



## **Solicitation Number: RFP #020624**

### **CONTRACT**

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and TD Synnex Corporation, 39 Pelham Ridge Dr., Greenville, SC 29615 (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 Private Wireless Services with Related Solutions from which Supplier was awarded a contract.

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.

B. **EXPIRATION DATE AND EXTENSION.** This Contract expires May 3, 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.

C. **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 Sourcwell for this Contract and must provide prompt notice to Sourcwell if that person is changed. The Account Representative will be responsible for:

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

B. BUSINESS REVIEWS. Supplier must perform a minimum of one business review with Sourcwell 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 Sourcwell 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;
- Sourcwell Assigned Entity/Participating Entity Number;
- Item Purchased Description;
- Item Purchased Price;
- Sourcwell 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 Sourcwell, the Supplier will pay an administrative fee for Commodity Products equal to eighty (80) percent

of one (1) percent (“80 BPS”) and for Enterprise Products equal to two (2) percent or (“200 BPS”)to Sourcewell. “Commodity Products” shall include, but not be limited to, Products such as servers, networking equipment, and endpoint devices such as desktop, laptop, tablets and print devices. Also includes peripheral devices such as monitors, docking stations, UPS/power, telephony, furniture, and other accessories and supplies. “Enterprise Products” shall include, but not be limited to, are High-End enterprise class Datacenter Server/Storage that support cloud, AI/ML, and data center solutions, that require specific vendor authorization to purchase. The Administrative Fee will be based upon the sales price to Participating Entities and 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.

**IN NO EVENT SHALL SUPPLIER, ITS AFFILIATES OR ITS LICENSORS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR OTHER DAMAGES, INCLUDING COSTS FOR PROCUREMENT OF SUBSTITUTE OFFERINGS OR SERVICES, LOST PROFITS OR LOST REVENUE.**

## **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 Sourcewell to immediately terminate this Contract for default.

B. CERTIFICATES OF INSURANCE. Prior to commencing under this Contract, Supplier must furnish to Sourcewell 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 Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcewell 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 Sourcewell 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.

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.

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**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**

DocuSigned by:  
*Jeremy Schwartz*  
C0FD2A139D06489...  
By: \_\_\_\_\_  
Jeremy Schwartz  
Title: Chief Procurement Officer  
Date: 5/3/2024 | 12:59 PM CDT

**TD Synnex Corporation**

DocuSigned by:  
*Ed Somers*  
7A201C431EE340C...  
By: \_\_\_\_\_  
Ed Somers  
Title: Vice President  
Date: 5/3/2024 | 12:42 PM CDT

# RFP 020624 - Private Wireless Services with Related Solutions

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## Vendor Details

Company Name: TD SYNEX Corporation  
Does your company conduct business under any other name? If yes, please state: TD SYNEX  
Address: 39 Pelham Ridge Dr.  
Greenville, SC 29615  
Contact: Randy Finley  
Email: randy.finley@tdsynnex.com  
Phone: 510-402-7058  
Fax: 510-360-6609  
HST#: 94-2703333

## Submission Details

Created On: Friday January 19, 2024 12:13:17  
Submitted On: Tuesday February 20, 2024 16:06:36  
Submitted By: Randy Finley  
Email: randy.finley@tdsynnex.com  
Transaction #: 9875d4e1-d950-4648-af6e-3895a6985b22  
Submitter's IP Address: 68.187.162.162

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## 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): (In the event of award, will execute the resulting contract as "Supplier")	TD SYNEX Corporation
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	DLT Solutions, LLC - a TD SYNEX Corporation Company
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	TD SYNEX, TD SYNEX Public Sector, or DLT.
4	Provide your CAGE code or Unique Entity Identifier (SAM):	TD SYNEX SAM Unique Entity Identifier: LYXBWDHL4VR9
5	Proposer Physical Address:	39 Pelham Ridge Dr. Greenville, SC 29615
6	Proposer website address (or addresses):	www.tdsynex.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):	Ed Somers; Vice President; 39 Pelham Ridge Dr. Greenville, SC 29615; ed.somers@tdsynex.com; 864-230-9730
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Randy Finley; Senior Director; 39 Pelham Ridge Dr. Greenville, SC 29615; randy.finley@tdsynex.com; 510-402-7058
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Katie Bullock; Contract Analyst; 39 Pelham Ridge Dr. Greenville, SC 29615; katie.bullock@tdsynex.com; 864-349-4368

**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>TD SYNEX has come together through a history of balanced Mergers &amp; Acquisitions and organic growth. On March 22, 2021, SYNEX Corporation (NYSE: SNX) and Tech Data Corporation announced a definitive merger agreement under which SYNEX and Tech Data will combine. The combined company, with a team of over 23,000 co-workers will provide customers and vendors with expansive reach across products, services, and geographies to accelerate technology adoption. Tech Data was wholly owned by funds managed by affiliates of Apollo Global Management, Inc. (NYSE: APO) (the "Apollo Funds") and their co-investors.</p> <p>The merger with Tech Data was completed on September 1, 2021. The combined company was named TD SYNEX Corporation.</p> <p>Headquartered in Fremont, CA and Clearwater, FL, TD SYNEX is an industry leader in IT distribution with global operations. TD SYNEX is listed on the New York Stock Exchange (NYSE: SNX) and is ranked #64 on the 2023 Fortune 500. TD SYNEX has built upon its core distribution business to create a highly efficient hybrid model that provides customers with a wide range of solutions and value-added services. A publicly-traded corporation on the New York Stock Exchange (SNX), TD SYNEX is a global business process services company, providing outsourcing services in IT distribution, contract assembly, logistics management, and more to resellers and original equipment manufacturers (OEMs) around the world.</p> <p>TD SYNEX distributes technology products from more than 2,500 world-leading IT</p>

OEM suppliers to more than 25,000 resellers throughout the US, Canada, and Mexico. Our focused product categories include IT systems, rugged mobility, peripherals, system components, software, and networking.

TD SYNEX Public Sector is a specialized, fully integrated business unit that focuses on bridging the gap between technology partners and U.S. public sector organizations so they can achieve their individual missions. This is accomplished through specialized and scalable aggregator solutions, including channel enablement, engineering services and support, industry-centric marketing, the Diversity Alliance Program, and our Cloud Navigator, Enterprise Agreement Platform, Confirmed Stateside Support and Secure Software Factory offerings.

TD SYNEX Public Sector has been exclusively focused on the Public Sector, including higher education customers, since 1991. The organization has experience with some of the nation's largest state universities and community colleges. The organization consists of approximately 400 co-workers.

TD SYNEX tracks sales in the traditional public sector verticals of Education, State/Local government, and Federal. Education sales include all K-12, higher education (colleges and university), and community, and/or vocational & technical college revenue. State/Local government sales include all state and local government, but also includes any city, local, township, municipal, borough, county, parish, and/or commonwealth, revenue. Federal sales include all civilian, defense, and/or administrative revenue, also includes sales to prime contract holders and federal integrators.

National Presence, Nationwide Distribution Capabilities:

TD SYNEX' distribution model focuses on top-tier manufacturers, offering value-added resellers, system integrators, and solution providers access through knowledge-based sales consultants. We have over 1 million square feet of warehouse space across 15 distribution centers, located strategically throughout the United States.

TD SYNEX offers:

- Proven distribution, logistics and product management processes
- Excellent past performance in the Public Sector market
- A national presence and nationwide distribution network
- ISO 9001-certified supply chain that increases efficiencies and reduces costs
- Supply Chain Risk Management (SCRM) Plan (available upon request)
- Customs-Trade Partnership Against Terrorism (C-TPAT) Certified
- Membership in Transported Asset Protection Association (TAPA)
- Experienced government contractor with both Federal and State contracts
- A nationwide network of value-added resellers and solution providers with one or more SBA certified small business socio-economic statuses.

TD SYNEX is 23,000 coworkers of the IT industry's best and brightest, who share an unwavering passion for bringing compelling technology products, services and solutions to the world. We're an innovative partner that helps our customers maximize the value of IT investments, demonstrate business outcomes and unlock growth opportunities.

At our core, we're a company that cares. We care about our partners, our co-workers, our investors and the world around us. And we're committed to being a diverse, inclusive employer of choice and a good corporate citizen.

Living our Values. We hold ourselves to the highest standards every day. That's the key to unlocking the potential of the IT ecosystem.

**INCLUSION – Your voice matters.**

With diverse backgrounds, expertise and experiences, our co-workers make us who we are. When we seek to understand one another and recognize the power of the individual, we demonstrate respect and dignity; we learn, evolve and unlock potential to achieve outstanding results for our customers and win together.

This broad perspective is integral to our commitment to diversity, equity and inclusion.

**COLLABORATION – We amplify strengths.**

We meet the ever-evolving demands of our customers and the marketplace by bringing out the best in our people and our partners across every aspect of the supply chain.

When we leverage our collective expertise, listen well, support and inspire each other we do more than achieve our goals — we do great things.

**INTEGRITY – Character counts.**

Acting with honesty, transparency, respect and fairness builds trust. Trust fosters the entrepreneurial spirit and is a catalyst for innovation that drives outstanding results for our customers.

When we hold each other accountable to the highest standards, we create an open

		<p>and honest environment that fosters creative ideas and brings value to our customers, vendors and each other.</p> <p>EXCELLENCE – We win. We deliver value to our customers and vendors through our strong work ethic and our commitment to excellence. We proactively seek opportunities and address challenges. We adapt quickly and execute confidently to maximize results for our partners and our business.</p> <p>When we embrace a driven mindset, the strengths of individual ownership and collaboration come together naturally, learning embeds itself in the process and we deliver meaningful experiences everywhere.</p>	
11	What are your company's expectations in the event of an award?	<p>We expect to exceed hundreds of thousands of dollars in sales in our first year and thereafter achieve year-over-year growth in excess of 15% per year. If our value-added products are accepted for award, with this broader spectrum of solutions and services that we could offer on a potential award, this will result in an increase of business as well as an increase in market awareness for this contract. The Sourcewell contract will be a valuable extension to both TD SYNEX and Sourcewell participating entities and would be advantageous in markets such as airports, cities/governments, universities/stadiums, K-12, healthcare, and ports/warehouses.</p> <p>TD SYNEX will utilize a network of reseller partners who will interface with the Sourcewell customers, providing onsite assessments/consultation, product information, technical support, customer service support and post-sales support as authorized. Authorized TD SYNEX reseller partners will be responsible for invoicing Sourcewell customers directly on behalf of TD SYNEX. Reseller Order Fulfillers will be utilized under the TD SYNEX Sourcewell program contract. These resellers will be required to maintain the appropriate vendor authorizations and sign agreements with TD SYNEX agreeing to follow the terms and conditions of our Sourcewell program contract. Resellers will be reviewed on a regular basis to ensure we have the appropriate resources to support this contract.</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>TD SYNEX Corporation is a publicly traded company on the New York Stock Exchange under the stock symbol SNX.</p> <p>On March 22, 2021, SYNEX Corporation (NYSE: SNX) and Tech Data Corporation announced a definitive merger agreement under which SYNEX and Tech Data will combine. Tech Data was wholly owned by funds managed by affiliates of Apollo Global Management, Inc. (NYSE: APO) (the "Apollo Funds") and their co-investors. The merger with Tech Data was completed on September 1, 2021. The combined company was named TD SYNEX Corporation.</p> <p>D&amp;B Finance Analytics report and FY2023 Fourth Quarter &amp; Full Year Results press release (<a href="https://s22.q4cdn.com/848111767/files/doc_financials/2023/q4/FQ4-23-Earnings-Press-Release.pdf">https://s22.q4cdn.com/848111767/files/doc_financials/2023/q4/FQ4-23-Earnings-Press-Release.pdf</a>) provided as supporting documents (See file TD SYNEX Response – Financial Strength and Stability_DB_TD SYNEX CORPORATION_12.27.2003.pdf page 1) and see file TD SYNEX Response - Financial Strength and Stability_FQ4-23-Earnings-Press-Release.pdf page 1)</p>	*
13	What is your US market share for the solutions that you are proposing?	<p>For calendar year 2023, TD SYNEX estimates that the Total Available Market for Public Sector IT spend was ~\$256 Billion, with ~\$59 Billion being IT products. TD SYNEX represented 20% (\$11.6 Billion) of the products market share. Market share will vary by manufacturer.</p> <p>Ericsson, a Cradlepoint company, is the largest radio access network (RAN) supplier in the United States with a market share over 50%.</p> <p>US Market Share About 50% of the 5G traffic outside of China run on Ericsson networks. R&amp;D investments over the past four years have led to Ericsson increasing its market share outside of China to 39 percent in 2022, from around 33% in 2017. (Source: Gartner)</p> <ul style="list-style-type: none"> <li>• Ericsson was named a leader in the 2023 Gartner® Magic Quadrant™ for 5G Network Infrastructure for CSPs report.</li> <li>• Ericsson positioned as a Leader for the third year in a row.</li> <li>• Ericsson's commercial 5G leadership and technology evolution is independently known industry-wide.</li> <li>• Ericsson positioned highest for 'Ability to Execute' in the Gartner® Magic Quadrant™</li> </ul> <p>Ericsson became a top RAN vendor in 2021 with 26.9% market share overtaking China's Huawei as the top Radio Access Network (RAN) vendor in 2021, helped by delving 5G solutions in the US market (Source: Mobile Experts)</p>	*

14	What is your Canadian market share for the solutions that you are proposing?	<p>Ericsson is a prominent player in making a Connected Canada possible for 70 years. Our prominence in the Canadian Market is evidenced by our commitment to R&amp;D Economic Development in the country.</p> <p>Research &amp; Development</p> <ul style="list-style-type: none"> <li>Investing an average of \$35M/year - \$6.8B+ overall</li> <li>Among the top 14 R&amp;D spenders in Canada</li> <li>2000+ Canadian patents in a global repertoire of 60,000</li> </ul> <p>Economic Development</p> <ul style="list-style-type: none"> <li>Largest Canadian 5G network service provider</li> <li>Drive digital change with 5G technology</li> <li>ENCQOR partner to 5G labs that develop use cases</li> </ul> <p>In Canada, Ericsson provides 5G infrastructure products and services for Bell, EastLink, Rogers, TBAYTEL, TELUS, Videotron and Xplore and live 5G commercial networks across the country. We enable private network solutions as well as transport and critical infrastructure to remote mines and utilities across the country through client partnerships with Ambra, Hydro BC, Hydro One, Hydro Quebec and more. We have more than 170 5G commercial agreements or contracts with unique service providers globally.</p> <p>With state-of-the-art 5G R&amp;D centers and offices in Montreal, Ottawa and Toronto, we are working closely with partners, Canadian telecommunications leaders and the Canadian government to rollout a secure 5G network for the entire country.</p> <p>Ericsson's largest R&amp;D site in North America is in Ottawa. The Ottawa lab is a strategic R&amp;D site with end-to-end development capabilities. It's also one of the few Verification Centres for Ericsson. Our teams work in all phases of the product development cycle, from research, architecture, systematization, hardware/software design, integration, test, field test, and customer support. Since 2020, our Ottawa Open Lab has been a key site on the recently created Cloud RAN product development unit responsible for Ericsson Cloud RAN products worldwide. Ericsson also established its Global AI accelerator division in 2019 in Montreal. This 5G innovation hub focuses on R&amp;D in AI and automation to leverage innovative technologies and create data-drive, intelligent and robust system automation, evolution and growth.</p>
15	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	No. TD SYNEX is a publicly traded company (NYSE: SNX) in good financial standing.
16	<p>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.</p> <p>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?</p> <p>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>	<p>In response to question a): TD SYNEX is an authorized distributor. Cradlepoint's Letter of Authorization as an Authorized Distributor has been made available as an uploaded document (See file TD SYNEX Response – Additional Document.pdf page 3)</p> <p>Ericsson's EP5G private network solution is only available in the United States and Canada through its subsidiary Cradlepoint. TD SYNEX is offering both EP5G and Cradlepoint's NetCloud Private Networks (NCPN) through Cradlepoint.</p> <p>TD SYNEX holds all necessary authorizations, approvals, and master distributor agreements to be a tier one distributor, based on the different vendor requirements. TD SYNEX relies upon a network of independent dealers, resellers and solutions providers to provide onsite sales and support to end user agencies. Resellers authorized to sell under this contract will be required to sign a Dealer Agreement acknowledging the Terms and Conditions of the contract in order to participate.</p> <p>In order to best serve Sourcewell's participating entities, TD SYNEX proposes including the entire TD SYNEX line card of over 2,500 IT manufacturers and Authorized Service Providers as a Value-Add to the contract. This would provide entities full service solutions while providing a unique "Best Value" option for participating entities. A copy of the complete TD SYNEX line card has been included in our response.</p>

17	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>TD SYNEX is an Authorized Distributor of Cradlepoint product and services for the United States and Canada. In September 2020, Ericsson purchased Cradlepoint and Cradlepoint is now the channel go-to-market path for Ericsson's EP5G.</p> <p>All Resellers approved as Cradlepoint Authorized Resellers under this contract are required to hold all appropriate certifications and specifications. Specific certifications and specializations for Private Networking include but are not limited to CBRS certified Professional Installer (as required by the FCC), NetCloud Private Networks Sales Professional Certification, and NetCloud Private Networks Solution Engineer Specialist.</p> <p>Cradlepoint's Partner Program's quality management process includes performing due diligence on all new VARs with material changes to their contract with Cradlepoint. Due diligence includes screenings against watchlists, adverse media, and government affiliations. Their partners are rescreened on a cadence determined by the business and contract performance to capture any changes in their business structure and/or affiliations. The TD SYNEX Sourcewell Contract Manager will conduct ongoing audits to verify compliance with the Terms and Conditions of the contract and will perform contract performance reviews to ensure we have authorized the best servicing partners for Sourcewell's participating entities' needs.</p> <p>By ensuring that tiered expectations are met, and that training and certifications are completed, we are assured of the quality of Cradlepoint's Partners performance throughout the contract term.</p> <p><b>Certification &amp; Accreditation</b> Accreditation is recognition and validation for Partners who have demonstrated superior levels of business, sales, and technical expertise that addresses customer solution needs in areas of operation, administration, design, implementation, and troubleshooting.</p> <p>Ericsson holds the following certifications and licenses:</p> <ul style="list-style-type: none"> <li>• ISO 9001: 2015 – Quality Management System</li> <li>• ISO 14001:2015 – Environmental Management System Standard</li> <li>• ISO/IEC 27001:2013 – Information Security Management System</li> <li>• ISO 45001:2018 – Occupational Health and Safety Management System</li> <li>• US Federal Communications Commission (FCC) Citizen Broadband Radio Service (CBRS) certification for CBRS portfolio</li> </ul> <p>Cradlepoint holds two cellular industry certifications: PTCRB for North America and GCF-CC for the rest of the world. These certifications ensure that Cradlepoint endpoints are safe to operate on a carrier/operator network and allows Cradlepoint product to work globally.</p> <p>Cradlepoint Product Manufacturers are ISO9001 Certified. Additionally, Cradlepoint's processes are aligned to the ISO9001 standard.</p> <p>A Cradlepoint Letter of Authorization as an Authorized Distributor has been made available as an uploaded document (See file TD SYNEX Response – Additional Document.pdf page 3). TD SYNEX is ISO 9001:2015 certified. ISO Certificate has also been made available as an updated document (See file TD SYNEX Response – Additional Document.pdf page 4).</p>
18	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	<p>TD SYNEX has not had any suspensions or debarment proceedings in the past 10 years.</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>TD SYNEX Awards</p> <p>The expertise of SYNEX has been recognized worldwide, with a range of accolades and awards. Our vendors, resellers and clients are proud to call us partners as we continue to support their business strategies with best-in-class technology and business solutions.</p> <p>2024 &amp; 2023 Fortune World's Most Admired Company 2023 &amp; 2022 TD SYNEX Earns Great Place to Work Certification</p> <p>Aruba Distributor of the Year, U.S. and Canada (2021, 2019, 2018, 2017) Canada Distributor of the Year (2020); Andean Distributor of the Year, SYNEX Westcon</p>



Colombia (2019)

Beyond Trust

Beyond Trust, Value Added Distributor of the Year, Westcon Brazil and Westcon Mexico (2019)

Check Point

Distributor of the Year, SYNEX Westcon, North American (2020, 2019, 2018);  
Distributor of the Year, SYNEX Westcon Brazil (2019)

Cisco

Global Distributor of the Year, SYNEX Comstor, U.S. (2020); Americas Distributor of the Year, SYNEX Comstor, U.S. (2020); North America Distributor Cisco Marketing Innovator, SYNEX Comstor (2020); LATAM Distributor of the Year SYNEX Comstor LATAM (2020,2019); Distributor of the Year MCO SYNEX Comstor Colombia (2020,2019); Distributor of the Year Mexico SYNEX Comstor Mexico (2020); Distributor of the Year CANSAC SYNEX Comstor CANSAC (2019); Marketing Innovator Distributor of the Year SYNEX Comstor LATAM (2019)

Citrix

Distributor of the Year, Westcon Americas, Brazil (2018)

CommScope

Ruckus Networks North America and LATAM Distributor of the Year, SYNEX Westcon (2019); Ruckus Networks Canada Distributor of the Year (2018); Ruckus Networks Trailblazer Unleashed, U.S. (2017)

Digi

North American Distribution Partner of the Year, U.S. and Canada (2019)

Digium

Pinnacle Partner Canadian Distributor of the Year (2019)

Fortinet

Latin America Distributor of the Year, SYNEX Westcon-Comstor (2021)

F5

Latin America Distributor of the Year, SYNEX Westcon, (2019, 2018, 2017)

Firemon

Americas Distributor of the Year (2019); North American FireMon Ignite Distributor of the Year (2018)

Hewlett Packard Enterprise

Global Distributor of the Year (2023 &2021); North America Distributor of the Year (2020, 2023); Distributor of the Year, U.S. (2019, 2017)

HP Inc.

Partner of the Year, Personal Systems, Print Hardware and Supplies, U.S., (2023 & 2019); Partner of the Year, Personal Systems, Print Hardware and Supplies, Canada (2023); Canada Distributor of the Year, SYNEX Canada (2019); Partner of the Year, Personal Systems, Print Hardware and Supplies, U.S. (2019)

Infoblox

North American Distributor of the Year (2019); Distribution Partner of the Year, SYNEX Westcon-Comstor, U.S. (2018)

ISG

Technology Vendor of the Year, U.S. (2020)

Intel

DCG Distributor of the Year, U.S. (2021, 2019, 2018); CCG Distributor of the Year, U.S. (2018)

Juniper Networks

Distributor of the Year, SYNEX Westcon, Mexico (2018)

Kensington

Distributor of the Year, U.S. (2019)

Lifesize

Global Distribution Partner of the Year (2019); Americas Distributor of the Year (2018)

Microsoft

Worldwide Surface Partner of the Year (2023); Operational Excellence Partner of the Year (2023); Worldwide Partner of the Year (2022); Surface Transformation Distributor of the Year, U.S. (2020, 2019); Indirect Provider of the Year for Latin America and the Caribbean Region, SYNnex Westcon-Comstor, Brazil, (2020); WW Devices Distributor of the Year, (2019, 2017); Partner of the Year, Westcon Colombia (2019); SAP on Azure Partner of the Year LATAM, Westcon Colombia; Modern Workplace U.S. Distributor of the Year, OEM Devices Partner, U.S. (2019); OEM Windows Pro Devices Partner of the Year and Surface Hub Partner of the Year, U.S. (2018)

#### NetApp

Major Revenue Distributor of the Year, Westcon Americas, Brazil (2018)

#### Palo Alto Networks

Most Growth, Americas, (Education), SYNnex Westcon, North America, (2020); Distributor of the Year, SYNnex Westcon, North Latin America (2018), Global and North American Distributer Partner of the Year (2023)

#### Panasonic

North America Distributor of the Year (2019)

#### PureStorage

Disruptor of the Year Partner Award, SYNnex Westcon-Comstor, LATAM (2019)

#### Red Hat

Commercial Distributor of the Year, North America (2019, 2017, 2016, 2014, 2013); Training Distributor of the Year, North America (2019, 2018, 2017)

#### Samsung

Mobile Distribution Partner of the Year (2020); Overall Distribution Partner of the Year, Smart Signage Award (2020)

#### Seagate

Enterprise Distributor of the Year, U.S. (2019, 2018)

#### Symantec

SecureOne Services Excellence Award, Americas, Westcon LATAM (2019)

#### Veeam

North American Distributor of the Year (2022)

#### VMWare

Emerging Markets Global and Americas Distributor of the Year, Westcon Americas, Latin America (2018); Education Services Partner of the Year, Westcon Mexico, Latin America (2018)

#### Ericsson Awards

Ericsson received recognition as the Gulf Region 5G Innovator of the Year at the ITP.net Technology leadership Awards 2022. The award endorsed Ericsson's position as the 5G market leader, forerunner in mobile connectivity solutions for telecommunications and industries, as its role in driving digitalization across various continents.

Ericsson was named a Leader in the 2023 Gartner Magic Quadrant for 5G Network Infrastructure for Communications Service Providers.

Ericsson's USA 5G Smart Factory in Lewisville, Texas, has been recognized by the World Economic Forum as a global front runner in the Fourth Industrial Revolution (4IR). The Forum has awarded the site with its prestigious "Global Lighthouse" designation in recognition of Ericsson's deployment of next-generation technology at the site and its subsequent impact – including an impressive 2.2 times improved output per employee when compared to a similar site without the automation and 4IR improvements.

In 2023, Ericsson won the coveted 5G Innovator of the Year at the edge Technology Leadership Awards for the second year in a row.

Ericsson was recognized as the 2023 Google Cloud Industry Solution Technology Partner of the Year Award for innovating its market-leading 5G portfolio on Google Cloud technology.

Ericsson received recognition as the leading private networking provider from analyst firm Kaleido Intelligence in its Connectivity Vendor Hub: Private Networks 2022 research report. Assessed amongst 38 leading private LTE/5G vendors, Ericsson ranked as the number one private networks solution provider, heralded for its support of 4G and 5G technology across all deployments, and its powerful

		<p>combination of pre-integrated hardware and software.[JM1] [RF2] [RF3]</p> <p>Ericsson received recognition as the Gulf Region 5G Innovator of the Year at the ITP.net Technology leadership Awards 2022. The award endorsed Ericsson's position as the 5G market leader, forerunner in mobile connectivity solutions for telecommunications and industries, as its role in driving digitalization across various continents.</p> <p>Cradlepoint Awards                  CRN 10 Hottest Networking Products of 2023: The 10 Hottest Networking Products Of 2023 (crn.com)                  CRN Tech Innovators Award for 2023: The 2023 Tech Innovator Awards   CRN                  Forbes recognition: Ericsson And Its Private Networking Journey (forbes.com)</p>
20	<p>What percentage of your sales are to the governmental sector in the past three years</p>	<p>TD SYNnex tracks sales in the traditional public sector verticals of Education, State/Local government, and Federal. Education sales include all K-12, higher education (colleges and university), and community, and/or vocational &amp; technical college revenue. State/Local government sales include all state and local government, but also includes any city, local, township, municipal, borough, county, parish, and/or commonwealth, revenue. Federal sales include all civilian, defense, and/or administrative revenue, also includes sales to prime contract holders and federal integrators.</p> <p>TD SYNnex Public Sector fiscal year 2021 public sector sales were in excess of \$9.4 Billion (29.7% of overall company revenue):</p> <ul style="list-style-type: none"> <li>• Education \$4 Billion</li> <li>• State/Local government \$2.5 Billion</li> <li>• Federal \$2.9 Billion</li> </ul> <p>TD SYNnex Public Sector fiscal year 2022 public sector sales were in excess of \$11.2 Billion (18.0% of overall company revenue):</p> <ul style="list-style-type: none"> <li>• Education \$4 Billion</li> <li>• State/Local government \$3.3 Billion</li> <li>• Federal \$3.9 Billion</li> </ul> <p>TD SYNnex Public Sector fiscal year 2023 public sector sales were in excess of \$11.6 Billion (20.2% of overall company revenue):</p> <ul style="list-style-type: none"> <li>• Education \$3.9 Billion</li> <li>• State/Local government \$3.5 Billion</li> <li>• Federal \$4.0 Billion</li> </ul> <p>***FY 2023 Overall Public Sector Contracts business \$1.3 Billion***</p> <p>TD SYNnex fiscal year starts on December 1st of the current year and ends on November 30th of the following year.                  FY 2020 \$24,676,000,000.00 (Legacy SYNnex Corporation only)                  FY 2021 \$31,614,000,000.00 (Legacy SYNnex Corporation only)</p> <p>On March 22, 2021, SYNnex Corporation (NYSE: SNX) and Tech Data Corporation announced a definitive merger agreement under which SYNnex and Tech Data will combine. The combined company, with a team of over 23,000 co-workers will provide customers and vendors with expansive reach across products, services, and geographies to accelerate technology adoption. Tech Data was wholly owned by funds managed by affiliates of Apollo Global Management, Inc. (NYSE: APO) (the "Apollo Funds") and their co-investors.                  The merger with Tech Data was completed on September 1, 2021. The combined company was named TD SYNnex Corporation.                  FY 2022 \$62,343,800,000.00                  FY 2023 \$57,555,400,000.00</p>



21	What percentage of your sales are to the education sector in the past three years	<p>TD SYNEX tracks sales in the traditional public sector verticals of Education, State/Local government, and Federal. Education sales include all K-12, higher education (colleges and university), and community, and/or vocational &amp; technical college revenue.</p> <p>Fiscal year 2021 Education sales were in excess of \$4 Billion (12.7% of overall company revenue)</p> <p>Fiscal year 2022 Education sales were in excess of \$4 Billion (6.4% of overall company revenue)</p> <p>Fiscal year 2023 Education sales were in excess \$3.9 Billion (6.8% of overall company revenue)</p> <p>TD SYNEX fiscal year starts on December 1st of the current year and ends on November 30th of the following year.</p> <p>FY 2020 \$24,676,000,000.00 (Legacy SYNEX Corporation only)</p> <p>FY 2021 \$31,614,000,000.00 (Legacy SYNEX Corporation only)</p> <p>On March 22, 2021, SYNEX Corporation (NYSE: SNX) and Tech Data Corporation announced a definitive merger agreement under which SYNEX and Tech Data combined. The merger with SYNEX and Tech Data was completed on September 1, 2021. The combined company was named TD SYNEX Corporation.</p> <p>FY 2022 \$62,343,800,000.00</p> <p>FY 2023 \$57,555,400,000.00</p>
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>Texas Department of Information Resources Contracts:</p> <p>TX DIR-TSO-4075 Emergency Preparedness and Disaster Recovery Information Technology (IT) Products and Related Services (Expired March 22, 2023)</p> <p>FY2021 sales of \$2,214,986.06</p> <p>FY2022 sales of \$2,551,017.09</p> <p>FY2023 sales of \$1,138,671.88</p> <p>TX DIR-CPO-4458 Data Communication and Networking (Expires March 19, 2025)</p> <p>FY2021 sales of \$3,164,564.94</p> <p>FY2022 sales of \$495,035.51</p> <p>FY2023 sales of \$508,747.89</p> <p>TX DIR-TSO-4383 Software (Expires August 21, 2025)</p> <p>FY2021 sales of \$180,130.24</p> <p>FY2022 sales of \$965,992.00</p> <p>FY2023 sales of \$457,443.45</p> <p>TX DIR-CPO-5077 Telecom and Conferencing (Expires August 4, 2027)</p> <p>FY2023 sales of \$7,610.67</p> <p>TX DIR-TSO-3866 Miscellaneous IT Hardware, Peripherals, Components and Related Services (Expired May 31, 2022)</p> <p>FY2021 not active</p> <p>FY2022 sales of \$13,082.61</p> <p>TX DIR-CPO-5096 Miscellaneous IT Hardware, Peripherals and Components (Expires December 13, 2027)</p> <p>FY2021 not active</p> <p>FY2022 not active</p> <p>FY2023 sales of \$553,788.80</p> <p>TX DIR-4846 Cybersecurity Products and Services (Expires January 25, 2028)</p> <p>FY2021 not active</p> <p>FY2022 not active</p> <p>FY2023 sales of \$144,509.53</p> <p>OHIO State Term Schedule (STS) Contract:</p> <p>Ohio STS Contract #534604 (Expires September 26, 2024)</p> <p>FY2021 sales of \$620,789.70</p> <p>FY2022 sales of \$695,421.20</p> <p>FY2023 sales of \$308,087.10</p> <p>North Carolina Statewide Contract:</p> <p>North Carolina Cisco Systems 204X IT Infrastructure Solutions (Expires June 30, 2024)</p> <p>FY2021 not active</p> <p>FY2022 not active</p> <p>FY2023 \$434,760.93</p> <p>Pennsylvania Education Purchasing Program for Microcomputers (PEPPM):</p> <p>PEPPM 533902-184 for Pennsylvania (Expires December 31, 2025) and PEPPM 535122-043 for California (Expires December 31, 2025)</p> <p>FY2021 sales of \$10,465,442.20</p>

		<p>FY2022 sales of \$7,852,654.37  FY2023 sales of \$24,661,203.42</p> <p>National Cooperative Purchasing Alliance (NCPA):  NCPA 01-97 Advanced Technology Solutions Aggregator Contract (Expires July 31, 2024)  FY2021 sales of 52,849,095.61  FY2022 sales of \$108,646,474.44  FY2022 sales of \$84,695,939.28</p> <p>Omnia Partners Public Sector:  OMNIA Partners – Cyber Security Solutions and Associated Products &amp; Services  Contract Number: #R200803 (Expires September 30, 2025)  FY2021 sales of \$138,496.73  FY2022 sales of \$2,862,255.95  FY2023 sales of \$8,296,629.42</p> <p>OMNIA Partners Managed Print Solutions MPS R171403 (Expired February 28, 2023)  FY2021 no sales  FY2022 sales of \$101,088.33  FY2023 sales of \$135,078.10</p> <p>Equalis Group:  Equalis Group Contract Number: EQ-013120-01 Technology Software, Equipment, Services and Related Solutions (Expires April 30,2025 Renewable through April 30, 2027)  FY2021 sales of \$9,006.41  FY2022 sales of \$304,485.27  FY2023 sales of \$1,042,293.14</p>
<p>23</p>	<p>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?</p>	<p>General Services Administration:  GSA Multiple Award Schedule Contract # 47QTCA19D00MM (Expires September 26, 2024)  FY2021 sales of \$15,346,655.52  FY2022 sales of \$19,548,044.90  FY2023 sales of \$8,814,945.36</p> <p>GSA Multiple Award Schedule Contract #GS-35F-0563U (Expires September 4, 2028)  FY2021 not active  FY2022 sales of \$5,722,099.02  FY2023 sales of \$51,048,305.66</p> <p>GSA Multiple Award Schedule Contract # 47QTCA21D00BD (Expires June 21, 2026)  FY2021 sales of \$609,912.00  FY2022 sales of \$5,104,005.52  FY2023 sales of \$3,715,941.61</p> <p>GSA Multiple Award Schedule Contract # GS-35F-0349S (Expires April 4, 2026)  FY2021 sales of \$1,763,394.00  FY2022 sales of \$1,836,335.95  FY2023 sales of \$1,325,432.75</p> <p>GSA's 2nd Generation Information Technology (2GIT) Blanket Purchase Agreements:  2GIT BPA #47QTCA21A0026 (Expires March 30, 2026)  FY2021 sales of \$1,993,186.67  FY2022 sales of \$3,721,017.41  FY2023 sales of \$931,077.72</p> <p>2GIT BPA #47QTCA21A002E (Expires March 30, 2026)  FY2021 sales of \$29,401.00  FY2022 sales of \$4,985,829.64  FY2023 sales of \$2,781,227.13</p> <p>2GIT BPA 47QTCA21A0027 (Expires March 30,2026)  FY2021 sales of \$100,579.00  FY2022 sales of \$1,880,141.57  FY2023 sales of \$4,691,316.66</p>

**Table 4: References/Testimonials**

**Line Item 24.** Supply reference information from three customers who are eligible to be Sourcewell participating entities and for whom you have performed projects relevant to private wireless services. .

Entity Name *	Contact Name *	Phone Number *	
RCN Communications	Reed Perryman, Director of Sales	865-293-0350	*
Logicalis, Inc	Mike Marchal, GovEd Director	480-346-2314	*
TKK Electronics	Juan Hernandez, CEO	414-290-0585	*

**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 *	
Our current reseller distribution agreement does not allow the release of any end user information.	Government	Illinois - IL	Bus and Train projects including cashless pay system, signage on vehicles and at stations, vehicle cameras, and train telemetrics.	9 transactions of various sizes across the last 3 years.	\$4.4Million	*
Our current reseller distribution agreement does not allow the release of any end user information.	Government	District of Columbia - DC	Various projects including IoT and Mobile deployments.	99 transactions of various sizes across the last 3 years.	\$3.6Million	*
Our current reseller distribution agreement does not allow the release of any end user information.	Government	District of Columbia - DC	5G Connectivity for ARC vehicles in the field.	20 transactions of various sizes across the last 3 years.	\$3.4Million	*
Our current reseller distribution agreement does not allow the release of any end user information.	Government	Florida - FL	1300 vehicle fleet with dual modems for always on cell service/coverage.	40 transactions of various sizes across the last 3 years.	\$2.7Million	*
Our current reseller distribution agreement does not allow the release of any end user information.	Government	Illinois - IL	Passenger Wi-Fi	150 transactions of various sizes across the last 3 years.	\$2.3Million	*

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

Describe your company's capability to meet the needs of Sourcewell 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>At TD SYNEX, we bring a wealth of experience and a proven track record in owning and managing Public Sector contracts. We owe our success to our strategic approach to sales and demand generation, tailored to maximize the reach of these contracts.</p> <p>We have over 800 sales representatives located throughout the US and Canada who work directly with our reseller partners to ensure timely quoting, sales, and delivery to Sourcewell participating entities.</p> <p>TD SYNEX has a dedicated team who are responsible for the overall management of our state contracts. Responsibilities include the coordination of marketing efforts; reseller recruitment and development, quoting, sales, technical support, customer service, post-sales support, reporting and compliance.</p> <p>TD SYNEX Public Sector Contracts Team Organization for Sourcewell</p> <p>Executive Team</p> <ul style="list-style-type: none"> <li>• Eddie Franklin, Senior Vice President of Sales, Public Sector eddie.franklin@tdsynnex.com</li> <li>• Ed Somers, Vice President, Public Sector Programs ed.somers@tdsynnex.com</li> <li>• Randy Finley, Senior Director of Public Sector Business Development randy.finley@tdsynnex.com</li> </ul> <p>Management Team</p> <ul style="list-style-type: none"> <li>• Jerry Hertel, Director of Public Sector Client Executives jerry.hertel@tdsynnex.com</li> <li>• Mike Gambrell, Director of State and Local Government Vertical Alliance mike.gambrell@tdsynnex.com</li> <li>• Steve Wells, Vice President of Program Management steve.wells@tdsynnex.com</li> </ul> <p>Business Development Team</p> <ul style="list-style-type: none"> <li>• Jamie Grimm, Senior Manager or Contracts Business Development jamie.grimm@tdsynnex.com</li> <li>• Greg Villamarin, Bid Desk Supervisor greg.vilamarin@tdsynnex.com</li> <li>• Nick Coperine, Senior Contracts Business Development, Southeastern US nicholas.coperine@tdsynnex.com</li> <li>• Travis Matthews, Contracts Business Development, Central US travis.matthews@tdsynnex.com</li> <li>• Lisa McElroy, Contracts Business Development, Northeast US lisa.mcelroy@tdsynnex.com</li> <li>• Caroline Trembly, Contracts Business Development, West US caroline.trembly@tdsynnex.com</li> </ul> <p>Each member of the TD SYNEX Public Sector Contracts Team is involved in the ongoing success of the Sourcewell contract through reseller recruitment, solution development, and contract compliance.</p> <p>TD SYNEX will utilize a network of reseller partners who will interface with Sourcewell's participating entities, providing onsite assessments/consultation, product information, technical support, customer service support and post-sales support as authorized Order Fulfillers under the TD SYNEX Sourcewell contract. These resellers will be required to maintain the appropriate vendor authorizations and sign agreements with TD SYNEX agreeing to follow the terms and conditions of our Sourcewell contract. Resellers will be reviewed on a regular basis to ensure we have the appropriate resources to support this contract.</p> <p>These resellers are our "feet on the street" and act as our local presence with Sourcewell participating entities. The TD SYNEX Public Sector Program Team works closely with the resellers to ensure they have the tools to meet the needs of Sourcewell participating entities.</p> <p>Map of resellers provided. See file TD SYNEX Response – Additional Document.pdf page 5.</p> <p>This network of resellers has access to a number of support services through TD SYNEX, including marketing, technical, sales, post-sales and contractual support from the TD SYNEX Public Sector Program Team.</p> <p>With 15 distribution and 5 office facilities nationwide, TD SYNEX gets the right products to market, right-on-time. Our distribution processes are highly automated to reduce errors, ensure timely order fulfillment, and enhance the efficiency of our warehouse operations and back office administration.</p> <p>TD SYNEX Office Facilities:</p> <ul style="list-style-type: none"> <li>• Fremont, CA (44201 Nobel Drive, Fremont, CA 94538)</li> </ul>

		<ul style="list-style-type: none"> <li>• Clearwater, FL (16202 Bay Vista Drive, Clearwater, FL 33760)</li> <li>• Greenville, SC (39 Pelham Ridge Drive, Greenville, SC 29615)</li> <li>• Herndon, VA (DLT Solutions, 2411 Dulles Courner Park #800, Herndon, VA 20171)</li> <li>• Tempe, AZ (8700 South Price Road, Tempe, AZ 85284)</li> </ul> <p>TD SYNnex Distribution Centers:</p> <ul style="list-style-type: none"> <li>• Chino, California</li> <li>• Fontana, California</li> <li>• Tracy, California</li> <li>• Miami, Florida</li> <li>• Suwanee, Georgia</li> <li>• Romeoville, Illinois</li> <li>• South Bend, Indiana</li> <li>• Southaven, Mississippi</li> <li>• South Brunswick, New Jersey</li> <li>• Swedesbouro, New Jersey</li> <li>• Columbus, Ohio</li> <li>• Groveport, Ohio</li> <li>• Fort Worth, Texas</li> <li>• Garland, Texas</li> <li>• Chantilly, Virginia</li> </ul>
27	Dealer network or other distribution methods.	<p>In aligning with the objectives of the Sourcewell Contract, TD SYNnex leverages an extensive network of reseller partners. These partners are instrumental in providing comprehensive support to Sourcewell's participating entities, including onsite assessments, product consultations, technical support, customer service, and post-sales support. As authorized Order Fulfillers under the Sourcewell Contract, our reseller partners are carefully vetted to ensure compliance with vendor authorizations and the contractual terms set forth by TD SYNnex. We conduct regular evaluations of our reseller network to ensure alignment with our standards and the evolving needs of Sourcewell participating entities.</p> <p>Our resellers, serving as the local representatives of TD SYNnex, play a pivotal role in the relationship with participating entities. We ensure that our resellers are equipped with the necessary tools and resources, supported by our Public Sector Program Team, including marketing, technical, sales, and post-sales assistance. TD SYNnex' national distribution infrastructure includes 15 distribution warehouses and 5 office facilities. This network ensures the efficient, timely distribution of products, and is supported by advanced automation and stringent quality controls. Our logistical expertise, combined with our commitment to technological innovation and operational excellence, positions TD SYNnex as the leader in distribution and logistics support for Sourcewell participating entities.</p> <p>TD SYNnex' commitment to excellence, innovation, and partner support is central to our proposal, reflecting our dedication to meeting the needs of Sourcewell's participating entities and contributing to the success of the contract.</p> <p><b>Supply Chain Capabilities</b></p> <p>TD SYNnex provides logistics support such as outsourced fulfillment, virtual distribution, consignment, and direct ship to end-users to our reseller customers. Other logistics support activities include generation of customized shipping documents, multi-level serial number tracking for customized, configured products, and online order and shipment tracking.</p> <ul style="list-style-type: none"> <li>• Drop shipments</li> <li>• Same-day shipping             <ul style="list-style-type: none"> <li>o AIT Worldwide</li> <li>o Dynamex</li> </ul> </li> <li>• Delivery Services – Parcel, LTL, TL, FTL, Air             <ul style="list-style-type: none"> <li>o FedEx</li> <li>o United Parcel Service (UPS)</li> </ul> </li> <li>• 24x7 emergency services</li> <li>• Cross-Dock &amp; Consolidation</li> <li>• Import/Export Management</li> </ul> <p>TD SYNnex offers logistical support capabilities and processes to handle local, regional, and multi-national rollouts. Logistical systems are designed to augment and complement our partners current capabilities, extend their geographical reach, provide technical support, and offer the ability to expand market reach and opportunities with little capital investment by leveraging TD SYNnex as a business partner.</p> <p>TD SYNnex' proprietary IT systems and processes enable distribution operations to be automated. For example, TD SYNnex uses RFID and bar code scanning technologies in all warehouse operations to maintain real-time inventory records and facilitate cycle counts every 2 weeks to improve the accuracy of order fulfillment. In addition, TD SYNnex uses palm readers to capture real-time labor cost data, enabling efficient management of our daily labor costs.</p> <p>To increase the accuracy of our order fulfillment and protect our inventory from shrinkage, our systems also incorporate numerous controls. These controls include order weight checks, bar code scanning, and serial number profile verification to verify that the product shipped matches the customer order. We also use digital</p>

		<p>video imaging to record our small package shipping activities by order. These images and other warehouse and shipping data are available online to our customer service representatives, enabling us to quickly respond to order inquiries by our customers.</p> <p>TD SYNnex' regional locations enable local deliveries and provide will-call fulfillment to more customers. Our workforce is comprised of permanent and temporary employees to respond to short-term changes in order activity.</p> <p><b>Distribution Capabilities</b>          With 15 distribution centers nationwide. TD SYNnex is well positioned to provide world class distribution and logistics support to Sourcewell participating entities. In addition, we have two ISO-9001:2015 certified full-service integration facilities located in Southaven, MS and Fremont, CA.</p> <p><b>United States Logistical Centers:</b></p> <p>Chino, California          Fontana, California          Tracy, California          Miami, Florida          Suwanee, Georgia          Romeoville, Illinois          South Bend, Indiana          Southaven, Mississippi          South Brunswick, New Jersey          Swedesbouro, New Jersey          Columbus, Ohio          Groveport, Ohio          Fort Worth, Texas          Garland, Texas          Chantilly, Virginia</p> <p><b>United States Headquarters:</b>          Fremont, California          Clearwater, Florida          Greenville, South Carolina</p>
28	Service force.	<p><b>TD SYNnex SERVICESolv</b></p> <p>In the fast-paced environment of technology services, there are many touchpoints to make technology ready- to-use for its users. Together with reseller partners, TD SYNnex SERVICESolv can make that happen quickly, cost-effectively with technology engineered for the future. TD SYNnex SERVICESolv's value-added, white-labeled services can support and supplement partners' current service offerings, skillsets, and geographic reach to expand their business opportunities.</p> <p>Technology services have a full U.S. geographic coverage in all zip codes plus 140 countries overseas with more than 800 technical resources with expertise from the desktop to the datacenter, on-premises and in the cloud.</p> <p>You can learn more about ServiceSolv by reviewing the ServiceSolv Line Card (See file TD SYNnex Response – Additional Document.pdf page 6) and the Network Services.pdf (See file TD SYNnex Response – Additional Document.pdf page 8) or by going to <a href="https://www.synnexcorp.com/us/servicesolv/">https://www.synnexcorp.com/us/servicesolv/</a></p> <p><b>TD SYNnex SERVICESolv Delivered</b></p> <p>TD SYNnex SERVICESolv Delivered provides both on and off-premise services for end-users on behalf of its reseller customer including:</p> <ul style="list-style-type: none"> <li>• <b>In-Field Services</b> <ul style="list-style-type: none"> <li>o Installations: On-site Installations (wireless, signage, cabling, Pro AV, physical security, client devices, fleet services, audio-visual systems, telephony, data center, rack &amp; stack &amp; configuration)</li> <li>o Help Desk, 1-800 support</li> <li>o Monitoring (NOC)</li> <li>o Training and Certifications, Smart Hands, Warranties, Staffing, Data Destruction/Asset buyback, and Software Services</li> </ul> </li> <li>o Support Services (NOC, SOC, SIEM) GoldSeal® Support Services             <ul style="list-style-type: none"> <li>• Lifecycle Management</li> <li>• Help Desk</li> <li>• Asset Disposal with Data Destruction</li> <li>• De-staging, repair, recycling to disposal</li> <li>• TD SYNnex RENEWSolv, proprietary renewal platform</li> <li>• Software Services</li> <li>• IT Maintenance</li> <li>• International Shipping (Importer/Exporter of Record as a Service)</li> </ul> </li> </ul>



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>Sourcewell participating entities will work directly with TD SYNEX Authorized Resellers for all quotes, order fulfillment, and invoices. Resellers will work directly with their TD SYNEX sales representatives and all order fulfillment will be through TD SYNEX to ensure compliance, Sourcewell participating entity satisfaction, and accurate reporting.</p> <p>All Authorized Reseller participation will be in accordance with the Terms and Conditions set forth in the Sourcewell Master Agreement.</p> <p>Any order placed by a Participating Entity or Purchasing Entity for a product and/or service available from this Master Agreement shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement unless the parties to the order agree in writing that another contract or agreement applies to such order.</p> <p>Sales Quoting/Orders</p> <p>Sourcewell participation entities can obtain contract quotes and place orders on this contract in one of four ways:</p> <ol style="list-style-type: none"> <li>1. Authorized Participating Reseller (Order Fulfiler)</li> <li>2. E-mail: sourcewell@tdsynnex.com</li> <li>3. Toll Free: 1-877-230-5680</li> <li>4. www.tdsynnex.com/na/us/td-synnex-public-sector/</li> </ol> <p>A dedicated Sourcewell contract webpage will contain the Terms and Conditions of the contract, pricing/discounts; authorized resellers and contact information.</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>TD SYNEX' Authorized Reseller Partners assume the first level of support, serving as the primary contact, and offer resolution for common challenges like network connectivity, firmware updates, and basic hardware/software troubleshooting. Onsite technical support will be provided by the Authorized Reseller Partners.</p> <p>TD SYNEX' Customer Care after-sale support team recognizes the importance of providing timely, responsive services to Return Merchandise Authorizations (RMAs) and RMA discrepancies, order inquiries, including outbound shipments, and claim processing. We continuously strive to provide world-class customer support, and address all of our customer requests as opportunities to improve and raise the quality of our services because repeat business depends on your satisfaction.</p> <p>Customer Service is available Monday through Friday (8:00 AM to 6:00 PM Eastern Time).</p> <p>Customer Service Contact Information:  Phone: (800) 756-1888  Fax Number: (501) 360-6801  Email: CShelp@tdsynnex.com</p> <p>Our distribution processes are highly automated to reduce errors and ensure timely order fulfillment. We track several performance measurements to continuously improve the efficiency and accuracy of our distribution operations.</p> <p>Cradlepoint Support:</p> <p>Sourcewell Participating Entities can also reach out to Cradlepoint Support directly. Cradlepoint offers multiple sources of support. Their online knowledge base provides access to product documentation, customer forums, information for developers, NetCloud firmware updates, and access to Cradlepoint University (CPU) – fully accessed via NetCloud Manager. CPU houses courses for quick learning, full curriculums, and certifications. Cradlepoint's community forums provide access to experts and peers and are a space where questions are collaboratively answered by support engineers, product managers, partners and peers.</p> <p>Cradlepoint Support is one of the most valuable tools within a NetCloud subscription and is staffed by accredited network engineers who enthusiastically assist users 24x7, including all holidays. The support team can be reached via live chat or toll-free calling.</p> <p>Cradlepoint's Center of Excellence support locations "follow the sun" and are located in in Boise, Idaho, USA (corporate headquarters); Melbourne Australia; and Surrey, England, UK. All Cradlepoint support personnel, regardless of location, are bound by a common Code of Business Ethics (COBE). The Global Service &amp; Support teams currently support several recognizable local, state, and federal government customers to include military organizations with stringent security requirements.</p> <p>Contacts are initially handled by the Technical Support Services (TSS) team, fully staffed by Cradlepoint employees, to identify the problem. At this point a ticket is opened in the ticketing system and the TSS team will begin the troubleshooting process such as power cycling and unit and ensuring devices are installed correctly.</p> <p>Cradlepoint Technical Support and Customer Service technicians work together, and</p>

Customer Service technicians are required to escalate to Technical Support Engineers when technical issues are identified. The unified, global service and support process provides participating entities with a team focused on resolving their issues.

The Cradlepoint model does not include the traditional tiers or standard escalation hand-off process - Cradlepoint leverages a Swarm Support methodology, designed to enhance collaboration, speed up problem resolution, and improve the overall quality of support. It's a model that not only addresses technical difficulties but also provides a sense of security and reliability to our customers. Their robust support system uses a multi-tiered structure for technical support, ensuring that each Participating Entity's query is handled by the most appropriate level of expertise.

Instead of passing an issue off to different teams, the Cradlepoint swarm model brings together a diverse group of experts from the outset. These individuals collaboratively work on the problem, bringing their unique skills and perspectives to the table. This skills-based, continuous ownership model ensures a single owner and point of contact for each technical support ticket rather than shifting responsibility between tiers and escalations. This approach:

- Eliminates handoff from one engineer or tier to another,
- Allows for accurate classification of issue at reception,
- Quickly engages technical expertise as needed and in real time, and
- Allows for Support Engineers to understand not only the problem but also learn its resolution – reducing future touch times.

Every service ticket is logged and updated until the ticket is resolved. Each ticket contains a subject which provides an overview of the issue, and a detailed description of the problem statement, in additional recommended solutions provided to the customer are documented in the service ticket notes. All tickets and records are kept in our case management system. As each service ticket is closed a resolution is noted within the ticket. All customer service and support tickets are available for customer access via the secure Customer Portal located at: <https://customer.cradlepoint.com/s/contactsupport>.

If the TSS team is unable to resolve the issue or the call requires further investigation such as screen sharing, the call is then passed to the Enterprise Support Engineer (ESE) team. The ESE Team solves the majority of issues such as misconfiguration, faulty hardware, or further identifying where the problem lies. If the ESE team is unable to resolve the issue, they can reach out to the Support Resource Engineer (SRE) team. The SRE team mentors and coaches the ESE team while the ESE point of contact will continue to be the face to the Authorized User.

If both the ESE and SRE team believe this issue is beyond their capabilities or outside of their scope, the issue can be further escalated to the Product Development (PD) team for their analysis. This is typically done when all troubleshooting avenues are exhausted and requires an extensive list of steps to be performed and logos provided to ensure that troubleshooting has already been performed.

Currently, 91% of non-escalated support tickets are resolved during the first contact. The mean time to resolve tickets is 3.5 days. On average, less than 1.4% of all support tickets require escalation with over 98.6% of support tickets handled directly by the TSS team.

- This enterprise level support, training, limited lifetime warranty, ongoing software and firmware updates – available through NCM – are all included under a continuous, fully paid-up subscription license to NetCloud Manager services.

#### EP5G-Specific Support:

Ericsson offers three customer service levels: Bronze, Silver, and Gold.

**Bronze:** Offers 24/7 access to a self-service portal and weekday email support from Ericsson.

**Silver:** Includes everything in Bronze plus weekday email and phone support from Ericsson, along with emergency phone support. Software issues are addressed with specific remedy times based on priority level, with the fastest response for the most critical issues.

**Gold:** Builds upon Silver by providing 24/7 email and phone support from Ericsson, including for emergencies. The service level objectives for addressing software issues remain the same as in Silver, ensuring prompt response regardless of the time.

Remedy and response times are based on the priority level of issues.

Priority 1 (Urgent): Priority 1 issues are urgent and have a significant impact on the



end user business operations and use of services due to connectivity problems. The issue ends operations without a procedural workaround.

Priority 1 issues include, but are not limited to the following:

- Network services are down or unavailable.
- Critical functionality is unavailable.

The following priority 1 issues are site-specific:

- Data connectivity is lost, no provisioned devices are communicating.
- All radios are down, because of on-site power failure or cell down.
- Both network controllers are down.
- Baseband is down, meaning traffic impact is greater than 30%.
- The IRU is down, meaning traffic impact is greater than 30%.
- Power supply is down, meaning traffic impact is greater than 30%.
- The upgrade procedure failed.
- There is a continuous switchover between network controllers.

The following priority 1 issues are region-specific:

- Google Cloud Platform (GCP) is down, affecting all backend services including monitoring.
- The support system is down.
- The notification system is down.
- The NMP is not reachable for several end customers in the same region, because of Domain Name System (DNS) issues.
- Several sites show equipment down at the same time, because of DNS issues.

Priority 2 (High): Priority 2 issues are high priority issues in which significant performance degradation is experienced, or major functionality is affected. Because of connectivity problems, end user business operations are severely limited, and no reasonable workaround exists.

Priority 2 issues include, but are not limited to the following:

- Key features of the Management as a Service delivery are unavailable with no acceptable workaround. Operations can continue in a restricted manner.
- Service is operational but degraded to the point of major impact on end customer connectivity usage.

The following priority 2 issues are site-specific:

- The Network Management Portal is not accessible for a single site, but Core Site Services are functioning properly.
- The end user is not able to add, remove or modify devices in the Network Management Portal but existing configured devices are functioning properly.
- Devices continuously disconnect.
- The VPN tunnel is down.
- Watchdog data is not shown in the Network Management Portal.
- One or more radios are down.
- The Watchdog application has upgrade problems.
- One network controller is down, and the other network controller is functioning properly with no impact on network services.

The following priority 2 issue is region-specific:

Security patches cannot be deployed

Priority 3 (Normal): Ericsson Private 5G is functioning and providing connectivity, but the enterprise is minimally impacted due to a non-critical error condition. Business operations continue to function, and a workaround is available to mitigate impacts of the issue. Issues that impact operation and maintenance functionality are also priority 3, such as problems with adding or deleting users or onboarding new devices.

For Priority 1 issues, the response time is 15 minutes, with a remedy time of 4 hours and a resolution time of 10 days. Updates are provided hourly.

Priority 2 issues also have a 15-minute response time, but the remedy time extends to 8 hours and the resolution to 20 days, with updates every 4 hours.

Priority 3 and Priority 4 issues have a 30-minute response time, with remedy and resolution times being based on commercially reasonable efforts and weekly updates until a solution is identified.

If Ericsson support team identifies a Priority 1 incident affecting an end customer of Customer before Customer or Tier 1 support issue acknowledgment, Ericsson shall notify Customer within 15 minutes of becoming aware of the incident.

The notice shall include the following:

- Description of the outage
- Date and time of the outage
- Geographic location

- Percentage of Customers affected, if known
- Customer affected
- Estimated time to repair, if known
- Ericsson case number
- Outage bridge phone number and pin, if applicable
- Time of next update

TD SYNnex' network of reseller partners provides onsite technical, sales and customer service support to eligible Sourcewell participating entities.

#### Standard Product Return Guidelines

- The credit for returns is based on the lesser of purchase price or current price at the time the Return Material Authorization ("RMA") is physically received in by the TD SYNnex RMA Returns Center. The only exceptions are for returns due to TD SYNnex errors or freight damages and losses which receive the original invoice price. These credits are again applied upon receipt of product in the TD SYNnex RMA Returns Center.
- Customers must have a valid RMA number (assigned by Customer Service) before returning any products and the RMA number must be written on the return shipping label only.
- The customer is responsible for filing all claims with the carrier they use to return RMA's to TD SYNnex. It is recommended that the customer insure (for full value) the product being returned to TD SYNnex in order to avoid any potential exposure if product is lost or damaged while in transit back to TD SYNnex. All products that are damaged while in transit to TD SYNnex from the customer against an approved RMA number will be refused/rejected back to the customer.
- Products must be shipped prepaid. TD SYNnex does not cover return shipping expenses unless return is due to a TD SYNnex error such as over shipment, mis-shipment, or sales error.
- Call tags will be issued on returns where TD SYNnex has authorized freight.
- For standard TD SYNnex RMA's, the customer has 15 days from the date issued to return the product to TD SYNnex.
- For short-ship, mis-ship and over ship due to TD SYNnex warehouse error, customer has 15 days from ship date.
- If a customer refuses a shipment from a TD SYNnex warehouse, credit will be issued at the time the refused product is received back at the TD SYNnex shipping warehouse. Refused shipments by a customer must be reported to TD SYNnex within 5 days. These shipments can be assessed a shipping fee and/or a processing fee.
- The customer must notify TD SYNnex when a drop-ship shipment has been refused. Credit will be issued once the shipment has been verified as received back to the One Source vendor.
- Returns that require TD SYNnex product management approval before an RMA is issued may take up to 48 hours for processing/approval.
- Special orders for customers are not returnable.
- Restock fees of 10% or greater may be applied to stock balance or open box (non-defective) returns. If a restock fee applies to a return request, the TD SYNnex Customer Service Representative will notify the customer of the restock fee at the time RMA is requested.

#### RMA Return Types/Product Return Guidelines

##### DOA/Defective Credit

- Product must be returned in the original packaging.
- Please ensure that all original components are shipped with the defective item (includes manuals, software, cables, etc.).
- Please remove all add-ins (not originally sold with the product), as these items will not be returned to you (i.e., memory, sound cards, modems, etc. ).  
Please follow the return shipping instruction provided with your RMA.

##### Advance Swap

- SYNnex cross-ships a replacement product to you before it receives the product you are returning.
- Advance Swaps are subject to SYNnex credit department approval.
- Replacement shipment will be billed when shipped and credit issued once the return is received for credit.
- Please follow the return shipping instruction provided with your RMA.

##### Damaged Shipments

- Shipment should be refused and SYNnex Customer Service contacted within 48 hours of the refusal.
- All damages must be reported within 48 hours of receipt of product for all courier shipments.
- Shipment damages must be refused or damage noted on the POD for credit.
- Please follow the return shipping instruction provided with your RMA.

Kit Returns

- For all kits, parts, and assemblies, all components must be returned complete to be eligible for credit.
- Please follow the return-shipping instruction provided with your RMA.

Stock Balance

- Product must be in its original manufacturer box and factory sealed.
- Product must be in resalable condition.
- Products must be shipped pre-paid for credit.
- Please follow the return-shipping instruction provided with your RMA.

TD SYNEX Errors

- Ensure that the product is in the original manufacturer's box and that all components are present, unless otherwise authorized.
- Please follow the return-shipping instruction provided with your RMA.

Manufacturer Exception Returns

- TD SYNEX will make exceptions for returns that are out of policy, provided that the manufacturer has authorized return of the product.
- Once the customer has an authorized case number or manufacturer RMA number from the manufacturer, the customer then contacts TD SYNEX Customer Service for an RMA. Customer
- Service will then issue an RMA and the customer will receive credit in the amount we receive from the manufacturer for credit.
- Please follow the return-shipping instruction provided with your RMA.

Return Refusal and Discrepancy Policy

TD SYNEX reserves the right to return to a customer, at the customer's expense, any customer return that differs from the information given on the original Return Material Authorization (RMA) request, such as:

- Shipments without an RMA number may be refused and/or returned at the customer's expense.
- RMA number not visible and not on the box shipping label.
- Product returned differs from that requested and authorized.
- Unauthorized return (no RMA number was issued).
- Serial number of product(s) returned were not purchased from TD SYNEX.
- Box or product damage.
- Invalid RMA number.
- RMA condition code given by customer differs from actual product condition.
- Expired RMA number.
- Incorrect product or quantity overage.
- Felt-pen markings on the box.
- Special orders for customers are not returnable.
- Open box/double-taped.

31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>TD SYNEX has significant experience owning and managing Public Sector contracts. TD SYNEX has over ninety active public sector contracts, all in good standing. Our company has always upheld our contractual obligations, never experiencing a default. Furthermore, we have maintained a strong performance record, never having a contract terminated for cause.</p> <p>We currently offer Cradlepoint and Ericsson private network solutions on nine public sector contracts.</p> <p>TD SYNEX distributes technology products from more than 2,500 world-leading IT OEM suppliers to more than 25,000 resellers throughout the US, Canada, and Mexico. Our focused product categories include IT systems, rugged mobility, peripherals, system components, software, and networking.</p> <p>TD SYNEX Public Sector is a specialized, fully integrated business unit that focuses on bridging the gap between technology partners and U.S. public sector organizations so they can achieve their individual missions. This is accomplished through specialized and scalable aggregator solutions, including channel enablement, engineering services and support, industry-centric marketing, the Diversity Alliance Program, and our Cloud Navigator, Enterprise Agreement Platform, Confirmed Stateside Support and Secure Software Factory offerings.</p> <p>National Presence, Nationwide Distribution Capabilities</p> <p>TD SYNEX' distribution model focuses on top-tier manufacturers, offering value-added resellers, system integrators, and solution providers access through knowledge-based sales consultants. We have over 1 million square feet of warehouse space across 15 distribution centers, located strategically throughout the United States.</p> <p>TD SYNEX offers:</p> <ul style="list-style-type: none"> <li>• Proven distribution, logistics and product management processes</li> <li>• Excellent past performance in the Public Sector market</li> <li>• A national presence and nationwide distribution network</li> <li>• ISO 9001-certified supply chain that increases efficiencies and reduces costs</li> <li>• Supply Chain Risk Management (SCRM) Plan</li> <li>• Customs-Trade Partnership Against Terrorism (C-TPAT) Certified</li> <li>• Membership in Transported Asset Protection Association (TAPA)</li> <li>• Experienced government contractor with both Federal and State contracts</li> <li>• A nationwide network of value-added resellers and solution providers with one or more SBA certified small business socio-economic statuses.</li> </ul>	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>TD SYNEX services more than 150,000 customers in 100+ countries, including Canada, to maximize the value of technology investments, demonstrate business outcomes and unlock growth opportunities.</p> <p>TD SYNEX Canada has sales offices in:</p> <p>Calgary, AB Guelph, ON Halifax, NS Montreal, QB Mississauga, ON Richmond, BC Winnipeg, MB</p> <p>TD SYNEX Canada has logistic centers in:</p> <p>Calgary, AB Guelph, ON Halifax, NS Mississauga, ON Richmond, BC</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	N/A. We support all 50 states.	*
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?	We support all public sector entities, but some vendor restrictions may apply, for example Apple products for K-12 education end users.	*
35	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	All freight and shipping cost would need to be charged.	*

**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>Ultimately, our main role as the Contract owner is to provide our authorized resellers with all of the tools necessary to assist the Sourcewell Participating Entities with their needs under this contract. We have a significant amount of experience owning/managing Public Sector contracts which require a significant amount of investment in sales and demand generation to make them successful. Our marketing plan includes a number of facets addressing both resellers and Sourcewell Participating Entities.</p> <p>Marketing activities include:</p> <ul style="list-style-type: none"> <li>• Press releases</li> <li>• Identifying resellers to authorize to promote &amp; sell off of this contract</li> <li>• Reseller recruitment and training</li> <li>• Multiple training webinars for both internal and external sales teams</li> <li>• Dedicated Sourcewell web page</li> <li>• Development of marketing materials</li> <li>• Attending industry events and tabletop shows</li> <li>• Ongoing reseller recruitment efforts and internal sales training</li> <li>• End-user demand generation team to drive awareness with end-users on behalf of our resellers</li> <li>• Webinars</li> <li>• Customized events that help to create awareness for the contract</li> <li>• Specific plan developed &amp; collaborated with our partners</li> <li>• Social Media collaboration</li> </ul> <p>Contract Management Summary with Marketing and Sales Strategy Post-Award</p> <ul style="list-style-type: none"> <li>• Create Terms and Conditions summary; develop pricing calculator</li> <li>• Communicate contract requirements internally and with each manufacturer line</li> <li>• Determine rules of engagement, assign responsibility roles</li> </ul> <p>Recruitment</p> <ul style="list-style-type: none"> <li>• Identify Resellers: Vendor lists, TD SYNEX Point of Sale reports, Sales Managers and Outside Sales Reps</li> <li>• Training: onsite, online, webinars</li> <li>• Establish eligibility requirements</li> <li>• Sign participation agreement ensuring contract compliance Contract Management</li> <li>• Monthly contract review by TD SYNEX contracts team - the good, the bad and the ugly</li> <li>• Monthly status calls with each participating reseller</li> <li>• Quarterly cadence calls with the contractor community</li> <li>• Ongoing calls with participating manufacturers to update/revise strategy.</li> </ul> <p>Initial Kick-Off Phase</p> <ul style="list-style-type: none"> <li>• Upon award, communicate to vendor and internal Product Management/Business Development teams</li> <li>• Develop contract terms and conditions statement, pricing calculator, and published contract price file.</li> <li>• Review administrative requirements</li> <li>• Set e-mail aliases (Sourcewell@tdsynnex.com)</li> <li>• Develop Sourcewell dedicated contract webpage with required contract details, pricing calculator, and additional relevant contract information for ease of navigation</li> <li>• Determine manufacturer's strategy and reseller engagement</li> <li>• Establish reseller qualifiers, sales minimums, agreement</li> <li>• Review contract requirements with authorized resellers</li> <li>• Review required business plan/marketing plan from authorized resellers</li> <li>• Conduct training via webinars of resellers, sales reps, Business Development Reps, Product Managers and manufacturers.</li> <li>• Where applicable, conduct joint road shows to promote/train</li> <li>• Publish TD SYNEX Corporation press release</li> <li>• Provide marketing collateral for resellers</li> </ul> <p>Ongoing Management</p> <ul style="list-style-type: none"> <li>• Training/webinars - initial and ongoing</li> <li>• Product Refresh - marketing and communication</li> <li>• Business Development - slip/gain report for both reseller and manufacturer</li> <li>• Business Development - monthly sales report to Manufacturer with email updates</li> <li>• Quarterly Business Review for reseller (or as needed)</li> <li>• Quarterly Business Review for manufacturers (or as needed)</li> <li>• Identification of potential seasonal pricing (hot list) for Sourcewell eligible agencies</li> <li>• Quarterly Business Review webinar for reseller community</li> <li>• Periodic events to include Sourcewell contract dedicated marketing and training sessions at our TD SYNEX Public Sector SLED events (see</li> </ul>

		<p><a href="https://www.synnexcorp.com/us/govsolv/events/">https://www.synnexcorp.com/us/govsolv/events/</a> for examples of upcoming events)</p> <ul style="list-style-type: none"> <li>• Maintenance of authorized reseller database with contact information</li> <li>• Contract reporting and administrative fee payment to Sourcewell</li> <li>• Pricing updates as well as new product identification and submission</li> </ul> <p>TD SYNnex has identified our training processes in the preceding sections for both inside/outside sales teams, our business development teams and authorized resellers/solution providers. Essentially, it will entail training, marketing collateral, PowerPoint presentations and onsite visits to conduct Q&amp;A. Training is an ongoing process scheduled throughout the year via webinars, onsite training and industry events. Resellers will be given access to the TD SYNnex contract website, marketing collateral, and instruction on the processes of obtaining quote/orders and contract pricing. All aspects of the contract, from end-user marketing to customer service to tech support, must be fully explained and expectations identified.</p> <p>A bid-desk, dedicated to providing quote assistance to TD SYNnex Sourcewell authorized resellers, will be employed to assist our partners to ensure that Sourcewell participating entities receive timely, accurate, and contract complaint quotes.</p> <p>Demand Generation –</p> <p>Although we don't sell direct to end-users, we do have a team that provides end-user demand generation through call out campaigns, print/mailers, e-mail, website contract landing page and an electronic storefront offering.</p> <p>Our strategy includes:</p> <ul style="list-style-type: none"> <li>• Targeted call-out campaigns to identify and engage potential leads.</li> <li>• Distribution of print and mailers, aimed at broadening our reach.</li> <li>• Email marketing campaigns, designed to inform and attract potential clients.</li> <li>• The maintenance of a dedicated website contract landing page, serving as a central hub for contract information and inquiries.</li> <li>• Management of an electronic storefront, offering streamlined access to our products and services.</li> </ul> <p>This multifaceted approach ensures that we are not merely reactive but proactive in driving the success of our contracts. Through these initiatives, TD SYNnex is committed to delivering value and exceeding the expectations of our clients and partners.</p>
37	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>TD SYNnex' presence and participation in social media/interactive technology is currently designed to:</p> <ul style="list-style-type: none"> <li>• Educate, engage, notify and entertain interested audiences</li> <li>• Deliver conversation not conversion, interaction not transaction</li> <li>• Increase audience participation at events through custom mobile apps and social engagement</li> <li>• Provide additional communication platform for resellers, vendors, media, and associates for conversations that are already happening</li> <li>• Protect and elevate the TD SYNnex corporate brand with associated vendor brands in the social environment</li> <li>• Offer timely responses to questions, suggestions, and requests</li> <li>• Maintain an overall positive social sentiment</li> </ul>
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>TD SYNnex does not sell direct to end-users; however, we do have a team that provides end-user demand generation through call out campaigns, print/mailers, e-mail, website contract landing page and an electronic storefront offering.</p> <p>Support from the Sourcewell team is part of our strategy. We will leverage Sourcewell as a resource to help with webinar trainings and other one to one training, when necessary. We will also rely on Sourcewell's expertise when our reseller partners need additional support with end user customers that are not familiar with the Sourcewell contract and are not clear if it would be an approved procurement option. We will rely on Sourcewell to ensure we have all the updated training information and marketing collateral that can be co-branded. On a case-by-case basis, Sourcewell will also be invited to participate in TD SYNnex Public Sector live events. All the information we receive from Sourcewell will be used to develop our training and marketing collateral.</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>TD SYNnex utilizes a proprietary enterprise resource planning (ERP) system called CIS. CIS has been built from the ground up to specifically support all aspects of distribution business needs.</p> <p>With CIS as the back bone of the TD SYNnex system, TD SYNnex is able to offer eBusiness solutions. We feature a complete suite of solutions that partners can pick from that best best-fits their business needs. Whether partners are new to eCommerce or already have extensive capabilities, we have options to help your business run leaner and faster.</p> <p>TD SYNnex offers the following:</p> <p>TD SYNnex eStorefronts</p> <p>eStorefronts is an online ordering system based on ECEexpress, built and hosted by TD SYNnex. eStorefronts allow resellers to create their own end-customer catalog, or offer all TD SYNnex Skus to their end-customers, while controlling pricing at a customer or product level. eStorefronts include built-in order management controls, real-time pricing and</p>



availability, personalized branding, order notifications and more, all for one inclusive monthly fee.

In addition, TD SYNEX also offers other B2B e-commerce solutions that include:

#### TD SYNEX ECEXpress

TD SYNEX' ECEXpress is a real-time back-office management and e-commerce platform that streamlines orders, quotes, and invoices. While securely navigating across all TD SYNEX sites and tools without logging in again, the ECEXpress platform enables you to see product alerts and available inventory, save frequent product searches, and subscribe to reports that include:

- XpressTrak Alerts
- Price and Availability Download (Reseller partners only)
- Bid Portal (Reseller partners only)
- Reports
- Custom Product Search
- Recent Orders

#### TD SYNEX' Footprint in Mobile Apps

TD SYNEX B2B services offer reseller partners Application Development Services to help balance costs, boost service levels and improve productivity through vigorous management of flexible, high-performance, business-critical applications. Leveraging the best-of-technologies and practices, we ensure that your business applications are developed, maintained and managed within optimal costs and acceptable timeframes to provide you secure and undisruptive business environments. We approach Application Development in a mature and proactive way. We believe that Application outsourcing can reap benefits only if risks are minimized, while being balanced by off shoring incentives like reducing costs, unflinching performance ratios and consistent quality levels. Our development model is a recipe of conventional and current business practices. We complement conventional practices with agility to provide faster, more enhanced solutions to clients. We deliver applications within shorter timeframes and agreed-upon deadlines, all without cutting corners or compromising quality.

#### B2B & eCommerce

TD SYNEX believes the sole purpose of Information Technology(IT) is to support our businesses. We understand that our customers have unique eCommerce capabilities, preferences, and "best technologies" available. Our eCommerce options allow customers to choose the most cost effective solution that fits their needs, from the simplest to the most advanced cutting-edge technologies. TD SYNEX supports both EDI ANSI x12 File Document Specifications and Flat File Document Specifications.

#### Web Services & XML

TD SYNEX Web Services are available to reseller partners. The following Web Services are available:

- Customer Purchase Order
- Price and Availability
- Expense Estimate
- Product Feed Service
- Customer PO Status

TD SYNEX also offers real-time XML services. Real-time available services include:

- EDI
- PO Submit
- PO Status
- Freight Quote
- Price and Availability
- RMA Create
- RMA Status
- XML Invoice

#### Punch-out Catalogs

Migrate away from Excel and PDF contract pricing lists by implementing a PunchOut with your customer. Leverage TD SYNEX' experience and create a branded product catalog accessible from reseller end-user customers' ordering system. Resellers can include a shopping cart with products, quantities and pricing, directly linked to your customers' procurement system.

		<p>Features</p> <ul style="list-style-type: none"> <li>• Brand the catalog as your own - TD SYNEX becomes your silent partner.</li> <li>• Keyword search, product specifications, real-time availability.</li> <li>• Supports Configure-To-Order(CTO) and non TD SYNEX sku sales.</li> </ul> <p>Benefits</p> <ul style="list-style-type: none"> <li>• Our connections use cXML/XML, SOAP/Web Service, HTTP Post and REST/JSON.</li> <li>• Our most popular enterprise systems to date include SAP/Ariba, Oracle, Perfect Commerce and service now.</li> <li>• Our programmers can seamlessly connect to your customer's procurement system using the highest security standards, such as PCI, Trustwave and HTTPS(TLS) 1.1</li> </ul>
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**Table 8: Value-Added Attributes**

Line Item	Question	Response *
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40	<p>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>	<p>Ericsson provides customers with documentation related to the initial launch of the product and training that can be necessary to support future enhancement and changes to the product.</p> <p>Upon Customer request, Ericsson provides support-specific training to the Customer at no additional cost, and at a mutual convenient time (no later than 15 calendar days before a commercial launch, major system update, or upgrade). Training includes but is not limited to the following:</p> <ul style="list-style-type: none"> <li>• Tier 1 support-related issues</li> <li>• Service configuration</li> <li>• Basic troubleshooting practices</li> </ul> <p>Cradlepoint offers multiple sources of training support. The on-line knowledge base provides access to product documentation, customer forums, information for developers, and access to Cradlepoint University (CPU) – accessed via the Training tile in NetCloud Manager (NCM). CPU houses courses for quick learning, full curriculums, and certifications. Community forums provide access to experts and peers. These forums are a space where questions are collaboratively answered by support engineers, product managers, partners, and peers. Forums include:</p> <ul style="list-style-type: none"> <li>• Cellular</li> <li>• Developers</li> <li>• Early Access</li> <li>• Mobile</li> <li>• NetCloud Management</li> <li>• Networking</li> <li>• Routing</li> <li>• Security</li> <li>• WiFi</li> </ul> <p>Cradlepoint University</p> <p>Cradlepoint University (CPU) provides in-depth training on Cradlepoint products and services. Within CPU, customers can access on-demand, interactive eLearning and technical certifications to help configure, manage, and monitor their networks through NetCloud. Cradlepoint customers can access CPU from within their NetCloud account by opening the Resources tab and then clicking the Training tile. Training options include certification courses, “Cradlebytes” microlearning, videos, practical labs, and live sessions.</p> <p>CPU has a technical curriculum series intended to help users of different roles become familiar with Cradlepoint products and services. The Cradlepoint Certified Network Associate (CPCNA) is optimal for users and covers basics like how to edit router configurations in NetCloud Manager or adding other users. The Cradlepoint Certified Network Professional (CPCNP) expands upon the information presented in the CPCNA and covers in-depth the available configuration options and the use cases in which they may be optimal. The Cradlepoint Certified Network Expert (CPCNE) is best suited for administrators of large networks, integrators and MSPs, and covers advanced routing and tunneling as well as nice NCM use cases.</p> <p>All CPU training is included as part of a continuous, fully paid-up subscription to NetCloud Service.</p> <p>In addition to the CPU courses offered to customers, partners, and Cradlepoint employees, Cradlepoint offers public courses including “Understanding 5G”, “Why 5G Beats Wi-Fi 6”, and Citizen Broadband Radio Service (CBRS), as well as courses designed for specific customer roles, such as Public Safety, Network Administrator, and Remote Office.</p> <p>The online knowledge base, Cradlepoint Connect, provides access to technical support, product documentation, information for developers, and NetCloud firmware updates. Our community forums allow customers to collaborate with other NetCloud users to share experiences and information. In this space, questions are collaboratively answered by support engineers, product managers, partners, and peers.</p> <p>The Cradlepoint Customer Success team provides customer onboarding training including:</p> <ul style="list-style-type: none"> <li>• NetCloud Manager’s features and functions</li> <li>• Establishing access to Cradlepoint University</li> <li>• Guidance on courses relevant to NCM Authorized Users’ roles</li> <li>• Methods for engaging with Cradlepoint Support</li> </ul> <p>Guided tour of Cradlepoint Connect</p>
41	<p>Describe any technological advances that your proposed products or services offer.</p>	<p>Leveraging Ericsson’s leading technology Ericsson Private 5G (EP5G) provides “all of Ericsson in a box”, including equipment from the extensive Ericsson Radio Portfolio with radio dots, micro radios, and macro radios for both indoor and outdoor coverage.</p> <p>Highly resistant to intrusions and attacks, EP5G ensures business critical operations meet the most stringent security requirements. Providing reliable and complete coverage throughout a site, indoor and outdoor, EP5G provides connectivity with low latency, high</p>

throughput, and high device density (connected devices per square meter). Easily installed within hours, EP5G can be scaled to support larger coverage areas and more devices requiring higher capacity, as needed. Designed to be flexible, EP5G will support a range of deployment sizes, depending on requirements, to suit varied needs. In addition, Enterprises and Government agencies can manage their networks and easily integrate with their IT and OT systems via an open API. Developed and optimized for use cases, EP5G accommodates a wide variety of solutions for both indoor and outdoor environments while integrating well with business operations, devices, and applications. EP5G supports many use cases that benefit a variety of Enterprise stake holders.

EP5G supports a cloud-native small Dual Mode Core that offers 4G & 5G (including 5G SA) capabilities simultaneously. The small Dual Mode Core includes cloud native functions with shared microservices, optimized to run on a single server. Ericsson Radio systems support both 4G and 5G in mixed mode fashion. Ericsson radios are currently deployed throughout the US and the world and could be easily incorporated into Sourcewell participating entities' networks.

The Enterprise can take advantage of the EP5G next-generation private network because of easy-to-order, easy-to-deploy, easy-to-manage, and simple lifecycle management. EP5G is engineered for a simple, fast, click-to-deploy user experience through the cloud-based Network Management Portal (NMP). It is designed to be easily managed by Information Technology users, offering complete control over the devices that can connect to the network without incurring any cost per gigabyte of data.

A standardized way of integrating with mobile network. Both radio integration through Multi-Operator Core Networks (MOCN) or Multi-Operator RAN (MORAN) and management integration within Communications Service Providers (CSPs) are available for the operators that want to offer more integration with their existing public networks including support for LTE connectivity and existing LTE device ecosystems. You can deploy 4G LTE and later upgrade to 5G SA with only a software update.

A seamless transition to Ericsson Private 5G. It is designed to use already installed hardware and offers a software-centric upgrade.

Ericsson invests in several streams to be able to answer different customer needs and interests. Partnership with Global Service Integrators as well as with industry specific integrators allows Ericsson to ensure solutions are enabling specific business and technology requirements of the industries.

NetCloud Private Networks is an award-winning platform built on differentiated technologies. Here is a listing of some of these key functionalities that are available in the solution today: With SIM Groups, device SIMs may be assigned to groups that will then be assigned to one or multiple networks. Groups can also have their traffic prioritized or throttled as desired. SIM Groups enables device-level traffic prioritization based on user-defined QoS Class Identifier (QCI) priority assignments. Critical devices such as security cameras can now receive higher priority both within NCPN and in the wired LAN (via DSCP assignments). Similarly, low priority device traffic can be throttled to prevent from using excess bandwidth. Also, mobile devices like cell phones can now be assigned to multiple networks across multiple sites.

Private eSIMs can be downloaded onto a device that has consumer Embedded Universal Integrated Circuit Card (eUICC) capability. This feature enables devices that are eSIM enabled to download a Private eSIM instead of having to insert a physical SIM (for example, an iPhone 14 or a Google Pixel). Adding eSIM support is a key differentiator since a lot of existing PCN solutions do not support eSIM.

Domain Proxy is a CBRS SAS service that facilitates spectrum access for Cellular APs. spectrum requests for Cellular APs are conveyed through NCM allowing more visibility and optimize spectrum utilization. Domain Proxy coordinates SAS requests on behalf of Cellular APs and maintains the periodic heartbeats required to hold a SAS Grant and also enables NCM to deploy a spectrum allocation algorithm to optimize available spectrum for a customer's deployment.

With Carrier Aggregation Cellular APs can now be configured to double their spectrum utilization, up to 40 MHz, depending on spectrum availability as determined by the SAS. Carrier Aggregation effectively doubles the possible download speed of cellular clients such as routers, tablets, or other SIM-enabled user equipment

LAN Profiles enables NCPN user equipment (SIM-enabled endpoints) to communicate with the existing enterprise LAN. By configuring the LAN Profile in the NCM Mobility Gateway, the administrator can choose to NAT or bridge UE endpoints onto the LAN. LAN Profiles enable integration of the existing enterprise LAN with the NCPN wireless LAN. Three benefits include allowing network teams to make PCN UE devices and their services directly reachable from the rest of the network, allowing PCN UEs to be assigned their IP address from the network DHCP server, and allowing network admins to pre-configure their DHCP server with an IP mapping assignment so that it behaves more like a static IP address to make it more predictable.

High Availability (HA) provides an element of resiliency should a failure occur with the Mobility Gateway. Without HA, if the Mobility Gateway fails then nothing will work, the radios won't transmit, and the devices will fall off the network until service is manually restored.

		<p>Configuring handover thresholds is a critical functionality in a network featuring multiple Cellular Access Points (APs), where it's anticipated that the user equipment will frequently transition between the coverage areas of these APs. Optimizing these handover threshold values:</p> <ol style="list-style-type: none"> <li>1. Empowers administrators to manage the mobility of these User Equipment (UEs) in alignment with the RF coverage of the APs.</li> <li>2. Mitigates typical mobility challenges such as ping-pong handovers, early handovers, and late handovers.</li> <li>3. Enables administrators to guarantee that UEs consistently reside within optimal RF coverage, thereby ensuring desired performance levels.</li> </ol> <p>Mobility Gateway Bandwidth License Stacking – “Stacking” is the ability to assign one or more 500 Mbps bandwidth licenses to any Mobility Gateway in a user account. Customers can start small with their initial Mobility Gateway bandwidth purchase, and easily scale up the network as needs dictate. Bandwidth licenses can be pooled in an account and moved around between networks as needed.</p> <p>NCPN enables external v3 APIs (endpoints) for every feature available including those listed above as well as radio management, network management, SIM management, and KPI metrics such as UL throughput, DL throughput and SIM count. These APIs enable customers and partners to pull data from NCM into their own dashboards and apps.</p>
42	<p>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>	<p>See TD SYNEX response Corporate-Citizenship-Report (See file TD SYNEX Response – Additional Document.pdf page 10)                  See Ericsson Sustainability and Corporate Responsibility Report for 2022 (sustainability-and-corporate-responsibility-report-2022-en.pdf) Corporate Citizenship Report (See file TD SYNEX Response – Additional Documents.pdf page 58)</p> <p>Ericsson's ambition to be a responsible and relevant driver of positive change is a cornerstone of its strategy and corporate culture. The company works continuously to improve and strengthen its business practices, focusing on building and maintaining trust, transparency, and integrity.</p> <p>Ericsson's green initiatives, as detailed in their 2022 Sustainability and Corporate Responsibility Report, are comprehensive and target multiple aspects of sustainability:</p> <p>Driving Digital Inclusion: Ericsson is dedicated to making connectivity universal and accessible, aiming to bridge the digital divide. Their efforts include significant contributions to the UNICEF and ITU's Giga initiative, aspiring to connect schools worldwide to the internet by 2030, and promoting digital literacy and financial inclusion through mobile technology.</p> <p>Catalyzing Net Zero: The company is committed to achieving Net Zero emissions across its value chain by 2040. Ericsson's strategy includes enhancing the energy efficiency of its product portfolio and working with its suppliers to set science-based carbon reduction targets, thereby contributing to climate change mitigation.</p> <p>Enabling Industry Transformation: Ericsson leverages its ICT solutions to enable a 15% reduction in emissions across industries by 2030. The company focuses on smart solutions like building management systems and connected electric vehicle infrastructure, showcasing the potential of digitalization in driving sustainability across sectors.</p> <p>Promoting Circular Economy: Ericsson is transitioning towards a circular economy model, focusing on reducing waste through product life-cycle management and advocating for recycling and reusing materials. This approach not only minimizes environmental impact but also supports sustainable development goals.</p> <p>These initiatives reflect Ericsson's holistic approach to sustainability, emphasizing not just environmental responsibility but also social inclusion and industry innovation.</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>TD SYNEX sites that are certified for the Environmental Management System which complies with ISO 14001:2015 are:</p> <ul style="list-style-type: none"> <li>• TD SYNEX, Nobel Drive, Fremont CA</li> <li>• TD SYNEX, Stateline Road, Olive Branch MS</li> </ul> <p>Note: Other TD SYNEX Corporation sites follow the same ISO procedures, however only the sites mentioned above are certified. Please initially confirm the location where the product/commodity will be shipped from and follow the above protocol.</p> <p>Copies of the ISO 14001:2015 certificates are provided (See file TD SYNEX Response – Additional Document.pdf page 108 and 109)</p> <p>Ericsson in 2024 was ranked #15 on the Global Corporate Knights list. Corporate Knight's 20th annual ranking of the world's 100 most sustainable corporations is based on a rigorous assessment of publicly traded companies with revenue over US \$1 billion.</p> <p>Ericsson, a leading R&amp;D spender in Canada and a global leader in 5G sustainability, is proud to announce it has been named as one of Canada's Top International Corporate Clients in 2023. This designation was awarded to Ericson by Corporate Knights, a media and research company committed to advancing a sustainable economy.</p> <ul style="list-style-type: none"> <li>• ISO 14001:2015 – Environmental Management System Standard</li> </ul> <p>The A240x NCPN radios are RoHS compliant</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.	See file TD SYNEX Diversity Alliance Program (See file TD SYNEX Response – Additional Document.pdf page 110)
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>TD SYNEX Corporation is pleased to offer Sourcewell participating entities the entire line of Cradlepoint products. Cradlepoint, the world's foremost expert in wireless edge solutions that unlock the power of LTE and 5G cellular networks. Their mission is to enable customers to Connect Beyond the limits of wired networks. Cradlepoint unlocks the transformative power of today's LTE and 5G cellular networks to provide an agile, reliable, and pervasive Wireless WAN edge.</p> <p>As a value-add, TD SYNEX is also pleased to offer Sourcewell participating entities our proposal of more than 2,500 OEM IT manufacturers, offering the broadest advanced technology solutions that can be purchased in entirety using the Sourcewell contract without having to utilize multiple contracts to meet their technology needs.</p> <p>TD SYNEX distributes technology products from more than 2,500 world-leading IT OEM suppliers to more than 25,000 resellers throughout the US, Canada, and Mexico. Our focused product categories include IT systems, rugged mobility, peripherals, system components, software, and networking.</p> <p>TD SYNEX Public Sector is a specialized, fully integrated business unit that focuses on bridging the gap between technology partners and U.S. public sector organizations so they can achieve their individual missions. This is accomplished through specialized and scalable aggregator solutions, including channel enablement, engineering services and support, industry-centric marketing, the Diversity Alliance Program, and our Cloud Navigator, Enterprise Agreement Platform, Confirmed Stateside Support and Secure Software Factory offerings.</p> <p>National Presence, Nationwide Distribution Capabilities</p> <p>TD SYNEX' distribution model focuses on top-tier manufacturers, offering value-added resellers, system integrators, and solution providers access through knowledge-based sales consultants. We have over 1 million square feet of warehouse space across 15 distribution centers, located strategically throughout the United States.</p> <p>TD SYNEX offers:</p> <ul style="list-style-type: none"> <li>• Proven distribution, logistics and product management processes</li> <li>• Excellent past performance in the Public Sector market</li> <li>• A national presence and nationwide distribution network</li> <li>• ISO 9001-certified supply chain that increases efficiencies and reduces costs</li> <li>• Supply Chain Risk Management (SCRM) Plan</li> <li>• Customs-Trade Partnership Against Terrorism (C-TPAT) Certified</li> <li>• Membership in Transported Asset Protection Association (TAPA)</li> <li>• Experienced government contractor with both Federal and State contracts</li> <li>• A nationwide network of value-added resellers and solution providers with one or more SBA certified small business socio-economic statuses.</li> </ul> <p>Ericsson is a trusted partner within the telecommunications industry for more than 140 years. Ericsson is one of the leading providers of Information and Communication Technology (ICT) to service providers, with about 40% of the world's mobile traffic carried through its networks. Ericsson believes in enabling the full value of connectivity by creating</p>



game-changing technology and services that are easy to use, adopt and scale, making our customers successful in a fully connected world. With that vision, Ericsson is in the forefront of Industry 4.0 and has over 100 private communication networks installed over the world, including manufacturing, mission critical utilities, rail, mining, and energy networks.

- A world-class, uniform, end-to-end Private Network that includes both 4G and 5G (and can run at the same time).
- Global footprint with telecom operators that are capable of offering managed services (along with the private networks portfolio).
- Single Ericsson account and governance team.
- Technology strength and innovation of radio portfolio that addresses spectrum and deployment needs, no matter the environment.
- Ecosystem and partnerships that can be leveraged for unique use cases and applications.
- Fast turn up of network and easy operations and maintenance for IT staff.
- Cradlepoint CPE devices which specialize in LTE and 5G Wireless-WAN for businesses.

Over the last few years, Ericsson has established itself as a pioneer in bringing 5G connectivity to industries. With a history in mining and early installations in ports and manufacturing, Ericsson has an important footprint with strategic industrial customers and partners. Change in the market is adapted slowly. New technologies and solutions need to have a proven track record and demonstrate their long-term benefits before companies gain trust, adapt, and invest. Having systematically accelerated the cellular ecosystem with devices, professional services and collaborations with software partners, Ericsson is already perceived as a future-proof partner and technology advisor.

#### EP5G Offering

As enterprises transform to become more productive and less wasteful, they realize that connectivity is the thread that holds it all together. To achieve the full potential of Industry 4.0, they must deploy a new level of connectivity, capable of driving and sustaining the change.

EP5G offers all of Ericsson in a box, including the industry-leading Ericsson Radio Portfolio with radio dots, micro radios, and macro radios for both indoor and outdoor coverage. It is like having your own private operator network, just for your site.

Highly resistant to intrusions and attacks, EP5G lets critical operations meet the most stringent security requirements. Providing reliable coverage throughout a site (no more dead spots), EP5G enables low latency, high throughput, and high device density (connected devices per square meter).

EP5G is easy to install and manage, and enables use cases such as:

- Dynamic reconfiguration of manufacturing machines on factory floors
- Use of untethered mobile robots and drones
- Use of autonomous cranes in ports
- Connectivity for mines, including underground
- Monitoring asset locations
- Local voice services for mission-critical communication

With the cloud-based Network Management Portal (NMP), EP5G offers complete control over the devices that can connect to the customer network, without incurring any cost per gigabyte of data.

EP5G offers a standardized way of integrating with a CSP network. For operators that want to offer more integration with their existing public networks, both radio integration through MOCN or MORAN, and management integrations with CSPs are available.

In addition to 5G technology, EP5G supports LTE connectivity and the existing LTE device ecosystem. If you choose to start with an LTE deployment that includes 5G capable radio hardware, enabling 5G is only a software upgrade away.

The EP5G system is managed through a management cloud. Upon launch, regional management clouds in the US, Europe, and Asia, allow for a good end-user experience and locally customized Service Level Agreements (SLAs).

#### NCPN Offering

Cradlepoint's experience in cellular, combined with best-in-class services, software, support, and hardware, uniquely positions us to take advantage of the opportunity that is Private Cellular.

- Support Scale and distributed deployments
- No complex integration process required
- Reduce friction wherever possible
- IT centric terminology

		<ul style="list-style-type: none"> <li>• Flexible architecture – on prem or hybrid cloud</li> <li>• Ability to continue to rely on existing infrastructure</li> <li>• Bundled lifecycle journey</li> <li>• API-first design philosophy</li> </ul> <p>The NCPN Orchestration tool – NetCloud Manager (NCM) – provides real-time visibility and control at your fingertips – all through a single pane of glass.</p> <p>NCM allows you to accomplish more, faster, and with fewer resources. It's an intuitive, easy-to-use cloud management and orchestration platform designed for lean IT teams with the tools to simplify the configuration, deployment and troubleshooting of your private network.</p> <ul style="list-style-type: none"> <li>• Accelerate time to service: Enable connectivity across tens of thousands of sites, vehicles, or IoT devices effortlessly. Deploy configuration changes, security policies, modem firmware updates, and edge compute orchestration in just a few clicks.</li> <li>• Reduce costs: When lean IT is crucial, send fewer IT staff to remotes sites – and less often – with remote monitoring and management capabilities. Prevent data overages through cellular data usage monitoring, alerts, and control.</li> <li>• Gain valuable insights: Track network health through dashboards, live stat views, and reports. Monitor both network and security events from a single pane of glass.</li> </ul> <p>Enhance quality of experience: Track the quality of experience of your applications using policies to direct high-priority applications to the best-performing connections.</p>
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**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?	<p>Standard Warranty with EP5G Sales include: Ericsson Private 5G HW comes with 12-month warranty, warranty support within reasonable commercial efforts (as part of the EP5G subscription).</p> <p>Dell servers are covered under Pro-Support Next Business Day (NBD) Service Level Agreement. EP5G coverage period for Dell servers is, from shipment to Ericsson:</p> <ul style="list-style-type: none"> <li>• 60 months for VEP4600 Network Controller (NWC) Small</li> <li>63 months for R640XL Network Controller (NWC) Large</li> </ul> <p>Full Warranty details can be found in the uploaded documents file (See file TD SYNEX Response – Warranty Information.pdf)</p> <p>All hardware products sold as components of Cradlepoint NetCloud Packages include limited warranty against defects in materials and workmanship through Last date of Support when used in accordance with Cradlepoint's product documentation and provided the hardware and products are under a continuous, fully paid-up subscription license to NetCloud Manager services. Cradlepoint's limited hardware product warranty is non-transferable and extends only to the original purchaser of the products from an Authorized Partner.</p> <p>Full Warranty details can be found in the uploaded supporting documentation – CRADLEPOINT NETCLOUD PACKAGE LIMITED LIFETIME HARDWARE WARRANTY.pdf (See file TD SYNEX Response – Warranty Information.pdf)</p> <p>As an OEM that does not sell directly to end users, any labor warranties would be the offering of TD SYNEX' Authorized Resellers.</p> <p>All other OEMs, the manufacturers warranty applies. Coverage and warranty period vary by vendor. See the answer to question 51 for return guidelines.</p>

47	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	<p>Ericsson's warranties do not impose any usage restrictions or limitations. Full Warranty details can be found in the supporting documentation (See file TD SYNEX Response – Warranty Information.pdf)</p> <p>Cradlepoint's warranty does not impose any restrictions are limitations.</p> <p>Full Warranty details can be found in the supporting documentation – CRADLEPOINT NETCLOUD PACKAGE LIMITED LIFETIME HARDWARE WARRANTY.pdf (See file TD SYNEX Response – Warranty Information.pdf)</p> <p>All other other OEMs, the manufacturers warranty applies.</p>	*
48	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	<p>The Ericsson Warranty covers the Ericsson hardware. Full Warranty details can be found in the supporting documents – (See file TD SYNEX Response – Warranty Information.pdf)</p> <p>As an OEM that does not sell directly to end users, any labor warranties would be an offering of TD SYNEX Authorized Resellers</p> <p>The Cradlepoint Warranty covers the Cradlepoint hardware.</p> <p>Full Warranty details can be found in the supporting documentation – CRADLEPOINT NETCLOUD PACKAGE LIMITED LIFETIME HARDWARE WARRANTY.pdf (See file TD SYNEX Response – Warranty Information.pdf)</p> <p>As an OEM that does not sell directly to end users, any labor warranties would be an offering of TD SYNEX Authorized Resellers.</p>	*
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?	<p>With TD SYNEX' expansive ecosystem of reseller partners, there are no known regions of the US or Canada for which we cannot provide a certified technician to perform warranty repairs. Sourcewell participating entities will work directly with their fulfillment reseller, Cradlepoint, or other individual manufacturers as required. The TD SYNEX contract team will facilitate communications when necessary to ensure participating entities receive the warranty support they require.</p>	*
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?	<p>Standard Warranty with EP5G Sales include:</p> <p>Ericsson Private 5G HW comes with 12-month warranty, warranty support within reasonable commercial efforts as part of the EP5G subscription.</p> <p>Dell servers are covered under Pro-Support Next Business Day (NBD) Service Level Agreement. EP5G coverage period for Dell servers is, from shipment to Ericsson:</p> <ul style="list-style-type: none"> <li>• 60 months for VEP4600 Network Controller (NWC) Small</li> <li>• 63 months for R640XL Network Controller (NWC) Large</li> </ul> <p>Only Cradlepoint products under a continuous and fully paid-up subscription license to NetCloud Manager services are covered under the Cradlepoint Warranty.</p> <p>For all OEMs, the manufacturer's warranty applies.</p>	*
51	What are your proposed exchange and return programs and policies?	<p>Standard Product Return Guidelines</p> <ul style="list-style-type: none"> <li>• The credit for returns is based on the lesser of purchase price or current price at the time the Return Material Authorization ("RMA") is physically received in by the TD SYNEX RMA Returns Center. The only exceptions are for returns due to TD SYNEX errors or freight damages and losses which receive the original invoice price. These credits are again applied upon receipt of product in the TD SYNEX RMA Returns Center.</li> <li>• Customers must have a valid RMA number (assigned by Customer Service) before returning any products and the RMA number must be written on the return shipping label only.</li> <li>• The customer is responsible for filing all claims with the carrier they use to return RMA's to TD SYNEX. It is recommended that the customer insure (for full value) the product being returned to TD SYNEX in order to avoid any potential exposure if product is lost or damaged while in transit back to TD SYNEX. All products that are damaged while in transit to TD SYNEX from the customer against an approved RMA number will be refused/rejected back to the customer.</li> <li>• Products must be shipped prepaid. TD SYNEX does not cover return shipping expenses unless return is due to a TD SYNEX error such as over shipment, mis-shipment, or sales error.</li> <li>• Call tags will be issued on returns where TD SYNEX has authorized freight.</li> <li>• For standard TD SYNEX RMA's, the customer has 15 days from the date issued to return the product to TD SYNEX.</li> <li>• For short-ship, mis-ship and over ship due to TD SYNEX warehouse</li> </ul>	

error, customer has 15 days from ship date.

- If a customer refuses a shipment from a TD SYNEX warehouse, credit will be issued at the time the refused product is received back at the TD SYNEX shipping warehouse. Refused shipments by a customer must be reported to TD SYNEX within 5 days. These shipments can be assessed a shipping fee and/or a processing fee.
- The customer must notify TD SYNEX when a drop-ship shipment has been refused. Credit will be issued once the shipment has been verified as received back to the One Source vendor.
- Returns that require TD SYNEX product management approval before an RMA is issued may take up to 48 hours for processing/approval.
- Special orders for customers are not returnable.
- Restock fees of 10% or greater may be applied to stock balance or open box (non-defective) returns. If a restock fee applies to a return request, the TD SYNEX Customer Service Representative will notify the customer of the restock fee at the time RMA is requested.

#### RMA Return Types/Product Return Guidelines

##### DOA/Defective Credit

- Product must be returned in the original packaging.
- Please ensure that all original components are shipped with the defective item (includes manuals, software, cables, etc.).
- Please remove all add-ins (not originally sold with the product), as these items will not be returned to you (i.e., memory, sound cards, modems, etc. ).
- Please follow the return shipping instruction provided with your RMA.

##### Advance Swap

- SYNEX cross-ships a replacement product to you before it receives the product you are returning.
- Advance Swaps are subject to SYNEX credit department approval.
- Replacement shipment will be billed when shipped and credit issued once the return is received for credit.
- Please follow the return shipping instruction provided with your RMA.

##### Damaged Shipments

- Shipment should be refused and SYNEX Customer Service contacted within 48 hours of the refusal.
- All damages must be reported within 48 hours of receipt of product for all courier shipments.
- Shipment damages must be refused or damage noted on the POD for credit.
- Please follow the return shipping instruction provided with your RMA.

##### Kit Returns

- For all kits, parts, and assemblies, all components must be returned complete to be eligible for credit.
- Please follow the return-shipping instruction provided with your RMA.

##### Stock Balance

- Product must be in its original manufacturer box and factory sealed.
- Product must be in resalable condition.
- Products must be shipped pre-paid for credit.
- Please follow the return-shipping instruction provided with your RMA.

##### TD SYNEX Errors

- Ensure that the product is in the original manufacturer's box and that all components are present, unless otherwise authorized.
- Please follow the return-shipping instruction provided with your RMA.

##### Manufacturer Exception Returns

- TD SYNEX will make exceptions for returns that are out of policy, provided that the manufacturer has authorized return of the product.
- Once the customer has an authorized case number or manufacturer RMA number from the manufacturer, the customer then contacts TD SYNEX Customer Service for an RMA. Customer
- Service will then issue an RMA and the customer will receive credit in the amount we receive from the manufacturer for credit.
- Please follow the return-shipping instruction provided with your RMA.

##### Return Refusal and Discrepancy Policy

TD SYNEX reserves the right to return to a customer, at the customer's expense, any customer return that differs from the information given on the original Return Material Authorization (RMA) request, such as:

- Shipments without an RMA number may be refused and/or returned at the customer's expense.
- RMA number not visible and not on the box shipping label.
- Product returned differs from that requested and authorized.
- Unauthorized return (no RMA number was issued).
- Serial number of product(s) returned were not purchased from TD SYNEX.
- Box or product damage.



- Invalid RMA number.
- RMA condition code given by customer differs from actual product condition.
- Expired RMA number.
- Incorrect product or quantity overage.
- Felt-pen markings on the box.
- Special orders for customers are not returnable.
- Open box/double-taped.

Ericsson Private 5G (EP5G) includes hardware supported by Ericsson and Dell.

Hardware support is a standalone service, not included with any other service offering. Although EP5G hardware comes with a 12-month warranty, the warranty support is only within reasonable commercial effort, and hardware support is highlight recommended.

Hardware Supported by Ericsson

Hardware support service from Ericsson covers radio (micro, macro, and AIR), baseband, router, and network controller parts. Radio dots are not covered. Basebands, router, and radio parts are delivered to the customer-specified location as specified by the SLAs listed in the table below.

Hardware Support:

Service: SLA

Product Support: RTF 45/20

Network Support: ADV 20/5

SPMS: Next business day

Service: Lead Time

Product Support: 45/20 days

Network Support: 20/5 days

SPMS: Next business day

Service: Deliver Precision

Product Support: 90%

Network Support: 95%

SPMS: 95%

Service: Lead Time Criteria

Product Support: From Receiving faulty hardware to ready for shipment at Ericsson

Network Support: From approved RMA to delivery

SPMS: From Approved RMA to delivery

Product hardware support is available on two distinct levels for faulty units Returned to Factory (RTF) for repair. Upon approval for Return Material Authorization (RMA), Advanced (ADV) provides delivery of replacement unit before receiving the faulty unit for repair. Spare Parts Management Service (SPMS) provides a replacement unit the next business day before receiving the faulty unit for repair.

Note: Network hardware supports 5 days SPMS next business day may not be available in all regions.

The hardware support levels can be combined with any one of the following software customer support levels (bronze, silver, and gold) options. Customer is recommended to choose the level of hardware support service they view as adequate. If Customer has little or no storage of spare parts, then Customer is recommended to choose the SPMS option. The hardware service support relies on local delivery capabilities for delivery to the Customer site. Customer is responsible for field service functions such as installing new equipment and returning replaced equipment.

Suspected faults with hardware need to be acknowledged by Tier 2 before an RMA request can be issued to Ericsson, in accordance with the process agreed on between Ericsson and Customer. The service delivery manager, or the people responsible in Customer Unit, is aware of the agreed process. After acknowledgement from Tier 2 confirming hardware fault, the following steps towards resolution are performed by Tier 1 support.

Hardware Supported by Dell

To ensure timely support from Dell, the Customer Unit has to initiate ownership transfer of the Dell server or network controller through the service tag process transfer. For more information about the process, see document – DELL Hardware – Transfer Registered Owner, (000 21-HSD

101073) (See file TD SYNEX Response – Additional Document.pdf page 112)

Dell technical support is available 24/7.

Troubleshooting and replacements of network controller parts is performed by Dell. Ericsson supports Customer by initiating support process with Dell. If network controllers are faulty, Dell provides a remote response, using a technical support resource for troubleshooting assistance, customer assistance, error messages, and more.

During the troubleshooting:

If a Dell technician determines that the repair requires replacement of a critical part such as a motherboard, central processing unit, select memory modules, or select hard disk drives, then on-site replacement by a Dell technician is coordinated with the Customer for the next local business day, during business hours. Dell arranges the return of the faulty critical part to a Dell facility.

If a Dell technician determines that the repair can be accomplished with a Customer Replaceable Unit (CRU), or designated part (such as a fan module, power supply, mechanical part, and cable management part, then Dell ships the designated part directly to the Customer. This allows the Customer to replace parts conveniently. The delivery response window for replacement parts is within the next local business day during business hours. The Customer is responsible for sending the faulty CRU directly to Dell or as instructed by Dell. If the Customer does not have a capable, local resource to perform the replacement of CRU parts, under the pro-support entitlement, the Customer may request Dell Tech Support to send a service engineer to perform the replacement.

Customer is recommended to open a trouble ticket with Ericsson support if an issue with the network is identified. Ericsson support investigates and recommends replacement options.

Suspected faults with hardware need to be acknowledged by Tier 2 support before an RMA can be issued to Ericsson, in accordance with the process agreed upon between Ericsson and Customer. The service delivery manager or responsible Customer Unit is aware of the agreed process.

52	Describe any service contract options for the items included in your proposal.	<p>Hardware Support Services (optional but strongly recommended) is a standalone service, not included with any service offering. Although EP5G comes with a 12-month warranty, the warranty support is only within reasonable commercial effort, and hardware support is highly recommended.</p> <p>Hardware support service from Ericsson covers radio (micro, macro, and AIR), baseband, router, and network controller parts. Radio dots are not covered. Basebands, router, and radio parts are delivered to the customer-specified location as specified by the SLAs listed in the table below</p> <p>Hardware Support:                  Service: SLA                  Product Support: RTF 45/20                  Network Support: ADV 20/5                  SPMS: Next business day</p> <p>Service: Lead Time                  Product Support: 45/20 days                  Network Support: 20/5 days                  SPMS: Next business day</p> <p>Service: Deliver Precision                  Product Support: 90%                  Network Support: 95%                  SPMS: 95%</p> <p>Service: Lead Time Criteria                  Product Support: From Receiving faulty hardware to ready for shipment at Ericsson                  Network Support: From approved RMA to delivery                  SPMS: From Approved RMA to delivery</p> <p>Product hardware support is available on two distinct levels for faulty units Returned to Factory (RTF) for repair. Upon approval for Return Material Authorization (RMA), Advanced (ADV) provides delivery of replacement unit before receiving the faulty unit for repair. Spare Parts Management Service (SPMS) provides a replacement unit the next business day before receiving the faulty unit for repair.</p> <p>Other vendors may provide extended warranty options.</p>
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**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>See Document "TD SYNEX Response – Question 53" (See file TD SYNEX Response – Additional Document.pdf page 140)</p> <p>Ericsson offers three customer service levels: bronze, silver, and gold. The following table lists the different SLOs for each service level.</p> <p>Self Service Portal Support                  Bronze: Unlimited Access 24/7                  Silver: Unlimited Access 24/7                  Gold: Unlimited Access 24/7</p> <p>Email Support                  Bronze: Ericsson support Mon-Fri between 8-17, customer local time                  Silver: Ericsson support Mon-Fri between 8-17, customer local time                  Gold: Ericsson support 24/7</p> <p>Phone Support                  Bronze: N/A                  Silver: Ericsson support Mon-Fri between 8-17, customer local time                  Gold: Ericsson support 24/7</p> <p>Emergency Escalation Support                  Bronze: N/A                  Silver: Ericsson support Mon-Fri between 8-17, customer local time</p>

Gold: Ericsson support 24/7

#### Incident Reporting Support

Bronze: Ericsson support Mon-Fri between 8-17, customer local time

Silver: Ericsson support Mon-Fri between 8-17, customer local time

Gold: Ericsson support 24/7

#### Temporary Remedy for Software Issues

Bronze: All priority levels within commercially reasonable efforts

Silver:

Priority 1 < 4 work hours

Priority 2 < 8 work hours

Priority 3 and 4 within commercially reasonable efforts

Gold:

Priority 1 < 4 work hours

Priority 2 < 8 work hours

Priority 3 and 4 within commercially reasonable efforts

#### Initial Permanent Fix for Software Issues

Bronze: All priority levels within commercially reasonable efforts

Silver:

Priority 1 < 10 workdays

Priority 2 < 20 workdays

Priority 3 and 4 within commercially reasonable efforts

Gold:

Priority 1 < 10 workdays

Priority 2 < 20 workdays

Priority 3 and 4 within commercially reasonable efforts

Each priority level has a response time, remedy time and resolution time. The table below lists the response times and update frequency for each priority level.

#### Priority Levels

##### Priority Level 1- Urgent

Response Time: 15 min

Remedy Time (Short- Term): 4 hours

Remedy Time (Permanent): 10 days

Update Frequency: Once every hour, or as agreed

##### Priority Level 2- High

Response Time: 15 min

Remedy Time (Short- Term): 8 hours

Remedy Time (Permanent): 20 days

Update Frequency: Once every 4 hours, until a solution is identified

##### Priority Level 3- Normal

Response Time: 30 min

Remedy Time (Short- Term): Commercially reasonable effort

Remedy Time (Permanent): Commercially reasonable effort

Update Frequency: Weekly or as agreed, until a solution is identified

##### Priority Level 4- Low

Response Time: 30 min

Remedy Time (Short- Term): Commercially reasonable effort

Remedy Time (Permanent): Commercially reasonable effort

Update Frequency: Weekly or as agreed, until a solution is identified

#### Service Level Priority

The following lists definitions and examples of issues covered by the four priority levels:

Priority 1: Urgent: Priority 1 issues are urgent and have a significant impact on the end-user business operations and use of services due to connectivity problems. The issue ends operations without a procedural workaround. Priority 1 issues include, but are not limited to the following:

- Network services are down or unavailable.
- Critical functionality is unavailable.

The following Priority 1 issues are site specific:

- Data connectivity is lost, no provisioned devices are communicating.
- All radios are down, because of on-site power failure or cell down.
- Both network controllers are down.
- Baseband is down, meaning traffic impact is greater than 30%.
- The IRU is down, meaning traffic impact is greater than 30%.
- Power supply is down, meaning traffic impact is greater than 30%.
- The upgrade procedure failed.

- There is a continuous switchover between network controllers.

The following Priority 1 issues are region-specific:

- Google Cloud Platform (GCP) is down, affecting all back-end services including monitoring.
- The support system is down.
- The notification system is down.
- The NMP is not reachable for several end-customers in the same region, because of Domain Name System (DNS) issues.
- Several sites show equipment down at the same time, because of DNS issues.

Priority 2: High: Priority 2 issues are high priority issues in which significant performance degradation is experienced, or major functionality is affected. Because of connectivity problems, end-user business operations are severely limited, and no reasonable workaround exists. Priority issues include, but are not limited to, the following:

- Key features of the Management as a Service delivery are unavailable with no acceptable workaround. Operations can continue in a restricted manner.
- Service is operation but degraded to the point of major impact on end-customer connectivity usage.

The following Priority 2 issues are site specific:

- The NMP is not accessible for a single site, but Core Site Services are functioning properly.
- The end-user is not able to add, remove or modify devices in the NMP but existing configured devices are functioning properly.
- Devices continuously disconnect.
- The VPN tunnel is down.
- Watchdog data is not shown in the NMP.
- One or more radios are down.
- The Watchdog application has upgrade problems.
- One network controller is down, and the other network controller is functioning properly with no impact on network services.

The following Priority 2 issues are region-specific:

- Security patches cannot be deployed.

Priority 3: Normal: EP5G is functioning and providing connectivity, but the enterprise is minimally impacted due to non-critical error condition. Business operations continue to function, and a workaround is available to mitigate impacts of the issue. Issues that impact operation and maintenance functionality are also priority 3, such as problems with adding or deleting users or onboarding new devices.

Priority 4: Low: EP5G is functioning with no issues. General questions on functionality, enhancement requests, or documentation clarification are tracked in this category.

The following are examples of priority 4 issues:

- The end-user requests are more feature details specific to scheduling deployments through the NMP.
- The installer requests clarification on the steps for upgrading a Watchdog device.
- Details about a new feature are missing from the release notes.
- Additional feature descriptions are requested.

#### Available SLA by Service Level

##### Services

##### KPI: Service Availability

Formula:  $\text{Availability \%} = ((\text{Committed Minutes} - \text{Service Interruption Minutes for Network services}) / \text{Committed Minutes}) * 100$

Bronze Pkg SLA:  $\geq 99.50\%$

Silver Pkg SLA:  $\geq 99.90\%$

Gold Pkg SLA:  $\geq 99/95\%$

##### Management as a Service

##### KPI: Service Availability

Formula:  $\text{Availability \%} = ((\text{Committed Minutes} - \text{Service Interruption Minutes for Network services}) / \text{Committed Minutes}) * 100$

Bronze Pkg SLA:  $\geq 99.50\%$

Silver Pkg SLA:  $\geq 99.90\%$

Gold Pkg SLA:  $\geq 99.95\%$

#### Ericsson Tier 2 Proactive Notifications

If Ericsson support team identifies a Priority 1 incident affecting an end-customer of Customer before Customer or Tier 1 support issue acknowledgement, Ericsson shall notify Customer within 15 minutes of becoming aware of the incident.

The notice shall include the following:

- Description of outage
- Date and time of outage
- Geographic location
- Percentage of Customer affected, if known
- End-customer affected
- Estimated time to repair, if known
- Ericsson case number
- Outage bridge phone number and pin, if applicable
- Time of next updated

#### Escalation Template

Ericsson channel partner manager or Ericsson local organization provides single point of contact for any escalation. Ericsson provides contact names, titles, emails and phone numbers.

#### Contact Level for Escalation

Primary: Support Lead-Ericsson Private 5G  
 Secondary: Support Manager- Ericsson Private 5G  
 Executive: Director- Dedicated Networks

#### Notification System

The EP5G support model includes a notification system that provides actionable and reliable alerting. With integrations into enterprise-leading monitoring, ticketing, and chat tools, the notifications system can group alerts, filter out noise, and notify support users through multiple channels. The following key elements are part of the notifications system:

- Multiple alerting channels
- Alert enrichment
- Custom alert actions
- Alert customization and classification
- Alert lifecycle tracking
- Alert and notification policies
- Heartbeats
- On-call management and escalations
- Advanced reporting and analytics

#### NCPN RESPONSE:

NetCloud Manager Service Level Objective: Cradlepoint will use commercially reasonable efforts to make the Cradlepoint NetCloud Manager Services available 24 hours a day, 7 days a week, except for: (i) scheduled maintenance downtime, (ii) emergency maintenance, and (iii) any unavailability caused by circumstances beyond Cradlepoint's reasonable control, including a Force Majeure Event.

NetCloud maintenance, updates, upgrades, and enhancements are communicated to Authorized Users through NCM, NetCloud Status, and e-mail notifications can be established within NCM reporting tool. Notifications of scheduled maintenance can be found on the Cradlepoint Status website – [status.cradlepoint.com](http://status.cradlepoint.com) – where you can also subscribe for system status updates. While system/program maintenance completed by the Cradlepoint team will be done on the socialized schedule, most NCM/NCOS upgrades and updates can be scheduled by the Authorized User's NCM Administrator.

As an Original Equipment Manufacturer (OEM) that does not sell direct to Authorized Users, our ASPs function as the first line of support for warranty services, call back procedures, and time frames. As such, the preferred method of requesting repair and warranty services is through the ASP that has been working with the Authorized User.

Authorized Users may also contact the Cradlepoint Global Support team directly or open a support case through the secure Customer Portal, accessed through NetCloud Manager (NCM). Cradlepoint tracks questions and assistance requests for Authorized Users with Cradlepoint products covered by a NetCloud Solution Package through a service request process. As cases are opened, information about the Authorized User site and technical details about the product, service and environment will be collected. A "Case Severity" will be assigned for each case. The Case Severity is defined by the impact to the Authorized User and the type of problem. It helps define the response time, communication cadence, and acts as a guide to further escalations. Setting these levels allows Cradlepoint to resolve issues in a timely manner for more Authorized Users.

#### Assigning Case Severity

Severity 1: Entire site WAN connectivity/network is down, the Authorized User is critically impacted due to problem with Cradlepoint Product/Service. Full-time resources from Authorized User and Cradlepoint are needed until the network is back online

Severity 2: Site WAN connectivity/network is severely degraded and significant aspects of the Authorized User is impacted negatively due to problem with Cradlepoint product/service

Severity 3: Site WAN connectivity/network is impaired due to Cradlepoint product/service; most business functions are operational

\* Until case close or root cause identified.

\*\* The Enterprise Support Engineer keeps in continual contact unless agreement is reached with the Authorized User for alternate communications (e.g., breaking contact to work on the case).

Update frequency describes the times for on-going communication to convey progress to the customer. The Enterprise Support Engineer will update the support case in the Connect portal with current progress. Additionally, the Cradlepoint Executive Management team will be updated daily on all Tier 3 and above escalated cases.

As needed, the following escalations will occur based on Case Severity and time to resolve

2 Hours

Severity 1: Tier 2

4 Hours

Severity 1: Tier 3

Severity 2: Tier 2

24 Hours

Severity 1: Tier 4

Severity 2: Tier 3

48 Hours

Severity 2: Tier 4

Severity 3: Tier 2

72 Hours

Severity 3: Tier 3

Subsequent escalations will follow Tiers 1-4 as defined below until the Case reaches resolution.

Tier 1

Who?: Customer Service

Procedure: Open a Support Case in Connect portal

Knowledge Base available 24x7x365

Qualified phone support available 24x7x365

Notes: If the call is made outside of Cradlepoint standard hours, and meets the 24x7 emergency criteria, the call will be connected to an on-call engineer.

If the call does not meet the emergency criteria, the call will be returned during normal business hours.

Tier 2

Who?: Assigned Enterprise Support Engineer

Procedure: Once a case has been escalated, Tier 2 support is provided by enterprise engineers who are available 24x7x365.

Notes: If the call is made outside of Cradlepoint standard hours, and meets the 24x7 emergency criteria, the call will be connected to an on-call engineer.

If the call does not meet the emergency criteria, the call will be returned during normal business hours.

Tier 3

Who?: Enterprise Support Supervisor, Cradlepoint Quality Assurance Team, and Manager, Global Support

Procedure: The Tier 3 support team will be available during Cradlepoint business hours or longer for Severity 1 issues.

Tier 4

Who?: Executive Management Team

Procedure: The VP Global Support, VP Sales, CMO, and CEO will drive for Case resolution at Tier 4.

Cradlepoint works to close Authorized User cases as quickly as possible. The tracking or resolution time begins when the case is received from the Authorized User and the required information is captured. The resolution timeframe concludes

		<p>when the Authorized User accepts the resolution, and the case is formally closed in the Connect portal.</p> <p>While many reported problems often involve products and services outside of Cradlepoint's control, these resolution timeframes are our targets:</p> <p>Restore Network Connectivity: &lt; 4 Hours  Severity 1: &lt; 48 Hours<sup>1</sup>  Severity 2: &lt; 5 Business Days<sup>2</sup>  Severity 3: &lt; 10 Business Days  Inquiry: &lt; 15 Business Days</p> <p>Note 1: Dependent on root cause analysis requirements, closure may take longer but should be agreed upon with Authorized User.  Note 2: Best effort will be made to restore network connectivity within 4 hours. Next Business Day would be best case for certain cloud networking issues that require assistance from our Operations team.</p> <p>Details can be found in the supporting documents – End User Agreement_Cradlepoint.pdf, (See file TD SYNEX Response – Supporting Documents.pdf page 124)</p>
54	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)	<p>EP5G provides Service Level Agreement (SLA) monitoring and Key Performance Indicator (KPI) tools.</p> <p>The performance of a site will be verified at installation and handover. The Watchdog app, available for Android-based devices and as headless software running on a custom industrial gateway, referred to as the industrial Watchdog device, allows constant monitoring and verification of the system network performance. Network performance information is displayed on the screen of Android-based devices and in the Network Management Portal.</p> <p>Cradlepoint will use commercially reasonable efforts to make the Cradlepoint NetCloud Manager Services available 24 hours a day, 7 days a week, except for: (i) scheduled maintenance downtime, (ii) emergency maintenance, and (iii) any unavailability caused by circumstances beyond Cradlepoint's reasonable control, including a Force Majeure Event.</p> <p>Details can be found in the attached file – End User Agreement_Cradlepoint.pdf (See file TD SYNEX Response – Supporting Documents.pdf page 124)</p>



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

Line Item	Question	Response *
55	Describe your payment terms and accepted payment methods.	<p>TD SYNEX Resellers will provide 30-day payment terms to Sourcewell Participating Entities and will accept credit card payments if requested.</p> <p>TD SYNEX provides our resellers with access to TD SYNEX Capital in addition to standard Net Terms, Escrow, Flooring Accounts, Wire Transfer, and Credit Card payment terms.</p>
56	Describe any leasing or financing options available for use by educational or governmental entities.	<p>TD SYNEX Capital</p> <p>State, local and education (SLED) financing requirements are more diverse and complex than those of commercial clients due to the unpredictability of future budgets, non-appropriation risk and uncertainty around the lifespan of the investment. TD SYNEX Capital has extensive regulatory knowledge to assist these SLED agencies in acquiring the equipment they need at a lower cost:</p> <ul style="list-style-type: none"> <li>• Align payments to budget availability</li> <li>• Benefit from multi-year discounts</li> <li>• Free up capital for other projects</li> <li>• No large, upfront cash expenditures</li> <li>• Only current year payments are included in operating budget</li> <li>• Put all products and services on a single agreement</li> </ul> <p>TD SYNEX CAPITAL MAKES IT EASY</p> <ul style="list-style-type: none"> <li>• Competitive pricing, including municipal rates</li> <li>• Easy credit application</li> <li>• Fast funding</li> <li>• Streamlined documentation that includes non-appropriations protections.</li> </ul>
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.	<p>The Ericsson standard transaction documents include a signed Statement of Work (SOW) and End User Licensing Agreement (EULA).</p> <p>The Cradlepoint standard transaction documents can be found online at <a href="http://www.cradlepoint.com/legal">www.cradlepoint.com/legal</a> and are attached to this response. Inclusion of documents beyond the End User Agreement (EUA) and NetCloud Manager Services Terms would depend on the solution(s) purchased.</p> <p>The standard documents are included in the supporting documents:</p> <ul style="list-style-type: none"> <li>• End User Agreement (EndUserAgreement_Cradlepoint.pdf) See file TD SYNEX Response – Additional Document.pdf page 124</li> <li>• NetCloud Manager Services Terms (NetcloudMangerServices_TC_Cradlepoint.pdf) See file TD SYNEX Response – Additional Document.pdf page 154</li> <li>• Secure Location Services Terms &amp; Conditions (SecureLocationServices_TC_Cradlepoint.pdf) See file TD SYNEX Response – Additional Document.pdf page 156</li> <li>• SIM Management Feature Terms &amp; Conditions (SIMManagementFeature_TC_Cradlepoint.pdf) See file TD SYNEX Response – Additional Document.pdf page 161</li> <li>• NetCloud Exchange Terms &amp; Conditions (NCX_TC_Cradlepoint.pdf) See file TD SYNEX Response – Additional Document.pdf page 149</li> <li>• NetCloud Private Networks Terms &amp; Conditions (NCPN_TC_Cradlepoint.pdf) See file TD SYNEX Response – Additional Document.pdf page 145</li> </ul> <p>For other TD SYNEX Terms and Conditions, see TD SYNEX Terms and Conditions.pdf (See file TD SYNEX Response – Additional Document.pdf page 164)</p>
58	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	<p>Yes. On a case-by-case basis, up to a 3% credit card transaction fee may apply.</p>

**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.	<p>Pricing for each EP5G deployment includes a one-time CAPEX component and a yearly OPEX component. The one-time fee includes the hardware that is sold to the customer and the setup and configuration of the cloud environment for the deployment.</p> <p>The yearly subscription fee includes:</p> <ul style="list-style-type: none"> <li>• Licenses for the software running on the network controllers (including the required core network features) and the radio hardware, valid during the subscription.</li> <li>• Access to the EP5G management cloud to manage the equipment on the customer site through the Network Management Portal and the Cloud API.</li> <li>• Monitoring of customer site infrastructure by the Ericsson NOC.</li> <li>• Tier 2 and Tier 3 Support</li> </ul> <p>Note: Channel Partners are expected to provide Tier 1 support.</p> <p>The NetCloud Service Subscription is sold in tandem with Cradlepoint hardware (router, endpoint).Subscriptions are sold in 1-, 3- and 5-year terms. Subscriptions include customer support, training, technical support and warranty at no additional cost. When a subscription term is due to expire, customers can choose to purchase a renewal subscription in the same 1-, 3- or 5-year term options.</p> <p>TD SYNEX Corporation would like to submit our entire product catalog for inclusion in our response to this RFP. With over 2,500 IT manufacturers, the TD SYNEX proposal offers a broad range of multi-vendor solutions that can be purchased in entirety using the Sourcwell contract without having to utilize multiple contracts to meet their technology needs. We will continue to leverage our proven network of order fulfillment partners to grow this program with incremental revenue currently utilizing other contract vehicles. Our complete catalog of our tier one Original Equipment Manufacturers' (OEM) solutions, with authorized and proven reseller/integrator partners, and world-class program management compliments the overall Cradlepoint solution and brings a one contract approach to procurement for Sourcwell participating entities. The pricing below reflects the discount we propose. Due to the depth and breadth of our entire catalog, we proposed a 4% discount from MSRP (with exceptions noted below) because it is impossible to provide discounts for each manufacturer and/or for each product segment within each manufacturing line. In addition, we sell a broad range of products from commodities like printers and Chromebooks up to enterprise class data center server and storage manufacturers with a corresponding range of discounts. In order to offer the most complete, all-inclusive catalog offering, we are proposing discounts from MSRP as a minimum threshold discount for all vendor lines and product categories with the ability to offer greater discounts depending on the manufacturer and specific product segments being quoted as well as any additional discounts/rebates that are being offered by the manufacturer.</p> <p>Pricing Summary  NTE (Not-to-Exceed) Contract Pricing</p> <ul style="list-style-type: none"> <li>• 4% Discount from MSRP applicable to all manufacturing lines, (unless noted in Exceptions below)</li> <li>• 2% Discount from MSRP for the following: <ul style="list-style-type: none"> <li>o All Chromebooks, HP Smartbuys, Lenovo TopSeller Products and all other promotionally priced products.</li> <li>o Manufacturers exceptions include: <ul style="list-style-type: none"> <li>APC</li> <li>Asus</li> </ul> </li> </ul> </li> </ul> <p>Contract pricing for Avaya's non-discountable SKUs will have no (0%) discount from MSRP  Avaya products, not to include non-discountable SKUs will be priced at 2% off MSRP</p> <ul style="list-style-type: none"> <li>Cisco</li> <li>Crucial</li> </ul>

		<p>F5 Global Knowledge Training Google HP SmartBuys Lenovo Topseller products Microsoft Software NEC Seagate TD SYNnex Services</p> <ul style="list-style-type: none"> <li>• 0% Discount for:             <ul style="list-style-type: none"> <li>o Non-Discountable SKUs</li> </ul> </li> <li>• Services: Please refer to the Services line card for a complete breakdown of specific costs associated with our services. Please email <a href="mailto:fieldservices@TDSYNnex.com">fieldservices@TDSYNnex.com</a> with any questions.</li> <li>• Dealers are encouraged to offer additional discounts from the established contract price when possible.</li> </ul> <p>TD SYNnex would like to reserve the right to amend this List of Exceptions from time to time on an as needed basis. TD SYNnex agrees to provide IUC-PG with written notification and justification for any revisions/adjustments to this list. New vendors and products that are added during the period of the contract shall follow the same product classification as described above.</p> <p>See "TD SYNnex Pricing and Discounts." See file TD SYNnex Response – Pricing.xlsx</p>	
60	<p>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.</p>	<p>Cradlepoint NetCloud Private Networks: 10% Discount off MSRP</p> <p>Cradlepoint EP5G Private Networks: 10% Discount off MSRP</p> <p>Value Added Product Offerings: NTE (Not-to-Exceed) Contract Pricing</p> <ul style="list-style-type: none"> <li>• 4% Discount from MSRP applicable to all manufacturing lines, (unless noted in Exceptions below)</li> <li>• 2% Discount from MSRP for the following:             <ul style="list-style-type: none"> <li>o All Chromebooks, HP Smartbuys, Lenovo TopSeller Products and all other promotionally priced products.</li> <li>o Manufacturers exceptions include:                 <ul style="list-style-type: none"> <li>APC</li> <li>Asus</li> </ul> </li> </ul> </li> </ul> <p>Contract pricing for Avaya's non-discountable SKUs will have no (0%) discount from MSRP Avaya products, not to include non-discountable SKUs will be priced at 2% off MSRP</p> <ul style="list-style-type: none"> <li>Cisco</li> <li>Crucial</li> <li>F5</li> <li>Global Knowledge Training</li> <li>Google</li> <li>HP SmartBuys</li> <li>Lenovo Topseller products</li> <li>Microsoft Software</li> <li>NEC</li> <li>Seagate</li> <li>TD SYNnex Services</li> </ul> <ul style="list-style-type: none"> <li>• 0% Discount for:             <ul style="list-style-type: none"> <li>o Non-Discountable SKUs</li> </ul> </li> <li>• Services: Please refer to the Services line card for a complete breakdown of specific costs associated with our services. Please email <a href="mailto:fieldservices@TDSYNnex.com">fieldservices@TDSYNnex.com</a> with any questions.</li> <li>• Dealers are encouraged to offer additional discounts from the established contract price when possible.</li> </ul> <p>TD SYNnex would like to reserve the right to amend this List of Exceptions from time to time on an as needed basis. TD SYNnex agrees to provide IUC-PG with written notification and justification for any revisions/adjustments to this list. New vendors and products that are added during the period of the contract shall follow the same product classification as described above.</p>	*
61	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>TD SYNnex can offer a 50bps (0.50%) discount for one-time orders of \$250,000 or more. One-time orders must be placed on one purchase order with one ship to location.</p>	*

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.	<p>With TD SYNEX' offering of our entire product catalog for inclusion in our response to this RFP as a value-add, there will be little to no "Open Market" products required.</p> <p>Should a Sourcwell Participating Entity require products not included on the TD SYNEX linecard of more than 2,500 IT manufacturers, the quote, purchase order, and invoice will clearly identify all Open Market products as such.</p>	*
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>Sourcwell participating entities will receive free UPS and/or FedEx ground shipping for products that ship directly from a TD SYNEX distribution center. This policy excludes expedited shipping costs (overnight, 2 day, etc.) and items over 150 pounds, OCONUS shipments, LTL shipments and/or items that require white glove services, liftgate services, and items such as heavyweight printers, wide format printers, large displays and televisions, batteries, paper, furniture/shelving, and other heavy/bulky items that require special delivery.</p> <p>On a case by case basis, up to a 3% credit card transaction fee may apply.</p> <p>Cost for Ancillary Services are provided. See uploaded document "TD SYNEX response Services Line Card_Pricing_Sourcwell.xlsx"</p>	*
64	If freight, delivery, or shipping is an additional cost to the Sourcwell participating entity, describe in detail the complete freight, shipping, and delivery program.	<p>Shipping and Freight Policy</p> <p>Sourcwell participating entities will receive free UPS and/or FedEx ground shipping from products that ship directly from a TD SYNEX distribution center. This policy excludes expedited shipping costs (overnight, 2 day, etc.) and items over 150 pounds, OCONUS shipments, LTL shipments and/or items that require white glove services, liftgate services, and items such as heavyweight printers, wide format printers, large displays and televisions, batteries, paper, and furniture/shelving.</p>	*
65	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>Shipping and Freight Policy</p> <p>Sourcwell participating entities will receive free UPS and/or FedEx ground shipping from products that ship directly from a TD SYNEX distribution center. This policy excludes expedited shipping costs (overnight, 2 day, etc.) and items over 150 pounds, OCONUS shipments, LTL shipments and/or items that require white glove services, liftgate services, and items such as heavyweight printers, wide format printers, large displays and televisions, batteries, paper, and furniture/shelving.</p> <p>Alternative carriers will used for OCONUS (Outside the continental United States) shipments, to include Alaska, Hawaii, Canada, or any offshore delivery. Shipping cost will vary by order.</p>	*
66	Describe any unique distribution and/or delivery methods or options offered in your proposal.	<p>TD SYNEX provides logistics support such as outsourced fulfillment, virtual distribution, consignment, and direct ship to end-users to our reseller customers. Other logistics support activities include generation of customized shipping documents, multi-level serial number tracking for customized, configured products, and online order and shipment tracking.</p> <ul style="list-style-type: none"> <li>• Drop shipments</li> <li>• Same-day shipping <ul style="list-style-type: none"> <li>o AIT Worldwide</li> <li>o Dynamex</li> </ul> </li> <li>• Delivery Services – Parcel, LTL, TL, FTL, Air <ul style="list-style-type: none"> <li>o FedEx</li> <li>o United Parcel Service (UPS)</li> </ul> </li> <li>• 24x7 emergency services</li> <li>• Cross-Dock &amp; Consolidation</li> <li>• Import/Export Management</li> </ul> <p>TD SYNEX offers logistical support capabilities and processes to handle local, regional, and multi-national rollouts. Logistical systems are designed to augment and complement our partners current capabilities, extend their geographical reach, provide technical support, and offer the ability to expand market reach and opportunities with little capital investment by leveraging TD SYNEX as a business partner.</p>	*

**Table 12: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
67	b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	

**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.	<p>TD SYNEX has significant experience owning/managing Public Sector contracts. We have dedicated teams that work with sales teams, resellers, and authorized Sourcewell order fulfillers to provide:</p> <ul style="list-style-type: none"> <li>• Contract pricing</li> <li>• Collection of contract fees and reporting</li> <li>• Audit</li> </ul> <p>As Authorized Resellers are added to the contract, the TD SYNEX Sourcewell Contract Manager, along with the reseller's dedicated Contracts Administrator, will conduct full training on the contract requirements, pricing, and reporting. Periodic spot-audits will be conducted on each Authorized Reseller's public sector sales to Sourcewell participating entities to ensure accurate identification of Sourcewell contract orders.</p> <p>Sourcewell orders are identified at the time of entry. Once entered, they are "coded" as a Sourcewell order and contract fees are automatically collected. TD SYNEX sales teams are also required to upload any supporting documentation into each order, if required.</p> <p>The contract administration team audits POS reports for accuracy and submits required reporting. The contract administration team is also responsible for the payment of any contract fees. TD SYNEX utilizes a proprietary enterprise resource planning (ERP) system called CIS. CIS has been built from the ground up to specifically support all aspects of distribution business needs, including contract administration.</p>
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>TD SYNEX has a dedicated team of who are responsible for the overall management of our state contracts. Responsibilities include the coordination of marketing efforts; reseller recruitment and development, quoting, sales, technical support, customer service, post-sales support, reporting and compliance.</p> <p>The TD SYNEX Contract Manager will periodically review Authorized Reseller sales and work directly with the sales teams to ensure the resellers have the tools needed to be successful with this contract. Non-performing resellers may be removed to allow additional resellers the opportunity to support the Sourcewell participating entities. We will work directly with Cradlepoint as well as our additional vendors to ensure only the best resellers with the required experience are included on this contract.</p> <p>TD SYNEX will also work with our designated Sourcewell representative to ensure we are meeting Sourcewell's desired results and expected performance.</p>

70	<p>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.)</p>	<p>TD SYNEX has enjoyed significant success with our current contract administrative fee model contract in a very competitive contractual marketplace. TD SYNEX requests using the same pricing model that we currently use to drive the success in other SLED contracts we hold. This contract can be a strategic advantage for our dealers who drive the success of this contract.</p> <p>TD SYNEX requests that contract fees reflect:                  0.80% or 80bps for Ericsson/Cradlepoint EP5G products                  0.80% or 80bps for Cradlepoint products                  0.80% or 80 Bps for Commodity Products                  2.00% or 200 Bps for Enterprise Products</p> <p>The Contract Fee is calculated off the Dealer's combined monthly sales based on the total pricing charged to the Sourcewell participating entities.</p> <p>Products are defined as:</p> <p>Enterprise Products are products that are High-End enterprise class Datacenter Server/Storage that support cloud, AI/ML, and data center solutions, that require specific vendor authorization to purchase.</p> <p>Enterprise Product Examples:</p> <p>Hewlett Packard Enterprise HPE Cray XD2000 supercomputer (The architecture can run proficiently with multiple generations of CPUs, GPUs, and interconnects. The HPE Cray EX is designed to support up to 256 dual socket nodes in a single cabinet, as well as support high-wattage CPUs and GPUs.)</p> <p>Cisco Nexus 9000 Series switch (400G-ready and 800G-capable with a power efficient distributed architecture. Managed by Cisco Enterprise Agreements.)</p> <p>HPE Aruba CS 8400 Series data center switches (High-performance 19.2Tbps switching (1.2Tbps/slot) capacity with up to 7.142Bpps for throughput.)</p> <p>Commodity Products are all other products such as servers, networking equipment, and end-point devices such as desktop, laptop, tablets and print devices. Also includes peripheral devices such as monitors, docking stations, UPS/power, telephony, furniture, and other accessories and supplies.</p> <p>Commodity Product Examples:</p> <p>HP Inc. EliteBook 840G8 laptop                  Lexmark Color All-in-One 4-Series printer                  Apple iPad Pro 12.9-inch tablet                  Eaton 5P UPS backup power solution                  Logitech MX Master mouse</p> <p>New vendors and products that are added during the period of the contract shall follow the same product classification as described above.</p>
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**Table 14A: Depth and Breadth of Offered Equipment Products and Services**

Line Item	Question	Response *
71	Provide a detailed description of the equipment, products, and services that you are offering in your	The TD SYNEX Private Networks offering consists of: 1. Cradlepoint NetCloud Private Networks (NCPN) - an end-to-end private



proposal.

cellular network solution designed for the needs of today's dynamic enterprise IT ecosystems. Complete subscription packages with cloud-native operations enable scalability, plug-and-play deployment, zero-trust access, and single-pane-of-glass management.

2. Ericsson Private 5G (EP5G) - a wireless networking product engineered for the demands of complex industrial operating environments, providing high-speed, secure 4G & 5G connectivity. Easy-to-order, install and manage, EP5G was developed for industrial use, ensuring sensitive data remains secure and onsite. As your needs grow, EP5G offers a range of deployment sizes, ranging from small, medium, large, to extra-large. With seamless evolution and upgradability, Ericsson Private 5G supports every step of your digitalization journey.

As a portfolio, both Ericsson Private 5G and NetCloud Private Networks offer complementary value propositions for the enterprise's connectivity needs with simplicity. Discuss your digitalization needs with us and we can find a solution to fit your specific requirements.

NetCloud Private Networks:

Private cellular networks use LTE or 5G technologies to combine the best of Wi-Fi and public cellular, enabling enterprises to maintain networks with security, reliability, coverage, capacity, mobility, and the predictability required for business and mission critical applications. However, it is not an either-or-scenario when comparing private networks to Wi-Fi and public cellular; they work together to provide better connectivity across the enterprise.

Cradlepoint's NetCloud Private Networks (NCPN) is an end-to-end private cellular network solution designed for today's enterprise IT ecosystem and removes the complexities of building private networks by providing a familiar "Wi-Fi-like" experience. NCPN leverages existing network infrastructure investments and simplifies the complexities of private cellular network ownership that have hindered broader enterprise adoption. A cloud-native extension of the Cradlepoint NetCloud Service, it delivers scalability, plug-and-play deployment, a familiar Wi-Fi-like experience, and pathway for simplified IT infrastructure integration – all through a single pane of glass. Initially based on the 4G LTE Citizen Broadband Radio Service (CBRS) spectrum in the USA, NetCloud Private Networks is a cloud-native solution packaged to make it easy for enterprises to prioritize security and Quality of Service (QoS) while also enabling plug-and-play deployments that scale with an API-first design philosophy. NCPN provides an added layer of security over and above SIM-based authentication. The added layer of security is built from the ground up using zero-trust principles and is based on a granular and dynamic policy framework that is core to the architecture. The policies are applied based on the connection's context which includes network, user, device, environment, application, and cellular attributes. Built around a converged 4G/5G cellular core, NetCloud Private Networks (NCPN) has the flexibility to be deployed on the enterprise premises or public cloud, thus enabling enterprises to maintain their data locally while still benefitting from the power of cloud-based configuration and policy management. With this inherent flexibility, the NCPN Mobility Gateway enables secure access to enterprise data services from authenticated cellular endpoints.

The NCPN solutions include plug-and-play Cellular Access Points (CAPs) that support the 4G LTE CBRS spectrum band 48. Sometimes referred to as small cells, the CAPs form the private Radio access Network (RAN) that cellular endpoints and clients connect to and are authenticated through the Mobility gateway. CAPs rated for indoor locations and outdoor environments work together to create contiguous private network connectivity across the entire enterprise location.

NetCloud Private Networks Values and Benefits:

- **Simple Process:** NCPN is packaged to make building, managing, and maintaining a private network simple, secure, and scalable, perfect for lean IT environments.
- **Wi-Fi-Like Experience:** Bundled in one package, NCPN includes everything needed to set up and run the private network from day one. Existing network and policy frameworks are used to augment or replace the enterprise Wi-Fi solution.
- **Data Costs:** Operational expenditure (OpEx) can escalate in a large-scale private LTE deployment. Endpoints and adapters that are FCC-certified to support Band48 will reduce data costs.
- **Guaranteed Connection:** Private cellular networks provide robust LAN connectivity with fewer radios and less competition for bandwidth. Traffic can be prioritized based on needs – either user-by user- or application-by-application.
- **Security:** Private cellular networks strengthen end-to-end security, from the enterprise-grade endpoints with SIMs to the infrastructure.
- **Centralized Management:** NetCloud Manager (NCM) is one platform to monitor and manage all sites and endpoints. With a single pane of glass, it

has visibility for all configuration changes, network performance, and security analytics.

#### Components Included in NCPN

- **NetCloud Manager – NetCloud Manager (NCM)** is Cradlepoint's secure cloud-based network management service available 24x7 for all Cradlepoint clients. NetCloud Services allow users to transition to a Wireless WAN, delivering an all-in-one subscription. NCM enables clients to deploy, manage, and monitor their NCPN network. Available using the website or mobile app, authorized users can view statistical and operational analytics dashboards and configure their network to fit their needs.

- **NetCloud Mobility Gateway – The NCPN Mobility Gateway** is deployed as a Virtual Machine (VM) on-premises or cloud-based and performs the core functions on the NetCloud Private Network

- **The Cellular Core** provides control plane and data plane services to the cellular network and acts as a bridge between the cellular radio components (cellular Aps and UEs) and the enterprise LAN and IP networks.

- **The NCPN Mobility Gateway** provides cellular functionality and is comprised of four components:

- Home Subscriber Server (HSS), which supports NetCloud Private SIM authentication
- Mobility Management Entity (MME), which manages the control plane
- Serving Gateway (SGW), which manages the user data plane
- Packet Gateway (PGW), which connects to the external network

- More than one NetCloud Mobility Gateway can be included in a network, allowing the option of enabling High Availability (HA).

- **Cellular Access Points (Cellular Aps) – Cradlepoint's indoor and outdoor Cellular Aps** are 4G LTE capable with CBRS bands (B48) and provide network access to up to 64 active users per Cellular AP. These Cellular Aps form the private Radio Access Network (RAN) that cellular endpoints and clients connect to and are authenticated through the Mobility Gateway. The ruggedized designs fit for difficult environments include integrated antennas and offer up to 2x2 MIMO with carrier aggregation. Indoor units are easily mounted using a wall or ceiling bracket while outdoor units are mounted to a wall or a pole. All Cellular Aps have a centralized management and operations system and coordinate using NetCloud Manager.

- **Subscriber Identity Modules (SIMs) – NetCloud Private SIMs** seamlessly fit in with other private mobile network products and provide the secure credentials to connect to the Cradlepoint network. Private SIMs can be traditional physical SIMs (Private SIM) or digital SIMs (Private eSIM).

- **Spectrum Access System (SAS) Server – A subscription to a SAS Server** is included with a NCPN license. SAS is a cloud-based frequency coordination system that manages the Citizen Broadband Radio Service (CBRS). Spectrum Access service prevents harmful interference to network users and follows established protocols for communication determination by the Wireless Innovation Forum (WinnForum).

- **Endpoints – NCPN** is supported by a wide range of Cradlepoint endpoints to support a variety of use cases including fixed site, vehicle, IoT and remote work.

Technical Specifications on the Mobility Gateway, Cellular AP, and Private SIMS, see the NetCloud Private Networks (netcloud-private-networks-2023-12-05.pdf) see file TD SYNEX Response – Additional Document.pdf page 178.

#### Ericsson Private 5G

Ericsson Private 5G (EP5G) is a next generation 4G and 5G private network tailored to drive the digital transformation of business organization across industries. This high-performance, easy-to-use, and highly reliable cellular connectivity product addresses the industrial market, including indoor and outdoor facilities of all sizes. The EP5G solution consist of both software and services that were developed specifically for EP5G, and of existing Ericsson products. EP5G is an end-to-end tested, fully documented, and complemented by extensive training material. Main features include high capacity, high device density capacity, low latency, and powerful security protocols.

With support for both licensed and shared spectrum such as CBRS, EP5G



is easy to scale and designed to integrate with public networks to meet future challenges. Long Term Evolution (LTE) and New Radio (NR) technology, also referred to 4G and 5G, are used for compatibility with industry standard devices.

EP5G offers:

- Simplification: Optimization and simplification of business operations with cloud-based network management.
- Reliability: Reliable connectivity with predictable network round-trip time and the ability to accommodate many devices communicating within small or large areas without dead spots. Has zero downtime upgrades and guarantees high performance through Service Level Agreements (SLA).
- Device Density: Cellular wireless communication allows for high transmit power and supports higher device density capacity and more predictable performance than competing technology.
- Security: Secure 4G LTE and 5G Standalone (SA) connectivity.
- Intrusion Protection: Highly resistant to intrusions and attaches, the EP5G solution ensures business critical operations meet the most stringent security requirements. Providing reliable and complete coverage throughout a site, indoor and outdoor. EP5G provides connectivity with low latency, high throughput, and high device density (connected devices per square meter).
- Ease of Installation: Easily installed within hours, EP5G can be scaled to support larger coverage areas and more.

In summary, NCPN and EP5G offer the full spectrum of Private Network capabilities and can be right-sized for any opportunity or situation.

NetCloud Private Networks (NCPN):

- End-to-end private cellular network solution.
- Cloud-native operations for scalability and easy deployment.
- Zero-trust access and single-pane-of-glass management.
- Simplified process, security, and centralized management.
- Key features include Wi-Fi-like experience, data cost management, guaranteed connection, and security.

Ericsson Private 5G (EP5G):

- Wireless network product for high-speed, secure 4G and 5G connectivity.
- Tailored for industrial use with data security onsite.
- Scalable deployment sizes: small, medium, large, extra-large.
- Cloud-based network management and seamless evolution.

Offers high capacity, low latency, powerful security protocols, and ease of installation.

In addition, TD SYNEX would like to submit our entire product catalog for inclusion in our response to this RFP. With over 2,500 IT manufacturers, the TD SYNEX proposal offers a broad range of multi-vendor solutions that can be purchased in entirety using the Sourcewell contract without having to utilize multiple contracts to meet their technology needs. We will continue to leverage our proven network of order fulfillment partners to grow this program with incremental revenue currently utilizing other contract vehicles. Our complete catalog of our tier one Original Equipment Manufacturers' (OEM) solutions, with authorized and proven reseller/integrator partners, and world-class program management compliments the overall Cradlepoint solution and brings a one contract approach to procurement for Sourcewell participating entities.

72 Describe your supported 911 features and the planning, design, implementation and management products, services and process steps required.

911 is not an offered feature at this time for Ericsson EP5G product. NCPN does not support 911, as this is a data only service. OTT voice does work, but not native dialer.

73 Describe your solutions, services, and qualifications, for preventing, mitigating, and responding to private wireless network intrusions and attacks.

Radio Network Security: EP5G is fully compliant with standard 3GPP cellular security features, providing highly sophisticated security mechanisms for authentication, authorization, integrity, and confidentiality. EP5G ensures that radio-resource control signaling, and air interfaces are highly secure and immune to illegal intrusions.

Encryption keys are stored in the Home Subscriber Server Front End, Authentication Server Function, and Unified Data Management software components that run on the network controllers and the SIM cards of cellular devices. Encryption keys are used for authentication purposes between cellular devices and the EP5G site.

The radio resource control signaling between cellular devices and the Mobility Management Entity software component that runs on the network controllers is protected from external manipulation and the inspection using 128-bit AES and EEA 128 ciphers. The user plane and data plane between cellular devices and the baseband or basebands is encrypted using 128-bit AES.

Credential Management: Access to the Network Management Portal requires

a user password that follows strict password security policies. Repeated sign-in attempts with incorrect passwords result in user-account suspension. Additional security using Multi-Factor Authentication (MFA) can be enforced on an organizational level. The MFA functionality uses the Time-based One-Time Password (TOTP) algorithm and supports apps using the RFC 6238 standards.

User-related data, such as user certificates and credentials, is encrypted, both while in storage and while in transit between system components. EP5G implements Role-Based Access Control (RBAC) and Task Based Access Control (TBAC) to reduce the risk of potential attacks and increase security, allowing users to perform only activities approved for their user role.

The common Cellular User Database is stored on-site only and does not contain information concerning human users that can be classified as private. For technical, troubleshooting or security purposes, basic information on cellular subscriptions, such as the International Mobile Subscriber Identity (IMSI) and International Mobile Equipment Identity (IMEI), can be transmitted through the encrypted connection to the cloud management.

Data stored in the cloud management tool is only stored for technical, troubleshooting, and security purposes and not stored on-site, or used for any other purposes. The on-site equipment has no information about the users connected to it. The only type of data that is stored in the cloud management tool is admin and user data, such as first and last names, user names, and email addresses.

Data is not collected for bid data analytics or any type of marketing purposes and is not handed over to any external sub-processing companies for further processing.

Handling of SIM Card Authentication Data: For bulk-provisioned SIM cards provided by a SIM-card manufacturer, the secret Operator Code (OP) and Ki is encrypted, and transport keys are used to transfer them between agents. The transport key is exchanged between the enterprise and the SIM-card manufacturer only once, through encrypted communication. More than one transport key can be handled.

SIM-card authentication data is encrypted before it is stored within EP5G, and the decryption is handled automatically during SIM-card provisioning. This means that changing the system OP has no impact on the authentication of SIM cards that were provisioned before the OP was changed.

A Partner can change the OP, for example if the OP was compromised, or for site-administrative purposes.

Identity Concealment: All sim cards are given a unique subscriber identity, IMSI/SUPI, used for identification between a device and a network. To enhance the privacy of the users, the IMSI/SUPI is replaced with temporary identifiers with a SIM card connects to a network. However, authentication with temporary identifiers is only possible after the first time a SIM card has registered with a network.

A Subscription Concealed Identifier (SUCI) can be used to encrypt the subscriber identity for 5G SIM cards, maintaining privacy when registering with a network for the first time (or if the temporary identifier has been corrupted or lost). When encrypting through SUCI, a key pair consisting of a public key and a private key are used for encryption and decryption. The public key must be written to the SIM card during the Sim-card production and is used by the device to encrypt its subscriber identity. The private key must be provisioned to the network and is used for decryption.

EP5G has implemented two different ways to provision a network key pair:

- The key pair is generated by EP5G. The private key remains inside the EP5G network and stays safely stored on the network controllers. The public key is retrieved through the partner API and can be sent to the SIM-card manufacturer for production of the SIM cards.

- The key pair is generated by the CSP. The private key must be transferred to the EP5G network through the partner API for safe storage on the network controllers. The public key remains with the CSP and can be sent to the SIM-card manufacturer for the production of SIM cards.

1) Note: the possibility to use 5G identity concealment with the EP5G SIM-card writer is not yet implemented.

Connection to Cloud Management: The connection to the cloud management

is secured with Transport Layer Security (TLS) using Advanced Encryption Standard (AES) 256 with authentication through a unique private key for each network controller. The validity and authenticity of the certificate is verified by the trusted Certification Authority (CA) of Ericsson, each time a communication session is established. The certificates have a finite validity and are refreshed periodically.

Perfect Forward Secrecy (PFS) is enabled to ensure proper protection against side-channel attacks like Heartbleed or other cyber-security attacks using similar infiltration methods. Connections are only established from the network controllers to the cloud management, providing full visibility and control over connections.

During the network controller setup, the following occurs:

- 1) The network controllers connect to a Demilitarized Zone (DMZ) server through a secure connection.
- 2) The DMZ server verifies the network controllers, ensuring that they are original EP5G equipment and that no tampering has occurred.
- 3) The latest EP5G software is pushed to and installed on the network controllers.
- 4) The network controllers are assigned to a site in the Network Management Portal (NMP). This process establishes a dedicated VPN tunnel between each network controller and the cloud management, and from this point on, all management traffic is sent through it.
- 5) All site-specific configurations and data are pushed to the network controllers.
- 6) Hardware and software components, such as the radio equipment and the core network functions, are configured and started.

EPG site belonging to the same organization are isolated from other sites on a network level within the cloud management to ensure secure tenant isolation and prevent data leakage.

Cloud API: The Cloud Application Programming Interface (API) enables the integration of customized cloud applications with EP5G. The Cloud API is centered around the monitoring of Key Performance Indicators (KPIs), segments, and SIM card entries for cellular devices.

The Cloud API is based on the Representational State Transfer (REST) software architectural style and the JavaScript Object Notation (JSON) data-interchange format. Traffic is encrypted and transferred using Transport Layer Security (TLS) and Hypertext Transfer Protocol Secure (HTTPS).

Ericson does not provide a client Software Development Kit (SDK), but the Cloud API can be used with any HTTPS and JSON-enabled client software or library.

To authenticate calls to the API, the following access details are needed:

- API key
- Based URL
- Organization ID
- Site ID of the target system

Site Admins, Security Admins, and any support agents with access to a site can generate the required access details through the Network Management Portal (NMP). To view the full EP5G API specification, request access to the EP5G Portal from Ericsson Tier 2 support at support@ericsson.zendesk.com.

Integration at the Customer Site: While the cellular air-interfaces and the control signaling of EP5G can be considered fully secure, the following connections are not secured by EP5G and require consideration:

- The wired connections between a cellular gateway and connected devices
- The wired connections between the network controllers and the enterprise LAN
- The wired connection from the network controllers toward the cloud management

If there are concerns that the preceding wired connections impose a threat on the security baseline of the Operational Technology (OT), further consideration is required. For example, end-to-end security can be applied by using Transport Layer Security (TLS) together with certificate authentication.

Depending on the applied end-to-end security solution, deep packet inspection and stateful firewall policies might not work, and cellular gateways might need to add certain addresses, subnets, and ports to the routing or

forwarding allowlists.

Note: It is recommended to have the EP5G equipment rack caged and securely locked in a location with limited staff access, featuring access control and audit capabilities.

Data Privacy: The cloud management infrastructure holding data is owned by Ericsson Private 5G, making Ericsson the sole data processor from an EU GDPR perspective.

Note: Ericsson is not the sole data controller. Customers and partners of Ericsson can create and manage their own Ericsson Private 5G users.

Payload Data: Payload data, such as the data transmitted among devices in the private cellular network, is never transmitted through the cloud-management connection. EP5G currently supports only 3GPP packet data communication services. Any end-customer implementation of voice services using Over-the-Top (OTT) applications is transparent to EP5G and treated as any other payload data.

Depp package inspection functions are not enabled. There is no inspection, storage or analysis of payload packets. There is physical and logical traffic separation between the cloud-management connection and the connections to the cellular radio network and enterprise LAN.

Cradlepoint's comprehensive approach to security across all seven layers of networking ensures robust protection against a wide range of cyber threats and vulnerabilities.

#### Continuous Monitoring

This involves persistent oversight across all network layers, ensuring that any anomalies or threats are detected promptly.

#### Regular Internal, External, and Database Vulnerability Scanning

These scans are performed across all layers of the network to identify and mitigate potential vulnerabilities.

#### Semi-Annual Penetration Testing

This includes testing on both web applications and the network, assessing the resilience of all layers against intrusion attempts.

#### Zero-Trust Security Architecture

The architecture is built on zero-trust principles, meaning it does not automatically trust anything inside or outside its perimeter and instead verifies everything trying to connect to its systems before granting access.

#### Granular and Dynamic Policy Framework

The policies adapt based on the context of the connection, considering various factors like network, user, device, environment, application, and cellular attributes, across all network layers.

#### NetCloud Customer Data Segregation

NCM is a multi-tenant public-cloud SaaS solution, ensuring scalability and data protection. This segregation is crucial for protecting sensitive data and maintaining its integrity.

#### Encryption and Restricted Access

Customer data in Cradlepoint's production environment is encrypted both at rest (AES256) and in transit (TLS 1.2). Additionally, customer and device tokens are used to programmatically restrict queries to appropriate customer data, further ensuring that only authorized personnel can access sensitive information.

The following features collectively ensure the security of data in motion, protecting it from interception, unauthorized access, and other potential security threats:

#### Controlled and Monitored Environment

Cradlepoint's production environment is strictly controlled and monitored. This level of control and monitoring ensures that data in transit is protected against unauthorized access and potential vulnerabilities.

#### Programmatic Restrictions

Customer and device tokens are used to programmatically restrict queries to appropriate customer data, enhancing the security of data transmission.

#### Firewalls and Intrusion Detection/Prevention

		<p>Cradlepoint implements an intrusion detection/protection system (IDS/IPS) throughout its product cloud infrastructure. This system likely includes firewalls and other mechanisms to detect and prevent unauthorized access and malicious activities.</p> <p><b>Access Control</b> Access control is maintained through customer and device tokens, which programmatically restrict queries to the appropriate customer data. This level of control helps in preventing unauthorized access and ensures that data is accessed only by authorized personnel.</p> <p><b>Disaster Recovery</b> Cradlepoint's cloud services are hosted within Amazon Web Services (AWS), which provides robust physical security, redundancy, and recovery capabilities. This includes features like externally audited data centers, continuous monitoring, multiple availability zones, and offsite backups. These measures contribute significantly to disaster recovery capabilities, ensuring that services can be maintained or quickly restored in the event of a disaster.</p> <p><b>Cloud Security</b> ZTNA and Secure Access Service Edge (SASE) vet users and optimize data flow by inspecting traffic and applying policies based on one set of criteria. SASE — combining SD-WAN and network security capabilities into a single service model — includes Cloud Access Security Broker (CASB), Secure Web Gateway (SWG), and Firewall as a Service (FwaaS). ZTNA ensures trusted users and traffic connect to cloud-based and SaaS resources with the same restrictions as within organizational zones</p>
74	<p>For each of the industries listed below (as applicable), describe your understanding of the typical challenges, opportunities, use cases, and solutions for:</p> <ul style="list-style-type: none"> <li>-Airports</li> <li>-Cities/Governments (local and federal)</li> <li>-Universities/Stadiums</li> <li>-K-12</li> <li>-Healthcare</li> <li>-Ports/Warehouses</li> <li>-Other</li> </ul>	<p><b>Airports:</b></p> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>• Turnaround Delays: Impacting on-time departure performance.</li> <li>• Operational Inefficiency: Driving up operational costs.</li> <li>• High-Cost MRO: Increasing demand for maintenance, repair, and overhaul labor.</li> <li>• Customer Experience: Need for more control and reduced waiting times.</li> <li>• Safety and Security: Enhanced measures, especially in the post-COVID-19 context.</li> <li>• Environmental Protection: Focus on reducing CO2 emissions.</li> </ul> <p><b>Example Use Cases:</b></p> <ul style="list-style-type: none"> <li>• Push to Talk – Voice, Video, Data: Improving communication efficiency.</li> <li>• Luggage Tracking: Enhancing tracking and management of luggage.</li> <li>• Aircraft Telematics Data Offload: Efficient data transfer for operational analysis.</li> <li>• Autonomous Baggage Dolly: Improving financial sustainability and environmental protection.</li> <li>• AGV-Baggage Handling: Streamlining baggage handling processes.</li> <li>• AR Wayfinding: Enhancing customer experience and reducing environmental impact.</li> <li>• Potable Water System Management: Optimizing water usage and management.</li> <li>• Elevator and Escalator Management: Efficient management of airport facilities.</li> <li>• Baggage System Management: Streamlining baggage handling and tracking.</li> <li>• Facial Biometric for Boarding: Enhancing security and customer experience.</li> </ul> <p><b>Solutions:</b> Robust wireless networks for wide coverage, real-time data processing.</p> <p><b>Cities/Governments:</b></p> <p><b>Challenges:</b></p> <ul style="list-style-type: none"> <li>• Ensuring universal high-speed connectivity</li> <li>• Bridging the digital divide</li> <li>• Enhancing public safety and emergency response</li> <li>• Supporting smart city and IoT applications</li> <li>• Managing and analyzing large volumes of data for decision-making</li> </ul> <p><b>Example Use Cases:</b></p>

- Smart traffic management and autonomous vehicles
- Public safety applications, including real-time surveillance and emergency response
- Environmental monitoring and sustainability initiatives
- Enhanced public services through IoT (waste management, lighting)
- Remote education and healthcare services

Solutions: Integrated network solutions for seamless service delivery, enhanced communication systems.

Universities/Stadiums:

Challenges:

- Traditional coverage solutions do not scale well
- Adding capacity requires headend expansion
- Remote unit and coax installation is expensive
- Difficult to provide cost effective capacity densification where needed

Example Use Cases:

- Coverage and capacity for students, faculty, and staff
- IoT devices for asset tracking, environmental monitoring, and smart building management
- Campus security and safety
- Research and innovation at innovation labs
- Mobile applications for accessing campus resources and services
- Smart parking, letting drivers know where cars can be parked
- AR/VR labs for immersive educational experiences
- Digital signage, allowing administrators to provide up-to-date information easily
- Stadiums, ensuring a positive game experience for fans

Solutions: Scalable networks for high-density areas, advanced security features.

K-12:

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Challenges:

- Remote Learning Connectivity: Ensuring high-bandwidth and reliable internet for distance learning.
- Digital Divide: Variance in household internet access affecting online learning.
- IT Support Limitations: Managing network configurations and troubleshooting remotely.
- Budget Constraints: Offering citywide Private LTE network affordably.

Example Use Cases:

- CBRS Spectrum Utilization: Leveraging cost-effective cellular network control and reduced operational expenses.
- Private LTE for Education: Deploying Cradlepoint's Private LTE routers to support remote learning.

Cloud-based Network Management: Utilizing NetCloud Service for security and configuration.

Solutions: Secure, reliable networks for educational content delivery, administrative efficiency.

Healthcare:

- Challenges:
- Data security
- Uninterrupted connectivity.
- Need for robust connectivity to overcome data silos
- Potential of edge applications in medical diagnostics and research
- Reliable data transfer and comprehensive coverage within healthcare facilities.

Use Cases:

- Telemedicine
- Patient data management
- Ambulance connectivity

		<ul style="list-style-type: none"> <li>• Medical equipment</li> <li>• Asset management</li> <li>• Patient kiosks</li> </ul> <p>Solutions: Secure networks with high uptime, support for healthcare applications.</p> <p>Ports/Warehouses:</p> <p>Challenges:</p> <ul style="list-style-type: none"> <li>• Limited Yard Space: With increasing shipping volume and vessel size, optimizing yard and terminal operations is crucial.</li> <li>• Environmental Sustainability: Regulatory mandates require significant reduction in greenhouse gas emissions.</li> <li>• Digital Transformation (Ports 4.0): Need for automation and connectivity to enhance efficiency and safety.</li> <li>• Congestion and Gridlock: Yard congestion leads to inefficiencies and environmental impact.</li> <li>• Worker Safety: High risk of injury due to heavy cargo and dangerous equipment.</li> </ul> <p>Use Cases:</p> <ul style="list-style-type: none"> <li>• Condition Monitoring: Real-time monitoring of equipment to detect potential faults.</li> <li>• Automated Guided Vehicles (AGVs): Reducing accidents and improving safety with AGVs. Drones for Surveillance and Deliveries: Enhancing port security and efficiency in deliveries.</li> <li>• Smart Cranes with Automation and Remote Control: Increasing loading speeds and efficiencies with automated cranes.</li> </ul> <p>Solutions: Wide-area networks for real-time tracking, automated logistics.</p> <p>Other Industries: Tailored solutions based on specific industry needs, leveraging private network capabilities for enhanced efficiency and security.</p>
75	<p>Describe your PWN solutions regarding IoT use cases and associated deployment maturity (ex: conceptual, lab, pilot in-progress, pilot complete, permanent deployment in-progress, permanent deployment fully commissioned, and project closed out). Describe your experience with both simple and complex IoT deployments.</p>	<p>Ericsson Private 5G accommodates a wide variety of use cases for both indoor and outdoor environments while integrating well with business operations, devices, and applications. As a result, companies can improve productivity, give their customers more value, and provide better working environments for employees. EP5G supports many use cases such as dynamic reconfiguration of manufacturing machines on factory floors. Additional use cases include using untethered mobile robots and drones or autonomous cranes in ports. Providing local voice services for mission critical communication, connecting mines above and underground, and monitoring asset locations are also supported.</p> <p>Ericsson has deployed multiple permanent, fully commissioned and commercially available Private 5G networks in the US, Canada and around the world.</p> <p>Cradlepoint's NetCloud Private Network (NCPN) solution for IoT use cases has been designed to provide robust, secure, and scalable connectivity for a wide range of IoT applications. NCPN enables seamless integration of IoT devices across various sectors, including manufacturing, healthcare, logistics, and smart cities. With advanced features like high bandwidth, low latency, and strong security protocols, NCPN ensures efficient data collection, real-time monitoring, and control of IoT devices, facilitating improved operational efficiency and data-driven decision-making.</p>



76	Describe your solutions, services, and best practices for designing and deploying multiple geographically separated sites, as one PWN network (ex: two airports owned and operated by a city, extending enterprise systems) and as separate networks.	<p>Multi-Location Sites: Ericsson Private 5G (EP5G) includes functionality to support sites that are distributed over multiple locations.</p> <p>NMP Locations: Within the NMP, it is possible to define multiple locations within a site. To distinguish these locations from the general concept of a location (a place), we refer to them, within the EP5G documentation, as NMP locations.</p> <p>The two network controllers and one or two Router 6675 units (if the site includes routers) are always added to one NMP location, the "default" NMP location, which is created automatically as part of site creation. The installer can choose to create additional NMP locations within the site. Basebands can be added to the same NMP location as the network controllers and to other NMP locations.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• The connections between the network controllers and basebands can be direct links or be facilitated by one or two router 6675 units. When facilitated by the router(s), the connections between the router(s) and the basebands must be direct links.</li> <li>• Devices can move between the coverage areas associated with all NMP locations of a site without having to replace SIM-cards.</li> <li>• Use Cases: The concept of multi-location sites can be used for two different, sometimes overlapping, purposes: To correspond with coverage areas</li> <li>• To correspond with the locations (places) where basebands are installed</li> </ul> <p>As an example of the first purpose, two basebands are installed in the same rack but they can each connect to radio equipment that provide coverage to two different areas on the enterprise premises. The basebands are then added to two different NMP locations, even though they are both installed in the same rack.</p> <p>As an example of the second purpose, two basebands are installed in different buildings. The radio equipment that connects to each baseband together provide coverage for one large area. The two basebands are added to separate NMP locations that relate to where they are installed rather than having anything to do with coverage areas.</p> <p>One use case that requires the arrangement in the second example is if the site only includes two baseband that connect directly to the network controllers without a router or routers. Because of two basebands are in different buildings and do not get GNSS synchronization from a router or routers, they each need separate GNSS synchronization. Within the NMP, delay compensation for GNSS synchronization is configured per NMP location. When using the GNSS Sync packages to provide GNSS synchronization to the basebands, the cables between GNSS antennas and receivers will have different lengths, so to configure GNSS delay compensation correctly, the basebands must be added to separate NMP locations.</p> <p>Notes:</p> <ul style="list-style-type: none"> <li>• Radio Processor 6339 is delivered with the dedicated GNSS equipment, including GNSS antenna that is mounted on the baseband itself. If both basebands are of type Radio Processor 6339, they can be added to the same NMP location if desired. This is possible because the cabling lengths are always the same which means that the required GNSS delay compensation will also be the same.</li> <li>• For sites with one or two router 6675 units, the GNSS receiver or receivers are connected to the router or routers that are included in the default location. All basebands receive synchronization from the router or routers and GNSS delay compensation is configured only for the default location.</li> </ul> <p>NCPN supports SIM groups, and Radio Groups. Radio Groups (geographically separate sites or networks) can be associated to multiple SIM groups, so the devices can roam among multiple NCPN networks.</p>
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77	<p>Describe your products and services offered for:</p> <ul style="list-style-type: none"> <li>-Maintaining seamless and continuous connectivity of EUDs</li> <li>-Traversing between PWNs of the same and different PWN manufacturer solutions</li> <li>-Ownership by the same (ex: delivery trucks driving between local, regional, national warehouses) and different Enterprise (ex: aircraft interoperability between airport PWNs)</li> </ul>	<p>Ericsson Private 5G is fully compliant with standard 3GPP cellular features and supports mobility, session continuity and seamless connectivity.</p> <p>Cradlepoint's SD-WAN solution, NetCloud Exchange (NCX) is uniquely positioned to ensure seamless and continuous connectivity fo EUDs across diverse environments including PWNs. Our products and services excel in the following key areas:</p> <p>Maintaining Seamless Connectivity of EUDs: Cradlepoint's SD-WAN is designed to provide uninterrupted connectivity for EUDs, ensuring a seamless user experience even in dynamic and challenging network conditions. Built from the ground up with a focus on cellular connectivity, NCX optimizes network paths, mitigates latency, and intelligently manages traffic to guarantee a reliable and consistent connection.</p> <p>Traversing Between PWNs of Different Manufacturers: NCX SD-WAN is interoperable across Private Wireless Networks from various manufacturers. NCX excels in seamlessly traversing between PWNs, whether they are from Ericsson, Cradlepoint or third-party manufacturers. This flexibility ensures compatibility and efficient data transfer, enabling organizations to deploy a heterogeneous network infrastructure without compromising connectivity.</p> <p>Supporting Ownership by the Same and Different Enterprises: Cradlepoint's SD-WAN caters to diverse enterprise scenarios, including ownership by the same enterprise (e.g., delivery trucks moving between local, regional, and national warehouses) and different enterprises (e.g., aircraft interoperability between airport PWNs). Our solution offers robust security, intelligent traffic management, and seamless transitions between networks, facilitating efficient data communication and connectivity across a spectrum of ownership scenarios.</p> <p>In summary, Cradlepoint's NetCloud Exchange (NCX) solution is the ideal choice for maintaining connectivity, traversing diverse PWNs, and supporting ownership scenarios within and between enterprises, making it a comprehensive and reliable solution for private cellular networks</p>
78	<p>Describe how your solutions and offerings will support future load-sharing of wireless communications between WiFi, Distributed Antenna Systems (DAS), CBRS, and other communications technologies.</p>	<p>Load sharing between different technologies is dependent upon the end user devices for the technology they have a preference to connect for communication. If customer has different access technologies and common application/enterprise applications server. Enterprise user can talk to applications with different technologies as far as they have common Enterprise application servers.</p>

79	Describe how your PWN can operate and be managed as a converged, unified, and integrated extension of other enterprise telecommunications networks and infrastructure solutions (cabled and wireless).	<p>Enterprise-LAN Connection: EP5G requires a connection to a wired network on the premises, referred to in this document as the enterprise LAN. The logical interface on the network controllers used to connect to the enterprise LAN is Ext-O. The enterprise LAN is used to facilitate traffic using the Virtual Router Redundancy Protocol (VRRP), required by the segment-to-VLAN mapping functionality, including traffic between the network controllers. Therefore, the networking equipment in the enterprise LAN must provide bridging between the two network controllers.</p> <p>The connection to the enterprise LAN must use static IP address assignment. DHCP is not supported.</p> <p>EP5G functions as a router between the cellular network and the enterprise LAN, so the following IP-address ranges must be considered:</p> <ul style="list-style-type: none"> <li>• IP-address ranges used on the enterprise LAN</li> <li>• IP-address ranges used internally by the EP5G system</li> <li>• IP-address ranges assigned to segments in the Network Management Portal</li> </ul> <p>and used to assign IP addresses to the SIM cards of cellular devices. Careful planning is required to avoid IP-address conflicts. For more information, see document Network Preparations.</p> <p>Segments and VLANs: EP5G uses network segments for traffic separation and for managing quality of service. For more information about IP addresses and segments, see About Segments and IP Address Ranges on page 30. For more information about managing quality of service, see Quality of Service on page 32. See file TD SYNEX Response – Additional Document.pdf page 187.</p> <p>During installation of EP5G, default network segment is created. As part of the installation, the installer is asked to input the IP address for a DNS server on the enterprise LAN. Once installation is complete and the site is active, IP addresses for DNS servers on the enterprise LAN are configured on a segment level. The DNS server IP address set during installation can be changed through editing the default segment. The enterprise LAN DNS server for each segment must be reachable through the VLAN that each segment is mapped to. Enterprise IT and industrial OT networks typically use VLANs. EP5G includes support for VLANs by mapping network segments to VLANs, enabling end-to-end traffic isolation across the cellular network and the enterprise LAN.</p> <p>VLANs can be added, edited, and removed from the Network Management Portal. The mapping works so that:</p> <ul style="list-style-type: none"> <li>• A network segment on the cellular radio network can be mapped to one VLAN on the enterprise LAN, tagging the network segment's traffic with a configurable VLAN ID.</li> <li>• Multiple network segments can be mapped to the same VLAN.</li> </ul> <p>Note: In the initial state after a site has been set up, all traffic will be untagged by default. Tagged traffic will not work until the customer configures the VLAN Support feature with at least one tagged VLAN.</p> <p>The segment to VLAN mapping has the following requirements and limitations:</p> <ul style="list-style-type: none"> <li>• For each additional VLAN created by the customer, three additional IP addresses, unused on the enterprise LAN are need – two for the network controllers and one for the VLAN itself.</li> </ul> <p>The segment to VLAN features uses Virtual Router Identifiers (VRID). One VRID unused on the enterprise LAN is needed for each VLAN.</p>
80	Describe your ability to integrate with distributed antenna systems.	<p>The EP5G domain proxy includes support for Passive DAS (Passive Distributed Antenna System). Passive DAS is a clustered installation of antennas to extend cellular network coverage in areas without adding additional radios. Multiple passive antennas are connected to the radio through one or more splitters to the cover a larger area.</p> <p>NCPN is based on CBRS which operates as an alternative to distributed antenna systems (DAS) and Wi-Fi.</p>

81	Describe your PWN solutions regarding IoT use cases and associated deployment maturity (ex: conceptual, lab, pilot in-progress, pilot complete, permanent deployment in-progress, permanent deployment fully commissioned, and project closed out).	<p>Developed and optimized for use cases, Ericsson Private 5G accommodates a wide variety of use cases for both indoor and outdoor environments while integrating well with business operations, devices, and applications. As a result, companies can improve productivity, give their customers more value, and provide better working environments for employees. EP5G supports many use cases such as dynamic reconfiguration of manufacturing machines on factory floors. Additional use cases include using untethered mobile robots and drones or autonomous cranes in ports. Providing local voice services for mission critical communication, connecting mines above and underground, and monitoring asset locations are also supported.</p> <p>Ericsson has deployed multiple, permanent, fully commissioned and commercially available Private 5G networks in the US, Canada and around the world.</p> <p>With NCPN, the unmatched capacity of 5G means more devices can be connected to the network at once — in some cases, as many as 1 million devices per square kilometer (0.386 square miles). Many of these devices require large amounts of bandwidth to perform their designated functions. This includes applications for robust smart cities, AI-enabled image recognition, immersive and interactive kiosks, real-time digital signage, and more.</p>	*
82	Describe your approach, process, and timeline for testing and implementing software updates to the PWN.	<p>Fully tested updates/upgrade to the Ericsson Private 5G systems are included as part of the subscription service. These are made available thru the Network Management Portal (NMP). When a new software update becomes available, the Site Admin is asked to schedule a time for the update to happen to avoid any disruptions to customer operations.</p> <p>Updates to the network controller software are always performed consecutively. Management capabilities are temporarily disabled, and one network controller is taken out of service. There is a brief service disruption for traffic that was handled by the out-of-service network controller as the baseband reallocates the traffic to the other network controller.</p> <p>NetCloud OS (NCOS) has a monthly release schedule with each release possibly including new features, UI &amp; usability changes, defect fixes, or security fixes. Any changes included in each release are documented in the monthly release notes and the PDF downloads are provided on the Cradlepoint Connect website. Release notes are available for 24 months.</p>	*
83	List and describe your various core solution options offered (ex: on-premises, cloud, hybrid, distributed, core services platform) and key differentiators. For each solution, describe the your experience deploying and managing the solution.	<p>EP5G includes core services platform on premises that offers resiliency with redundant network controllers, which means there are two network controllers with two dual-mode core instances always deployed in active-active mode. If one network controller fails, devices reconnect to the other network controller. Device IP addresses are preserved to enable service continuity.</p> <p>The EP5G solution supports Mixed Mode deployment meaning it can support 4G and 5G RAN operations in parallel.</p>	*
84	Describe your solutions for connecting end user devices that do not natively support PWNs. Note which of your solutions apply to 4G, 5G, and 4G/5G combined networks.	<p>The EP5G solution supports LTE,NR and Mixed Mode deployment meaning it can support 4G and 5G RAN operations in parallel. The end user devices that do not natively connect to PWN's can be connected to a 4G or 5G gateway, router, or modem (e.g., Cradlepoint R1900) which can then connect to the PWN. EP5G supports routing behind mobile station feature. Routing behind Mobile Station (MS) allows enterprises to connect several devices behind a 4G or 5G gateway, router, or modem. 4G or 5G routers supporting this feature can assign different subnets for devices behind them. These subnets are also mapped in EP5G and are made reachable from the enterprise LAN.</p>	*
85	Describe your mobile edge computing (a.k.a. multi-access edge computing) (MEC) PWN solutions and their key differentiators. For each, describe your experience deploying and managing the solution, as well as associated use cases.	<p>Multi-Access Edge Computing moves the computing of traffic and services from a centralized cloud to edge of the network. These servers can be connected directly to the Enterprise network through a router and Enterprise network users can get data to/from those MEC applications through the private network.</p>	*

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

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

Line Item	Category or Type	Offered *	Comments
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86	Assessment and strategy	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>With the increase in network management needs, customers are looking to partners for support, from providing a differentiated offering to managing an enterprise customer networking infrastructure. TD SYNEX' reseller partners sell Cradlepoint solutions as well as additional services such as design, integration, and implementation.</p> <p>TD SYNEX' Authorized Partners will be the main points of contact for any customer's specific use case. These Partners are specialists in the NCPN solution through training, lab installations and testing, and Cradlepoint's verification of the Partner's on-site lab.</p> <p>These Partners are experts in assessing the customers' needs and working up the strategy for implementation of the NCPN solution from concept to installation and verification.</p>	
87	Network design, migration, and deployment, including network configuration and Spectrum Access System (SAS) registration	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>TD SYNEX' Cradlepoint-Authorized Partners are trained and equipped to design, migrate and deploy the NCPN solution. A subscription to a SAS Server is included with a NCPN license and will be set up as part of the NCPN deployment.</p>	*
88	Acquisition and installation of needed equipment to support the private wireless network	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Cradlepoint products are sold through and installed by a network of trained, certified, and trusted Partners. NCPN specialization requires Partners to:</p> <ul style="list-style-type: none"> <li>• complete technical and sales training</li> <li>• be CBRS certified installer (required by FCC);</li> <li>• complete NCPN Solution Engineer training;</li> <li>• create a lab environment at partner facility and validated by Cradlepoint;</li> <li>• document project management process for PCN deployments;</li> <li>• maintain competency in RF planning &amp; design platforms;</li> <li>• maintain competency in Private cellular or Enterprise Wi-Fi;</li> <li>• maintain technical proficiency in packet core architecture;</li> <li>• maintain a strong understanding of routing and switching fundamentals;</li> <li>• offer professional installation services including structured cabling &amp; low voltage; and</li> <li>• be licensed and bonded in the state(s) of operation and conform to national electric standards and codes.</li> </ul>	*
89	Ongoing operations, maintenance, planning, expansion, and upgrading of the private wireless network and related components	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>An active, continuous, and fully paid-up NetCloud subscription includes access to Cradlepoint support for operations, maintenance, and warranty support.</p> <p>NetCloud Private Networks are built to scale with your business, helping you solve real-world business challenges and offer the flexibility to embrace new ways of doing business. NCPN expansions and upgrades.</p>	*
90	Related network component solutions, such as private wireless network (PWN) cores, SIMs, radio access networks (RANs), gateways, end user devices (EUDs), network management tools, and products	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>The full Cradlepoint catalog offers the full suite of network components to build an end-to-end private cellular network. In addition to the products listed, the Cradlepoint offering includes a robust single-pane-of-glass network management tool, SASE security, continuous training and support.</p> <p>Training, warranty and support are included with a NetCloud subscription at no additional cost.</p> <p>NetCloud Private Networks (NCPN) utilizes a unified cloud management and orchestration experience that delivers SD-WAN, enterprise-class security, cellular intelligence, and advanced analytics at the edge through full interoperability with NetCloud Manager (NCM) — all managed through a single pane of glass. NCM intelligently integrates the CBRS Spectrum Access System (SAS) to manage and prevent interference. To optimize network coverage and QoS, RF planning tools are included as part of NCM.</p> <p>Mobility Gateway Built around a converged 4G cellular core, NCPN has the flexibility to be deployed on the enterprise premises, thus enabling enterprises to maintain their data locally while still benefiting from the power of cloud-based configuration and</p>	

		<p>policy management. With this inherent flexibility, the NCPN Mobility Gateway enables secure access to enterprise data services from authenticated cellular endpoints.</p> <p><b>Cellular Access Points</b>                  The NCPN solution includes plug-and-play Cellular Access Points (CAPs) that support the 4G LTE CBRS spectrum band 48. Sometimes referred to as small cells, these CAPs form the private Radio Access Network (RAN) that cellular endpoints and clients connect to and are authenticated through the Mobility Gateway. CAPs rated for indoor locations (A2400) and outdoor environments (A2405) work together to create contiguous private network connectivity across the entire enterprise location.</p> <p><b>NetCloud Private SIM-Enabled Routers and Endpoints</b>                  Subscriber Identity Module (SIM) cards are critically required by every cellular network to authenticate edge devices such as cellular routers/adapters and cellular clients such as cell phones, tablets, and barcode scanners. In fact, any device that incorporates a Cradlepoint Private SIM card or Private eSIM can gain controlled access to NCPN — including third-party endpoints and routers. However, to realize the benefits of a fully converged and centrally managed system, Cradlepoint CBRS routers and adapters are the preferred endpoint solution for connections to the LAN or SIM-less edge devices.</p> <p><b>WAN Edge Router</b>                  The WAN Edge Router connects the on-premises equipment, including the Mobility Gateway and Cellular Access Points (CAPs), to the Internet and remote data centers. Depending on the deployed NCPN architecture, the WAN Edge Router may also connect remote CAPs at a site to a centralized Mobility Gateway in a datacenter. For the best end-to-end management, policy orchestration, and user experience, this WAN Edge Router may be a Cradlepoint device, but third-party devices are also compatible with NCPN and may be a better fit for some network architectures.</p> <p><b>Private Network Endpoints</b>                  Cradlepoint routers and adapters are fully compatible with NetCloud Private Networks and Ericsson Private 5G and feature end-to-end cloud management, orchestration, and security solutions. Choose your endpoint with specialized product attributes including PoE, Wi-Fi 6, container orchestration, hazardous location ruggedization, gigabit Ethernet, and many more.</p> <p>Cradlepoint Authorized Resellers are experts in understanding a customer's needs and will work proactively with the customer to ensure related network component solutions are included in the full NCPN product.</p>
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**Table 14C: Depth and Breadth of Offered Equipment Products and Services**

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

Line Item	Category	Product/Service	Offered	Explain *
91	System Features and Capabilities:		<input checked="" type="radio"/> Yes <input type="radio"/> No	See below.
92		Multi-tenant support (network segmentation/slicing)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Yes. Enterprise-LAN Connection: EP5G requires a connection to a wired network on the premises, referred to in this document as the enterprise LAN. The logical interface on the network controllers used to connect to the enterprise LAN is EXT-0.  The enterprise LAN is used to facilitate traffic using the Virtual Router Redundancy Protocol (VRRP),



required by the segment-to-VLAN mapping functionality, including traffic between the network controllers. Therefore, the networking equipment in the enterprise LAN must provide bridging between the two network controllers.

The connection to the enterprise LAN must use static IP address assignment. DHCP is not supported.

EP5G functions as a router between the cellular network and the enterprise LAN, so the following IP-address ranges must be considered:

- IP-address ranges used on the enterprise LAN
- IP-address ranges used internally by the EP5G system
- IP-address ranges assigned to segments in the Network Management Portal and used to assign IP addresses to the SIM cards of cellular devices. Careful planning is required to avoid IP address conflicts.

Segments and VLANs: EP5G uses network segments for traffic separation and for managing quality of service. For more information about IP addresses and segments, see About Segments and IP Address Ranges on page 30 (See file TD SYNEX Response – Additional Document.pdf page 222) . For more information about managing quality of service, see Quality of Service on page 32 (See file TD SYNEX Response – Additional Document.pdf page 224).

During installation of EP5G, default network segment is created. As part of the installation, the installer is asked to input the IP address for a DNS server on the enterprise LAN. Once installation is complete and the site is active, IP addresses for DNS servers on the enterprise LAN are configured on a segment level. The DNS server IP address set during installation can be changed through editing the default segment. The enterprise LAN DNS server for each segment must be reachable through the VLAN that each segment is mapped to. Enterprise IT and industrial OT networks typically use VLANs. EP5G includes support for VLANs by mapping network segments to VLANs, enabling end-to-end traffic isolation across the cellular network and the enterprise LAN.

VLANs can be added, edited, and removed from the Network Management Portal. The mapping works so that:

- A network segment on the cellular radio network can be mapped to one VLAN on the enterprise LAN, tagging the network segment's traffic with a configurable VLAN ID.
- Multiple network segments can be mapped to the same VLAN.
- Note: In the initial state after a site has been set up, all traffic will be untagged by default. Tagged traffic will not work until the customer configures the VLAN Support feature with at least one tagged VLAN.

The segment to VLAN mapping has the following requirements and limitations:

- For each additional VLAN created by the customer, three additional IP addresses, unused on the enterprise LAN are need – two for the network controllers and one for the VLAN itself.
- The segment to VLAN features uses Virtual Router Identifiers (VRID). One VRID unused on the enterprise LAN is needed for each VLAN.

NCPN allows network slicing by SIM Group. For example, an enterprise could deploy a private LTE

				<p>network in a factory to assign different QoS levels to assets including security cameras, sensors, automated guided vehicles (AGVs), employee tables, and more. With SIM-based slicing, the enterprise can place subsets of devices on individual slices to achieve specific performance and traffic management goals.</p> <p>Enterprises can leverage traffic handling capabilities by prioritizing SIMs on a private cellular network. Businesses can achieve desired QoS with the added benefit of having more control over the traffic on their network.</p> <p>Enable SIM based slicing by following these simple steps:</p> <ul style="list-style-type: none"> <li>• Grouping: Assign SIMs (devices) to logical groups that will have the same QoS SLAs.</li> <li>• Access: Decide which networks and subnets a slice can access.</li> <li>• Performance: Assign QoS Class Identifiers (QCI) and throughput rate limits based on desired service levels.</li> <li>• Integration: Assign a DSCP value to define how the slice traffic will be prioritized on the wired LAN.</li> </ul> <p>NCPN SIMs can be associated with multiple NCPN networks to allow for private-to-private NCPN roaming.</p>
93		<p>Roaming from:                  Private-to-public networks                  Public-to-private networks                  Private-to-private networks</p>	<p><input checked="" type="radio"/> Yes  <input type="radio"/> No</p>	<p>Ericsson Private 5G supports the configuration of an external PLMN to allow externally created SIMs (that are based on the external PLMN) to connect to the private 5G network. The external SIMs must have the Private PLMN configured as an Equivalent Home PLMN (EHPLMN), and the IMSI and keys of the SIM must be provisioned using the bulk provisioning API.</p> <p>If the IMSI and keys are also provisioned in another (typically private) network, a device using the SIM will be able to connect to both networks. The condition (such as network coverage loss) at which the device will switch between the network is subject to device behavior.</p> <p>Private-to-Private is a feature of NCPN, as a SIM can be associated to multiple NCPN networks.</p> <p>Private-to-public and public-to-private are not currently supported.</p>
94		<p>Performance monitoring</p>	<p><input checked="" type="radio"/> Yes  <input type="radio"/> No</p>	<p>EP5G provides Service Level Agreement (SLA) monitoring and Key Performance Indicated (KPI) tools. The performance of a site will be verified at installation and handover. The Watchdog app, available for Android-based devices and as headless software running on a custom industrial gateway, referred to as the industrial Watchdog device, allows constant monitoring and verification of the system network performance. The performance monitoring is displayed on the screen of Android-based devices and in the Network Management Portal.</p> <p>EP5G has different monitoring options. The NMP enables users to perform the following actions:</p> <ul style="list-style-type: none"> <li>• React on alarms and events</li> <li>• Monitor system security status through the NMP Security Dashboard</li> <li>• Identify equipment status presented on the NMP Dashboard</li> <li>• Identify parts of the network that are disabled or malfunctioning</li> <li>• Solve basic network malfunctions</li> <li>• View spectrum usage</li> </ul> <p>NetCloud Manager (NCM) offers a variety of dashboards where you can monitor the components</p>

of your NetCloud Private Network (NCPN).

- Private Cellular Dashboard: From the Dashboard page you can monitor traffic usage and clients of your NCPN. The page display the following tiles:
  - Traffic Usage
  - Connected Clients
  - Traffic Usage by SIM Group
  - Connected Clients by SIM Group
- Mobility Gateway Dashboard: The Home tab displays cards about each interface (Management, PDN, SECGW, and WAN) of a Mobility Gateway. Information about each interface includes the following:
  - Name: Interface Name
  - Status; Current Status of the interface
  - IPv4 Address: IP Address used by the Cellular APs
  - Uptime: Uptime of the individual interface, which indicates the stability of interface.
- Mobility Gateway Data Usage: From the Data Usage tab, you can view details about traffic usage and connected clients:
  - Traffic Usage – the line graph shows upload, download, and total traffic for gateway during a specified time period. Click “total”, “upload”, or “download” to display or hide each data line.
  - Connected Clients – The line graph shows the total number of unique clients and the number of client connections during a specified time period.
- Mobility Gateway Health Data: From the Health tab, you can view details about the health of a Mobility Gateway at several levels: UE, Control Plane, and Platform. This is useful for monitoring the overall health of the Mobility Gateway, identifying trends in performance, and helping to troubleshoot issues.
  - UE: The UE tab shows UE attach and authentication failures during a specified time period.
    - UE Attach Failure Rate: Shows the total number of attach requests and the percentage of attach failures for the specified time frame. Data available includes the number of requests, successes, and failures.
    - UE Authentication Failure Rate: This tile shows the total number of authentication requests and the percentage of authentication failures for a specified time frame. Data available includes the number of requests, successes, and failures.
  - Control Plan: The Control Plan tab shows the failure rate for S1 setup.
    - S1 Setup Failure Rate: Shows the total number of S1 setup requests and the percentage of failures for a specified time frame. Data available includes the number of requests and failures.
  - Platform Health: The platform tab shows data usage of the Mobility Gateway.
    - Control Plan CPU (Avg): Shows the percentage of CPU usage for the Mobility Gateway as well as the trend of the CPU usage during a specified time period. If there are multiple CPUs in use for a Mobility Gateway, the tile shows the average for all CPUs.
    - System Memory (Avg): Shows the percentage of memory usage for the Mobility Gateway as well as the trend of the memory usage during a specified time period.
- Cellular AP Dashboard: Data for each Cellular AP is available. Click on the CAP name to view:
  - Summary Tab includes:
    - Ethernet Status – current state and link speed as well as the MAC And IP address details.
    - Cellular Radio Status – current state of the



cellular radio and details about the PCN network name, number of active clients and total traffic.

Mobility Gateway Connectivity – status of the IPsec tunnel and S1 interface and IP address for the Mobility Gateway.

CBRS Spectrum Status – status and details about the CBRS Spectrum, including the Tx Power, Channel and Spectrum range.

- License Tab shows the current license, expiration date and days remaining on the license.
- Details tab shows the following information about the chosen Cellular AP
  - Name – Name of the Cellular AP
  - Admin State – Current state of the Cellular AP (Enabled/Disabled)
  - Model No.
  - Serial No.
  - MAC Address
  - CBRS Category – configured by the Certified Professional Installer (CPI)
  - Synchronization – time sync method used by the CAP (Free running, PTP, or GPS/GNSS)
  - Tx Power – granted transmit (Tx) power
  - Bandwidth – channel bandwidth configured for the CAP
  - Latitude & Longitude – location of CAP, configured by the CPI
  - Height – Distance of the CAP above ground or sea level, configured by the CPI
  - Azimuth – Horizontal angle of CAP as measured clockwise from the north, configured by the CPI
  - Downtilt – downtilt of the CAP, configured by the CPI

- Cellular AP Data Usage: The Traffic Usage graph shows upload download, and total traffic for the Cellular AP during a specified time period. The graph can show usage over time and can help when planning or troubleshooting issues. Click Total, Upload, or Download to display or hide each data line.
- Cellular AP Health Data: From the Health Tab you can view details about the health of a Cellular AP including UE and SAS data. This is useful in monitoring the overall health of a Cellular AP, including trends in performance, and helping to troubleshoot issues. Set a time period for the health data using drop-down calendar menu.
  - UE
    - Handover Failure Rate – shows the total number of handover requests and percentage of failures for the specified timeframe for the CAP.
    - CBRS SAS
      - SAS Registration Failure Rate – shows the total number of SAS registration requests and the percentage of failures for the specified time frame for the CAP.
      - SAS Grant Request Failure Rate: Shows the total number of SAS grant requests and the percentage of failures for the specified time frame for the Cellular AP.

95		Multi-network roaming	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Ericsson Private 5G supports the configuration of an external PLMN to allow externally created SIMs (that are based on the external PLMN) to connect to the private 5G network. The external SIMs must have the Private PLMN configured as an Equivalent Home PLMN (EHPLMN), and the IMSI and keys of the SIM must be provisioned using the bulk provisioning API.</p> <p>If the IMSI and keys are also provisioned in another (typically private) network, a device using the SIM will be able to connect to both networks. The condition (such as network coverage loss) at which the device will switch between the network is subject to device behavior.</p> <p>NCPN SIMs can be associated to multiple NCPN networks to allow for private-to-private network roaming.</p>
96		Radio site capacity	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>EP5G provides the ability to expand the radio-network of already installed and running sites, giving enterprises the ability to integrate new basebands in the main location or in remote locations without requiring a reinstallation, thereby minimizing downtime.</p> <p>EP5G provides maximum capacity with the Radio by defining up to 5 x 20Mhz cells per radio for LTE only configuration and 2 x 40Mhz cells per radio for NR only configuration. The ability to have multiple cells per radio enhances network capacity, performances and throughput by using Carrier aggregation provided the device supports it.</p>
97		Bandwidth and throughput	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>User throughput varies depending on radio conditions, device capabilities and network load.</p> <p>Example:  Below are some throughput details for a single 40MHz channel:  Configuration: TDD Pattern: DDDSUUUDDD.  SSF (6:4:4).  Device assumptions: 4x4 MIMO on downlink and 2x2 MIMO on uplink.  Peak throughputs for a 40 MHz channel : UL 80 Mbps, DL 603.6 Mbps (Peak Throughput) theoretical values.  UL 55 - 60 Mbps, DL 350 Mbps (Measured Throughput) – for excellent SINR conditions.</p>
98		Mode (4G only, 4G to 5G Upgrade, 4/5G mixed mode, 5G only)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>The EP5G solution leverages a dual mode core that supports 4G and 5G RAN operations in parallel. Ericsson Radio System supports 4G and 5G in mixed mode fashion.</p> <p>The NCPN core supports 4G, 4G to 5G upgrade, 4/5G mixed mode, and 5G only. Currently, radios only support 4G with 5G only radios on the product roadmap.</p>

99		Quality of Service (QoS)	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Ericsson Private 5G uses network segments for traffic separation and for managing quality of service. These are network segments within a site, which on the cellular side are also known as Access Point Names (APNs) in 4G networks and Data Network Names (DNNs) in 5G networks. A DNN or APN corresponds to a subnet. These will interface to different VLANs for integration with enterprise network.</p> <p>A device can be assigned to belong to a segment at the provisioning time. Device category segmentation can be accomplished by assigning all the devices of a certain type to a segment (APN).</p> <p>QoS settings on your NetCloud Private SIM can be set in NetCloud Manager. These SIMs can be used in Cradlepoint or 3rd party routers/adapters.</p> <p>Enterprises can leverage traffic handling capabilities by prioritizing SIMs on a private cellular network. Businesses can achieve desired QoS with the added benefit of having more control over the traffic on their network.</p> <p>Enable SIM based slicing by following these simple steps:</p> <ul style="list-style-type: none"> <li>• Grouping: Assign SIMs (devices) to logical groups that will have the same QoS SLAs.</li> <li>• Access: Decide which networks and subnets a slice can access.</li> <li>• Performance: Assign QoS Class Identifiers (QCI) and throughput rate limits based on desired service levels.</li> <li>• Integration: Assign a DSCP value to define how the slice traffic will be prioritized on the wired LAN.</li> </ul>
100		Network Slicing	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Ericsson Private 5G uses network segments for traffic separation and for managing quality of service. These are network segments within a site, which on the cellular side are also known as Access Point Names (APNs) in 4G networks and Data Network Names (DNNs) in 5G networks. A DNN or APN corresponds to a subnet. These will interface to different VLANs for integration with enterprise network.</p> <p>A device can be assigned to belong to a segment at the provisioning time. Device category segmentation can be accomplished by assigning all the devices of a certain type to a segment (APN).</p>
101	Network Components:		<input checked="" type="radio"/> Yes <input type="radio"/> No	See below.
102		High Availability	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>EP5G solution includes Network Controllers. The network controllers are compact, lifecycle-managed networking appliances that are implemented as a pair of redundant servers, enabling high-availability and zero downtime maintenance capabilities.</p> <p>If there is a failure in the software or hardware of one network controller, a brief disruption to the traffic that was handled by the failed network controller, not lasting more than a few seconds, will follow as the baseband reallocates traffic to the other one.</p> <p>The software that runs on the network controllers is a cornerstone of Ericsson Private 5G.</p> <p>High Availability (HA) is available through redundant Mobility Gateways which provide network resiliency in case on experiences an outage. The type of HA available is Warm Standby. HA pairs must be on-premises.</p>

103		Indoor RAN	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Ericsson Private 5G leverages best in class Ericsson Radios portfolio and can use Indoor, Outdoor, Micro RAN Ericsson Radio Products</p> <p>The plug-and-play Cellular Access Points (CAPs), deployed as part of the NCPN solution, support the 4G LTE CBRS spectrum band 48. Sometimes referred to as small cells, these CAPs form the private Radio Access Network (RAN) that cellular endpoints and clients connect to and are authenticated through the Mobility Gateway. CAPs rated for indoor locations (A2400) and outdoor environments (A2405) work together to create contiguous private network connectivity across the entire enterprise location.</p>	*
104		Outdoor RAN	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Ericsson Private 5G leverages best in class Ericsson Radios portfolio and can use Indoor, Outdoor, Micro RAN Ericsson Radio Products</p> <p>The plug-and-play Cellular Access Points (CAPs), deployed as part of the NCPN solution, support the 4G LTE CBRS spectrum band 48. Sometimes referred to as small cells, these CAPs form the private Radio Access Network (RAN) that cellular endpoints and clients connect to and are authenticated through the Mobility Gateway. CAPs rated for indoor locations (A2400) and outdoor environments (A2405) work together to create contiguous private network connectivity across the entire enterprise location.</p>	*
105		Open/proprietary RAN	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>EP5G is a fully pre-packaged LTE and 5G (NR) system in a box with all the components internetwork with each other.</p> <p>NCPN is proprietary RAN.</p>	*
106		Open/proprietary Core	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>EP5G is a fully pre-packaged LTE and 5G (NR) system in a box with all the components internetwork with each other.</p> <p>NCPN is Proprietary Core.</p>	*
107		SIMs	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>With the introduction of the ability to write 5G SIM cards locally with the included SIM-card writer, new 5G-specific services and the enhanced security implicitly connected to these services will be available for all SIM cards used with EP5G.</p> <p>This includes support for 5G identity concealment and storage of sensitive parameters inside the data structure of the SIM cards instead of being stored inside cellular devices.</p> <p>Note: 5G identity concealment will ensure that SUCI encryption is done on the SIM cars. This offers enhanced security and higher compatibility with 5G cellular devices than the alternative of performing SUCI encryption on the cellular devices.</p> <p>NetCloud Private SIMs inside Cradlepoint endpoints or 3rd party cellular clients are required.</p>	*
108		End User Devices	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Cradlepoint has several private cellular end user devices (UEs) in the portfolio.</p>	*

109		Gateways	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Cradlepoint NetCloud Private Networks (NCPN) Mobility Gateway (NCPN Mobility Gateway) is deployed as a Virtual Machine (VM) and acts as the heart of NCPN, facilitating connections between remote sites and resources and enforcing routing and policy decisions.</p> <p>NCPN Mobility Gateway provides the foundation for NCPN. As the customer-hosted mechanism for NCPN, the NCPN Mobility Gateway works in conjunction with NetCloud Manager, Cellular Access Points, SIMs, routers, and the Spectrum Access Service to provide private cellular communications. Delivered in virtual form factor, for deployment on premises, the NCPN Mobility Gateway is easily provisioned using Cradlepoint NetCloud and managed like other Cradlepoint solutions.</p> <p>Currently the following Mobility Gateway VM are supported:</p> <ul style="list-style-type: none"> <li>• VMware ESXi</li> <li>• KVM</li> <li>• AWS</li> </ul>	*
110	Design and Installation Services:		<input checked="" type="radio"/> Yes <input type="radio"/> No	See below.	
111		RF Design	<input checked="" type="radio"/> Yes <input type="radio"/> No	RF Design will be completed by one of our NCPN certified Reseller Partners with support of the Cradlepoint Team.	*
112		System Design	<input checked="" type="radio"/> Yes <input type="radio"/> No	System Design will be completed by one of our NCPN certified Reseller Partners with support of the Cradlepoint Team.	*
113		Radio Installation	<input checked="" type="radio"/> Yes <input type="radio"/> No	Radio Installation will be completed by one of our NCPN certified Reseller Partners with support of the Cradlepoint Team.	*
114		Core Installation	<input checked="" type="radio"/> Yes <input type="radio"/> No	Core Installation will be completed by one of our NCPN certified Reseller Partners with support of the Cradlepoint Team.	*
115		System integration and testing	<input checked="" type="radio"/> Yes <input type="radio"/> No	TD SYNEX offers system integration and testing.	*
116		Application integration support	<input checked="" type="radio"/> Yes <input type="radio"/> No	TD SYNEX has the capability through our Pre-sales team to design application integration support. ServiceSolv field services teams are able to provide full installation services.	*

117		Network slicing	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>EP5G uses network segments for traffic separation and for managing quality of service. These are network segments within a site, which on the cellular side are also known as Access Point Names (APNs) in 4G networks and Data Network Names (DNNs) in 5G networks. A DNN or APN corresponds to a subnet. These will interface to different VLANs for integration with enterprise network.</p> <p>A device can be assigned to belong to a segment at the provisioning time. Device category segmentation can be accomplished by assigning all the devices of a certain type to a segment (APN).</p> <p>NCPN allows network slicing by SIM Group. For example, an enterprise could deploy a private LTE network in a factory to assign different QoS levels to assets including security cameras, sensors, automated guided vehicles (AGVs), employee tables, and more. With SIM-based slicing, the enterprise can place subsets of devices on individual slices to achieve specific performance and traffic management goals.</p> <p>Enterprises can leverage traffic handling capabilities by prioritizing SIMs on a private cellular network. Businesses can achieve desired QoS with the added benefit of having more control over the traffic on their network.</p> <p>Enable SIM based slicing by following these simple steps:</p> <ul style="list-style-type: none"> <li>• Grouping: Assign SIMs (devices) to logical groups that will have the same QoS SLAs.</li> <li>• Access: Decide which networks and subnets a slice can access.</li> <li>• Performance: Assign QoS Class Identifiers (QCI) and throughput rate limits based on desired service levels.</li> <li>• Integration: Assign a DSCP value to define how the slice traffic will be prioritized on the wired LAN.</li> </ul>
118		Operations, Maintenance and Administrative Services:	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>The EP5G solution includes full LCM services in our subscription package to upgrade the SW with each new release, typically twice a year. In the event that HW components reach end of life, Ericsson will provide a compatible replacement in accordance with the roadmap of the solution along with associated commercial terms.</p>
119		Spectrum Access System	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>The EP5G CBRS domain proxy for 4G and 5G:</p> <ul style="list-style-type: none"> <li>• If FCC Part 96 certified</li> <li>• Provides one secure point in the enterprise network for interfacing with the SAS</li> <li>• Has one set of security certificates for Transport Layer Security (TLS)</li> <li>• Is deployed on both network controllers in an active-active configuration, ensuring that in case of a node crash, the surviving node retains the configurations and GRANTs to continue transmission</li> <li>• Combines GAA and PAL spectrum efficiently to maximize spectrum availability for radios</li> <li>• Supports Radio 4408 with external antennas in both indoor and outdoor settings, including passive DAS-type deployments</li> <li>• Can assign spectrum to 4G and 5G cells within a radio simultaneously without requiring additional deployments, saving cost to enterprises</li> <li>• Responds to SAS messages for power reconfiguration and makes necessary configuration changes and reapplies for GRANT automatically</li> </ul> <p>A subscription to a SAS Server is included with your NCPN license.</p>

12		Network monitoring	<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Ericsson Private 5G offers commercial support e.g. Silver services with an agreed SLA (system uptime) for both the on-premises equipment and the cloud based components which is measured and reported on a monthly basis. The subscription package includes a distinct set Service Level Objectives (SLO) regarding issue response times and resolutions.</p> <p>Ericsson provides Tier-2 and Tier-3 support for the end-to-end solution (cloud based components and on-premises equipment). Support includes:</p> <ul style="list-style-type: none"> <li>• Proactive monitoring and issue resolution of Management as a Service and Network Service.</li> <li>• Crisis and troubleshooting escalation point for Partners' Tier 1 support teams.</li> <li>• Provide Partners' Tier 1 support teams with FAQ articles and knowledge base (KB) through EP5G support portal.</li> <li>• Provide regular reviews on the status of the issues escalated by Partners' Tier 1 support teams.</li> <li>• Provide configuration, Software Updates, and Software Upgrades, for issue resolution.</li> <li>• Create and maintain system alarms and notifications.</li> <li>• Root Cause Analysis</li> </ul> <p>The Ericsson Tier-2 Network Support team is available for escalation of Tier-1 support issues. Tier-1 will utilize an incident management system provided by Ericsson to escalate issues to Tier-2. The incident management system will support ticketing and phone communication with the End Customers.</p> <p>TD SYNEX also offers Network Monitoring through a ServiceSolv offering.</p>
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### Exceptions to Terms, Conditions, or Specifications Form

Only those Proposer Exceptions to Terms, Conditions, or Specifications that have been accepted by Sourcewell have been incorporated into the contract text.

### Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. 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."

- [Pricing](#) - TD SYNEX response Pricing and Discounts.xlsx - Tuesday February 20, 2024 15:56:47
- [Financial Strength and Stability](#) - TD SYNEX Response - Financial Strength and Stability.pdf - Tuesday February 20, 2024 15:54:17
- Marketing Plan/Samples (optional)
- WMBE/MBE/SBE or Related Certificates (optional)
- [Warranty Information](#) - TD SYNEX Response - Warranty Information.pdf - Tuesday February 20, 2024 15:50:51
- Standard Transaction Document Samples (optional)
- [Requested Exceptions](#) - Sourcewell MINN RFP\_020624\_Private\_Wireless\_Contract\_TemplateRK11624.docx - Tuesday February 20, 2024 15:48:58
- [Upload Additional Document](#) - TD SYNEX Response - Additional Document.pdf - Tuesday February 20, 2024 15:48:24



## 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. - Ed Somers, Vice President, TD SYNEX Corporation

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_7_Private_Wireless_Services_RFP_020624</b> Fri February 2 2024 10:45 AM	<input checked="" type="checkbox"/>	1
<b>Addendum_6_Private_Wireless_Services_RFP_020624</b> Wed January 31 2024 08:09 AM	<input checked="" type="checkbox"/>	1
<b>Addendum_5_Private_Wireless_Services_RFP_020624</b> Tue January 30 2024 12:22 PM	<input checked="" type="checkbox"/>	3
<b>Addendum_4_Private_Wireless_Services_RFP_020624</b> Fri January 26 2024 03:28 PM	<input checked="" type="checkbox"/>	2
<b>Addendum_3_Private_Wireless_Services_RFP_020624</b> Wed January 24 2024 04:00 PM	<input checked="" type="checkbox"/>	3
<b>Addendum_2_Private_Wireless_Services_RFP_020624</b> Thu January 18 2024 08:22 AM	<input checked="" type="checkbox"/>	2
<b>Addendum_1_Private_Wireless_Services_RFP_020624</b> Fri January 12 2024 02:04 PM	<input checked="" type="checkbox"/>	1