

Form C

**EXCEPTIONS TO PROPOSAL, TERMS, CONDITIONS,
AND SOLUTIONS REQUEST**



Company Name: PCMG, Inc.

Any exceptions to the terms, conditions, specifications, or proposal forms contained in this RFP must be noted in writing and included with the Proposer's response. The Proposer acknowledges that the exceptions listed may or may not be accepted by Sourcewell or included in the final contract. Sourcewell will make reasonable efforts to accommodate the listed exceptions and may clarify the exceptions in the appropriate section below.

Section/page	Term, Condition, or Specification	Exception	Sourcewell ACCEPTS
N/A	N/A	N/A	

Proposer's Signature: *Mark Lewis* Date: 2/26/2019

Sourcewell's clarification on exceptions listed above:

Contract Award
RFP #022719



FORM D

Formal Offering of Proposal
(To be completed only by the Proposer)

UNIFIED COMMUNICATIONS, CONTACT CENTER, AND RELATED SERVICES, EQUIPMENT, AND APPLICATIONS

In compliance with the Request for Proposal (RFP) for UNIFIED COMMUNICATIONS, CONTACT CENTER, AND RELATED SERVICES, EQUIPMENT, AND APPLICATIONS, the undersigned warrants that the Proposer has examined this RFP and, being familiar with all of the instructions, terms and conditions, general and technical specifications, sales and service expectations, and any special terms, agrees to furnish the defined products and related services in full compliance with all terms and conditions of this RFP, any applicable amendments of this RFP, and all Proposer's response documentation. The Proposer further understands that it accepts the full responsibility as the sole source of solutions proposed in this RFP response and that the Proposer accepts responsibility for any subcontractors used to fulfill this proposal.

Company Name: PCMG, Inc. Date: 2/22/2019

Company Address: 13755 Sunrise Valley Drive, Suite 750

City: Herndon State: VA Zip: 20171

CAGE Code/DUNS: 3EU69 / 12-936-5420

Contact Person: Ron Lehto Title: Business Development & Capture

Authorized Signature: *Sharon O. Ennis* Sharon O. Ennis
(Name printed or typed)

FORM E
CONTRACT ACCEPTANCE AND AWARD



(Top portion of this form will be completed by Sourcewell if the vendor is awarded a contract. The vendor should complete the vendor authorized signatures as part of the RFP response.)

Sourcewell Contract #: 022719-PCM

Proposer's full legal name: PCMG, Inc.

Based on Sourcewell's evaluation of your proposal, you have been awarded a contract. As an awarded vendor, you agree to provide the products and services contained in your proposal and to meet the terms and conditions set forth in this RFP, in any amendments to this RFP, and in any exceptions that are accepted by Sourcewell.

The effective date of the Contract will be April 11, 2019 and will expire on April 11, 2023 (no later than the later of four years from the expiration date of the currently awarded contract or four years from the date that the Sourcewell Chief Procurement Officer awards the Contract). This Contract may be extended for a fifth year at Sourcewell's discretion.

Sourcewell Authorized Signatures:

DocuSigned by:
Jeremy Schwartz
C0FD2K139D06489...
SOURCEWELL DIRECTOR OF OPERATIONS AND
PROCUREMENT/CPO SIGNATURE

Jeremy Schwartz
(NAME PRINTED OR TYPED)

DocuSigned by:
Chad Coquette
7E42B6F017A04CC...
SOURCEWELL EXECUTIVE DIRECTOR/CEO SIGNATURE

Chad Coquette
(NAME PRINTED OR TYPED)

Awarded on April 8, 2019

Sourcewell Contract # 022719-PCM

Vendor Authorized Signatures:

The Vendor hereby accepts this Contract award, including all accepted exceptions and amendments.

Vendor Name PCMG, Inc.

Authorized Signatory's Title Public Sector Controller

Virginia Adams
VENDOR AUTHORIZED SIGNATURE

Virginia Adams
(NAME PRINTED OR TYPED)

Executed on April 10, 2019

Sourcewell Contract # 022719-PCM



Form F

PROPOSER ASSURANCE OF COMPLIANCE

Proposal Affidavit Signature Page

PROPOSER'S AFFIDAVIT

The undersigned, authorized representative of the entity submitting the foregoing proposal (the "Proposer"), swears that the following statements are true to the best of his or her knowledge.

1. The Proposer is submitting its proposal under its true and correct name, the Proposer has been properly originated and legally exists in good standing in its state of residence, the Proposer possesses, or will possess before delivering any products and related services, all applicable licenses necessary for such delivery to Sourcewell members agencies. The undersigned affirms that he or she is authorized to act on behalf of, and to legally bind the Proposer to the terms in this Contract.
2. The Proposer, or any person representing the Proposer, has not directly or indirectly entered into any agreement or arrangement with any other vendor or supplier, any official or employee of Sourcewell, or any person, firm, or corporation under contract with Sourcewell, in an effort to influence the pricing, terms, or conditions relating to this RFP in any way that adversely affects the free and open competition for a Contract award under this RFP.
3. The Proposer has examined and understands the terms, conditions, scope, contract opportunity, specifications request, and other documents in this solicitation and affirms that any and all exceptions have been noted in writing and have been included with the Proposer's RFP response.
4. The Proposer will, if awarded a Contract, provide to Sourcewell Members the /products and services in accordance with the terms, conditions, and scope of this RFP, with the Proposer-offered specifications, and with the other documents in this solicitation.
5. The Proposer agrees to deliver 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.
6. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
7. The Proposer understands that Sourcewell will reject RFP proposals that are marked "confidential" (or "nonpublic," etc.), either substantially or in their entirety. Under Sourcewell Statute §13.591, Subd. 4, all proposals are considered nonpublic data until the evaluation is complete and a Contract is awarded. At that point, proposals generally become public data. Sourcewell Statute §13.37 permits only certain narrowly defined data to be considered a "trade secret," and thus nonpublic data under Sourcewell's Data Practices Act.
8. The Proposer understands that it is the Proposer's duty to protect information that it considers nonpublic, and it agrees to defend and indemnify Sourcewell for reasonable measures that Sourcewell takes to uphold such a data designation.

[The rest of this page has been left intentionally blank. Signature page below]

By signing below, Proposer is acknowledging that he or she has read, understands, and agrees to comply with the terms and conditions specified above.

Company Name: PCMG, Inc.

Address: 13755 Sunrise Valley Drive, Suite 750

City/State/Zip: Herndon, VA 20171

Telephone Number: 800-625-5468

E-mail Address: contract@pcmg.com

Authorized Signature: *Sharon Ennis*

Authorized Name (printed): Sharon O. Ennis

Title: Senior Vice President / Director

Date: 2/26/2019

Notarized



Subscribed and sworn to before me this 26th day of February, 20 2019

Notary Public in and for the County of Fairfax Commonwealth State of Virginia

My commission expires: 9/30/2022

Signature: *Deanna Lindquist*



Form P

PROPOSER QUESTIONNAIRE

Payment Terms, Warranty, Products and Services, Pricing and Delivery, and Industry-Specific Questions

Proposer Name: PCMG, Inc.

Questionnaire completed by: Ron Lehto

Payment Terms and Financing Options

1) What are your payment terms (e.g., net 10, net 30)?

Net 30

2) Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?

PCMG does provide financing (leasing) options to our customers. We work with major technology partners like HP, Dell, Lenovo, Cisco, Apple, and Microsoft, as well as market-leading lending institutions like Key Bank to provide technology-based financing options that reduce the total cost of ownership while delivering the benefits of a total lifecycle management plan.

3) Briefly describe your proposed order process. Please include enough detail to support your ability to report quarterly sales to Sourcewell. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the Sourcewell Members' purchase orders.

PCMG Account Executives will be Sourcewell's main points of contact (POC) for all quoting and ordering. With over 30 years' experience in meeting our customers' product fulfillment requirements, we have found that a single POC provides a consistent and error-free experience for our customers.

To ensure timely quoting and order processing, we have established priority relationships with all major distributors and OEMs to ensure that the customers' requests and orders receive the attention they deserve, and are processed in a timely and efficient manner.

Utilizing the single POC methodology allows us to organize and track each order in our electronic systems to accurately and efficiently provide the sales reporting in the format and the timeframe required.

4) Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell Members for using this process?

PCMG does accept the P-card procurement and payment process at no additional cost.

Warranty

5) Describe in detail your manufacturer warranty program, including conditions and requirements to qualify, claims procedure, and overall structure. You may include in your response a copy of your warranties, but at a minimum please also answer the following questions.

- Do your warranties cover all products, parts, and labor?

Cisco-- Cisco provides a limited warranty ensuring the hardware will be free from defects in material and workmanship under normal use. The term of the warranty is set forth in the warranty card accompanying the product. Additional coverage can be purchased through Smart Net services.

Microsoft –Microsoft’s Agreement lists all the warranties that are applicable for all software purchases, this information is also available in the license/End User Agreements a/k/a terms and conditions for all warranties.

- Do your warranties impose usage restrictions or other limitations that adversely affect coverage?

Cisco – Warranties provide limited liability for Cisco or its designated representative to repair and/or replace manufacturing defects in Cisco products. They are generally limited in both the duration and the support they offer. Warranties generally do not include Cisco Technical Assistance Center (TAC) support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco or Cisco’s designated representative to repair and/or replace the Cisco product within the time frame identified in the warranty card or license agreement that accompanied the originally purchased Cisco product. Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

Elements covered under a Cisco warranty are:

Hardware: This guarantees that the hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco or Cisco’s designated representative.

Software: This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. Software is provided "as is," and in no event does Cisco warrant that the software is error free or that customer will be able to operate the software without problems or interruptions. Warranty does not include software updates.

Microsoft –Microsoft’s Agreement lists all the warranties that are applicable for all software purchases, this information is also available in the license/End User Agreements a/k/a terms and conditions for all warranties.

The following are Microsoft warranties:

Limited warranties and remedies.

Software. Microsoft warrants that each version of the Software will perform substantially as described in the applicable Product documentation for one year from the date the Enterprise is first licensed for that version. If it does not and the Enterprise notifies Microsoft within the warranty term, then Microsoft will, at its option (1) return the price Enrolled Affiliate paid for the Software license, or (2) repair or replace the Software.

Online Services. Microsoft warrants that each Online Service will perform in accordance with the applicable SLA during the Enterprise’s use. The Enterprise’s remedies for breach of this warranty are in the SLA.

The remedies above are the Enterprise’s sole remedies for breach of the warranties in this section. Customer waives any breach of warranty claims not made during the warranty period.

Exclusions. The warranties in this agreement do not apply to problems caused by accident, abuse, or use in a manner inconsistent with this Agreement, including failure to meet minimum system requirements. These warranties do not apply to free, trial, pre-release, or beta products, or to components of Products that Enrolled Affiliate is permitted to redistribute.

Disclaimer. Except for the limited warranties above, Microsoft provides no other warranties or conditions and disclaims any other express, implied, or statutory warranties, including warranties of quality, title, non-infringement, merchantability, and fitness for a particular purpose.

- Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?

Cisco – warranties are provided by manufacturer. Upon purchase of any UC equipment or software, the OEM will provide detailed information on product warranty and limitations as applicable.

Microsoft – Software that is provided by Microsoft within their Microsoft Agreement license/End User Agreements a/k/a terms and conditions is not warrantied.

- Are there any geographic regions of the United States for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell Members in these regions be provided service for warranty repair?

Cisco – warranty is provided by manufacturer and will be covered under applicable terms and conditions. Cisco as the OEM will warrant all its products and will coordinate with the customer for any warranty work or replacements. We are not aware of any geographic locations where Cisco cannot provide a certified technician.

Microsoft - We do not warranty Microsoft software; warranties are provided by Microsoft within their Microsoft Agreements and applicable terms and conditions. PCMG can provide on-site services through a services engagement with PCMG at a cost.

- 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?

PCMG will only cover warranty services for the OEM equipment that is purchased through PCMG.

- What are your proposed exchange and return programs and policies?

Cisco - Any Cisco hardware returns and exchanges will follow Cisco Return Material Authorization (RMA) processes and procedures in accordance with warranty and/or service contracts. Since each solution will utilize various hardware and software, PCMG will propose additional service options for Smart Net that can be purchased at the discretion of the customer. The RMA process will be utilized for any return of material, as deemed necessary.

Microsoft - Microsoft has specific policies on exchange and returns for software. When buying off a Microsoft Agreement(s), there are specific rules that may govern how returns are handled. For the most part, software items that are added to during an agreement period, Sourcewell member will have 30 days to accept or reject the software. If the software is rejected it may be returned within 30 days.

- 6) Describe any service contract options for the items included in your proposal.

PCMG provides customers with an option to purchase a service contract for Cisco products. Below are the details of the Cisco Smart Net Care Services provided by Cisco:

Cisco® Services provides support from first purchase of the Cisco products with the foundational services through technology refresh and beyond with our high-value services.

Cisco Smart Net Total Care® (SmartNet®) and our other foundational services can help Sourcewell members maintain high service levels for their network while reducing costs and expanding their network as the business grows.

Cisco Smart Net Total is an optional service that can be purchased for each Cisco product. Care Cisco Smart Net Total Care helps reduce downtime with fast, expert technical support and flexible

hardware coverage provided by the Cisco Technical Assistance Center (TAC). It also offers integrated smart capabilities, providing current information about your installed base, contracts, and security alerts to enhance the efficiency of your support workflows.

- **Resolve problems faster** by identifying issues quickly and streamlining your incident management processes to improve IT service levels.
- **Reduce risk** by having access to Cisco technical experts and smart tools that improve visibility into the state of your IT infrastructure 24 hours a day, 365 days a year.
- **Increase operational efficiency** through proactive management tools and automated processes, which make network administrators and managers more productive.

What's Included?

- Award-winning technical support from the Cisco TAC
- Advance hardware replacement, in as little as two hours
- Operating System (OS) software updates
- Access to online resources
- Entitlement to Cisco installed base insights through smart capabilities

Cisco services provide choices for all types of companies, from basic service for commercial-grade products with Support Essentials to round-the-clock assistance for all your Cisco devices with Smart Net Total Care.

The TAC is staffed by Cisco experts and is accessible 24 hours a day, 365 days a year. Technical service available through the TAC is backed by advance hardware replacement with fast response times, including onsite support options, and access to the latest OS software for your licensed feature set. Online self-help tools include our extensive knowledge library, software downloads, and support tools designed to help you resolve network issues quickly, often without opening a case.





Smart-Entitled Capabilities

All support customers are entitled to smart capabilities, including access to the portal and the collector software. Smart capabilities are delivered through the Cisco Services Connection portal, providing actionable information and automation to support your Cisco products. Customizable screens show you up-to-date information about the service coverage, product lifecycles, and security and product alerts that apply to your network.

The collector automatically gathers device support information for Cisco products, including serial numbers, installed cards and modules, product IDs, and more. This saves time and provides a more current view compared with manual efforts. The collector can also identify hardware or software versions and configuration files for your Cisco network devices.

The portal also provides interactive workflows that simplify support management processes. Altogether, the foundational technical services and smart capabilities work to provide the visibility and insight you need to improve the efficiency of your support operations, resolve problems more quickly, and mitigate risk.

Outcome Benefits

		Risk Mitigation	Operational Efficiency	Faster Problem Resolution
	Technical Service and Incident Management <ul style="list-style-type: none"> Fast expert technical support from Cisco TAC Advance hardware replacement Automated streamlined processes for incident management 	●	●	●
	Security and Product Alerts <ul style="list-style-type: none"> Actionable security alerts Relevant product notices (Hardware and software) Service availability alerts (Hardware and software) 	●	●	
	Service Coverage Management <ul style="list-style-type: none"> Covered/uncovered, right coverage Renewal preparation and planning Budget Planning 	●	●	
	Product Lifecycle Management <ul style="list-style-type: none"> Up-to-date installed base information EoS/EoL, software version inconsistencies Automation to reduce cost and risk of manual processes 	●	●	

Technical Service and Incident Management - Get the support you need when and how you need it

When a network problem affects business-critical systems, it requires fast response and a deep understanding of the technology to resolve the incident quickly. Smart Net Total Care offers award-winning technical support from the TAC combined with advance hardware replacement, onsite support options, online tools, and self-help support for device-level support to help you reduce the risk of business interruptions caused by network issues. These capabilities help ensure that you get rapid response and can quickly identify your devices and their service coverage information in order to streamline your interaction with TAC support representatives.

Security and Product Alerts - Know the security and product alerts that affect your network

Staying current with Cisco alerts regarding security recommendations, hardware updates, and software releases can be challenging. Smart capabilities help preempt network disruption by allowing you to identify and manage relevant alerts for your devices. They proactively identify which devices are affected by Cisco published product alerts and security advisories and enable you to document alert-related activity.

Alert information is available for hardware, software and security alerts, and field notices. An alert management workflow allows you to assign status information to alerts. It then filters future alerts so that you receive only those that still require your attention. If you close an alert, or change its status to “action taken”, you will not be distracted by that alert in the future. Alert status information also makes it easy for supervisors to monitor your team's progress toward desired goals as they work on reviewing alerts and performing the required actions.

Service Coverage Management - Identify what is covered and what is not

Without good visibility into your installed base and service contract status, there is a risk that an uncovered device will have an outage, and then you will be scrambling to find a solution while your network is compromised. The portal reports help ensure that your business-critical assets have the necessary service coverage to meet business needs and comply with corporate policies.

The portal provides automated installed base and contract management functionality to assist you in determining the proper coverage for your Cisco devices. Whereas manual methods of tracking service coverage for large or complex networks can be time consuming and prone to error, SmartNet uses automation to save time and reduce risk. Regular data collection and flexible reporting capabilities help you manage your Cisco installed base and service contracts, identifying and tracking what is new, what's changed, what's covered, and what's not.

Product Lifecycle Management - Obtain the information to plan for product replacements and upgrades)

Using up-to-date data from the portal can provide dramatic efficiencies over maintaining labor-intensive spreadsheets while also reducing the risk of errors. The portal reports can help you maintain a current view of your Cisco installed base, including device and configuration details such as serial number, product ID, Cisco IOS® software version, installed memory and firmware, IP address, hostname, and more. Up-to-date records about coverage also simplifies your renewal and budget planning processes. SmartNet enables you to quickly identify service contracts that will be expiring at various intervals so that you can plan for renewals and identify budget requirements.

By providing enhanced visibility into your installed base, you can:

- Quickly identify Cisco products that are reaching end of life, end of sale, or end of support
- Easily see what has been moved, added, or changed in your network
- Verify that your Cisco hardware is running current, consistent, and supported software versions
- Mitigate risk and plan for upgrades for equipment that is no longer supported

Your Technical Service Options

No matter the size of your business, you are dependent on your network applications and vulnerable to the lost revenue that can result from a network outage. But you also cannot afford to commit to a service program that doesn't meet your particular business needs. Cisco services provides a range of options for you to choose from for accessing our award-winning technical assistance center. You can choose from a basic level of 8x5 callback within one business day for non-critical issues with Support Essentials to around the clock direct phone access 7x24x365 to our TAC engineers. It's up to you to choose the option that is right for your network and your situation.

You have the same type of flexibility with advance hardware replacement. If you need fast replacement in as little as two hours for your most critical network segments, that's available. If next business day replacement for devices is acceptable, that is an option too.

Service Level	Description
Support Essentials 8x5xNext Business Day	Next-business-day delivery, local business hours based on depot time, 5 days a week
Smart Net Total Care 24x7x2	2-hour response, 24 hours a day, 7 days per week, including holidays
Smart Net Total Care 24x7x4	4-hour response, 24 hours a day, 7 days a week, including holidays
Smart Net Total Care 8x5x4	4-hour response, local business hours based on depot time, 5 days a week
Smart Net Total Care 8x5xNext Calendar Day	Next-calendar-day delivery, local business hours based on depot time, 5 days a week
Smart Net Total Care 8x5xNext Business Day	Next-business-day delivery, local business hours based on depot time, 5 days a week
Smart Net Total Care without RMA	Software and installation-focused TAC support only, no RMA or other TAC support

If you want support services in person at your location, Cisco offers Onsite options for many of our service levels.

Service Level	Description
Smart Net Total Care Onsite 24x7x2	2-hour response, 24 hours a day, 7 days per week, including holidays
Smart Net Total Care Onsite 24x7x4	4-hour response, 24 hours a day, 7 days a week, including holidays
Smart Net Total Care Onsite 8x5x4	Based on depot time 4-hour response, 9 a.m. to 5 p.m., if the request is received before 1 p.m., the service (including parts, labor, and materials) will be provided the same day. For requests received after 1 p.m., the service will be provided the following business day
Smart Net Total Care Onsite 8x5xNext Calendar Day	Based on depot time Next calendar day, 9 a.m. to 5 p.m., if the request is received before 3 p.m., the service (including parts, labor, and materials) will be provided the next business day After 3 p.m., the service (including parts, labor, and materials) will be provided the following business day
Smart Net Total Care Onsite 8x5xNext Business Day	Based on depot time Next business day, 9 a.m. to 5 p.m., if the request is received before 3 p.m., the service (including parts, labor, and materials) will be provided the next business day After 3 p.m., the service (including parts, labor, and materials) will be provided the following business day

PCMG's Microsoft Managed Services team has hundreds of customized agreements in place with customers to support all aspects of IT needs. We can very easily work with Sourcewell to determine your needs, SLA's, refine requirements, and propose a solution that best fit your needs.

Pricing, Delivery, Audits, and Administrative Fee

- 7) Populate the Product/Service Matrix below with the information related to your solution offerings. In completing the Matrix, use the following key:

Manufacturer (**M**) – the Proposer is the manufacturer and/or developer of the particular component or element.
 Third Party (**3**) – a third party provides the component or element that is included in the solution.
 Value-Added Reseller/Systems Integrator (**VS**) – the Proposer is a value-added reseller (VAR) or systems integrator (SI) that will ensure the solution's various components are integrated to function as required. Other (**O**) – the Proposer is not a manufacturer, or value-added reseller/systems integrator. Provide a brief description of the Proposer's business model and structure. Indicate also if the solution component is premises-based (**P**), cloud-based (**C**), or a hybrid (**H**) implementation.

**PRODUCT/SERVICE MATRIX
CISCO**

Product or Service	Response (M, 3, VS, O)	Premises (P)	Cloud (C)	Hybrid (H)
• UC Hardware	M, 3	M, 3	M, 3	M, 3
• UC Software with comprehensive complement of features and functions				
○ Voice – Basic feature set	M	M	M	M
○ Voice – Enhanced feature set	M	M	M	M
○ Messaging	M	M	M	M
○ Collaboration and conferencing	M	M	M	M
○ Mobility	M	M	M	M

○ Mass notification	M	M	M	M
○ CTI	M	M	M	M
• Data Networking Hardware	M, 3	M, 3	M, 3	M, 3
• Data Networking Software	M, 3	M, 3	M, 3	M, 3
• Trunking Facilities as part of the proposed solution	3	3	3	3
• Contact Center Hardware	M, 3	M, 3	M, 3	M, 3
• Contact Center Software	M	M	M	M
○ ACD, routing	M	M	M	M
○ Omnichannel	M	M	M	M
○ Analytics and reporting	M, 3	M, 3	M, 3	M, 3
○ Integration, CTI	M	M	M	M
○ Social media	M	M	M	M
○ IVR	M	M	M	M

**PRODUCT/SERVICE MATRIX
MICROSOFT**

Product or Service	Response (M, 3, VS, O)	Premises (P)	Cloud (C)	Hybrid (H)
• UC Hardware	3	3	3	3
• UC Software with comprehensive complement of features and functions				
○ Voice – Basic feature set	M	M	M	M
○ Voice – Enhanced feature set	M	M	M	M
○ Messaging	M	M	M	M
○ Collaboration and conferencing	M	M	M	M
○ Mobility	M	M	M	M
○ Mass notification	M	M	M	M
○ CTI	M	M	M	M
• Data Networking Hardware	3	3	3	3
• Data Networking Software	3, M	3, M	3, M	3, M
• Trunking Facilities as part of the proposed solution	3	3	3	3

• Contact Center Hardware	3	3	3	3
• Contact Center Software	3	3	3	3
○ ACD, routing	3	3	3	3
○ Omnichannel	3	3	3	3
○ Analytics and reporting	3	3	3	3
○ Integration, CTI	3	3	3	3
○ Social media	3	3	3	3
IVR	N/A	N/A	N/A	N/A

8) Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. (Keep in mind that reasonable price and product adjustments can be made during the term of an awarded Contract. See the body of the RFP and the Price and Product Change Request Form for more detail.)

PCMG is proposing product-category discounts. A product and product description (SKU) list for Cisco and Microsoft are included in this proposal.

9) Please quantify the discount range presented in this response. For example, indicate that the pricing in your response represents is a 50% percent discount from the MSRP or your published list. **Sales**

Cisco - 35% discount off MSRP for Cisco hardware and software and 8% discount off MSRP for Cisco SmartNet

Microsoft

10) The pricing offered in this proposal is

- a. the same as the Proposer typically offers to an individual municipality, university, or school district.
- b. the same as the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.
- d. other than what the Proposer typically offers (please describe).

PCMG’s pricing to Sourcewell members on this contract will compare favorably to the pricing we offer to our other Government customers, where quantity, volume, and terms and conditions are similar.

11) Describe any quantity or volume discounts or rebate programs that you offer.

Because OEM’s volume discount programs often change over time, PCMG does not offer any quantity or volume discounts on the base contract. Instead, we will negotiate with the OEMs’ special costs based on specific purchase order quantities/volumes (and based on then available discount programs) and make those special costs available to the customer through more competitive pricing. Also, any rebate programs offered by the OEMs will be made available to the customer over the life of the contract.

12) 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.

PCMG will supply a quote for each open market item or non-standard item request. Open market pricing will vary from contracted pricing and subject to OEM extended price to PCMG.

- 13) Identify any total cost of acquisition costs that are **NOT** included in the pricing submitted with your response. This cost includes all additional charges that are not directly identified as freight or shipping charges. For example, list costs for items like installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.

Product costs in this proposal include all acquisition costs except installation, configuration, setup, and training. These services can be provided by PCMG at an additional cost per each service.

- 14) If travel expense, delivery or shipping is an additional cost to the Sourcewell Member, describe in detail the complete travel expense, shipping and delivery program.

Standard shipping/delivery charges for the contiguous United States are included in the proposed price. However, travel and non-standard delivery/shipping charges for contiguous US states are billed per actual shipping and delivery costs.

- 15) Specifically describe those travel expense, shipping and delivery programs for Alaska, Hawaii, Canada, or any offshore delivery.

Standard shipping/delivery charges for the contiguous US states are included in the proposed price.

Contract requirements or restrictions that would apply to Hawaii, Alaska and US Territories are travel and delivery charges. For these locations, any travel or delivery charges above and beyond standard rates will be billed per actual costs to Sourcewell.

- 16) Describe any unique distribution and/or delivery methods or options offered in your proposal.

PCMG offers three types of distribution methods:

- PCMG can deliver from any of our distribution facilities located throughout the US. This method allows us to ship from stock, perform special configurations, imaging, or install custom settings prior to shipping. It also allows us to ship-and-hold, a process for delivery orders that include products from multiple sources, where partial shipments are not allowed.
- PCMG also maintains relationships with all major distributors (Tech Data, Synnex, Immex, Ingram Micro, etc.), and can ship products from these distributors directly to the end customer.
- PCMG can also ship products directly from the manufacturer to the end user.

- 17) Please 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 Members 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.

The PCMG Account Sales Manager will serve as a critical point of contact for Sourcewell Account Executives and will be responsible for training Account Executives on Sourcewell's contract requirements. In addition, the Account Sales Manager will maintain a close relationship with PCMG's reporting team and will help ensure that all contractual requirements are being met including:

- Sourcewell quarterly reporting requirements are performed timely
- Price paid by Sourcewell customers for products included in the contract is the correct price per contractual requirements
- Response and delivery SLAs are being met
- Statements of work and technical support requests for Sourcewell end users are reviewed
- Authorized reseller agreements are in place with OEMs to ensure product availability

Because PCMG operates as a Value Added partner to our customers, we consider one of our primary roles as that of facilitator between OEMs and customers. We place ourselves in the middle of the procurement process ensuring that customers understand the products they are purchasing, that prices paid by customers conform to the contracted prices, that products are shipped and delivered in a timely manner, and that the products are installed and integrated properly.

In order to accomplish these goals, we maintain a documented and systematic approach to dealing with our vendor and subcontractor partners. Through these controls, we are confident in the commitments that we make to our customers.

PCMG Use of Tools to Maintain and Monitor

PCMG relies on an integrated business system to execute our daily business of transacting business with the federal government. Our business system is built on either COTS or custom-developed products and is fully integrated. One critical component of this business system is our Quoting module that is based on a catalog of IT products and services provided by our various manufacturer partners and services partners. PCMG receives nightly downloads from several of our major distribution partners to ensure products purchased through distribution reflect real-time costs. Products and services that are not purchased through distribution are maintained through data transfers directly with the manufacturers or partners. This comprehensive method of coordinating line item updates ensures that:

- pricing is current
- product offerings are comprehensive and current (end of life products are removed quickly and new products are added)

This quoting module benefits both Engineering and Account Management. Engineers can check configurations against the catalog to ensure products have not been marked end of life (EOL'd) and Account Managers can prepare quotes for the configurations with the assurance that prices are accurate.

PCMG currently follows a documented process for order acceptance that ensures the order is fulfilled as originally quoted and ordered, and that subsequent invoicing is in accordance with the government order. These processes are currently in-place to support revenues in excess of approximately \$200M annually.

Monitoring PCMG Performance

PCMG utilizes information from a variety of sources to monitor our performance and success rate against industry standards and customer standards.

As a part of PCMG's Customer Service process, an e-mail is sent to customers after all shipments have finalized to ensure they have received their shipments and are satisfied. A Customer Satisfaction survey is attached to the final shipment status e-mail along with a request that our customers rate our performance against standard measurements: are we responsive? did shipments arrive on time?; did service occur in a timely manner?; were you notified before service was performed?; and, most importantly, would you buy from us again?

These surveys are NOT sent to customers for program business. Because of our comprehensive Program Management routines, processes are already in place to follow up with program customers. We do not want to circumvent these processes or inundate our customers with additional e-mails or surveys. We measure each program success individually with follow-up specifically designed to the program.

While the return rate for these customer satisfaction surveys is relatively low, we do receive useful information and act on all negative responses.

PCMG manages large government-wide acquisition contracts (GWACs), indefinite delivery indefinite quantity (IDIQ) contracts, and blanket purchase agreements (BPAs), as well as cooperative contracts in Federal agencies, State and Local governments, and Education customers. Because these contracts contribute over 75% of our annual sales, the performance feedback we receive is incredibly important.

In May of 2017, PCMG underwent its GSA Renewal Audit, which resulted in a follow-on renewal contract.

PCMG currently holds a NASA SEWP V contract. The SEWP V Program Office undertakes a continuing review and grading of the contract holders to ensure contract compliance. The categories graded are: Reporting, Customer Satisfaction, Information Distribution and Contract Adherence. PCMG currently rates EXCELLENT in all categories. The results of the current PCMG ratings are available at: http://www.sewp.nasa.gov/past_perf.shtml

- 18) 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 RFP Section 6.29 and following for details.)

PCMG proposes paying a 1% administrative fee to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract.

Industry-Specific Questions

- 19) Describe time in market and development of your proposed solution(s).

Cisco - Cisco began developing IP Communications solutions in 1997 and has provided IP Communications services and applications longer than any other vendor. Cisco Unified Communications Manager as we know it has been around since 2000 when Cisco released Cisco Call Manager version 3.0 after a previous acquisition of Selsius Call Manager. Cisco Unified Communications Manager has undergone numerous changes in an effort to outpace communication requirements and incorporate new and advance capabilities. Cisco continues to innovate in the collaboration market with an average investment of \$1 Billion into research and development into collaboration technologies

Microsoft - PCMG's solutions team has been delivering solutions for over 20 years across all of Microsoft solutions and since UC was available. PCM's experience in both legacy and cloud PBX services provides the best in class capabilities for a successful transformation. Migration services are customized to meet the needs of both schedule and budget for our clients.

- 20) Provide a brief roadmap for the development and remaining product life cycles for any premises and/or cloud-based solutions.

The OEMs offered in this proposal are currently in the process of architecting cloud communication and infrastructure solutions around voice, video, messaging, reporting and collaboration. This migration will assist customers to more efficiently collaborate and communicate both internally and externally, and in a more unified manner and seamlessly from any device. For example, as a full stack Unified Communications provider, Cisco's and Microsoft technology roadmap for cloud-based communications includes voice and video conferencing, providing a seamless experience in mobile environments.

Cisco - Over the past 20 years UC Manager has evolved. It has built on its enterprise IP telephony and voicemail heritage, to accommodate new technology and new ways of working. Instant messaging and presence, mobility, telepresence, virtualization and cloud collaboration, and much more have all been embraced. As a result, UC Manager is trusted by over 200,000

organizations to deliver secure communication and collaboration capabilities for their people and teams. Cisco is continuing to provide outstanding on-premises, cloud and hybrid solutions. The bulleted points below cover some of the latest newly released and items that are on the roadmap for future release.

- Unified Communications Manager 12.5
- WebEx Calling
- Cisco Headsets
- One-touch upgrades
- Multiple cloud calling functions and features

Cisco Smart capabilities are delivered through the Cisco Services Connection portal, providing actionable information and automation to support your Cisco products. Customizable screens show you up-to-date information about the service coverage, product lifecycles, and security and product alerts that apply to your network.

The collector automatically gathers device support information for Cisco products, including serial numbers, installed cards and modules, product IDs, and more. This saves time and provides a more current view compared with manual efforts. The collector can also identify hardware or software versions and configuration files for your Cisco network devices.

The portal also provides interactive workflows that simplify support management processes. Altogether, the foundational technical services and smart capabilities work to provide the visibility and insight you need to improve the efficiency of your support operations, resolve problems more quickly, and mitigate risk.

As a part of Smart Net Total Care and Smart Entitled Benefits, using up-to-date data from the portal can provide dramatic efficiencies over maintaining labor-intensive spreadsheets while also reducing the risk of errors. The portal reports can help you maintain a current view of your Cisco installed base, including device and configuration details such as serial number, product ID, Cisco IOS® software version, installed memory and firmware, IP address, hostname, and more. Up-to-date records about coverage also simplifies your renewal and budget planning processes. SmartNet enables you to quickly identify service contracts that will be expiring at various intervals so that you can plan for renewals and identify budget requirements.

Microsoft - Microsoft's Unified Communication offering has evolved over many years from their original communicator days to now with their Teams products. Their solutions are flexible in that customers can start with a few products to support instant messaging and presence through to full voice and video calls and application sharing. Microsoft continues to expand their support and can now fully support PBX capabilities and connectivity to PSTN. These sets of solutions are updated multiple times a year and have full version upgrades every 24-36 months. Now that they have moved much of this technology to the cloud, their updates are occurring much more frequently but require less administration from the IT staff.

21. How do you enable Member migrations/upgrades over time?

- Describe hardware and software upgrade strategies.

Cisco - A Cisco Collaboration solution require subscriptions Cisco Software Support Service (SWSS) in order to provide comprehensive coverage for Cisco software applications and licensed features. Included are fast response times from the Cisco Technical Assistance Center (TAC) help minimize downtime and keep your systems performing as expected. And you get

increased value over time, with access to the latest features, functions, and technology at no additional cost.

In addition to TAC support, SWSS includes access to major releases protect your software investments as long as the software support contract remains active. SWSS also includes access to maintenance and minor software releases help reduce risks through bug fixes and security updates, and make sure Cisco software applications are always up to date and perform^[1]_{SEP}as expected.

With these capabilities, PCMG's solution will ensure members have the ability to keep their system up to date with the latest software versions. In the event that a member's requirements change and need to migrate or upgrade to a system with larger capacity, PCMG will always follow Cisco best practices and deployment administration guides. Since each design and implementation can be different, we will never take a cookie-cutter approach in an effort to ensure the final solution meets all the customer's requirements. Upgrades and migrations for both hardware and software can take phased approaches to reduce end-user visibility and downtime. Many instances will result in zero notice to users at all.

Microsoft's Unified Communication offering has evolved over many years from their original communicator days to now with their Teams products. Their solutions are flexible in that customers can start with a few products to support instant messaging and presence through to full voice and video calls and application sharing. Microsoft continues to expand their support and can now fully support PBX capabilities and connectivity to Public Switched Telephone Network (PSTN). These set of solutions are updated multiple times a year and have full version upgrades every 24-36 months. Now that they have moved much of this technology to the cloud, their updates are occurring much more frequently but require less administration from the IT staff.

- How do you “future proof” Members’ solutions?

When customers want to update their network devices or migrate to new hardware, Cisco Migration Support Services can provide coverage for their hardware that reaches end-of-life during their technology migration.

Migration Support Services extend support for Cisco products that are no longer supported and past Last Day of Support (LDoS). They help customers mitigate the risk of operating with unsupported, aging technologies while they plan and implement their upgrade projects. Migration Support Services provide a support solution that extends across a customer's migration plan, and they are a lifeline when the customer cannot complete migration by LDoS. Cisco provides dependable and continued support.

Microsoft does provide periodic updates to their software yearly and major releases every 24-36 months. Because there are multiple components of their Unified Communication solution, PCMG will work with Sourcewell member to determine the dependencies on versions of Microsoft software that are running together to ensure a successful install of UC solutions. To future proof Sourcewell's current deployment, PCMG will work with Sourcewell members to plan out their migration strategy thru the use of our Microsoft Solutions practice. We have over 300 engineers who support this practice who are certified by Microsoft.

22) Describe the types of hardware and platforms upon which your UC and CC solutions work?

Cisco - The hardware delivered to each customer will vary depending on the capabilities required out of the overall solution. PCMG Solution Architects will work with each agency to

develop the specific solution based on the business and technical goals defined. The true collaboration customers will get with PCMG's proposed Cisco Collaboration Solutions embraces richer forms of communication such as video that does the following:

- Harnesses the power of enterprise social software
- Provides freedom of choice in device and location
- Allows secure collaboration both inside and outside the firewall
- Offers complete flexibility of deployment between on-premises and cloud-based deployment models

Above all, the proposed Cisco Collaboration Solutions provide an integrated experience that puts people back in the center, facilitating greater participation, productivity, and value.

Cisco Collaboration Device Portfolio



Microsoft - The hardware platforms for Microsoft's Unified Communications are based on the Polycom communications platform. Both Microsoft and Polycom are committed to work seamlessly with Microsoft Teams and Skype for Business and are designed to let teams connect simply and unify collaboration. The hardware that runs on the Microsoft Unified Communications software platform are:

Video-- Enhance customers' meetings with HD video and content collaboration solutions designed specifically for Skype for Business and Microsoft Teams meeting rooms. The Polycom + HP SRS Bundle is a native Microsoft room system that combines the familiar Microsoft Teams and Skype for Business experiences with the most versatile HP Microsoft Teams Room system and Polycom's legendary audio and video quality for rooms of any size. Polycom offers a variety of room solutions and camera options, such as Polycom EagleEye IV USB, Polycom EagleEye Director II, and the new Polycom Studio, which delivers business-class audio and video capabilities in an easy-to-use USB bar.

Video Interoperability-- Polycom RealConnect for Microsoft Teams or Skype for Business provides video interoperability with standards-based video endpoints such as Polycom and Cisco, using Microsoft Outlook for scheduling, and enabling one-click join functionality.

Desktop-- In the office, at home, or on the go, Plantronics and Polycom deliver the broadest set of voice devices for Microsoft Office 365. Plantronics Elara 60 Series is a mobile phone station that simplifies life for the mobile-first user with either iOS or Android, extending Microsoft

Teams and Microsoft Cortana voice assistant to a desk-phone-like experience. Polycom VVX line offers solutions that are certified for Skype for Business, both online and on-premises and connects to Microsoft Teams via a voice gateway. New native Microsoft Teams phones will be available in 2019.

Conference-- Customers looking for phones for their Microsoft Teams and Skype for Business communications turn to Polycom when they want high-quality audio and innovative features. Polycom Trio sets the conferencing standard for phones, letting you easily start your Teams or Skype calls with one touch-to-join calendar integration.

Headsets-- Plantronics headsets are designed with today's business professional in mind, enabling rich audio connections no matter what your workstyle is or where you touch down. The Plantronics Voyager family of Bluetooth wireless headsets provides seamless, multi-device connectivity for today's workforce. The Plantronics Savi family provides a selection of DECT wireless headsets that offer best-in-class sound quality and device connectivity, long-range and hands-free mobility and hours of talk time for ultimate efficiency. The Plantronics Blackwire family gives you a broad selection of corded UC devices that deliver outstanding audio quality and reliability, ease of use and price points to meet any budget. The Plantronics Calisto speakerphone family delivers high-quality audio solutions for small conference or huddle rooms and personal conferencing.

Services-- The Polycom Professional Service team provides customers with the expertise to effectively plan, deploy, operate and support their Microsoft solution environment. They will have access to Microsoft FastTrack MyAdvisor experts who understand the intricacies and interdependencies of voice and video collaboration.

Software-- Boost business results by adding a software solution to monitor and maintain devices and headsets. Drive the adoption of new initiatives, troubleshoot issues, and manage inventory more effectively. Add Plantronics Manager Pro SaaS or Polycom Device Management Service for access to actionable insights to improve business processes, employee performance, and compliance.

Soundscape-- Plantronics Habitat Soundscaping solution uses natural sounds, complementary visuals, and intelligent software to build an environment that fosters personal concentration and team collaboration, while also increasing employee wellness.

- 23) Describe the primary partners with whom you proposed UC and contact center solutions.
- a. Do they have specific areas or vertical markets of expertise, particularly those in which Sourcewell Members are active?
 - b. Describe options for Day 2 and after support and operations.

Cisco - With so much depending on a network, even a routine issue can have a major effect on business customers, employees, and business profitability. Cisco® Services provides the support customers need from the first purchase of Cisco products with our foundational services through technology refresh and beyond with our high-value services.

Cisco Smart Net Total Care is an optional service that can be purchased for each Cisco product. Customers' IT infrastructure is the lifeline that connects their business to customers and suppliers. Business success requires maintaining high service levels for their network while reducing costs and expanding their network as their business grows. Cisco Smart Net Total Care® (SmartNet®) and our other foundational services can help meet objectives.

Microsoft - With over 300 presales/post sales consultants in our Microsoft practice, we generally provide our customers with full deployment support based on a statement of work that exactly outlines the scope of the engagement. There are times that we will use 3rd parties to support the practice, but we are fully responsible for all of their work and stand behind this work.

24) For cloud based solutions:

a. What are the typical network connectivity configuration(s)?

Cisco - The typical network connectivity to the redundant cloud data centers is provided via MPLS connections with terminations directly connected to Cisco's cloud services. Internet based connections are also an option with site-to-site IPSec VPN tunnels terminating directly into the Cisco cloud services.

Microsoft - There are two network connectivity configurations that can be leveraged. With Office 365 customers can connect either via direct internet access or if needed, can leverage private connectivity by deploying Express Route. The final choice as to media type will depend on some qualifications as it pertains to network design and architecture.

b. Do you offer "single instance" and/or "multitenant" solutions?

Cisco - A single instance is a possibility depending on the customer's requirements and size of the deployment. A multi-tenant solution is the standard solution set.

Microsoft - Single private and multitenant solutions are both available. There is also consumer cloud and government cloud availability depending on the type of security Sourcewell members require.

25) What is the approximate percentage of premises versus cloud installations?

PCMG's percentage of premise installations is 50% and Cloud installation is 50% in the commercial sector. In the public sector, it is 10% premise installation and 90% cloud installation.

26) Describe security and redundancy for your cloud-based solutions.

Cisco - End-to-end encryption when using a public facing web based UC client is a key security requirement. Application layer security using TLS 1.2 for presentation content and Advanced Encryption Standard (AES) 256-bit algorithm is a standard in the enterprise web clients.

The Cisco Datacenters are physically dispersed locations with clustered applications that provide full redundancy between the datacenters.

Each datacenter has four peering links with two dedicated for MPLS connections and two dedicated for internet based connectivity.

Microsoft - both security and redundancy are both available in Office 365. Microsoft continues to surpass the requirements from a security perspective. PCMG will be able to configure a wide range of tools both in the Office 365 tenant as well as an on premise CASBI solution. As far as redundancy, Microsoft has multiple data centers in multiple regions. The environment that a customer's tenant resides in would be enabled for failover.

27) Describe a typical implementation project from design, implementation, and operations and support aspects.

PCMG follows the best practices approach to the network lifecycle: Prepare, Plan, Design, Implement, Operate, and Optimize (PPDIOO). This methodology provides the PCMG Team with

a proven process to meet the needs of our clients and to successfully deploy cutting edge technologies. By following these steps we can reduce risks, increase performance, decrease implementation time, and provide cost effective solutions:

Prepare & Plan – In the Prepare and Plan phase, you evaluate the technologies that address business needs. Collect data and information about the business and technical environment that will provide input for the high-level design. Then, a business case can be created for the technical solution that provides the best return on investment.

Design – With the plan that was developed previously, the design team creates the high level design. The design includes: required hardware and software, a redundancy and failover plan, and an implementation plan.

Implement – The primary goal of implementation is to introduce the new solution into the existing network with the least amount of disruption and the highest level of interoperability. To minimize downtime, an essential component of this process is the implementation plan (this Scope of Work).

Operate – To ensure efficient and reliable network operation, your daily functions should include system and performance management practices. These practices include scheduled routine maintenance; documentation; upgrades; and troubleshooting/recovery strategies.

Optimize – Collecting and analyzing data from system's performance reports will provide crucial information for optimization. By maintaining the routine system management procedures that you set up for your operations lifecycle, you will know when your traffic load increases, and when to increase your capacity.

Our Outsourced Operations Services are the highest level of Managed IT Services that we offer. In addition to monitoring, proactive patch management, and incident resolution, the Outsourced Operations Services team provides for the full outsourcing of a customer's daily IT operations. With this level of service, the team addresses all of the technology concerns that may be encountered on a daily basis and support the end user while keeping business operations running smoothly. These technology needs range from simple port and password changes to complex firewall rule additions and routing changes.

Clients selecting this level of service typically have reduced IT resources or no IT resources on staff and therefore choose to defer to the Technology Support Services on infrastructure related operational and support issues.

Whether for remediation of service alerts from our monitoring service or in response to calls made to the help desk, our engineers will be able to provide timely resolution to Sourcewell members' IT needs to augment the capabilities of their current staff or, depending on the SLA in place, eliminate the challenges associated with having to hire additional technical resources. Our certified engineers cover the widest spectrum of technologies, including industry-standard servers, desktops, operating systems, storage devices, and networks.

28) What is the primary growth area(s) for your solutions?

Cisco—Collaboration continues to be a somewhat fragmented market with a high growing list of niche vendors and service providers. A primary growth in collaboration solutions match up well with other architectures and technologies. Teamwork applications, cloud/hosted email and messaging, cloud file sharing, Contact Center as a Service (CCaaS) and Unified Communications as a Service (UCaaS) are all areas positioned for tremendous growth.

PCMG'S Microsoft Group is the largest group dedicated to one product. We manage over \$1B in Revenue yearly for Microsoft and continue to expand our support for all Microsoft products and Cloud Services. As Microsoft continues to grow their influence in the Cloud, we will continue to support that space with services to ensure our customers success.

29) How do your solutions “fit” within the Internet of Things (IOT)?

Cisco— While many consider the Internet of Things (IOT) to be a disrupter in the technology industry, we see it as an opportunity to create a connected world. Innovation is the heart of the Internet of Everything. By connecting great minds with powerful solutions, Cisco Collaboration technology empowers the ideas that will define tomorrow's marketplace.

Microsoft - IOT is not a new topic for Microsoft. Desktops, Laptops, tablets, phones, etc. are all devices that can touch the internet. This space continues to grow where devices that monitor temperature, flow, activity, etc. are being connected to internal and external systems. Microsoft's licensing can be difficult in supporting IOT, which is why we work with customers to help negotiate with Microsoft and use strategies that reduce cost to support IOT. From a services and deployment perspective, we ensure we have a clear understanding on the customers' use case in deployment and monitoring and support and craft plans to help enable those services. We use the same strategies that we have used with other lines of business such as wireless deployment at major football and baseball stadiums across USA.

30) Please describe any other benefits, services, products, or differentiating factors about your solution(s).

Cisco—with the proposed Cisco Collaboration Solutions, governments can improve interactions, encourage innovation, and make better decisions faster by enabling people to connect, communicate, and collaborate like never before. These solutions provide benefits to governments of any size, from small cities and municipalities to the largest states.

Customers can choose from technology categories that can be deployed in any order, at a pace that matches their business objectives. And because these solutions are assembled on a standards-based, purpose-built architecture, investment in one area lays down a foundation for future needs.

Using the open, interoperable architectural approach of the proposed solutions, customers have flexibility to integrate existing and new collaboration technologies on premises, in the cloud, or both, including:

- Conferencing: Meet with citizens, colleagues, and other agencies anytime, anywhere, using any platform, including smartphones.
- Customer care: Create a foundation for positive citizenry service from simple phone transactions to unique, rich experiences that can be customized to meet the needs of the individual.
- Enterprise social software: Bring together people, communities, and relevant information in ways that deliver a new era of productivity, innovation, and growth.
- Messaging: See who is available and connect with contacts through IM, voicemail, and software-as-a-service (SaaS) email.
- Cisco Telepresence® solution: Transform your organization with face-to-face collaboration.

Category	Technologies
Conferencing	<ul style="list-style-type: none"> • SaaS-based, on premises or hybrid • Video, audio, and web meetings • Training, support, and event solutions
Customer Care	<ul style="list-style-type: none"> • Contact center routing and queuing • Voice self-service • Social media customer care
Enterprise Social Software	<ul style="list-style-type: none"> • Enterprise collaboration platform • Social video sharing • Prosumer video capture
Messaging	<ul style="list-style-type: none"> • Voice and unified messaging • Enterprise instant messaging • SaaS-based email
Telepresence	<ul style="list-style-type: none"> • Immersive, multipurpose, and personal endpoints • Scalable, interoperable infrastructure • Secure intercompany services
IP Communications	<ul style="list-style-type: none"> • IP telephony • Communications endpoints and applications • Hosted unified communications
Mobile Applications	<ul style="list-style-type: none"> • Unified mobile applications • Cisco WebEx meeting applications for smartphones • Business tablet and wireless IP phones
Collaboration Infrastructure	<ul style="list-style-type: none"> • Media transformation and analytics • Session management presence and location • Scheduling and directory services

- IP communications: Provide reliable and advanced communications capabilities no matter where staff may be working with a full suite of applications and endpoints.
- Mobile applications: Take your desktop with you anywhere you can use your phone.
- Collaboration infrastructure: Empower collaboration in new ways to transform interaction, accelerate innovation, and do more with less. Take advantage of next-generation collaboration, where everyone, everywhere can be face-to-face and more effective.

Organizations around the world have seen significant productivity improvements and impressive ROI with the proposed Cisco Collaboration Solutions. Collaboration tools are changing the way we think about working together to deliver ROI from operational, developmental, and strategic perspectives.

Pre-integrated, extensible collaboration platforms, with ready-to-go social-networking capabilities, offer lower development and deployment costs. As integration costs are typically seven times the cost of the software platform itself, pre-integration with communications and content-management systems helps enable significant ROI. More and more organizations are finding that instead of setting up ineffective barriers to the use of social software, they can reduce overall risk by providing IT-ready social networking managed via enterprise policy.

Customers can provide these capabilities by means of an integrated experience instead of creating collaboration silos. The proposed collaboration platforms weave social capabilities through existing systems to accelerate organizational processes.

- Operational ROI: Achieve operational ROI by reducing and/or avoiding costs. It is simple to migrate from a private branch exchange (PBX) to IP telephony to reduce infrastructure costs,

use telepresence to reduce travel costs, or deploy the offered Cisco Webex® suite to enable virtual meetings, thereby reducing office-space requirements. It is possible to have payback periods of 21 to 40 months and achieve 100 percent ROI in five years.

- **Developmental ROI:** When more efficient processes are implemented, faster time to market are achieved, and cycle times are reduced, more value is extracted from a collaboration investment. The proposed solution helps identify opportunities to shorten the time needed to make critical decisions and get more from investments.
- **Strategic ROI:** Strategy is the area where transformations occur. Collaboration tools help organizations enter new markets, build new models, accelerate innovation cycles, and make faster and better decisions. These tools enable the major moves that lead to competitive advantages and the reinvention of how you do business.

Proposed Cisco Collaboration Solutions Benefits

The following table describes how the proposed solution helps customers achieve business objectives.

Desired Business Outcome	How We Can Make It Happen
<p>Improve productivity</p>	<p>Increase productivity and reduce travel: Reducing travel, both within your organization and throughout your value chain, allows for increased virtual interaction, which can increase productivity. Less travel helps decrease your impact on the environment. It also allows employees to make accurate decisions based on timely, context-sensitive information. This helps you achieve revenue goals, improve citizen satisfaction, and interact with colleagues, and across agencies.</p>
<p>Increase security</p>	<p>Improve remote user security: The proposed Cisco Collaboration Solutions provide secure, comprehensive network services to employees at locations outside the traditional corporate office, including teleworkers, full- and part-time home-office workers, mobile contractors, and executives. By providing extensible network services that include data, voice, video, and applications, you can create a complete office environment for employees, regardless of their location.</p>

Desired Business Outcome	How We Can Make It Happen
<p>Increase collaboration across locations</p>	<p>Enhance mobile collaboration: Mobile workers can connect, communicate, and collaborate using their mobile devices. Employees can receive and place calls from the devices most convenient for the task without interrupting the calls, whether in the office, in transit, or at a remote location.</p>
<p>Reduce costs and improve service</p>	<p>Decrease service costs: Automating calls, or parts of calls, using interactive voice response (IVR) and speech recognition, can reduce the cost of service and possibly improve service, since automation provides 24-hour access to information.</p>

Signature: *Sharon Evans*

Date: 2/26/2019

**AMENDMENT #1
TO
CONTRACT #022719-PCM**

This AMENDMENT is by and between **Sourcewell** (Sourcewell) 202 12th Street NE, PO Box 219, Staples, MN 56479 and **Insight Public Sector, Inc.** (IPS) 6820 S. Harl Avenue, Tempe, AZ 85283.

Sourcewell entered into an agreement with PCMG, Inc., to provide Unified Communications, Contact Center, and Related Services, Equipment, and Applications to Sourcewell and its Members effective April 11, 2019, through April 11, 2023 (Original Agreement).

On August 30, 2019, Insight Enterprises, Inc., acquired PCMG, Inc., and its' wholly-owned subsidiary, PCMG, Inc. Effective February 3, 2020, Insight Enterprises, Inc., intends to assign the Original Agreement to IPS.

Insight Enterprises Inc., and Insight Public Sector, Inc., request Sourcewell's consent to the assignments of the Original Agreement noted above.

IN CONSIDERATION OF the mutual covenants and agreements described in this Amendment, the parties agree as follows:

1. This Amendment is effective upon the date of the last signature below.
2. IPS has obtained a copy of the Original Agreement and assumes all responsibilities with the terms of the Original Agreement as executed by PCMG and Sourcewell. The parties agree this Amendment is unconditional and without recourse.
3. Sourcewell consents to the assignments of the Original Agreement (022719-PCM) as listed above.

Remainder of page intentionally left blank.

4. Effective February 3, 2020, the vendor's name on the contract will change to IPS and the contract number will remain the same: 022719-PCM.

IN WITNESS WHEREOF, the Parties have executed this Amendment.

Sourcewell

DocuSigned by:
By: Jeremy Schwartz
AuthC C0FD2A139D06489...

Jeremy Schwartz
Name – Printed

Title: Director of Operations & Procurement/CPO

Date: 1/21/2020 | 12:30 PM CST

Insight Public Sector, Inc.

DocuSigned by:
By: Pam Potter
Autho 493C2949FCD741C...

Pam Potter
Name – Printed

Title: Manager of SLED Compliance

Date: 1/21/2020 | 8:21 AM CST

APPROVED:

DocuSigned by:
By: Chad Coauette
AuthC 7E42B8F817A64CC...

Chad Coauette
Name – Printed

Title: Executive Director/CEO

Date: 1/21/2020 | 12:42 PM CST