provide vital defense mechanisms, identifying vulnerabilities and responding swiftly to mitigate risks.</p> |
| 85 | Physical security services, such as site assessment, upgrade planning and execution design, installation, integration, access control, video management, and managed physical | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <p>Diverse Tech Services offers the following physical security options:</p> <ul style="list-style-type: none"> <li>• Site Assessments to evaluate the physical security</li> </ul>   |

security services;

needs of a location and identify vulnerabilities and recommend appropriate security measures. Sample site assessments include:

- o Security Risk Assessment: Identifying potential risks and threats to the site.
- o Vulnerability Assessment: Evaluating weaknesses in the existing security infrastructure.
- o Site Survey: Collecting data on the layout, entry points, and potential risks.

- Upgrade Planning and Execution for improving or modernizing existing physical security systems to enhance effectiveness. Sample upgrade planning and execution includes:
  - o Technology Upgrades: Updating security systems, such as surveillance cameras and access control systems.
  - o Infrastructure Enhancements: Improving physical barriers, lighting, and signage.
  - o Integration with IT Systems: Ensuring seamless integration with broader IT infrastructure.
- Design services to focus on creating a comprehensive plan for the physical security layout and systems. Sample design services include:
  - Security System Design: Planning the layout of surveillance cameras, access control points, and alarm systems.
  - Security Architecture: Designing physical security measures that align with the overall architectural layout of the facility.
  - Compliance Design: Ensuring that security measures comply with industry regulations and standards.
- Installation services for physically setting up and implementing the planned security systems. Sample installation services include:
  - Camera Installation: Mounting and configuring surveillance cameras at strategic locations.
  - Access Control Installation: Setting up electronic access points and biometric systems.
  - Alarm System Installation: Installing intrusion detection and alarm systems.
- Integration services for seamless communication and collaboration between different security systems and technologies. Sample integration solution includes:
  - System Integration: Connecting and synchronizing access control, video management, and alarm systems.
  - IT Security Integration: Integrating physical security measures with broader cybersecurity protocols.
  - Cross-Platform Compatibility: Ensuring compatibility between different vendors' security solutions.
- Access Control for regulating and monitoring entry to physical spaces. Sample Access Control solutions include:
  - Biometric Access: Using fingerprints, retinal scans, or facial recognition for secure access.
  - Card Access: Utilizing electronic keycards or badges for controlled entry.
  - Mobile Access: Allowing access through mobile devices using secure applications.
- Video Management for collection, storage, and analysis of surveillance footage. Sample Video Management solutions include:
  - Surveillance Cameras: Installing and configuring cameras for monitoring.
  - Video Storage Systems: Implementing secure storage solutions for recorded footage.
  - Video Analytics: Using software for real-time analysis of video data.
- Managed Physical Security Services for

|    |   |   |   |
|----|---|---|---|
|    |   |   | <p>outsourcing the monitoring and management of physical security measures. Sample Managed Physical Security Services include:</p> <ul style="list-style-type: none"> <li>• Remote Monitoring: Monitoring surveillance cameras and alarms from a central location.</li> <li>• Incident Response: Implementing protocols for responding to security incidents.</li> <li>• Regular Maintenance: Conducting ongoing checks and updates to ensure system functionality.</li> </ul>  |
| 86 | <p>Cloud, such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), and strategy, design, migration, deployment, and managed cloud solutions;</p> | <p><input checked="" type="radio"/> Yes<br/> <input type="radio"/> No</p> | <p>Diverse Tech Services provides the following cloud services:</p> <ul style="list-style-type: none"> <li>• Infrastructure as a Service: Offers virtualized computing resources over the internet, including virtual machines, storage, and networking components.</li> <li>• Platform as a Services: Provides a platform with tools and services for application development, reducing the complexity of infrastructure management.</li> <li>• Software as a Service: Delivers software applications over the internet on a subscription basis, eliminating the need for local installations.</li> </ul> <p>With our customers, we discuss cloud strategy, defining the approach and goals for adopting cloud services in their organization. As part of cloud strategy, we provide cloud assessments to evaluate the current IT infrastructure, determining suitability for cloud migration. We also conduct a cost-benefit analysis to assess the financial implications of adopting cloud services.</p> <p>As Diverse Tech Services and the client develop the cloud strategy for the organization, we collaboratively create a roadmap for transitioning to the cloud.</p> <p>Once we complete road mapping, we design the architecture and structure, define security measures for protecting data and applications, and ensure that cloud solutions can efficiently handle growth and increased demand.</p> <p>After the structure is created, we migrate data, applications, and other business elements to the cloud, then implement, configure, and deploy it for operational use.</p> <p>Once deployed, we monitor the performance and availability of cloud resources and perform security management, including access controls and encryption.</p> <p>As a final benefit to our customers, we review cost optimization, ensuring efficient use of cloud resources to minimize costs.</p> |

|    |  |  |   |
|----|--|--|---|
| 87 | Network, such as maintenance and monitoring, edge computing, SD-WAN and LAN, and data center networking; | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <p>Effective network maintenance, monitoring, edge computing, SD-WAN, LAN, and data center networking are integral for building and maintaining a robust and efficient network infrastructure. Together, these elements play a crucial role in ensuring the smooth functioning of contemporary IT landscapes, catering to the diverse connectivity and computing requirements of businesses, organizations, and users alike. Diverse Tech Services offers the following:</p> <p><b>Maintenance and Monitoring</b><br/>We offer maintenance and monitoring solutions that focus on ensuring the reliability, performance, and security of network infrastructure. Our network monitoring tools track and analyze network traffic and identify performance issues and potential security threats.</p> <p><b>Proactive Regular Updates and Patch Management</b><br/>We conduct routine checks, inspections, and preventive measures to avoid network downtime. With our proactive updates and patch management solution we ensure that network devices and software are up-to-date with the latest security patches and firmware.</p> <p><b>Edge Computing</b><br/>With our edge computing services we process data closer to the source of generation rather than relying solely on centralized cloud servers. We do this through:</p> <ul style="list-style-type: none"> <li>• Edge Servers: Deploying servers at the edge of the network to process data locally.</li> <li>• Edge Devices: Utilizing IoT devices and sensors for data processing at the edge.</li> <li>• Content Delivery Networks: Distributing content to edge servers for faster and more efficient delivery to end-users.</li> </ul> <p><b>SD-WAN and LAN</b><br/>Our SD-WAN and LAN solutions focus on optimizing and managing wide and local area networks through software-defined approaches. We conduct these services through:</p> <ul style="list-style-type: none"> <li>• SD-WAN Implementation: Utilizing software-defined technologies to optimize and manage wide-area network connectivity.</li> <li>• LAN Optimization: Implementing technologies and protocols to enhance performance within local area networks.</li> <li>• Quality of Service Configuration: Prioritizing network traffic to ensure critical applications receive sufficient bandwidth.</li> </ul> <p><b>Data Center Networking</b><br/>Diverse Tech Services' data center networking solutions focus on the design, implementation, and management of networks within data centers. This solution includes:</p> <ul style="list-style-type: none"> <li>• Virtualization: Implementing network virtualization technologies to enhance flexibility and scalability within the data center.</li> <li>• Network Segmentation: Creating isolated segments within the data center network for enhanced security and performance.</li> <li>• Load Balancing: Distributing network traffic across multiple servers to optimize resource utilization.</li> </ul> <p>Overall, Diverse Tech Services' networking solutions create a robust, efficient, and secure network infrastructure. Maintenance and monitoring ensure ongoing performance, edge computing brings computation closer to the data source, SD-WAN and LAN optimize wide and local area networks, and data center networking addresses the specific needs of our clients' data center environments.</p> |
|----|--|--|---|



|    |   |  |  |
|----|---|--|--|
| 88 | Data, such as data modernization, data backup, data and document processing and storage, and assessment, validation, production, and management of AI and machine learning solutions; and   | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <p>Diverse Tech Services' data expertise encompasses a variety of solutions designed to manage and optimize different aspects of data handling and utilization. Samples of our data services include:</p> <p><b>Data Modernization</b><br/> We update and transform traditional data architectures to leverage modern technologies and approaches, like:</p> <ul style="list-style-type: none"> <li>• Cloud-Based Data Warehousing: Migrating data warehouses to cloud platforms for scalability and accessibility.</li> <li>• Data Lakes: Creating centralized repositories for structured and unstructured data.</li> <li>• Data Virtualization: Offering a unified view of data from multiple sources without physically moving it.</li> </ul> <p><b>Data Backup</b><br/> We evaluate our customers' data backup and disaster recovery needs, and create a strategy, ensuring loss prevention of critical data if system failures or disasters occur. We ensure critical data is preserved through:</p> <ul style="list-style-type: none"> <li>• Regular Backups: Scheduled, automated backups of databases, files, and system configurations.</li> <li>• Incremental and Differential Backups: Strategies to optimize backup processes by only capturing changes since the last backup.</li> <li>• Offsite and Cloud Backups: Storing backup copies in geographically separate locations or in the cloud for added security.</li> </ul> <p><b>Data and Document Processing and Storage</b><br/> Diverse Tech Services processes and stores data and documents efficiently and securely through our:</p> <ul style="list-style-type: none"> <li>• Document Management Systems: Storing, organizing, and retrieving digital documents.</li> <li>• Data Processing Platforms: Tools for Extract, Transform, Load processes to prepare and organize data.</li> <li>• Database Management Systems: Software for creating, managing, and querying databases.</li> </ul> <p><b>Assessment, Validation, Production, and Management of AI and Machine Learning Solutions</b><br/> We perform end-to-end lifecycle of AI and machine learning solutions, from assessment to production and ongoing management. We execute these services through:</p> <ul style="list-style-type: none"> <li>• Data Assessment and Preparation: Evaluating the quality and relevance of data for machine learning applications.</li> <li>• Model Validation: Ensuring the accuracy and reliability of machine learning models through testing and validation.</li> <li>• Model Deployment: Moving validated models into production environments for real-world use.</li> <li>• Monitoring and Management: Ongoing tracking, updating, and management of deployed models to maintain performance.</li> </ul> <p>Our data solutions collectively contribute to efficient and effective data management, ensuring data is processed, stored, and utilized optimally. Whether it is modernizing data architectures, safeguarding data through backups, managing documents, or implementing and managing AI and machine learning solutions, we can tailor our approach based on our clients' specific needs and objectives.</p> |
| 89 | Related solutions, such as endpoint security products, network security technologies, identity and access management technologies, security analytics, data security products, IP video monitoring systems, intelligent controllers, mission control systems, electronic locks, network infrastructure, and server room technology. | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <p>Our security solutions encompass various strategies to address specific aspects of safeguarding information, systems, and physical spaces. Our security solutions include but are not limited to:</p> <p><b>Endpoint Security Products</b><br/> We secure individual devices (endpoints) such as computers, laptops, and mobile devices through:</p>  |

- Antivirus Software: Protects against malware, viruses, and other malicious software.
- Endpoint Detection and Response: Monitors endpoint activities for potential threats and responds to security incidents.
- Device Encryption: Ensures that data on endpoints is encrypted to prevent unauthorized access.

#### Network Security Technologies

Diverse Tech Services protects the integrity, confidentiality, and availability of data as it flows across a network through:

- Firewalls: Monitor and control incoming and outgoing network traffic based on predetermined security rules.
- Intrusion Detection and Prevention Systems: Identify and respond to potential threats within the network.
- Virtual Private Networks: Encrypt communication over the network to secure data in transit.

#### Identity and Access Management Technologies

Our IAM technologies manage and control user access to systems and data through:

- Single Sign-On: Allows users to access multiple applications with a single set of credentials.
- Multi-Factor Authentication: Requires users to provide multiple forms of identification before granting access.
- Privileged Access Management: Controls and monitors access within an organization, especially for privileged accounts.

#### Security Analytics

Diverse Tech Services analyzes data to detect and respond to security threats through:

- Security Information and Event Management: Collects and analyzes log data for comprehensive threat detection.
- User and Entity Behavior Analytics: Monitors user behavior to identify anomalies and potential security threats.
- Threat Intelligence Platforms: Provide insights into current and emerging cyber threats.

#### Data Security Products

Diverse Tech Services protects the confidentiality and integrity of data through:

- Encryption Solutions: Encrypt data at rest, in transit, or during processing to prevent unauthorized access.
- Data Loss Prevention: Monitors and controls sensitive data to prevent unauthorized access and transmission.
- Database Security Solutions: Protects databases from unauthorized access and cyber threats.

#### IP Video Monitoring Systems

Our surveillance solutions enable real-time monitoring and recording of video footage through:

- Surveillance Cameras: Capture video footage for monitoring and security purposes.
- Video Management Software: Organizes, stores, and manages video feeds.
- Analytics: Analyzes video data for insights and automated threat detection.

#### Intelligent Controllers

Diverse Tech Services uses Intelligent Controllers to manage and control access to physical spaces utilizing solutions like:

- Access Control Systems: Regulate entry to buildings or specific areas through electronic authentication.
- Smart Card Readers: Authenticate individuals using smart cards or badges.

|  |  |  |
|--|--|--|
|  |  | <ul style="list-style-type: none"> <li>• Biometric Access Control: Uses biometric data for secure access, such as fingerprint or facial recognition.</li> </ul> <p>Security Operations Center<br/>We centralize systems for monitoring and managing security operations through:</p> <ul style="list-style-type: none"> <li>• Control Centers: Oversee and coordinate security responses.</li> <li>• Incident Management Platforms: Facilitate the management and resolution of security incidents.</li> <li>• Real-Time Monitoring Systems: Monitor various security parameters in real-time.</li> </ul> <p>Electronic Locks<br/>We use digital locks with electronic components for access controls. Types of systems we use include:</p> <ul style="list-style-type: none"> <li>• Smart Locks: Can be controlled and monitored remotely through mobile apps.</li> <li>• Keyless Entry Systems: Use PIN codes, key cards, or biometrics for access.</li> <li>• Audit Trail Systems: Record and track access events for accountability.</li> </ul> <p>Network Infrastructure<br/>Diverse Tech Services' expertise includes a plethora of network solutions, including hardware, software, and communication protocols. Our solutions include:</p> <ul style="list-style-type: none"> <li>• Routers and Switches: Direct and manage the flow of data within a network.</li> <li>• Cabling and Connectivity Solutions: Ensure reliable data transmission.</li> <li>• Network Security Appliances: Appliances that enhance security within the network.</li> </ul> <p>Server Room Technology<br/>We secure and optimize server rooms through:</p> <ul style="list-style-type: none"> <li>• Environmental Monitoring Systems: Track temperature, humidity, and other environmental factors.</li> <li>• Rack Solutions: Efficiently organize and secure server equipment.</li> <li>• Access Control: Restrict access to the server room based on authentication.</li> </ul> <p>These security solutions collectively contribute to creating a comprehensive security infrastructure, encompassing both digital and physical aspects. As a consultative partner to our clients, Diverse Tech Services can implement a combination of these technologies to address our clients' specific security needs or vulnerabilities.</p> |
|--|--|--|

**Table 16B: Category 2 - Industry Specific Questions**

Table 16B: Industry Specific Questions relate to products and services offered in Category 2 (see Table 16A).

| Line Item | Question | Response |
|-----------|----------|----------|
|-----------|----------|----------|

|    |   |  |
|----|---|--|
| 90 | Describe how you help organizations with their zero-trust programs, if applicable.  | <p>Diverse Tech Services uses a zero-touch approach to challenge the traditional security model of "trust but verify." In our Zero Trust model, we do not automatically trust any user or device, even if the user is inside the corporate network. Instead, we assume that threats may come from both internal and external sources, and we require verification from everyone and everything trying to connect to our clients' resources.</p> <p>Diverse Tech Services Zero Trust program includes the following key principles:</p> <ul style="list-style-type: none"> <li>• Verification of Identity: We continuously authenticate and authorize users and devices based on various factors such as user credentials, device health, location, and behavior.</li> <li>• Least Privilege Access: We grant access rights on a need-to-know basis. Users and devices are given the minimum level of access required to perform their tasks, reducing the potential impact of a security breach.</li> <li>• Micro-Segmentation: Diverse Tech Services divides networks into smaller segments, and access between these segments is controlled. This limits lateral movement within the network and contains potential security incidents.</li> <li>• Continuous Monitoring: We continuously monitor user and device behavior, helping to detect anomalies and potential security threats in real-time. This approach allows for swift response and mitigation.</li> <li>• Encryption: We encrypt data in transit and at rest to protect it from unauthorized access even if a network is compromised.</li> <li>• Multi-Factor Authentication: Diverse Tech Services utilizes MFA to add an extra layer of security by requiring users to provide multiple forms of identification before gaining access to a system or application.</li> <li>• Policy Enforcement: We strictly enforce policies throughout the network, ensuring that all connections and activities align with security protocols and organizational policies.</li> </ul> <p>Implementing Diverse Tech Services Zero Trust security model helps organizations enhance their overall cybersecurity posture by minimizing the potential for attacks and reduces the impact of security incidents. It is particularly relevant in today's dynamic of distributed computing environments, where traditional perimeter-based security measures may not be sufficient to protect against sophisticated threats.</p> |
| 91 | Describe how you deliver cybersecurity solutions in accordance with the National Institute of Standards and Technology (NIST) framework, if applicable. | <p>Diverse Tech Services utilizes industry standards and best practices to help organizations manage and strengthen their cybersecurity risk management processes. Our cyber security solutions adhere to the NIST Framework consisting of three main components:</p> <ul style="list-style-type: none"> <li>• Core Functions: The core of the framework is composed of five functions: Identify, Protect, Detect, Respond, and Recover. These functions represent the key aspects of a comprehensive cybersecurity program. Diverse Tech Services can help our clients use these functions to structure and organize their cybersecurity activities.</li> <li>• Framework Implementation Tiers: The tiers provide a way for Diverse Tech Services to help organizations characterize their approach to managing cybersecurity risk. There are four tiers: Partial, Risk Informed, Repeatable, and Adaptive. These tiers help us and our clients understand and communicate the level of cybersecurity risk management maturity.</li> <li>• Framework Profiles: Profiles allow us to help our clients to align the NIST Framework with their specific business needs, risk tolerance, and resources. Our cyber security solutions are designed to be flexible, scalable, and adaptable to various organizations, regardless of their size, industry, or cybersecurity maturity. We utilize the NIST Framework as a guide to help our clients identify, assess, and manage cybersecurity risks, encouraging a risk-based and proactive approach to cybersecurity.</li> </ul>  |
| 92 | Please list any certifications or testing results you or your partner(s) hold which show security posture in your proposed solutions, if applicable.    | <p>Diverse Tech Services commits to working with partners that hold themselves to the highest level of security accountability. Diverse Tech Services or our partners possess:</p> <ul style="list-style-type: none"> <li>• Cyber Security Maturity Model Certification</li> <li>• ISO 27001</li> <li>• CIS Controls</li> <li>• FedRAMP</li> <li>• HIPPA Compliance</li> <li>• AICPA SOC</li> <li>• PCI DSS</li> <li>• NIST 800-171</li> <li>• MS Security Administrator</li> <li>• MS Information Protection Administrator</li> <li>• MS Identity and Access Administrator</li> <li>• MS Azure Security Engineer</li> <li>• MS Security Operations Analyst</li> <li>• MS Security, Compliance, and Identity Fundamentals</li> <li>• MS Certified Expert</li> <li>• MS Solutions Partner Security</li> <li>• MS Solutions Partner Modern Work</li> </ul>   |

|    |  |  |
|----|--|--|
| 93 | Describe how you deliver cloud solutions in accordance with the NIST definition of cloud computing, if applicable. | <p>NIST provides a widely recognized and adopted definition of cloud computing consisting of five essential characteristics, three service models, and four deployment models. We deliver the following cloud solutions:</p> <ul style="list-style-type: none"> <li>• On-Demand Self-Service - Consumers can provision computing resources, such as server time and network storage, as needed without requiring human intervention from the service provider.</li> <li>• Broad Network Access - Cloud services are accessible over the network through standard mechanisms (e.g., mobile phones, tablets, laptops). This ensures that services are available from a variety of devices.</li> <li>• Resource Pooling - Computing resources are pooled to serve multiple consumers using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to demand.</li> <li>• Rapid Elasticity - Resources can be rapidly and elastically provisioned or released to quickly scale out and in. This ensures that the cloud can accommodate varying workloads.</li> <li>• Measured Service - Cloud systems automatically control and optimize resource use by leveraging a metering capability at some level of abstraction appropriate to the type of service (e.g., storage, processing, bandwidth, and active user accounts). Resource usage can be monitored, controlled, and reported.</li> </ul> <p>Our services models consist of:</p> <ul style="list-style-type: none"> <li>• Software as a Service - The capability provided to the consumer is to use the provider's applications running on a cloud infrastructure. The applications are accessible from various client devices through a thin client interface such as a web browser.</li> <li>• Platform as a Service - The capability provided to the consumer is to deploy onto the cloud infrastructure consumer-created or acquired applications created using programming languages, libraries, services, and tools supported by the provider.</li> <li>• Infrastructure as a Service - The capability provided to the consumer is to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications.</li> </ul> |
|----|--|--|

|    |  |   |
|----|--|---|
| 94 | Describe which deployment methods you provide cloud-based services (e.g., private cloud, community cloud, public cloud, or hybrid cloud), if applicable. | <p>Diverse Tech Services deploys cloud-based services inclusive of public cloud, private cloud, community cloud, hybrid cloud and multi-cloud services. The following details our cloud deployment methods.</p> <p>Public Cloud: In a public cloud deployment, cloud services are provided by third-party service providers and are made available to the general public or a large industry group. Resources, such as virtual machines, storage, and applications, are shared among multiple customers. This method is often selected due to:</p> <ul style="list-style-type: none"> <li>• Cost-Efficiency: Shared infrastructure leads to cost savings.</li> <li>• Scalability: Easily scale resources up or down based on demand.</li> <li>• Accessibility: Services are accessible over the internet.</li> </ul> <p>Private Cloud: A private cloud is operated solely for a single organization. It may be managed by the organization itself or a third-party provider. The infrastructure is dedicated to the organization, providing greater control over security, compliance, and customization. This method is often selected due to:</p> <ul style="list-style-type: none"> <li>• Security: Enhanced security controls and data privacy.</li> <li>• Customization: Tailored to the organization's specific needs.</li> <li>• Control: Direct control over the infrastructure and resources.</li> </ul> <p>Hybrid Cloud: Hybrid cloud combines elements of both public and private clouds, allowing data and applications to be shared between them. Organizations can utilize the public cloud for non-sensitive operations and the private cloud for more sensitive or critical workloads. This method is often selected due to:</p> <ul style="list-style-type: none"> <li>• Flexibility: Mix of on-premise and cloud resources.</li> <li>• Scalability: Ability to scale computing resources as needed.</li> <li>• Data Mobility: Data and applications can move seamlessly between environments.</li> </ul> <p>Community Cloud: A community cloud is shared among several organizations with similar requirements, such as industry-specific compliance standards or security protocols. It is managed by the organizations or a third-party provider. This method is often selected due to:</p> <ul style="list-style-type: none"> <li>• Collaboration: Shared infrastructure for collaborative projects.</li> <li>• Compliance: Meets specific industry compliance standards.</li> <li>• Cost Sharing: Shared costs among community members.</li> </ul> <p>Multi-Cloud: Multi-cloud is not a specific deployment model but refers to the use of services from multiple cloud providers. Organizations may use services from different public cloud providers or a combination of public and private clouds. This method is often selected due to:</p> <ul style="list-style-type: none"> <li>• Vendor Diversity: Reduces dependence on a single cloud provider.</li> <li>• Optimization: Selecting the best services from different providers.</li> <li>• Risk Mitigation: Avoiding potential vendor lock-in.</li> </ul> <p>Each deployment method has its own set of advantages and considerations, and the choice often depends on factors such as data sensitivity, regulatory compliance, cost considerations, and specific organizational requirements.</p> |
|----|--|---|

**Table 17A: Category 3 - Depth and Breadth of Offered Equipment Products and Services**

Indicate below if the listed types or classes of equipment, products, and services are offered within your proposal. Provide additional comments in the text box provided, as necessary.

| Line Item | Category or Type  | Offered *  | Comments  |
|-----------|---|--|---|
| 95        | IT Asset Management Services, including hardware and software asset management, software as a service management, audit management, maturity assessments, sustainability solutions, and repair and maintenance; | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <p>Diverse Tech Services' IT Asset Management Services encompass a variety of solutions aimed at efficiently managing and optimizing our clients' IT assets throughout their lifecycle. Our services include:</p> <ul style="list-style-type: none"> <li>• Hardware and Software Asset Management - Solutions for tracking, managing, and optimizing hardware and software assets within an organization.             <ul style="list-style-type: none"> <li>o Inventory Management - Keeping a detailed record of hardware assets, including computers, servers, and networking equipment.</li> <li>o Software License Management - Tracking software licenses to ensure compliance and avoid over-licensing.</li> <li>o Asset Discovery Tools - Scanning and identifying devices and software on the network.</li> </ul> </li> <li>• Software as a Service Management - Our solutions are specifically designed to manage and optimize software subscriptions and licenses delivered through</li> </ul> |

|    |   |  |   |
|----|---|--|---|
|    |   |  | <p>SaaS models including:</p> <ul style="list-style-type: none"> <li>o License Usage Monitoring - Tracking the usage of SaaS licenses to optimize costs.</li> <li>o Subscription Renewal Management - Ensuring timely renewal of SaaS subscriptions.</li> <li>o User Access Control - Managing and controlling user access to SaaS applications.</li> </ul> <ul style="list-style-type: none"> <li>• Audit Management – Diverse Tech Services' solutions assist clients in preparing for and undergoing IT audits, ensuring compliance with policies and regulations and are inclusive of:             <ul style="list-style-type: none"> <li>o Audit Trail Systems - Recording and documenting changes made to IT assets.</li> <li>o Compliance Reporting - Generating reports to demonstrate adherence to industry regulations and internal policies.</li> <li>o Automated Audit Processes- Streamlining audit procedures to enhance efficiency.</li> </ul> </li> <li>• Maturity Assessments – Diverse Tech Services' IT Maturity Assessments are crucial evaluations of our clients' IT practices, examining processes, technologies, and strategies to determine alignment with industry best practices. These assessments identify strengths, weaknesses, and improvement opportunities, guiding the development of a roadmap for enhancing IT capabilities. We execute these Maturity Assessments through:             <ul style="list-style-type: none"> <li>o Assessment Tools - Evaluating the effectiveness of current ITAM practices.</li> <li>o Benchmarking - Comparing an organization's ITAM practices against industry best practices.</li> <li>o Roadmap Development - Creating plans for improving ITAM maturity based on assessment results.</li> </ul> </li> <li>• Sustainability Solutions – Our Sustainability Solutions focus on promoting sustainable and environmentally responsible practices. We accomplish this through:             <ul style="list-style-type: none"> <li>o Energy Efficiency Assessments - Evaluating and optimizing the energy consumption of IT assets.</li> <li>o E-Waste Management - Proper disposal and recycling of end-of-life IT equipment.</li> <li>o Green IT Initiatives - Promoting the use of environmentally friendly technologies and practices.</li> </ul> </li> <li>• Repair and Maintenance – Our repair and maintenance services ensure the proper functioning and longevity of IT assets. Our solutions include:             <ul style="list-style-type: none"> <li>o Hardware Maintenance Contracts - Agreements for ongoing support and repair services for hardware.</li> <li>o Software Updates and Patches - Regularly updating software to fix bugs and security vulnerabilities.</li> <li>o Asset Health Monitoring - Proactive monitoring to detect and address potential issues before they cause failures.</li> </ul> </li> </ul> <p>Our IT Asset Management Services collectively contribute to the effective utilization, compliance, and sustainability of our clients' IT assets.</p> |
| 96 | IT datacenter decommissioning, including planning and valuation, data shredding, de-racking, de-cabling, de-powering, and packing; and, | <input checked="" type="radio"/> Yes<br><input type="radio"/> No | <p>When decommissioning a data center Diverse Tech Services performs a series of activities to ensure the proper and secure shutdown of our clients' IT infrastructure. These measures include:</p> <p>Planning and Valuation</p> <ul style="list-style-type: none"> <li>o Inventory Assessment – We conduct a thorough inventory of all hardware, software, and infrastructure components to understand the scope of decommissioning.</li> <li>o Asset Valuation – We determine the value of assets for potential resale, recycling, or donation. This helps in maximizing returns and minimizing waste.</li> </ul> <p>Data Shredding</p> <ul style="list-style-type: none"> <li>o Data Erasure – Diverse Tech Services uses secure data erasure methods to ensure all sensitive information is permanently removed from storage devices.</li> <li>o Physical Destruction - For devices that cannot be</li> </ul>  |

|    |  |     |  |
|----|--|-----|--|
|    |  |     | <p>reused, we can physically destroy hard drives or storage media to prevent data recovery.</p> <p>De-racking</p> <ul style="list-style-type: none"> <li>o Methodical Disassembly – We develop a systematic approach to de-rack equipment, ensuring proper labeling and documentation.</li> <li>o Safety Measures – We adhere to safety protocols to prevent damage to equipment and ensure the well-being of personnel during de-racking processes.</li> </ul> <p>De-cabling</p> <ul style="list-style-type: none"> <li>o Documentation – Diverse Tech Services documents and labels cables during the de-cabling process to simplify reinstallation or relocation.</li> <li>o Organized Removal – We remove cables in an organized manner to prevent tangling and to make it easier to identify and reuse cables.</li> </ul> <p>De-powering</p> <ul style="list-style-type: none"> <li>o Sequential Shutdown – Diverse Tech Services develops a sequence for powering down equipment to avoid sudden power loss, which can lead to data corruption or hardware damage.</li> <li>o Power Monitoring – We use power monitoring tools to identify and isolate any anomalies during the de-powering process.</li> </ul> <p>Packing</p> <ul style="list-style-type: none"> <li>o Secure Packaging - We pack equipment securely to prevent damage during transit, using appropriate packaging materials for delicate components. For remote users, we send instructions and packing materials made specifically for the return item, ensuring safe delivery.</li> <li>o Labeling - We clearly label packed items with relevant information to facilitate easy unpacking and reinstallation.</li> <li>o Documentation – We provide instructions for reinstallation at an alternate location.</li> </ul> <p>Logistics and Transport</p> <ul style="list-style-type: none"> <li>o Transportation Planning - Diverse Tech Services plans for the logistics of transporting decommissioned equipment to its final destination, whether it's for resale, recycling, or storage.</li> <li>o Compliance - We ensure compliance with environmental regulations and ethical disposal practices during transportation.</li> </ul> <p>Documentation</p> <ul style="list-style-type: none"> <li>o Detailed Records – We maintain comprehensive documentation throughout the decommissioning process. This includes inventory lists, data destruction certificates, and any relevant compliance documentation.</li> </ul> <p>Environmental Considerations</p> <ul style="list-style-type: none"> <li>o Recycling – We implement environmentally friendly disposal methods and we recycle materials wherever possible.</li> <li>o Compliance – We adhere to environmental regulations for the disposal of electronic waste.</li> </ul> <p>Security</p> <ul style="list-style-type: none"> <li>o Physical Security - Diverse Tech Services ensures the security of decommissioned equipment to prevent theft or unauthorized access.</li> <li>o Chain of Custody - We establish and maintain a clear chain of custody for sensitive equipment and data throughout the decommissioning process.</li> </ul> <p>By addressing each of these aspects systematically, Diverse Tech Services helps our clients ensure a smooth and secure data center decommissioning process.</p> |
| 97 | IT Asset Disposal and Retirement Services, | Yes | Yes, Diverse Tech Services recognizes the significance of  |



including secure data destruction, serialization, asset value recovery, recycling, remarketing, refurbishing, onsite collection, and ESG reporting.

o No

proper IT Asset Disposal and Retirement Services. As a good steward of our clients' resources, our IT Disposal and Retirement Services are vital in protecting data, ensuring regulatory compliance, championing environmental responsibility, optimizing resource recovery, and enhancing cost efficiency and brand protection. We offer the following services that prioritize the secure, sustainable, and responsible management of IT assets across their entire lifecycle:

#### Secure Data Destruction

- o Data Wiping – We use certified data wiping tools to securely erase all data from storage devices, ensuring that sensitive information cannot be recovered.
- o Data Destruction Certificates - We provide documentation certifying the complete and secure destruction of data on retired assets.

#### Serialization

- o Asset Tagging – We implement a serialization system using unique asset tags to track and manage each individual IT asset throughout its lifecycle.
- o Database Integration: We integrate serialization data with asset management databases for accurate tracking and reporting.

#### Asset Value Recovery

- o Asset Valuation Services – Diverse Tech Services assesses the market value of retired assets to maximize returns through resale or recovery programs.
- o Marketplace Integration – We utilize online marketplaces or specialized platforms to sell assets to interested buyers.

#### Recycling

- o E-Waste Recycling – We partner with certified e-waste recycling facilities to ensure responsible and environmentally friendly disposal of non-reusable components.
- o Compliance: Diverse Tech Services and our partners always adhere to regulatory requirements for electronic waste disposal to avoid legal and environmental consequences.

#### Remarketing:

- o Market Analysis – Diverse Tech Services identifies potential markets and buyers for refurbished or lightly used IT assets.
- o Refurbishment Services: We refurbish assets to enhance their appearance and functionality before resale.

#### Refurbishing

- o Testing and Certification - We implement thorough testing processes to identify and address any issues with retired assets before refurbishing.
- o Quality Assurance – We ensure that refurbished assets meet industry standards and customer expectations.

#### Onsite Collection

- o Logistics Planning - Diverse Tech Services offers onsite collection services to streamline the asset disposal process for clients.
- o Data Security During Collection – We implement secure transportation methods and protocols to protect assets and data during onsite collection.

#### ESG Reporting

- Environmental Impact Assessment - Diverse Tech Services conducts assessments to measure the environmental impact of the disposal process.
- Reporting Standards – Diverse Tech Services and our partners adhere to Environmental, Social, and Governance (ESG) reporting standards, providing transparent and accountable documentation of disposal practices.

|  |  |  |
|--|--|--|
|  |  | <p>Compliance</p> <ul style="list-style-type: none"> <li>Regulatory Compliance – We stay informed about and comply with local and international regulations regarding the disposal of electronic assets.</li> <li>Certifications – We obtain relevant certifications (e.g., R2, e-Stewards) to demonstrate adherence to industry best practices.</li> </ul> <p>Documentation and Reporting:</p> <ul style="list-style-type: none"> <li>Detailed Reporting - Diverse Tech Services provides clients with comprehensive reports detailing the entire asset disposal process, including data destruction, recycling, and resale activities.</li> <li>Audit Trail - We maintain an audit trail of asset disposal activities for transparency and accountability.</li> </ul> <p>By incorporating these solutions at our clients' sites, we can efficiently manage any IT Asset's end-of-life cycle by prioritizing data security, environmental responsibility, and value recovery for our clients.</p> |
|--|--|--|

### Table 17B: Category 3 - Industry Specific Questions

Table 17B: Industry Specific Questions relate to products and services offered in Category 3 (see Table 17A).

| Line Item | Question  | Response  |
|-----------|---|---|
| 98        | Please list any certifications your company or your delivery partner(s) hold which are relevant to IT Asset Lifecycle Services, such as R2v3, e-Stewards, NAID AAA, ISO 9001, ISO 14001, ISO 45001, and ITAM Forum. | Diverse Tech Services or our partners currently hold the following certifications relevant to IT Asset Lifecycle Services: <ul style="list-style-type: none"> <li>ISO 14001</li> <li>R2v3</li> <li>e-Stewards</li> <li>ISO 20000</li> <li>ITAM Forum</li> <li>NAID AAA</li> <li>ISO 9001</li> <li>ISO 45001</li> <li>ISO 55001</li> </ul>   |
| 99        | Please indicate the standards to which hard drives are wiped, such as the Department of Defense or NIST standard 800-88.  | Before Diverse Tech Services recommends any data sanitization method to an organization, especially those dealing with sensitive information, we refer to the latest standards and guidelines provided by relevant authorities to ensure compliance with current best practices in data security. While Diverse Tech Services will comply with both DoD and NIST standards, NIST SP 800-88 reflects advancements in storage technology allowing more flexible and effective methods of data sanitization, and as such, is our preferred protocol. |

### Table 18: Exceptions to Terms, Conditions, or Specifications Form

**Line Item 100. NOTICE:** To identify any exception, or to request any modification, to Sourcewell standard Contract terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Contract Template provided in the "Bid Documents" section. Proposer must upload the redline in the "Requested Exceptions" upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Contract.

| Do you have exceptions or modifications to propose? | Acknowledgement *  |
|---|--|
|   | <input type="radio"/> Yes<br><input checked="" type="radio"/> No |

### Documents

#### Ensure your submission document(s) conforms to the following:

- Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
- Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.

3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.

4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Financial Strength and Stability](#) - Financial Ratios 09.30.2023.pdf - Tuesday November 28, 2023 14:38:27
- [Marketing Plan/Samples](#) - DTS Marketing Plan - Sourcewell.pdf - Monday December 18, 2023 08:42:53
- [WMBE/MBE/SBE or Related Certificates](#) - MBE Certification.pdf - Monday December 18, 2023 12:45:47
- [Warranty Information](#) - Warranty.pdf - Monday December 18, 2023 12:58:20
- [Standard Transaction Document Samples](#) - DTS MSA.pdf - Monday December 18, 2023 12:45:10
- Requested Exceptions (optional)
- Upload Additional Document (optional)
- [Pricing - Category 1](#) - Sourcewell Category 1 Pricing Catalog.xlsx - Monday December 18, 2023 14:33:37
- [Pricing - Category 2](#) - Sourcewell Category 2 Pricing Catalog.xlsx - Monday December 18, 2023 14:26:46
- [Pricing - Category 3](#) - Sourcewell Category 3 Pricing Catalog.xlsx - Monday December 18, 2023 14:34:51

## Addenda, Terms and Conditions

### PROPOSER AFFIDAVIT AND ASSURANCE OF COMPLIANCE

I certify that I am the authorized representative of the Proposer submitting the foregoing Proposal with the legal authority to bind the Proposer to this Affidavit and Assurance of Compliance:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for contract award.
3. The Proposer, including any person assisting with the creation of this Proposal, has arrived at this Proposal independently and the Proposal has been created without colluding with any other person, company, or parties that have or will submit a proposal under this solicitation; and the Proposal has in all respects been created fairly without any fraud or dishonesty. The Proposer has not directly or indirectly entered into any agreement or arrangement with any person or business in an effort to influence any part of this solicitation or operations of a resulting contract; and the Proposer has not taken any action in restraint of free trade or competitiveness in connection with this solicitation. Additionally, if Proposer has worked with a consultant on the Proposal, the consultant (an individual or a company) has not assisted any other entity that has submitted or will submit a proposal for this solicitation.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest exists when a vendor has an unfair competitive advantage or the vendor's objectivity in performing the contract is, or might be, impaired.
5. The contents of the Proposal have not been communicated by the Proposer or its employees or agents to any person not an employee or legally authorized agent of the Proposer and will not be communicated to any such persons prior to Due Date of this solicitation.
6. If awarded a contract, the Proposer will provide to Sourcewell Participating Entities the equipment, products, and services in accordance with the terms, conditions, and scope of a resulting contract.
7. The Proposer possesses, or will possess before delivering any equipment, products, or services, all applicable licenses or certifications necessary to deliver such equipment, products, or services under any resulting contract.
8. The Proposer agrees to deliver equipment, products, and services through valid contracts, purchase orders, or means that are acceptable to Sourcewell Members. Unless otherwise agreed to, the Proposer must provide only new and first-quality products and related services to Sourcewell Members under an awarded Contract.
9. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
10. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Minnesota Statutes Section 13.591, subdivision 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals become public data. Minnesota Statutes Section 13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Minnesota's Data Practices Act.
11. Proposer its employees, agents, and subcontractors are not:
  1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
  2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
  3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated

by the State of Minnesota; the United States federal government or the Canadian government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Susannah Quandt, Managing Director, Diverse Tech Services, Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the bid.

Yes  No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

| File Name  | I have reviewed the below addendum and attachments (if applicable) | Pages |
|--|--|-------|
| <b>Addendum_17_Technology_Products_and_Services</b><br>Tue December 12 2023 03:16 PM | <input checked="" type="checkbox"/>                                | 6     |
| <b>Addendum_16_Technology_Products_and_Services</b><br>Thu December 7 2023 03:22 PM  | <input checked="" type="checkbox"/>                                | 1     |
| <b>Addendum_15_Technology_Products_and_Services</b><br>Wed December 6 2023 04:12 PM  | <input checked="" type="checkbox"/>                                | 4     |
| <b>Addendum_14_Technology_Products_and_Services</b><br>Tue December 5 2023 07:50 AM  | <input checked="" type="checkbox"/>                                | 2     |
| <b>Addendum_13_Technology_Products_and_Services</b><br>Fri December 1 2023 01:49 PM  | <input checked="" type="checkbox"/>                                | 3     |
| <b>Addendum_12_Technology_Products_and_Services</b><br>Thu November 30 2023 02:56 PM | <input checked="" type="checkbox"/>                                | 2     |
| <b>Addendum_11_Technology_Products_and_Services</b><br>Tue November 28 2023 02:59 PM | <input checked="" type="checkbox"/>                                | 1     |
| <b>Addendum_10_Technology_Products_and_Services</b><br>Mon November 27 2023 02:37 PM | <input checked="" type="checkbox"/>                                | 3     |
| <b>Addendum_9_Technology_Products_and_Services</b><br>Wed November 22 2023 09:01 AM  | <input checked="" type="checkbox"/>                                | 1     |
| <b>Addendum_8_Technology_Products_and_Services</b><br>Mon November 20 2023 04:30 PM  | <input checked="" type="checkbox"/>                                | 2     |
| <b>Addendum_7_Technology_Products_and_Services</b><br>Wed November 15 2023 03:37 PM  | <input checked="" type="checkbox"/>                                | 4     |
| <b>Addendum_6_Technology_Products_and_Services</b><br>Thu November 9 2023 03:02 PM   | <input checked="" type="checkbox"/>                                | 2     |
| <b>Addendum_5_Technology_Products_and_Services</b><br>Wed November 8 2023 03:28 PM   | <input checked="" type="checkbox"/>                                | 2     |
| <b>Addendum_4_Technology_Products_and_Services</b><br>Tue November 7 2023 02:33 PM   | <input checked="" type="checkbox"/>                                | 3     |
| <b>Addendum_3_Technology_Products_and_Services</b><br>Fri November 3 2023 02:06 PM   | <input checked="" type="checkbox"/>                                | 2     |
| <b>Addendum_2_Technology_Products_and_Services</b><br>Thu November 2 2023 03:08 PM   | <input checked="" type="checkbox"/>                                | 1     |
| <b>Addendum_1_Technology_Products_and_Services</b><br>Tue October 31 2023 03:29 PM   | <input checked="" type="checkbox"/>                                | 1     |