

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

This Contract is between Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and GovConnection, Inc. dba Connection – Public Sector Solutions, 732 Milford Road, Merrimack, NH 03054 (Supplier).

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

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

1. TERM OF CONTRACT

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

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

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

2. EQUIPMENT, PRODUCTS, OR SERVICES

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

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

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

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

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

3. PRICING

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

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

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

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

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

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

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

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

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

4. PRODUCT AND PRICING CHANGE REQUESTS

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

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

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

5. PARTICIPATION, CONTRACT ACCESS, AND PARTICIPATING ENTITY REQUIREMENTS

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

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

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

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

6. PARTICIPATING ENTITY USE AND PURCHASING

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

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

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

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

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

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

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

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

7. CUSTOMER SERVICE

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

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

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

8. REPORT ON CONTRACT SALES ACTIVITY AND ADMINISTRATIVE FEE PAYMENT

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

The Report must contain the following fields:

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

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

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

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

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

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

9. AUTHORIZED REPRESENTATIVE

Sourcewell's Authorized Representative is its Chief Procurement Officer.

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

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

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

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

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

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

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

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

11. INDEMNITY AND HOLD HARMLESS

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

12. GOVERNMENT DATA PRACTICES

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

13. INTELLECTUAL PROPERTY, PUBLICITY, MARKETING, AND ENDORSEMENT

A. INTELLECTUAL PROPERTY

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

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

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

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

3. *Use; Quality Control.*

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

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

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

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

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

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

14. GOVERNING LAW, JURISDICTION, AND VENUE

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

15. FORCE MAJEURE

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

16. SEVERABILITY

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

17. PERFORMANCE, DEFAULT, AND REMEDIES

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

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

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

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

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

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

18. INSURANCE

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

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

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

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

Minimum limits:

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

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

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

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

Minimum Limits:

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

\$1,000,000 Personal and Advertising Injury

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

\$2,000,000 general aggregate

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

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

Minimum Limits:

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

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

Minimum Limits:

\$2,000,000

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

Minimum Limits:

\$2,000,000 per claim or event

\$2,000,000 – annual aggregate

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

Minimum limits:

\$2,000,000 per occurrence

\$2,000,000 annual aggregate

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

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

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

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

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

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

19. COMPLIANCE

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

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

20. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION

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

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

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

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

A. **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all contracts that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. §60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.

B. **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with

the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must be in compliance with all applicable Davis-Bacon Act provisions.

C. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708). Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Contract. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

D. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT. If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

E. CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387). Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

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

F. DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689). A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. §180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

G. BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352). Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

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

I. ENERGY POLICY AND CONSERVATION ACT COMPLIANCE. To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

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

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

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

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

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

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

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

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

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

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

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

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

22. CANCELLATION

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

Sourcewell

GovConnection, Inc. dba Connection –
Public Sector Solutions

DocuSigned by:
Jeremy Schwartz
C0FD2A139D06489...

By: _____
Jeremy Schwartz
Title: Chief Procurement Officer

Date: 3/11/2024 | 12:20 PM CDT

DocuSigned by:
Robert Marconi
F440AE5EDC2D4A6...

By: _____
Robert Marconi
Title: VP of SLED Sales

Date: 3/11/2024 | 12:14 PM CDT

RFP 121923 - Technology Products and Services with Related Solutions

Vendor Details

Company Name: GovConnection Inc.
Does your company conduct business under any other name? If yes, please state: GovConnection, Inc. dba Connection Public Sector Solutions
Address: 732 Milford Rd
Merrimack, NH 03054
Contact: Robert Bush
Email: robert.bush@connection.com
Phone: 603-423-2000
HST#: 52-1837891

Submission Details

Created On: Thursday November 02, 2023 13:15:33
Submitted On: Monday December 18, 2023 15:13:26
Submitted By: Robert Bush
Email: robert.bush@connection.com
Transaction #: d3918a9d-c3bf-41ec-b11b-29ff62557f1f
Submitter's IP Address: 136.226.72.251

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")	GovConnection, Inc. dba Connection - Public Sector Solutions
2	Identify all subsidiary entities of the Proposer whose equipment, products, or services are included in the Proposal.	In September 2016, the company announced a corporate rebranding. The "Connection" brand unites all subsidiaries (PC Connection, MacConnection, GovConnection, MoreDirect, and Softmart) under one brand name.
3	Identify all applicable assumed names or DBA names of the Proposer or Proposer's subsidiaries in Line 1 or Line 2 above.	Connection - Public Sector Solutions
4	Provide your CAGE code or Unique Entity Identifier (SAM):	0GTJ3
5	Proposer Physical Address:	732 Milford Road, Merrimack, NH 03054
6	Proposer website address (or addresses):	www.connection.com/PS
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):	Robert Marconi, VP of SLED Sales 732 Milford Road Merrimack, NH 03054 800-800-0019 ext. 33331
8	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Robert Bush, Sr. Director SLED Sales robert.bush@connection.com 800-800-0019 ext. 33059
9	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Robert Marconi, Vice President SLED Sales 732 Milford Road Merrimack, NH 03054 bob.marconi@connection.com 800-800-0019 ext. 33331 Lisa Trisciani, VP SLED Field Sales 732 Milford Road Merrimack, NH 03054 lisa.trisciani@connection.com 603-533-0916

Table 2: Company Information and Financial Strength

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

<p>10</p>	<p>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>	<p>Founded in 1982, GovConnection, Inc. is a wholly owned subsidiary of PC Connection, Inc. Connection® Business Solutions, Connection® Enterprise Solutions, and Connection® Public Sector Solutions are all part of the Connection brand. Through these three companies, we provide customer-centric IT solutions and services to small- to medium-sized businesses, enterprises, and public sector markets, respectively.</p> <p>Our mission and philosophy are to connect people with technology to enhance growth, elevate productivity, and empower innovation. Connection has twice been recognized by Forbes as one of "America's Most Trustworthy Companies." The reason customers trust us is encapsulated in our Vision:</p> <ul style="list-style-type: none"> • "A world of IT, where choosing the technology you need feels simple, not stressful." • Our brand purpose is "to calm the confusion of IT; guiding the connection between people and technology." • Connection has your back. We serve as an extension of our customers' IT teams. We say "We are the IT Department's IT Department." Everything we do returns value to you. <p>Our Core Values include:</p> <ul style="list-style-type: none"> • Respect: Respect starts with empathy. We have a customer-first mentality. Our culture is based on mutual trust and respect. In other words, what you worry about, we worry about. • Excellence: We continuously look for ways to better serve you. We strive for long-lasting relationships that grow stronger over time. • Teamwork: Working together drives innovation and success. We are accountable to our customers, employees, and shareholders by being curious about how we can help them grow. Our curiosity inspires us to ask better questions which leads to better solutions. • Integrity: We're honest and direct. We believe integrity comes from transparency which leads to excellence. Earning your trust is job #1. • Corporate Citizenship: We foster a socially responsible culture that supports diversity, equity, and inclusion. We drive environmentally sound business practices and encourage engagement in the communities where we work and live. <p>Over the past 40 years, Connection has established strong, long-lasting relationships with manufacturers and vendors.</p> <p>Currently, we offer over 460,000 products from over 1,600 manufacturers. These established manufacturer relationships enable us to offer deep pricing discounts. As a premier, authorized reseller having no ownership affiliation with any of these partners, we can recommend the most objective, effective, and cost-efficient solutions.</p> <p>Connection has grown into a Fortune 1000 company, with annual revenues of \$3.1+ billion. Today, our 2,600 employees work in offices in New Hampshire, Florida, Illinois, Massachusetts, Maryland, New Jersey, Pennsylvania, South Dakota, in our full-service, ISO 9001:2015-certified Technology Integration and Distribution Center (TIDC) in Wilmington, Ohio, as well as hundreds of remote offices nationwide.</p>
<p>11</p>	<p>What are your company's expectations in the event of an award?</p>	<p>Connection's expectations, upon the event of an award, would be to work closely with the Sourcwell contract management team. To ensure the successful launch and marketing of our Sourcwell award, Connection would assemble an internal project management team to work together with the Sourcwell contract management. Our team would work closely with yours to launch a web portal that would include all the necessary features and functionality to provide Sourcwell Members with an efficient, yet pleasant experience. We will create a marketing campaign to inform all Sourcwell Members of the award and partnership once the web portal is designed, built, and ready for launch. We would ensure that Sourcwell Members had access to all means of accepting orders. In addition, we will work with Sourcwell to establish a cadence for meeting and discussing our performance and the contract's performance. As we measure success, we uncover opportunities for improvement, and we adjust accordingly. The Connection team pledges to never become complacent but rather to keep rising to the challenge of meeting Sourcwell and their communities' needs, now and in the future.</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.	Connection Public Sector Solutions is part of the Connection family of PC Connection, Inc., which focuses on the public sector. Our financial stability makes us a Fortune 1000 company you can trust. We have access to more than \$3.1 billion in purchasing power. As a result, we can procure from the biggest IT brands in the industry at competitive prices. Connection has the financial resources and expertise to meet all requirements. Connection is known for its integrity, expertise, and efficient and cost-effective solutions. Our parent company, PC Connection, Inc., makes all financial reporting for GovConnection, Inc. d/b/a Connection Public Sector Solutions. You can read the latest financial statements and annual reports at http://ir.pcconnection.com/ . We've also included 2022 for your review in the uploads section.	*
13	What is your US market share for the solutions that you are proposing?	There are thousands of VARs that provide IT solutions, making for a fragmented market. As a result, Connection has just .75% share of an approximately \$400 billion addressable market, providing a long runway for continued growth.	*
14	What is your Canadian market share for the solutions that you are proposing?	Connection will sell to all Canada Provinces and Territories as allowable by the specific Original Equipment Manufacturers (OEM) export rules. Connection partners with over 1,600 manufacturers and will work with each OEM on a case-by-case basis to determine allowable purchases from Canada Provinces and Territories.	*
15	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	No	*
16	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer whichever question (either a) or b) just below) best applies to your organization. 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? 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?	Connection is a National IT Solutions Provider and Value-Added Reseller. We are authorized to sell over 460,000 IT products and services from over 1,600 manufacturers. Upon request, we would be happy to provide letters of authorization from individual manufacturers and distribution partners.	*
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.	Connection holds premier certifications and authorizations from leading vendors, such as Cisco Gold, HP Enterprise Platinum, Dell EMC Premier, Lenovo Platinum, and Microsoft Gold. These certifications allow us to offer you enterprise-class service, access to in-demand products, and expert technical service and support. These in-demand solutions are designed by our teams of highly skilled, trained experts – who have access to the right products and partnerships to configure and deploy best in class, best of breed solutions. We have 550+ engineers and technical staff who hold 2,500+ technical certifications. Our collective teams receive 44,000 hours of technical training annually and are supported by sophisticated logistics to complete 225,000 custom configurations annually. Our engineers are highly qualified and exceed Manufacturer minimum requirements for the products and services they are supporting. They have expert level experience with multiple technologies, have the ability to make excellent decisions based on deep assessments of the customer's environment, and have extensive experience troubleshooting technical issues in complex environments.	*
18	Provide all "Suspension or Debarment" information that has applied to your organization during the past ten years.	Connection has not been suspended or disbarred during the past ten years.	*

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>A Sampling of Connection's Awards and Vendor recognition over the last 5 years, includes:</p> <ul style="list-style-type: none"> 2023 • Fortune 1000 #876 2023 • Microsoft US Surface Solutions Partner of the Year 2023 • Modern Work, Surface Hub Reseller Microsoft US Partner of the Year Award 2023 • CRN® Solution Provider (SP) 500 List 2023 • Top 100 Employer Award 2023 • CRN MSP 500 Elite 150 2022 • IGEL North America Innovator of the Year 2022 • Vertiv National Emerging Partner of the Year 2022 • Fortune 1000 #855 2022 • CRN Solution Provider 500 2022 • CRN Tech Elite 250 2022 • CRN MSP 500 2021 • Veeam Growth Partner of the Year, North America 2021 • Fortune 1000 #817 2021 • Aruba Federal Public Sector Partner of the Year 2020 • NH National Guard and Reserve Pro Patria Award 2020 • HP U.S. Personal Systems National Solution Provider of the Year Award 2020 • Microsoft US Partner Award - Other - Surface PC 2019 • Citrix Cloud Partner of the Year 2019 • Cisco Marketing Velocity U.S. Innovator of the Year 2019 • HPE Federal Value Server Partner of the Year 2019 • Aruba Federal Growth Partner of the Year 2019 • CRN Tech Elite 250 2019 • CRN Solution Provider 500 2019 • CRN Managed Service Provider 500 2019 • Internet Retailer Top 500 2019 • Fortune 1000 #820 2018 • Citrix SMB Partner of the Year 2018 • Cisco U.S. Marketing Innovator of the Year 2018 • MSI Valued Channel Partner 2018 • Honeywell Gold Partner of the Year 2018 • CRN Tech Elite 250 2018 • CRN Solution Provider 500 2018 • Internet Retailer Top 500 2018 • Fortune 1000 #746 	
20	What percentage of your sales are to the governmental sector in the past three years	The percentage of sales to the governmental sector during the past 3 years is 17%.	*
21	What percentage of your sales are to the education sector in the past three years	The percentage of sales to the governmental sector during the past 3 years is 83%.	*
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>Please note: This information is Proprietary/Trade Secret.</p> <p>E&I HW/SW (CNR-01483)</p> <ul style="list-style-type: none"> 2020: \$15,003,953.00 2021: \$18,145,616.00 2022: \$20,926,956.00 <p>National IPA (NIPA)</p> <ul style="list-style-type: none"> 2020: \$77,363,993.00 2021: \$44,339,869.00 2022: \$1,024,386.00 <p>NCPA</p> <ul style="list-style-type: none"> 2020: \$30,656,830.00 2021: \$24,693,547.00 2022: \$24,161,588.00 <p>UMinn/Uminn Piggback</p> <ul style="list-style-type: none"> 2020: \$767,972.00 2021: \$502,283.00 2022: \$673,696.00 <p>ITC47</p> <ul style="list-style-type: none"> 2020: \$2,756,228.00 2021: \$2,138,727.00 2022: \$0.00 <p>MHEC</p> <ul style="list-style-type: none"> 2020: \$9,127,981.00 2021: \$12,057,029.00 2022: \$11,657,234.00 	*

23	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>Please note: The contract sales volume figures are Proprietary / Trade Secret.</p> <p>In years 2020-2022, Connection held two GSA contracts.</p> <p>Totals for each have been provided for your review.</p> <p>Contract 47QTCA19D00LP</p> <table border="0"> <tr> <td>2020 47QTCA19D00LP</td> <td>\$11,330,843.03</td> </tr> <tr> <td>2021 47QTCA19D00LP</td> <td>\$14,180,652.42</td> </tr> <tr> <td>2022 47QTCA19D00LP</td> <td>\$12,755,685.71</td> </tr> </table> <p>Contract GS-35F-0750P</p> <table border="0"> <tr> <td>2020 GS-35F-0750P</td> <td>\$11,504,660.72</td> </tr> <tr> <td>2021 GS-35F-0750P</td> <td>\$2,182,709.97</td> </tr> <tr> <td>2022 GS-35F-0750P</td> <td>\$92,849.28</td> </tr> </table>	2020 47QTCA19D00LP	\$11,330,843.03	2021 47QTCA19D00LP	\$14,180,652.42	2022 47QTCA19D00LP	\$12,755,685.71	2020 GS-35F-0750P	\$11,504,660.72	2021 GS-35F-0750P	\$2,182,709.97	2022 GS-35F-0750P	\$92,849.28
2020 47QTCA19D00LP	\$11,330,843.03													
2021 47QTCA19D00LP	\$14,180,652.42													
2022 47QTCA19D00LP	\$12,755,685.71													
2020 GS-35F-0750P	\$11,504,660.72													
2021 GS-35F-0750P	\$2,182,709.97													
2022 GS-35F-0750P	\$92,849.28													

Table 4: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *
City of Long Beach	Rob Centeno, Infrastructure Services Bureau Manager	562-570-5553
Central Ohio Transit Authority	Jason Yanni, Sr. Director Product Management & Innovation	614-308-4417
Omaha Public Power District	Tony Autry, Contract Specialist - SCM	531-226-3724

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 *
Hillsborough County SD	Education	Florida - FL	Supplier of Enterprise Hardware, IT Hardware and Software, Services	Proprietary/Trade Secret	\$115,358,234 Proprietary/Trade Secret
Brevard County SD	Education	Florida - FL	Supplier of Enterprise Hardware, IT Hardware and Software, Services	Proprietary/Trade Secret	\$77,284,110 Proprietary/Trade Secret
University of South Florida	Education	Florida - FL	Supplier of Enterprise Hardware, IT Hardware and Software, Services	Proprietary/Trade Secret	\$49,333,508 Proprietary/Trade Secret
Auburn University	Education	Alabama - AL	Supplier of Enterprise Hardware, IT Hardware and Software, Services	Proprietary/Trade Secret	\$48,373,446 Proprietary/Trade Secret
Yale University	Education	Connecticut - CT	Supplier of Enterprise Hardware, IT Hardware and Software, Services	Proprietary/Trade Secret	\$45,530,273 Proprietary/Trade Secret

Table 6: Ability to Sell and Deliver Service

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

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

26	Sales force.	<p>Connection has 10 different office locations and several remote offices, nationwide.</p> <p>Employees per location have been listed below:</p> <p>2 - Boca Raton, FL 14 - Dakota Dunes, SD 36 - Exton, PA 58 - Keene, NH 108 - Merrimack - HQ NH 24 - Merrimack - PS Office NH 24 - Rockville, MD 26 - Schaumburg, IL 29 - Wilmington, OH 572 - Full-Time Remote</p> <p>Connection employs the industry's most tenured and highly trained sales force. We build strong relationships with customers by providing them with primary and secondary points of contacts; these familiar voices appreciate the unique needs of public sector IT decision makers. Your dedicated Account Manager (AM) and Business Development Manager (BDM) work directly with a team of experts to help with the assessment, planning, design and implementation of your IT projects, daily transactional purchases and management of your applicable contract purchasing vehicles. We invest in training programs for our sales, service and support personnel, with an emphasis on putting customer needs and service first.</p> <p>Our team services and provides coverage of the entire United States and is backed by the full support of the entire Connection executive team. We will ensure that your members will receive the resources to meet your needs.</p> <p>Connection will work closely with Sourcewell's team for a strategy and account mapping.</p> <p>Connection's Contracts and Compliance Group provides training to the sales organization for all new contract awards and ensures pricing terms are hard coded into our order management and sales quoting tools, providing automated pricing specific to the contract.</p>
27	Dealer network or other distribution methods.	<p>For over 40 years, Connection has been successfully and efficiently distributing products and services nationwide. We attribute our success delivering nationwide to our Technology Integration and Distribution Center (TIDC) which is centrally located in Wilmington, Ohio. This strategic location is within one hour of three metro areas, giving greater access to a large skilled labor pool as well as a wide range of transportation providers. This facility is also within a 3-day UPS ground transit time to 74% of the US population.</p> <p>For additional information on the dependable and seamless distribution and fulfillment offered by Connection's TIDC, we hope you will enjoy the video located at the bottom of the page via the following link provided below: http://www.govconnection.com/technology-services/distribution-and-configuration-center and at https://vimeo.com/383306378/9ae0111ed7.</p> <p>Supplementing the efforts of our TIDC are our nationwide drop-ship partner locations. These locations blanket the country and are distribution centers for partners such as, but not limited to, Synnex, Ingram Micro, Tech Data, and D&H. Products from these locations ship for next day delivery, of in-stock products, provided orders are placed by 3:00 p.m. ET.</p> <p>Additionally, when required, products can be shipped directly from one of our 1,600 manufacturer partners' warehouses. Connection's delivery options are among the most convenient in the industry. Customers designate their desired shipping levels at the time of purchase; options include next-day, next day early morning, two-day, ground, Saturday delivery, and other standard alternatives. Options other than standard, ground shipping will incur and additional charge. Customers may also utilize their own shipping accounts.</p>

28	Service force.	<p>Connection can provide installation and other professional services to Sourcewell members nationwide. Across key technology areas, our Account Managers and technical experts can assist you with a comprehensive range of services: Converged Data Centers, Cloud, Security, Mobility, Networking, Software, and Lifecycle Management. With more than 460,000 products and partnerships, Connection provides the professional services, technical expertise, and purchasing power you need. Should a specific project require a subcontractor/business partner, Connection has a premier partner network with 100+ Vetted, Approved, and Tested Service Providers throughout the country to augment and expand its existing core capabilities. Our service partners provide several types of services within our core service practice areas to expand our national reach. Any of the partners in our premiere partner network are available to our clients through our services team, as needed. When the Connection Services team finds it necessary to engage a third party for any reason, this is done to fulfill the customer's request. A scoping call (to assess the timeline, location, specifications, etc.) will be conducted at the beginning of the project to help determine the most appropriate resource to fulfill these service needs.</p>
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>Once an account is established, Sourcewell members can place an order in several ways. They have the option of logging into their secure web ordering portal or may place an order by contacting their Connection account team for assistance.</p> <p>The following outlines the order processing procedure.</p> <ul style="list-style-type: none"> • Connection can provide secure, 24x7 ordering portals. Our mature and extremely successful web-based business is the hub around which our business is built. We have the expertise and the capabilities in place to support robust electronic procurement / ordering processes for Sourcewell members. • Once logged into their Sourcewell web ordering portal, Sourcewell members will be able to view Sourcewell contract pricing. • The order can then be placed directly in the web portal with a valid purchase order or P-Card. Sourcewell members have the additional options of placing the order over the phone, via fax or email. • Order is reviewed for accuracy, availability, and contract compliance. • Order is released for processing and invoicing. Connection maintains an overall order accuracy rate of 99.999%. • Order is fulfilled. Connection maintains a same day order fulfillment rate for in-stock, pick and ship products of 99.5%. • Delivery time frame: In-stock products are typically delivered within 2-5 business day.* • Once an order is placed, the customer will receive system generated (automated) emails to provide order status, shipping notifications, and tracking information. • All orders shipped can be tracked from the point origin to the requested delivery address. • Shipment tracking is available for web purchases once the order has shipped. The tracking number is listed on the site after the product is ordered. The customer may click on the tracking number to receive tracking details. • Upon shipping, a system generated (automated) email with tracking information is sent to the email address of the member who placed the order, or an alternate designated by that User. For example, a purchasing specialist can enter an end user email address in addition to, or in place of, their own as the recipient of email tracking information. • Connection Account Managers have the same ability for all orders placed internally. • Shipment tracking can also be viewed when logged into the secure web order portal. <p>The customer could search for their order-by-order number, purchase order or name and then click the tracking link within the order summary. If the order shipped in several cartons, separate tracking links will be provided for each carton.</p> <ul style="list-style-type: none"> • For added convenience, Connection's web ordering site also allows customers to generate an Order Tracking Report, which will provide the status of all open and shipped orders. • Once an order is delivered, the order will be invoiced. <p>NOTE: Members of Connections Sales Team are available to advise and assist with this process whenever needed.</p> <p>* Force Majeure Notice: Notwithstanding anything else to the contrary contained in this proposal, Connection shall in no event be liable for delivery delays that are caused by circumstances beyond Connection's reasonable control, including without limitation, carrier delays, product unavailability, fire, acts of God or government agency, severe weather, acts of war, labor shortages, power failures or health pandemics. Furthermore, Connection shall not be liable for any global shipping delays caused by the Coronavirus outbreak. Order status can be obtained from: https://www.connection.com/IPA/Reporting/OrderTrackingRequest</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>Customer support and service to Sourcewell members are provided by Connection in the following ways:</p> <p>Your account manager will be your first point of contact for any customer service issues. Our goal is to respond to customer inquiries the same day, within 4 hours, with most turnaround within 24 hours. In many instances, our response time exceeds these goals. Sales office hours are from 8:30 AM – 5:30 PM.</p> <p>In addition, Connection will provide a dedicated Toll-Free Customer Support number, specifically, for Sourcewell members, upon award.</p> <p>Account Managers are supported by three groups of customer and technical support teams: pre-sale resources, post-sale technical support, and post-sale customer service. Account Managers can engage the support teams on behalf of the customer, and the support units are also available outside the Account Manager's hours for additional service.</p> <p>Contact Customer Support: https://www.govconnection.com/IPA/Content/About/Contact/PCCGOV/Default</p> <p>Customer Care Center For assistance with general questions, Connection's Customer Care Center can be reached Monday – Friday from 8:30 AM to 7:00 PM, ET via: Phone Support: 888-213-0259; Email Support: customercare@connection.com</p> <p>In addition to our Account Managers, Connection's Customer Service team is also available to discuss any product issues within the 30-day return period. This team can be reached by email: customerservice@pconnection.com or by phone, 888-213-0259.</p> <p>Connection understands the unique nature of Technology Products, Services and Solutions contracts and the importance of transparency and the information flow between our customers and our account team. Communication is crucial to the success of any contract and to monitor the quality of customer service and products. Our sales team will conduct quarterly program performance reviews to ensure compliance, as well as on-site visits, to provide updates on contract purchases, discuss new product offerings, discuss services options, and to listen and learn about any potential issues or concerns. Our intent is to provide complete transparency in our processes and a means to ensure continuous improvement. We commit to continuing to work tirelessly to keep you apprised of the contract performance, to develop new opportunities and will quickly address any concerns.</p>
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>Sourcewell Members can take advantage of Connection's installation services as well as a variety of other professional services, nationwide. Our Account Managers and technical experts are available to assist you across key technology areas: Converged Data Center, Cloud, Security, Mobility, Networking, Software, and Lifecycle. We combine professional services, technical expertise, and purchasing power for any size project with our extensive vendor partnerships and selection of over 460,000 products. To augment and expand Connection's existing core capabilities nationwide, Connection has a premier partner network that includes well over 100 Vetted, Approved, and Tested Service Providers throughout the country if a specific project requires the use of a subcontractor/business partner. Several types of services are provided by these service partners within our core service practice areas, as well as services in which we are not proficient. Whenever Connection Services needs to engage a third party for any reason, any of the partners in our premiere partner network are available to our customers through our services team. Initially, a scoping call will be conducted to determine the best resource to meet these needs (timeline, location, specifications, etc.).</p>
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>Connection will sell to all Canadian provinces and territories as allowed by Original Equipment Manufacturers (OEM) export rules. Connection partners with over 1,600 manufacturers and works with each OEM on a case-by-case basis to determine allowable purchases from Canadian provinces and territories.</p> <p>The terms offered in our Proposal will be extended to public agencies in Canada, as permitted by the OEM.</p>
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed contract.	<p>Connection plans to fully service all geographic areas of the United States through the proposed Sourcewell contract.</p>

34	Identify any Sourcwell 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?	Connection plans on servicing all sectors through the proposed contract. Connection can support and service all sectors in all 50 US States. While Connection is named to other cooperative contracts, none of these relationships prevent us from promoting the Sourcwell cooperative.	*
35	Define any specific contract requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	BOT (By ocean transit / delivery to Alaska or Hawaii) delivery is also available, at an additional charge and is quoted on a case-by-case basis.	*

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>Connection plans to insistently promote the Sourcwell contract and to continuously provide enablement and best in class training to our Connection Sales Team, Management Team, vendors, manufacturers, and contract managers.</p> <p>The following are some examples of the ongoing contract training that will be required by Connection:</p> <ul style="list-style-type: none"> • Regional team meetings for AMs and AAMs • WebEx's for Business Development Managers and remote Account Managers • Onsite Manufacturer training sessions with each of the highlighted partners • Dedicated Sharepoint Repository available for Sourcwell collateral and tutorial • Connection will work closely with the Sourcwell team for strategy and account mapping. Communication and marketing of the awarded contract will be done verbally, with all existing and new customers, as well as in the following ways: <ul style="list-style-type: none"> • Co-branded email to Connection's entire education, healthcare, and state and local agencies lists, highlighting contract and special offers for members • Listed on contracts page linking to customized Sourcwell contract web pages • Social media campaign to increase awareness of contract • Google AdWords campaign to increase awareness of contract • Webinar with Sourcwell members • Custom collateral <p>Connection's Contracts and Compliance Group provides training to the sales organization for all new contract awards and ensures pricing terms are hard coded into our order management and sales quoting tools, providing automated pricing specific to the contract. While we utilize the complete buying power of all the PC Connection companies, we are still small enough to quickly roll out information, terms, and pricing structures to our sales organization.</p> <p>Connection's Go-To-Marketing strategy is broken out into four focus areas: Brand, Customer Engagement, Lead Generation, and Sales Enablement. In addition to a full education and government marketing team, we work in tandem with our healthcare teams to further support growth in these segments.</p> <p>Brand Strategy Our brand strategy includes traditional and digital advertising components for K-12, higher education, state and local government institutions and healthcare facilities. We participate in print advertising in well-known, industry related publications. We work with universities to provide custom collateral speaking to their students about Tech Kits developed with their needs in mind. On the digital spectrum we have our own internal email list for state and local government agencies, higher education, K-12, and healthcare and we understand the unique messages when speaking to these markets. Our social media presence is growing at a rapid rate due to our Social Media team. Their understanding of the nuances of social media and targeting capabilities have helped us deliver successful program results in the higher education market.</p> <p>Our social media footprint includes LinkedIn, YouTube, Twitter, Instagram, Facebook, and Glassdoor. Digital marketing also includes external web campaigns with major media, including broad IT media partners like Spiceworks and IDG where we can get as granular as the specific segments and titles we are targeting. As a National Solutions Provider, our creative team produces collateral and solution guides to detail the 7 pillars we focus on (Converged Data Center, Cloud, Security, Mobility, Networking, Software and Lifecycle). Our corporate marketing team produces a blog with daily entries speaking to all areas of IT. We have also recently launched a podcast that can be found on iTunes and other major networks.</p>

Customer Engagement Strategy

Connection's Customer Engagement strategy includes attendance to a plethora of State, Local, K-12 and Higher Ed industry events and shows, including FETC, ISTE and Educause. Connection has participated in over 85, K-12 and Higher Education tradeshow and tabletop events in 2022 alone. Connection also holds virtual events for our customers, current and potential, with our manufacturer partners to provide the latest tech information and trends.

The Lead Generation Strategy

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

Sales Enablement Strategy

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

Technology, Digital Data, Social Media

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

Behavioral (struggle) analytics are also in place to provide insights into where users encounter issues, offering session videos, heat mapping, etc.

The data from these analytics solutions help direct our UX Architects' efforts to improve our overall website structure and flow, and the data is used by the Digital team to track campaign performance and adjust as needed (i.e. adjust digital channel usage to drive more engaged visitors).

Connection uses an intent-based analytics solution (surge analytics) to track organizations' interests in technologies – the data is then used to direct our campaign messaging in our account-based marketing (ABM) activities. The Digital Marketing team includes a Social Media team that utilizes a few technologies to assist with our social media activities in Facebook, LinkedIn, and Twitter, from a social media management platform to an internal employee advocacy/ communication solution.

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

90-Day Marketing and Sales Enablement Campaign Outline

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

- Connection's nationwide sales force will be fully trained on the Sourcwell contract and will communicate details of the awarded contract, verbally, to all existing and new customers.
- Co-branded email to entire Connection's education and state and local agency list highlighting contract and special offers for members
- Co-branded press release with our brand and digital marketing team.
- Initial call campaign to Connection customers to let them know they can now purchase via the Sourcwell contract. This will continue monthly with any new contract

		<p>members.</p> <ul style="list-style-type: none"> • Listed on each individual state contract page on our website • Social media campaign to announce award of contract • Webinar with Sourcewell members • Custom co-branded contract collateral • Attending industry conventions and tradeshow • Promotions for members on Sourcewell homepage • Dedicated onsite visits by our field teams, to existing Connection customers, for deeper account penetration. • Dedicated Sourcewell contract landing page on the connection.com website. <p>This page will include:</p> <ul style="list-style-type: none"> o Sourcewell's logo o A link to Sourcewell's website o Summary of contract and services offered. o Co-branded contract flyer o Featured products. o Due diligence documents including copy of solicitation, copy of contract and any amendments, marketing materials. Please visit the social media sites below for examples of our messaging: <p>LinkedIn: https://www.linkedin.com/company/connection-public sector Facebook: https://www.facebook.com/Connection4IT/ Twitter: https://twitter.com/ConnectionIT Instagram: https://www.instagram.com/connectionit/</p>
37	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Connection has a robust Marketing Technology Stack (MarTech Stack), which has improved further with recent investments, as well as a dedicated Digital Marketing team to manage our digital activities. The team is data-driven, focused on content quality and user engagement. Our company website, www.connection.com/ps, has performance monitoring in place along with web analytics to track user/customer engagement. Behavioral (struggle) analytics are also in place to provide insights into where users encounter issues, offering session videos, heat mapping, etc. The data from these analytics solutions help direct our UX Architects' efforts to improve our overall website structure and flow, and the data is used by the Digital team to track campaign performance and make adjustments as needed (i.e. adjust digital channel usage to drive more engaged visitors). We use an intent-based analytics solution (surge analytics) to track organizations' interests in technologies – the data is then used to direct our campaign messaging in our account-based marketing (ABM) activities. The Digital Marketing team includes a Social Media team that utilizes a few technologies to assist with our social media activities in Facebook, LinkedIn, and Twitter, from a social media management platform to an internal employee advocacy/communication solution. The Digital team also uses marketing tools and solutions for paid search, display network, email, affiliate network, and retargeting campaigns/activities. The disparate campaign elements, activities, and metrics are tied together with the aforementioned web analytics solution, as well as with Marketing Automation – enabling the team to create and manage more in-depth and complex marketing campaigns. The recent addition of a Business Intelligence and Reporting solution further ties the Digital team's campaigns together, providing data sets to improve campaign performance, as well as offering comprehensive views of entire marketing channels.</p> <p>Please visit the social media sites below for examples of our messaging:</p> <p>LinkedIn: https://www.linkedin.com/company/connection-public-sector Facebook: https://www.facebook.com/Connection4IT/ Twitter: https://twitter.com/ConnectionIT</p>

38	<p>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>	<p>Sourcewell's Role: Initially, Sourcewell's contribution is crucial in order to implement a successful transition to the new contract. Our team will meet with yours to develop a mutually agreeable transition and implementation plan to set forth the key milestones and the tasks to be completed.</p> <p>To help to ensure the success of this program, Sourcewell's contribution will be necessary to work with Connection in the following ways:</p> <ul style="list-style-type: none"> • Identifying needs and expectations at the beginning of the relationship • Defining preferences and requirements within our internal systems (e.g., specifying order requirements so that products only ship as complete orders, only ship via ground, etc.) to prevent errors from occurring. • Soliciting ongoing feedback to tailor processes and procedures to individual company needs. • Provide open communication and complete transparency as these are critical to the success of any business relationship. • Pass along customer feedback and performance assessment, both positive and negative. We have learned that this contributes to a more positive relationship and trustworthy relationship, providing a better experience for our customers and for us. Feedback is welcomed as often as necessary. <p>Contract Integration: Connection understands the unique nature of Technology Catalog Solutions that result in national cooperative contracts, supplying Members with IT products and services. By partnering with Connection, the transition to the new contract will be seamless. The new contract pricing will be available and ready for integration, upon award, to each Sourcewell Member.</p> <p>Connection's Sales Team is fully trained on our current Sourcewell Contract and upon award, comprehensive contract training will be provided to the Connection Sales Team, the Management Team, the vendors, manufacturers, and the contract managers. We commit to train and promote this Sourcewell contract.</p> <p>The following are some examples of the ongoing Sourcewell contract training that will be required by Connection:</p> <ul style="list-style-type: none"> • Regional team meetings for AMs and AAMs • WebEx's, Zoom and/or Teams meetings for Business Development Managers and remote Account Managers • Onsite Manufacturer training sessions with each of the highlighted partners • Repository available for Sourcewell collateral and tutorial <p>Connection will work closely with Sourcewell's team for a strategy and account mapping. Communication and marketing of the awarded contract will be done verbally, with all existing and new customers, as well as in the following ways:</p> <ul style="list-style-type: none"> • Co-branded email to entire Connection's education list highlighting contract and special offers for members • Call campaign to Connection customers to let them know they can now purchase via the Sourcewell contract • Listed on contracts page linking to customized Sourcewell contract webpage • Webinar with Sourcewell Members • Custom collateral • Promotions for members on the Sourcewell homepage <p>Connection's Contracts and Compliance Group provides training to the sales organization for all new contract awards and ensures pricing terms are hard coded into our order management and sales quoting tools, providing automated pricing specific to the contract. While we utilize the complete buying power of all of the PC Connection companies, we are still small enough to quickly roll out information, terms and pricing structures to our sales organization.</p> <p>Our sales team will coordinate regularly scheduled conference calls, will conduct quarterly program performance reviews to ensure compliance, as well as on-site visits, to update Sourcewell on its contract purchases, discuss new product offerings, discuss services options, and to listen and learn about any potential issues or concerns. Our intent is to provide complete transparency in our processes and a means to ensure continuous improvement. If at any time Sourcewell needs us to change a process, we are flexible and approachable enough that we can incorporate these changes quickly.</p>
----	--	---

39	<p>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>	<p>Designing and implementing successful, secure, customizable, direct, online ordering sites for our customers is right in our wheelhouse!</p> <p>As part of our current contract with Sourcewell, we provide is a standard, contract page, business-to-business website, as well as unique customized websites and eProcurement integrations to Sourcewell contract Members.</p> <p>Our Expertise: Connection has a mature and extremely successful web-based business, which is the hub around which our business is built. We have the expertise and the capabilities in place to support robust electronic procurement/ordering processes for Sourcewell Members.</p> <p>This is one of our many strengths and an example of one area which differentiates us from other vendors, as demonstrated by the following:</p> <ul style="list-style-type: none"> • \$100 Million in online sales annually. • Manages over 15,000 Business-to-Business (B2B) web accounts. • Integrated over 400 eProcurement punchout accounts which include electronic shopping, ordering, and invoicing. • Many national consortiums/cooperatives are already using Connection as their source for their eProcurement needs. • Providing efficient, eProcurement sites for over fifteen years. <p>Our e-Procurement Capabilities: We offer secure, online, e-Commerce solution sites that are customizable for each Member, using Sourcewell-specific pricing. Connection, along with our B2B website, can help you streamline your IT purchasing. Our B2B website helps you standardize your purchasing practices, control unauthorized spending, reduce paperwork, and increase productivity. These sites offer an efficient procurement channel with benefits that include purchasing authorization control and reporting, among many others.</p> <p>These sites will ensure that products and services that are not on contract, will not be sold. Sourcewell-specific pricing for Sourcewell-selected products will be loaded onto each site. Connection's Order Entry and Account Management systems will accept a custom contract code that will not allow excluded products to be ordered on contract. Once the Sourcewell Member is logged into their web ordering page, the contract code will not allow for excluded products to be placed on order. The same function is built into our internal order entry system and will not allow the Connection representative or any delegate to place orders for excluded products. We will also provide training and a contract rules document for any Connection representatives that may be interacting with Sourcewell Members. This will remain on display for reference at their workstations.</p> <p>Connection can integrate with many procurement systems and third-party systems, allowing us to provide seamless single sign on, offsite carts, quoting, automated electronic ordering and electronic invoicing. Connection has successfully integrated its e-procurement tools with these systems to our customers' complete satisfaction. We currently interface with such e-Procurement partners as Sciquest, Ariba (including Ariba Punchout), Oracle Supplier Network, Oracle Exchange and iProcurement, Peoplesoft, SAP-SRM (including OCI Transactions), Ketera, Elcom, ExpenseWatch, Epicor, eSchoolMall/MercuryCommerce, UniMarket, SupplyOrg, QValent, and CommerceOne. We can support cXML, xCBL and many other XML variations. We support hosted and dynamic catalogs customized to your needs. Our typical transactions include seamless shopper logins (i.e., Punchout, Setup Request or other), shopper cart export (PunchOut, Order Message or other), live price requests, automated electronic POs and electronic invoicing (including credit memos). We have also implemented specialized solutions for customers procurement needs when the situation is deemed appropriate. All eProcurement Transactions are handled securely using HTTP/HTTPS or SFTP.</p> <p>Some of the features and benefits to individual Members include:</p> <ul style="list-style-type: none"> • Account dashboard landing page can be customized for the Agency with personalized messaging, logo, along with recommended and product standards for individual purchasers. • Users research and shop product technology, pricing, specifications, system requirements and compatibility with our easy-to-use navigation tools. • Create and save quotes. The quoting system allows users to request online quotes to the Agency's dedicated Account Manager. • Create personal quick lists (favorites) for frequently purchased items. • Check real time order status. • Multiple level hierarchy of purchase authorization – shopper, buyer, and management. Each level can have different permissions and authorizations. • Users can transact orders independently with payment options of credit card and/or Purchase Order. • Reporting capability based on User rights including: Order Tracking, Proof of Purchase/Invoicing, Purchase History, Invoice.
----	--	---

Table 8: Value-Added Attributes

Line Item	Question	Response *
40	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>Formal and informal training and support is available through Connection for all the products and services we provide.</p> <ul style="list-style-type: none"> • Connection will provide training at no additional charge, on the use of your procurement site and recommend best practices for use and customization. • Informal training and/or support will be provided, if required, for the products and services offered in this RFP via our technical support group by telephone, during normal working hours. The specific details are product and service specific and will be outlined on a case-by-case basis. Technicians within our Support Group are available and can be reached at 800-800-0011, Monday–Friday, from 8:30 a.m. – 5:30 p.m. ET. Connection Account Managers are also available to assist and support, in conjunction with the products and services offered in this RFP. • Connection was among the first direct response IT solutions companies to offer toll-free technical support for our products including both before and after the sale. Connection's technical staff is certified to provide factory authorized service for many product brands. • Formal, customer-specific, classroom training is also provided by Connection. This formalized training can be done at the customer's facilities, via WebEx, at a Connection location or via other means required by the customer. There are additional costs for this type of training and will be determined between the customer and Connection, based on the size and scope of the training/project requested. • Furthermore, dependent upon the manufacturers' selected, additional, manufacturer-specific training options may be available. • Connection will offer training to all end-users regarding the various methods available to reach the account team and obtain customer service.
41	Describe any technological advances that your proposed products or services offer.	<p>Connection is a leader in innovation. We are continually developing technology advances that distinguish us from our competitors. This enables us to offer best-in-class solutions to all Sourcewell Members. An example of one such innovation is the AI we developed that enables us to auto-remedy data migration failures. This allows us to ensure our data migration services take place in a faster and more efficient fashion than typical scripted migration tools/methods in the market today; this is just one example of the many advances which set us apart from our competitors.</p>

42	Describe any "green" initiatives that relate to your company or to your products or services, and include a list of the certifying agency for each.	<p>As a leading technology solutions provider, Connection is committed to delivering on a foundation of Earth-friendly practices in everything that we do. This is being accomplished through the support of community programs, empowerment of our employees, and collaboration with a network of dedicated, responsible partners who exemplify environmentally sound business practices and demonstrate a strong commitment to sustainability initiatives. These actions are focused on driving company-wide sustainability practices that result in a positive impact on the environment and significant, long-term benefits to our employees, customers, partners, and the communities in which we live and work. We have had a long-time commitment to good environmental, "green," practices, with several established environmental and sustainability policies and programs in place, to meet the requirements of our environmentally conscious customers.</p> <p>Ongoing Education</p> <ul style="list-style-type: none"> • Connection wants its customers to know they have options. When our partners provide ENERGY STAR®, EPEAT, and RoHS ratings electronically, Connection includes this information on its website to help customers make informed decisions. Connection also utilizes EPEAT resources for identifying ratings across the most used IT products. • Account Managers attend regular manufacturer meetings and training sessions, so they are kept informed of the latest "green" technology product offerings. <p>Recycling</p> <ul style="list-style-type: none"> • Connection isolates, bales, and recycles all waste corrugated (cardboard) including cartons from our suppliers and returned packages. • Connection isolates, bales, and recycles all stretch wrap removed from pallets. • Connection utilizes trash haulers that sort and recycle our trash. • Connection isolates all wastepaper, shred, bale, and recycle it. • Connection recycles toner cartridges, shrink wrap, and airbags used in our configuration lab and warehouse. • All e-waste is recycled through certified e-waste recycling companies. • Connection has invested heavily in the refurbishment and use of existing structures whenever we have expanded our footprint, thereby reducing the effect of corporate sprawl. <p>Warehouse Packing & Shipping</p> <ul style="list-style-type: none"> • Connection eliminated the use of packing peanuts. • The shipping cartons we purchase are manufactured with a minimum of 65% recycled PCW material. • The packing paper we use as dunnage in our shipping cartons is manufactured with a minimum of 40% recycled PCW material. • All corrugated boxes received from vendors are baled and shipped to a corrugated recycling company. • All pallets used for storage and shipping are obtained by reusing pallets upon which vendor product was shipped to us. • Connection receives more pallets than we ship. All excess pallets are shipped to a pallet recycling company. • All dunnage material used by our vendors for shipments sent to us is either reused in our customer shipments or provided to other local business for use as packing material. <p>• Many packages we handle are self-shippers (packaged by the manufacturer and never opened by TIDC); we do not add to the manufacturer's recommended minimum level of packaging material.</p> <p>Energy Consumption</p> <ul style="list-style-type: none"> • Connection utilizes low-E glass to control radiant heat and heat/cooling loss. • Connection incorporates skylights to introduce natural light, and special shading systems to control heat gain and cooling loss. • Connection incorporates automated energy management systems to regulate temperatures and to control temperature and lighting, to coincide with times of occupancy. • We reduce energy consumption via the use of low energy lamps, electronic ballasts, and energy-star rated equipment. • All coolants in our air conditioning and refrigeration systems are environmentally friendly. • Irrigation systems utilize recovered rainwater. • Air circulation systems were installed to incorporate a filter system and to take advantage of high ceiling heat in the winter, and floor level cool air in the summer, resulting in improved air quality and temperature with minimal energy consumption, and reduced heating/cooling cost. • Motion lights installed in our offices, and warehouse reduce energy consumption. • Connection's conveyor systems are low voltage DC powered rollers with 30" zones so they are only running when a package is within that zone. This greatly reduces power consumption, noise levels, and provides a much safer environment.
----	---	--

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.	Connection is a reseller and not the manufacturer of the products requested within this RFP. As such, we are only able to note the certifications received by the manufacturers within the product descriptions within our product web catalog.	*
44	Describe any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation of certification (as applicable) in the document upload section of your response.	<p>GovConnection, Inc. d/b/a Connection Public Sector Solutions (Connection) utilizes small, disadvantaged, minority-owned and/or women-owned, and/or HUBZone businesses, whenever possible. Each situation will be analyzed individually and the partner that best fits the needs of each customer, will be used, when possible. Connection has a Federal Government Approved Small Business Subcontracting Plan that is valid for FY2023. In this plan, we commit subcontracting dollars to small business concerns including Alaskan Native Corporations, and Indian tribes, Veteran-Owned Small Businesses, Service-Disabled Veteran-Owned Small Businesses, HUBZone Businesses and Women-Owned Businesses. In addition, Connection Public Sector Solutions is currently participating in the SBA's Mentor-Protégé Program (SBAMPP).</p> <p>Our Protégé company is a HUBZone certified small business. The purpose of the SBAMPP is to enhance the development of the Protégé by encouraging approved mentors to provide various forms of assistance. As the Mentor, we provide our Protégé with: Management and Technical Assistance, Financial Assistance, Contracting Assistance, Business Development Assistance and General and/or Administrative Assistance. Connection's participation in this program will increase our ability to leverage our Protégé's expertise in relevant technologies such as networking, cloud computing, cybersecurity, mobile solutions, internet of things, industrial control systems, and managed security services, while also improving HUBZone utilization. Supporting Mentor-Protégé documentation is available upon request.</p> <p>Good Faith Efforts Connection engages Diverse Suppliers (small, disadvantaged, minority-owned and/or women-owned, and/or HUB businesses) as part of our daily operations. Each transaction is analyzed for the partner that best fits the needs of our customers. We continuously work with our marketing teams and our purchasing organization to determine how to expand our Diverse Supplier relationships and drive results. We look forward to the opportunity to work with you on building a resource that will validate our commitment to utilize HUB partners whenever possible.</p>	*
45	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	<p>Our partnership can deliver the most comprehensive solution. Connection's unique capabilities and long-reaching product and service knowledge base enable us to provide a unique offering unlike anything else in the market. Our industry's most important competitive factors are price, product selection, and availability, as well as service and support.</p> <p>Some of the unique attributes that set us apart from the competition include:</p> <p>Transforming Technology into Complete IT Solutions At Connection, we understand there's a lot more to IT than just technology. Our customer-centric approach focuses on the unique IT goals and challenges facing your organization. We work closely with you before, during, and after every purchase to make sure you get exactly what you need, when you need it. And, as part of the total Connection solution, we support all the technology we sell with a complete portfolio of IT services designed to help you get more out of your investment.</p> <ul style="list-style-type: none"> • 460,000 technology products • 1,600+ brands • Contract-purchasing expertise • Volume software licensing • Comprehensive professional and configuration services • Connection offers a unique combination of personal service, in-depth expertise, and customized support to meet your needs. <p>Start with a Single Point of Contact</p> <ul style="list-style-type: none"> • Your dedicated Account Manager understands the needs of IT decision makers and is trained to help you gain an advantage with efficient, well-designed solutions. • You receive our full attention throughout all stages of the IT lifecycle—from researching and planning to purchasing, installation, and asset disposition. <p>Then We Support You with a Team of Experts Your Account Manager works directly with a team of experts who can help with the assessment, planning, design, and implementation of your IT projects. Our technical experts include:</p> <ul style="list-style-type: none"> • Certified Technical Engineers • Professional Service Manager • Technology Support Specialists • Software Licensing Specialists • A Network of IT Services Partners • Provide Contract Expertise • Connection® Public Sector Solutions has extensive experience managing government and 	

		<p>education contracts.</p> <p>Offer Technical Expertise You Can Trust</p> <ul style="list-style-type: none"> • Our talented engineers hold more than 2,500 professional certifications. We can design and deploy custom IT solutions that meet your needs. • Leveraging our partner network, we bring a wealth of trusted technical expertise to each project. • We also offer a variety of professional services including installation, service plans, repairs, staff training, helpdesk support, and asset disposition. <p>Strategic Relationships and Certifications with Top Manufacturers</p> <ul style="list-style-type: none"> • Connection holds premier certifications with top vendors, including: <ul style="list-style-type: none"> o Hewlett Packard Enterprise Platinum o Lenovo Platinum o Microsoft Gold o Cisco Gold o Dell EMC Premier • These certifications allow us to offer enterprise-class service, access to volume pricing and in-demand products, software licensing programs, and more. • We were among the first direct marketers, qualified by manufacturers, to market computer systems to end users. These established manufacturer relationships enable us to offer you deep pricing discounts. • As a premier, authorized reseller having no ownership affiliation with any of these partners, we are able to garner extremely competitive pricing for Sourcewell Members. • Information Technology or Manufacturer Seminars/Webinars are available • Vendor Bestowed Accolades and Awards <p>Deliver Customized Distribution Capabilities</p> <ul style="list-style-type: none"> • With over \$3.1 billion dollars of buying power, we have priority access to the biggest IT brands in the industry—granting us the capability to maximize product availability. • Our most frequently ordered items are always in stock at our Wilmington, Ohio Technology Integration and Distribution Center, offering you a dependable source for seamless order fulfillment. • Through our overnight service, we can process orders placed as late as 7:00 p.m. ET for in-stock items for next-day delivery. • We also source products from manufacturers and can drop ship from our suppliers' warehouses strategically located across the US. <p>Custom Configure Your Equipment</p> <p>Our highly trained technicians can perform a broad range of configuration services at our ISO certified lab, including:</p> <ul style="list-style-type: none"> • Hardware configuration • Provisioning and Imaging • Asset Tagging and Data Capture • Kitting/Reverse Kit Solutions • Laser Engraving • VPN-based Provisioning • Deployment Hosting • Inventory Planning and Rollout • White Glove (Google and Microsoft) • Mobile Provisioning • Jamf Services • Remote Management • Location in a Box • Document/Printing Insertion Service • Custom Packing <p>Assist with Inventory Planning and Rollout</p> <ul style="list-style-type: none"> • We can help you develop a long-term product forecast. • We can manage the logistics of a rollout, securely store newly purchased equipment, and then custom tailor a delivery schedule. • We can also store your hardware standards and software images, giving you the ability to easily expedite replacements for broken, worn out, or lost equipment. • For additional information on the dependable and seamless distribution and fulfillment offered by Connection Public Sector Solutions' Technology Integration and Distribution Center, we hope you will enjoy the video located at the bottom of the page via the following link: http://www.govconnection.com/technology-services/distribution-and-configuration-center. (Please note, this video views best via the Chrome browser).
--	--	--

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>Connection resells of hundreds of thousands of products from thousands of manufacturers. Each manufacturer individually provides warranty, repair and support for the products which they market. As Connection is the reseller of the products and not the manufacturer, Connection will pass through all manufacturer warranties to Sourcewell Members. Warranty coverage varies by manufacturer products. If a multiple year warranty is not offered from the manufacturer, but is requested, Connection will offer this for an additional charge. Warranty prices will vary depending upon length of warranty period and the device being warrantied. As such, extended warranties can only be quoted at the time of sale.</p> <p>Warranty Service: Warranty service will be determined on a case-by-case basis and is dependent upon the product(s) and warranties purchased. Connection will work with each Member to ensure their specific warranty needs are met for each product they purchase.</p> <p>Technical Support Service: Technical Support Service will be determined on a case-by- case basis and is dependent upon the product(s) and warranties purchased. Connection will work with each Member to ensure their specific needs are met for each product they purchase. Connection will provide sales support at no additional charge during our normal hours of operation.</p> <p>Replacement Parts: Replacement part provisioning will be determined on a case-by-case basis and is dependent upon the product(s) and warranties purchased. Connection will work with each Member to ensure their replacement part needs are met for each product they purchase. Since Connection is not the manufacturer of the products purchased, we pass through the warranties of the manufacturer. Connection warrants that we have good title to the hardware products we sell, and that we have proper authority to license the software products we distribute. We do not warrant the performance or integrity of any Product, but merely pass through to the Customer whatever end-user warranty the manufacturers or software publishers provide with their respective products.</p> <p>STATEMENTS MADE TO YOU IN THE COURSE OF ANY PRIOR, CURRENT, OR FUTURE SALE ARE SUBJECT TO THE YEAR 2000 INFORMATION AND READINESS DISCLOSURE ACT, (___ U.S. C. ___) (P.L. 105-271). IN THE CASE OF A DISPUTE, THIS ACT MAY REDUCE YOUR LEGAL RIGHTS REGARDING THE USE OF ANY SUCH STATEMENTS, UNLESS OTHERWISE SPECIFIED BY YOUR CONTRACT OR TARIFF. GOVCONNECTION AND ITS AFFILIATES HEREBY EXPRESSLY DISCLAIM ALL WARRANTIES EITHER EXPRESS OR IMPLIED, RELATED TO PRODUCTS SOLD OR SERVICES PROVIDED BY THIRD PARTIES OR AFFILIATES OF GOVCONNECTION, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS DISCLAIMER DOES NOT AFFECT THE TERMS OF THE MANUFACTURER'S WARRANTY, IF ANY.</p> <p>We have no control over the technology of the Products sold herein, and therefore cannot and do not indemnify Customer for claims by third parties that Products infringe any patent, copyright, trademark or trade secret. We will PASS THROUGH.</p>
47	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	Please refer to Connection's response to No. 46. Coverage varies by product and manufacturer. *
48	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	Please refer to Connection's response to No. 46. Coverage varies by product and manufacturer. However, extended warranties are available at an additional cost, upon request. *
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?	As Connection is the reseller and not the manufacturer, we will only be able to support areas that the manufacturer cannot support. Each manufacturer's certified technicians' availability varies, however, Connection will pass along the coverage provided by each manufacturer, to the Sourcewell member. *

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>Warranty services are typically provided by the original equipment manufacturer (OEM), however, Connection is factor-authorized to perform Depot repairs, at our Keene, NH and Wilmington, OH locations, on the following manufacturers' products:</p> <ul style="list-style-type: none"> • Acer – Desktops and notebooks • Apple • Fujitsu – Notebooks • Hewlett-Packard – Desktops and notebooks, inkjet and laser printers • Lenovo – Desktops, Notebooks • Sony – Notebooks • Toshiba – Notebooks 	*
51	What are your proposed exchange and return programs and policies?	<p>Returns: Defective and Non-Conforming Goods or Services:</p> <ul style="list-style-type: none"> • Within 30 days after delivery of product <p>Reasons for Return or Credit: within 30 days of purchase</p> <ul style="list-style-type: none"> • The product is defective or nonconforming • The product is incorrectly ordered or shipped. • The product is received as an overage or the order is duplicated and shipped in error and the overage is noted on the shipping document(s). • The product receipt is late or delayed and because of the late or delayed delivery is deemed in good faith by the member to be unusable or no longer needed. • Certain products – including but not limited to custom builds – may be non-returnable. These must be disclosed to Member at time of quote or prior to order acceptance. <p>Restocking Policy:</p> <ul style="list-style-type: none"> • No restocking fee can be charged under these circumstances: <ul style="list-style-type: none"> o Item is returned due to damage, incorrect product shipped, or Supplier customer service order entry error o Unopened inventory is returned within 10 business days of delivery o Inventory is returned, but exchanged for other inventory • Re-stocking fees for all other reasons can be no greater than 15% of the value of the items needing re-stocking <p>Shipping/Delivery Terms:</p> <ul style="list-style-type: none"> • F.O.B. destination (i.e. cannot charge for shipping). • Additional shipping or handling charges must be specified in a quote and be explicitly accepted by Member prior to order <p>Warranty: Manufacturers' standard warranty shall apply.</p>	*
52	Describe any service contract options for the items included in your proposal.	<p>Connection can offer extended service contract warranty service options for an additional charge. Available options will vary by manufacturer. Connection is not the manufacturer but is a reseller of the products offered. As such, warranties are supported/ warranted by the manufacturer and shall apply. We will pass through all manufacturer warranties to the end-user.</p>	*

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>The Project Manager will perform project closing activities after the final deliverables have been produced. These activities include understanding lessons learned and refining project standards and templates with best practices learned in this project.</p> <p>Perform Administrative Closure</p> <ul style="list-style-type: none"> • The Project Manager must obtain project acceptance sign-off from the Customer. • The Project Manager will conduct a project postmortem formally or informally to understand lessons learned by the project team. • All action items from the postmortem meeting should be documented and completed before the project can be officially closed. • Perform financial closure and ensure all billing is completed. • Feedback on the Services PLC should also be provided to Services PMO Manager. • Conduct Project Review – The Services PMO Manager may conduct a project review with the Project Manager utilizing the Project Review Process SOP.
54	Describe any service standards or guarantees that apply to your services (policies, metrics, KPIs, etc.)	<p>Order Type: Advanced Exchange Lifecycle Services Ship Method: Priority Description: Lifecycle Services Advanced Exchange SLA: Same day if WO created by 2 pm Eastern</p> <p>Order Type: One Off Ship Method: Priority Description: 1-9 units per order SLA: 24-48 hours</p> <p>Order Type: One Off Ship Method: Ground Description: 1-9 units per order SLA: 72 hours</p> <p>Order Type: VAS (Value Added Services) Ship Method: Ground or Priority Description: 10-14 units per order 15-72 units per order SLA: 3 business days 5 business days</p> <p>Order Type: Mid-Tier Ship Method: Ground or Priority Description: 10-14 units per order 15-72 units per order SLA: 3 business days 5 business days</p> <p>Order Type: Rollout Ship Method: Ground or Priority Description: Greater than 72 units per order SLA: As scheduled.</p> <p>*SLAs reflect time from lab workorder (wo) creation to work order completion.</p>

Table 10: Payment Terms and Financing Options

Line Item	Question	Response *
55	Describe your payment terms and accepted payment methods.	<p>Connection's payment terms are Net 30, by ACH, check or wire. Credit cards may be used for payment at the time of order. Net 30 accounts may not be paid by credit card. Connection can accept payments several different ways.</p>

56	Describe any leasing or financing options available for use by educational or governmental entities.	<p>We work with several leasing partners, among them are Connection Financial Services, Dell Financial Services, Cisco Financial Services, HPE Financial Services, Lenovo Financial Resources and VarResources. We will work with customers to isolate their needs and to determine what the most important features and services are in their leasing solution. With this information, your Account Manager can assist in making recommendations that best fit the individual customer's needs. Each leasing company has a unique set of services and benefits offered as well as their own terms and conditions. Rates are determined based on the credit worthiness of the customer, the length of the lease and the total amount financed. Connection's Account Managers can assist with the members' leasing needs, from completing the leasing credit applications to picking up and returning computers at the end of the lease, if desired.</p>
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>Connection can assist Sourcewell members with the following capabilities upon request, at no additional charge:</p> <p>Reporting and Invoicing Capabilities Connection integrates with many institutions' procurement systems and 3rd party systems, allowing us to provide seamless single sign on, offsite carts, quoting, automated electronic ordering and electronic invoicing. Connection has successfully integrated its e-procurement tools with these systems to our customers' complete satisfaction. We currently interface with such e-Procurement partners as Jaggaer, Ariba (including Ariba Punchout), Oracle Supplier Network, Oracle Exchange and iProcurement, Peoplesoft, SAP-SRM (including OCI Transactions), Coupa, Workday, Ketera, Elcom, ExpenseWatch, Epicor, eSchoolMall/Mercury Commerce, UniMarket, SupplyOrg, QValent, and CommerceOne. We can support cXML, xCBL and many other XML variations. We support hosted and dynamic catalogs customized to your needs. Our typical transactions include seamless shopper logins (i.e., PunchoutSetupRequest or other), shopper cart export (PunchOutOrderMessage or other), live price requests, automated electronic POs and electronic invoicing (including credit memos). We have also implemented specialized solutions for customers procurement needs when the situation deemed appropriate. All eProcurement Transactions are handled securely using HTTP/HTTPS or SFTP.</p> <p>Examples of what our reports show include:</p> <ul style="list-style-type: none"> • New product information; • Price sheets showing price decreases on discontinued Products; • Decreases on manufacturer's prices on Products still to be manufactured; • System upgrades that are available; • Current pricing and Product lists; • Software stays in compliance with latest supported version; and • Special sales or promotions <p>eCommerce Site Reporting/B2B: This Reporting can be generated by members or Administrators of their eCommerce site, as well as by Connection's dedicated account managers. Connection can provide certain customized, customer-specific, reports based on User rights of your customized eCommerce solution site, that include:</p> <ul style="list-style-type: none"> • Order Tracking • Proof of Purchase/Invoicing • Purchase History • Proof of Delivery • Invoice History <p>Additional / Key Performance Indicator (KPI) Reporting: Over the years Connection has built out a robust reporting platform designed to increase the operational efficiencies of our customers. We want to help our customers make the best decisions possible by providing complete transparency. Our promise – If we have the information, we'll be able to report on it for you. Your dedicated sales and operations team will be the direct line of contact for these types of reporting requests.</p> <p>B2B Capabilities Connection has the capabilities in place to support robust order management systems for Sourcewell. We offer secure, online, eCommerce solution sites that are customizable for each account.</p>

		<p>Connection, along with our B2B website, can help you streamline your IT purchasing. Our B2B website helps you standardize your purchasing practices, control unauthorized spending, reduce paperwork, and increase productivity. These sites offer an efficient procurement channel with benefits that include purchasing authorization control and reporting, among many others.</p> <p>These sites will ensure that products and services that are not on contract, will not be sold. Sourcewell-specific pricing for Sourcewell-selected products will be loaded onto each site. Connection's Order Entry and Account Management systems will accept a custom contract code that will not allow excluded products to be ordered on contract. Once the user is logged into their web ordering page, the contract code will not allow for excluded products to be placed on order. The same function is built into our internal order entry system and will not allow the Connection representative or any delegate to place orders for excluded products.</p> <p>Some of the features and benefits to Sourcewell include:</p> <ul style="list-style-type: none"> • Shop Sourcewell-priced, discounted products, over 460,000 technology items, or create a custom catalog of agency-approved products only. • Account dashboard landing page can be customized with personalized messaging, logo, along with recommended and product standards for individual purchasers. • Users research and shop product technology, pricing, specifications, system requirements and compatibility with our easy-to-use navigation tools. • Create and save quotes. The quoting system allows users to request online quotes from the Sourcewell's Account Team. • Create personal quick lists (favorites) for frequently purchased items. • Check real time order status. • Multiple level hierarchy of purchase authorization – shopper, buyer, and management. Each level can have different permissions and authorizations. • Users can transact orders independently with payment options of credit card and/or Purchase Order. • Reporting capability based on User rights including Order Tracking, Proof of Purchase/Invoicing, Purchase History, Invoice.
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, payments can be transacted with P-cards, credit cards online or over the phone. There is no additional cost to Sourcewell members for using P-cards for procurement. Connection accepts all credit or procurement ("P-Cards") cards issued by an established and accredited bank. Connection does not recommend and cannot guarantee protection if P-card or credit card number is transmitted via fax.</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 Sourcewell Price and Product Change Request Form.

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

59	<p>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. Upload your pricing materials (if applicable) in the document upload section of your response.</p>	<p>This information is Proprietary/Trade Secret: To fully satisfy the requirements of RFP # 121923 for Technology Products and Services with Related Solutions Connection is proposing fixed discounts from our verifiable Web Catalog List Price (WCLP). Connection's WCLP is available via our web site catalog located at www.connection.com/PS. The offered discount will remain firm for the term of the contract. The pricing model is one that is fluid and adaptive to the market. As our list prices automatically change to meet demand in the market, Sourcewell-specific pricing will also automatically change.</p> <p>We offer discounts by product category versus by manufacturer. Pricing will be dynamic and based on these publicly available list prices at the time of order. All the Sourcewell-specific pricing will offer our sales team the flexibility to work with vendors and manufacturers to negotiate additional discounts when available. Sourcewell-specific pricing can be viewed at www.govconnection.com/sourcewell. An account can be created under the "FIRST TIME USER" link or you may login under a previously created test account under "LOG IN" link using the following login information:</p> <p>Login Link: https://www.connection.com/ipa/login/login</p> <p>K-12 Catalog Email: sourcewellk12@pcc.id Password: Technology2!</p> <p>State, Local, Higher Education Catalog Email: sourcewellsled@pcc.id Password: Technology1!</p> <p>Please reference Connection's "Web Catalog List Price" (WCLP) by Market Group, under Attachments for the discounts we offer to Sourcewell members. If a discount percentage causes the sell price to fall below our standard cost, the sell price shall be adjusted and honored at Connection's standard cost. Connection will not be required to sell below Connection's standard cost due to the percent discount from list. In addition, there shall be no administrative fees paid on purchases made at Connection's standard cost.</p> <p>Credit/Purchase Card purchases and purchases that are below Connection's Cost plus 3% are excluded from administrative fees/payments. Cost is defined as the ""CNXN Public Sector Contract Cost I"" which incorporates general, administrative, and acquisition costs related to the inventory of product including the warehousing and distribution of product. Please note that there are restrictions on the sale of Apple products to K-12 institutions.</p> <p>This information is Proprietary/Trade Secret: Administrative Fees: Connection agrees to pay a monthly administrative fee based upon the total sales price of all purchases shipped and billed pursuant to the Master Agreement, excluding taxes, in the amount of one percent (1%) of aggregate purchases with the exception of Apple products, Chromebooks, Software, and Cloud Services which shall have an Administrative Fee of one-half a percent (0.5%) made during each calendar month (individually and collectively, "Administrative Fees"). Connection's annual sales shall be measured on a calendar year basis.</p>
----	---	---

<p>60</p>	<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>Trade Secret/Proprietary: Connection is proposing fixed discounts from our verifiable Web Catalog List Price (WCLP). The PDF attachment titled Connection's Web Catalog List by Product Category lists the discounts offered from our web catalog, by product category.</p> <p>Product Category by Market Group Connection's Web Catalog List Price (WCLP) Discount</p> <p>Business/Home Office Software 4.00%</p> <p>Cables 16.00%</p> <p>Client Networking 7.00%</p> <p>Cloud Services** 5.50%</p> <p>Configuration Services** 5.50%</p> <p>Consumer Electronics 10.50%</p> <p>Cybersecurity Services** 4.00%</p> <p>Desktops 4.50%</p> <p>Digital Imaging and Sound 9.00%</p> <p>Drives & Storage Hardware 7.50%</p> <p>Enterprise Networking 7.00%</p> <p>Enterprise Storage 7.00%</p> <p>Graphics/Publishing & Internet 6.00%</p> <p>Home & Leisure Software 4.00%</p> <p>Memory 10.50%</p> <p>Mobile Computing Accessories 10.00%</p> <p>Mobile Electronics 7.00%</p> <p>Monitor, Projector Accessories 10.00%</p> <p>Monitors & Projectors 3.50%</p> <p>Network Software 4.00%</p> <p>Notebooks 4.50%</p> <p>Point of Sale Equipment 6.00%</p> <p>Power Management 8.50%</p> <p>Printer Supplies & Accessories 10.50%</p> <p>Printers - Ink-jet & Other 7.00%</p> <p>Printers - Laser 7.00%</p> <p>Printers - Multifunction 7.00%</p> <p>Professional Services** 5.50%</p> <p>Repair Services** 5.50%</p> <p>Servers 6.25%</p> <p>Storage Media & Accessories 9.50%</p> <p>System Enhancements 7.00%</p> <p>Systems Accessories 10.00%</p> <p>Video 7.00%</p> <p>Warranty Services** 5.50%</p> <p>Workstations 5.50%</p> <p>Discounts are available for SKU'd services only. Customized services priced on case-by-case (Statement of Work) basis, requiring project or hourly rates are not offered under this Agreement.**</p>
<p>61</p>	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>Connection will provide additional discounts based on volume where possible. Communication between the Sourcwell Member and their Connection account manager becomes a critical part of this process. Members should work closely with their Connection account manager when researching volume purchasing or large-scale enterprise solutions. The Connection account managers will then work closely with the manufacturer community to ensure additional discounts are passed along when available.</p>
<p>62</p>	<p>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>	<p>Connection has strong relationships with over 1,600 manufacturers and offers over 460,000 name brand technology products and numerous other services. We are continuously expanding our product portfolio to meet the specific needs of our customers and to offer the latest advancements in technology. We welcome any dialogue around the inclusion of new products, related services and/or vendors. In the event a product or solution is not already set up in our catalog, Connection has a process that is easy and seamless. The request would begin by the Sourcwell Member contacting their Connection account manager. The account manager would then submit a request to our strategic sourcing desk. Once the request is submitted through our system, the account manager can typically deliver a quote to the Sourcwell Member within 24-48 hours.</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.	<ul style="list-style-type: none"> • Expedited, heavyweight, etc. • Installation, set up, removal of trash • Extended warranties • Shipping (Other than free ground, best way, shipping for orders of \$50 or more.) • White Glove, warehousing, and configuration services • Environmental and recycling fees • Restocking fees • Late fees • Sales tax • Formal, classroom training • Return shipping when applicable – over 30 days and restock • Consulting Services • Deployment 	*
64	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	<p>Connection can arrange for specialized transportation services such as inside delivery, package removal and product set-up. If such services are required, members are encouraged to contact their Account Manager to arrange for a tailored rate quote.</p> <p>For orders classified as heavyweight or DIMM, Connection will add our discounted shipping charges to the invoice. Heavyweight shipment is defined as a single item over 150 pounds or multiple items over 300 pounds. For orders classified as "Heavy" or "DIMM," the shipping terms will be FOB Destination, Freight Prepaid and added. DIMM is defined as a package that has large size to weight ratio. Liftgate, Inside Delivery and/or Delivery Appointment service charges will be added to the invoice.</p>	*
65	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	BOT (By ocean transit) Delivery to Alaska or Hawaii, is available at an additional charge and will be quoted on a case-by-case basis.	*
66	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Connection will offer Sourcewell Members a white glove delivery service, upon request, for an additional fee. This delivery service would cover same day delivery, staging, warehouse service, inside delivery, dunnage removal, room of choice delivery, etc. These types of requests would be initiated through the Sourcewell Member's account manager. The account manager would collect all necessary details of the white glove delivery needs from the Sourcewell Member. The account manager would then work with our logistics team to prepare the specialized white glove freight quote. Once the quote has been prepared, the account manager would work with the Sourcewell Member to ensure that the white glove service is carried out as agreed.	*

Table 12: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
67	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.

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>Our discounted pricing for the Sourcewell contract will be directly tied to a special pricing code (ASP) that will dynamically and consistently apply the agreed upon contractual discounts Connection's Web Catalog List Price (WCLP). This method allows for complete transparency and may be audited at any time for accuracy by Sourcewell and its members.</p> <p>The Process: ASPs are created in our internal order management systems and imported into our B2B sites. ASPs calculate the contract maximum sell price by use of the appropriate formula (list minus, etc.). ASPs feed sku's and pricing directly from our CRM system during the quoting process to ensure that only Sourcewell contract compliant products are available for quoting at contract compliant pricing. ASPs can be updated, as needed, if contract pricing changes, or per customer needs (i.e., Member Specific Agreement requirements).</p> <p>Connection will generate a quarterly report of all Contract Net Purchases shipped or returned during a fiscal quarter. Such report will be provided within 30 days after the end of Connection's fiscal quarter, which begins on January 1st. The agreed upon administrative fee will be calculated and submitted to Sourcewell within 35 days.</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>We follow detailed ISO processes to ensure that we comply with all our contract requirements. Since receiving our ISO 9001:2015 certification, we have gone through annual recertification audits through SAI Global an International ISO Certification Registrar. Our Quality Management team conducts quarterly management reviews. In addition, Connection's internal audit team conducts periodic audits to ensure contract compliance. Contract compliance includes pricing and reporting as well as customer satisfaction reviews.</p> <p>eCommerce Site Reporting/B2B: This Reporting can be generated by Sourcewell members or Administrators of their eCommerce site, as well as by Connection's dedicated account managers. Connection can provide certain customized, customer-specific, reports based on User rights of your customized eCommerce solution site, that include:</p> <ul style="list-style-type: none"> • Order Tracking • Proof of Purchase/Invoicing • Purchase History • Proof of Delivery • Invoice History <p>Additional / Key Performance Indicator (KPI) Reporting: Over the years Connection has built out a robust reporting platform designed to increase the operational efficiencies of our customers. We want to help our customers make the best decisions possible by providing complete transparency.</p> <p>Our promise – If we have the information, we'll be able to report on it for you. Your dedicated sales and operations team will be the direct line of contact for these types of reporting requests.</p>	*
70	Identify a proposed administrative fee that you will pay to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract in the event that you are awarded a Contract. This fee is typically calculated as a percentage of Vendor's sales under the Contract or as a per-unit fee; it is not a line-item addition to the Member's cost of goods. (See the RFP and template Contract for additional details.)	Trade Secret/Proprietary: Connection agrees to pay a monthly administrative fee based upon the total sales price of all purchases shipped and billed pursuant to the Master Agreement, excluding taxes, in the amount of one percent (1%) of aggregate purchases with the exception of Apple products, Chromebooks, Software, and Cloud Services which shall have an Administrative Fee of one-half a percent (0.5%) made during each calendar month (individually and collectively, "Administrative Fees"). Connection's annual sales shall be measured on a calendar year basis.	*

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

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

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

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

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

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

72	Provide a detailed description of the equipment, products, and services that you are offering in your proposal.	<p>The products and services that Connection provides go far beyond the physical items we offer. Our sales team is the lifeblood of our organization, and they are second to none; complete satisfaction is their goal.</p> <p>The products and services we offer include:</p> <ul style="list-style-type: none"> • Extensive Range of IT Products: Connection is a global solutions provider of a wide range of over 460,000 information technology products and services/solutions. Our offerings include all of the products and services requested within this RFP: <ol style="list-style-type: none"> a. Computer hardware, including desktops, laptops, tablets, and related devices; b. Networking, server, and data storage equipment, including servers, server appliances, racks and cabinets, data storage or data protection devices, and switching technology; c. Peripherals, accessories, components, and options, including printers, scanners, monitors, AV equipment, unified communication hardware, mobility hardware, cabling, modems, routers, switches, power management, and supplies; d. Software related to the purchase of the equipment described in subparts a – c above; and, e. Tech support or assessment services related to the purchase of the equipment or software described in subparts a – d above. • Professional Services: Connection's technical experts support our customers in designing, enabling, managing, and servicing their IT environments. Providing a complete range of services across 8 key technology areas: Converged Data Center, Cloud, Networking, Security, Software, Lifecycle, Mobility and Digital Signage. • Established OEM Relationships: Connection has a 41-year history of maintaining strong, long-standing manufacturer/vendor partner relationships enabling us to secure favorable pricing from many partners. We were among the first direct marketers, qualified by manufacturers, to market computer systems to end users. We have no ownership affiliation with any of these partners, and as such, we are able to recommend the most objective, effective and cost-efficient solution to the Sourcwell Members. • Responsive Customer Service: We serve our customers through our staff of highly trained Account Managers, our team of on-staff experts, and our efficient and customized procurement websites. Connection Public Sector Solutions is dedicated to fulfilling the specialized needs of State and Local, Education and Federal Government organizations. • Industry Recognition: Connection has the services, technical expertise, and purchasing contracts that set us apart from the competition. Twice recognized by Forbes as one of "America's Most Trustworthy Companies," our goal is to provide customers with the expert guidance, state-of-the-art tools, and exceptional service to solve all of their technology challenges. • Commitment: Connection is fully capable of and committed to providing the equipment, products and services outlined within this RFP. We offer the full breadth of products and services, including cloud services and software. We look forward to the opportunity to provide a full complement of IT product and service solutions and software to your Members and to work diligently with Sourcwell and your Members before, during, and after every purchase, to ensure their complete satisfaction. <p>It is our intent to offer the full complement of products and services requested in this RFP. Connection's ability to service customers' complete IT product and solution needs qualify us to be Sourcwell's one-stop-shop, world-class vendor.</p>
----	---	---

73	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<p>Business/Home Office Software Cables Client Networking Cloud Services** Configuration Services** Consumer Electronics Cybersecurity Services** Desktops Digital Imaging and Sound Drives & Storage Hardware Enterprise Networking Enterprise Storage Graphics/Publishing & Internet Home & Leisure Software Memory Mobile Computing Accessories Mobile Electronics Monitor, Projector Accessories Monitors & Projectors Network Software Notebooks Point of Sale Equipment Power Management Printer Supplies & Accessories Printers – Ink-jet & Other Printers - Laser Printers - Multifunction Professional Services** Repair Services** Servers Storage Media & Accessories System Enhancements Systems Accessories Video Warranty Services** Workstations</p> <p>Discounts are available for SKU'd services only. Customized services priced on case-by-case (Statement of Work) basis, requiring project or hourly rates are not offered under this Agreement. **</p>
----	---	---

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

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

Line Item	Category or Type	Offered *	Comments
74	Computer hardware, including desktops, laptops, tablets, and related devices;	<input checked="" type="radio"/> Yes <input type="radio"/> No	
75	Networking, server, and data storage equipment, including servers, server appliances, racks and cabinets, data storage or data protection devices, and switching technology;	<input checked="" type="radio"/> Yes <input type="radio"/> No	
76	Peripherals, accessories, components, and options, including printers, scanners, monitors, audio visual, digital signage, virtual reality, Esports equipment, unified communication hardware, mobility hardware, cabling, modems, routers, switches, power management, and supplies;	<input checked="" type="radio"/> Yes <input type="radio"/> No	
77	Software related to the purchase of the equipment described in Lines 74-76 above;	<input checked="" type="radio"/> Yes <input type="radio"/> No	
78	Configuration, software implementation, hardware installation, support, assessment, training, and asset lifecycle services related to the purchase of the equipment or software described in Lines 74-77 above; and	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.
79	Security, cloud, network, data, IT asset lifecycle services, and solutions described in Categories 2 and 3.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.

Table 15B: Category 1 - Industry Specific Questions

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

Line Item	Question	Response
80	Describe your capability to report Sourcewell member purchases of products with environmentally preferred attributes (e.g., eco-labeled, rated, or certified).	Connection is able to report on various environmentally preferred certifications, like Energy Star, EPEAT, RoHS, UL / GreenGuard, TUV, TCO, China Energy Label (CEL), FCC Certification, etc., provided that Sourcewell outlines the specific certifications for which reporting is required, in advance and prior to building the reporting template.
81	Identify any reseller certification(s) (or similar third-party validation of technical expertise) that your organization has attained, if any.	Connection is an authorized reseller of products from over 1,600 manufacturers and has achieved premier certification status with several top manufacturers. These certifications allow us to offer enterprise-class service, access to volume pricing and in-demand products, software licensing programs, and more.
82	Describe your maintenance solutions for software products, such as maintenance agreements, software upgrades, continuous updates, patches, and fixes.	Connection is a value added reseller and does not manufacture or publish any software products we sell. The availability of software maintenance, upgrades, updates, patches and fixes varies greatly by software manufacturer and the software they publish.
83	Describe your website and the ease-of-use for customers, including order placement, payment, order tracking, etc.	<p>Connection's B2B – Ease of use</p> <p>Connection offers a secure, online, e-Commerce solution sites that are customizable for each member, using Sourcewell-specific pricing. Connection, along with our B2B website, can help you streamline your IT purchasing. Our B2B website helps you standardize your purchasing practices, control unauthorized spending, reduce paperwork, and increase productivity. These sites offer an efficient procurement channel with benefits that include purchasing authorization control and reporting, among many others. These sites will ensure that products and services that are not on contract, will not be sold.</p> <p>Sourcewell-specific pricing for Sourcewell-selected products will be loaded onto each site. Connection's Order Entry and Account Management systems will accept a custom contract code that will not allow excluded products to be ordered on contract.</p> <p>Once the Sourcewell member is logged into their web ordering page, the contract code will not allow for excluded products to be placed on order. The same function is built into our internal order entry system and will not allow the Connection representative or any delegate to place orders for excluded products. We will also provide training and a contract rules document for any Connection representatives that may be interacting with Sourcewell members. This will remain on display for reference at their workstations.</p> <p>Connection can integrate with many procurement systems and third-party systems, allowing us to provide seamless single sign on, offsite carts, quoting, automated electronic ordering and electronic invoicing. Connection has successfully integrated its e-procurement tools with these systems to our customers' complete satisfaction. We currently interface with such e-Procurement partners as Sciquest, Ariba (including Ariba Punchout), Oracle Supplier Network, Oracle Exchange and iProcurement, Peoplesoft, SAP-SRM (including OCI Transactions), Ketera, Elcom, ExpenseWatch, Epicor, eSchoolMall/ MercuryCommerce, UniMarket, SupplyOrg, QValent, and CommerceOne. We can support cXML, xCBL and many other XML variations. We support hosted and dynamic catalogs customized to your needs. Our typical transactions include seamless shopper logins (i.e., PunchoutSetupRequest or other), shopper cart export (PunchOutOrderMessage or other), live price requests, automated electronic POs, and electronic invoicing (including credit memos). We have also implemented specialized solutions for customers procurement needs when the situation is deemed appropriate.</p> <p>All eProcurement Transactions are handled securely using HTTP/HTTPS or SFTP.</p> <p>Some of the features and benefits to individual members include:</p> <ul style="list-style-type: none"> • Shop Sourcewell-priced, discounted Public Safety Software and related products, or create a custom catalog of agency approved products only. • Account dashboard landing page can be customized for the Agency with personalized messaging, logo, along with recommended and product standards for individual purchasers. • Users research and shop product technology, pricing, specifications, system requirements and compatibility with our easy-to-use navigation tools. • Create and save quotes. The quoting system allows users to request online quotes to the Sourcewell dedicated Account Manager. • Create personal quick lists (favorites) for frequently purchased items. • Check real time order status. • Multiple level hierarchy of purchase authorization – shopper, buyer, and management. Each level can have different permissions and authorizations.

- Users can transact orders independently with payment options of credit card and/or Purchase Order.

- Reporting capability based on User rights including Order Tracking, Proof of Purchase/Invoicing, Purchase History, Invoice.

Placing an order

Once an account is established, members can place an order in several ways. They have the option of logging into their secure web ordering portal or may place an order by contacting their Connection account team for assistance.

The following outlines the order processing procedure.

- Connection can provide secure, 24x7 ordering portals. Our mature and extremely successful web-based business is the hub around which our business is built. We have the expertise and the capabilities in place to support robust electronic procurement / ordering processes for Sourcewell members.

- Once logged into the web ordering portal, members will be able to view Sourcewell contract pricing.

- The order can then be placed directly in the web portal with a valid purchase order or P-Card. Members have the additional options of placing the order over the phone, via fax or email.

- Order is reviewed for accuracy, availability, and contract compliance.

- Order is released for processing and invoicing. Connection maintains an overall order accuracy rate of 99.999%.

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

- Delivery time frame: In-stock products are typically delivered within 2-5 business day.*

- Once an order is placed, the customer will receive system generated (automated) emails to provide order status, shipping notifications, and tracking information.

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

- Credit or Procurement Cards: Connection accepts all credit or procurement cards ("P-Cards") issued by an established and accredited bank, either online or over the phone. Connection doesn't recommend adding your credit card number to purchase orders and submitting via fax as this is an unsecure method of relaying your proprietary card numbers.

- Purchase Order: A purchase order with net terms may be provided. Bill to information is stored so that all invoices are directed to the exact location the customer requires.

- EDI and electronic transfers.

- Check payment.

Order Tracking

All orders shipped can be tracked from the point origin to the requested delivery address.

- Shipment tracking is available for web purchases once the order has shipped. The tracking number is listed on the site after the product is ordered. The customer may click on the tracking number to receive tracking details.

- Upon shipping, a system generated (automated) email with tracking information is sent to the email address of the member who placed the order, or an alternate designated by that User. For example, a purchasing specialist can enter an end user email address in addition to, or in place of, their own as the recipient of email tracking information. The Sourcewell's Connection Account Manager has the same ability for all orders placed internally.

- Shipment tracking can also be viewed when logged into the secure web order portal. The customer could search for their order-by-order number, purchase order or name and then click the tracking link within the order summary. If the order shipped in several cartons, separate tracking links will be provided for each carton.

- For added convenience, Connection's web ordering site also allows customers to generate an Order Tracking Report, which will provide the status of all open and shipped orders.

- Once an order is delivered, the order will be invoiced.

NOTE: Members of Connections Sales Team are available to advise and assist with this process whenever needed.

* Notwithstanding anything else to the contrary contained in this response, Connection shall in no event be liable for delivery delays that are caused by circumstances beyond Connection's reasonable control, including without limitation, carrier delays, product unavailability, fire, acts of God or government agency, severe weather, acts of war, labor shortages, power failures or health pandemics. Order status can be obtained from:

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

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

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

Line Item	Category or Type	Offered *	Comments
84	Cybersecurity services, such as cyber risk assessments, program strategy and operations, zero trust, skills and training, penetration testing, threat and vulnerability management, content security, network visibility and endpoint detection, log aggregation and correlation, disaster response and recovery, and managed cybersecurity;	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.
85	Physical security services, such as site assessment, upgrade planning and execution design, installation, integration, access control, video management, and managed physical security services;	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.
86	Cloud, such as Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), and strategy, design, migration, deployment, and managed cloud solutions;	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.
87	Network, such as maintenance and monitoring, edge computing, SD-WAN and LAN, and data center networking;	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.
88	Data, such as data modernization, data backup, data and document processing and storage, and assessment, validation, production, and management of AI and machine learning solutions; and	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.
89	Related solutions, such as endpoint security products, network security technologies, identity and access management technologies, security analytics, data security products, IP video monitoring systems, intelligent controllers, mission control systems, electronic locks, network infrastructure, and server room technology.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.

Table 16B: Category 2 - Industry Specific Questions

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

Line Item	Question	Response
90	Describe how you help organizations with their zero-trust programs, if applicable.	Zero trust programs and architectures are unique to each organization. Zero trust is a security strategy that requires acute planning and a detailed roadmap as it is typically a multi-year initiative for organizations. Engagement's will typically start with a zero trust workshop that will help in understanding the organizations current technology and business landscape as well as the people and relevant process that make up their workforce. In addition to understanding the organization's people, process, and technology we will also understand the organizations goals and how they will map to zero trust. Once the zero-trust workshop is completed a report is provided and discussed to the client as well as identified potential next steps focusing on key pillars as defined by CISA's zero trust maturity model (Identity, Devices, Networks, Applications and Workloads, and Data) as it relates to the organization. Organizations can leverage Connection's technology and solutions capabilities throughout their zero trust initiatives.
91	Describe how you deliver cybersecurity solutions in accordance with the National Institute of Standards and Technology (NIST) framework, if applicable.	NIST frameworks are critical foundational elements for many of the solutions and services that Connection delivers. There are numerous frameworks that NIST publishes that are leveraged for both assessment and consulting services, including the Cybersecurity Framework (CSF), Risk Management Framework (RMF), and other special publications published by NIST.

92	Please list any certifications or testing results you or your partner(s) hold which show security posture in your proposed solutions, if applicable.	Security Posture of Connection and our OEM Partners is available upon request and signing of a Non-Disclosure Agreement. This information is proprietary and not available to the public.
93	Describe how you deliver cloud solutions in accordance with the NIST definition of cloud computing, if applicable.	<p>NIST Cloud Computing Framework Summary: The NIST framework outlines key components of cloud computing: five essential characteristics (On-demand self-service, Broad network access, Resource pooling, Rapid elasticity, and Measured service), three service models (SaaS, PaaS, IaaS), and four deployment models (Private, Community, Public, Hybrid clouds). Azure, as our primary cloud platform, inherently provides these capabilities.</p> <p>Our Added Value:</p> <ul style="list-style-type: none"> • Expertise in Azure Services: We bring extensive knowledge and expertise in Azure's offerings, ensuring the most appropriate services are selected and configured to meet your unique business requirements. • Customized Solution Design: Leveraging Azure's infrastructure, we specialize in designing tailor-made solutions that align with your business needs, workflows, and compliance demands. • Integration with Existing Systems: Our team excels in integrating Azure solutions with your current IT infrastructure, providing seamless migration, data synchronization, and ensuring overall system coherence. • Security and Compliance Consultation: We offer expert guidance on cloud security and compliance, particularly crucial in industries with strict regulations. Our role extends to configuring and managing Azure's security tools to safeguard your data effectively. • Optimization and Cost Management: We assist in optimizing the use of Azure resources, ensuring cost-effectiveness, and maximizing the return on your cloud investment. • Training and Support: Our support encompasses training your staff on Azure functionalities and ongoing technical assistance, ensuring smooth operation and self-sufficiency. • Scalability and Futureproofing: We focus on building scalable solutions that cater not only to current needs but also anticipate and adapt to future growth and technological changes. • Custom Development: Our capabilities include developing bespoke applications or services on Azure, offering functionalities tailored to your specific requirements. • Project Management and Implementation: With a proven track record in managing and implementing cloud projects, we ensure timely, budget-compliant, and efficient completion with minimal operational disruption. <p>In conclusion, while Azure provides the foundational cloud infrastructure and services, our role as a professional services organization is to bring these elements together into a cohesive, customized, and optimized solution that addresses your specific business challenges and objectives. We are committed to delivering excellence and innovation in our cloud solutions, ensuring they not only comply with the NIST framework but also drive significant business value.</p>

94	Describe which deployment methods you provide cloud-based services (e.g., private cloud, community cloud, public cloud, or hybrid cloud), if applicable.	<p>Azure Stack for Private Cloud: For private cloud solutions, we utilize Azure Stack, offering:</p> <ul style="list-style-type: none"> • On-Premises Azure Environment: Azure Stack extends Azure services and capabilities to your on-premises environment, ensuring a consistent hybrid experience. • Customization and Control: Full control over your environment with the flexibility to meet specific operational and regulatory requirements. • Integration and Consistency: Seamless integration with Azure cloud services, maintaining a consistent application development and deployment experience. <p>Azure Public and Azure Government Clouds: Our public cloud offerings include Azure Public and specialized Azure Government clouds, providing:</p> <ul style="list-style-type: none"> • Extensive Azure Services: Access to a wide range of Azure services and tools, supporting scalability, flexibility, and innovation. • Compliance and Security: Azure Government clouds cater to specific compliance and security needs, especially suitable for government agencies and contractors. • Global Reach and Local Presence: Azure's global infrastructure ensures worldwide reach, while also offering data residency and compliance specific to local requirements. <p>Hybrid Cloud Solutions (Azure + On-Premises): In hybrid scenarios, we blend Azure cloud services with on-premises infrastructure to deliver:</p> <ul style="list-style-type: none"> • Flexibility and Balance: Optimal balance between cloud and on-premises resources, tailored to your unique business and operational needs. • Scalability and Innovation: Leverage Azure's scalability and innovation while maintaining certain workloads on-premises for compliance or latency reasons. • Integrated Management and Security: Unified security and management across cloud and on-premises environments, ensuring a secure and cohesive IT ecosystem. <p>In summary, our approach is to leverage Azure's comprehensive suite of cloud services in alignment with your specific deployment needs, whether through Azure Stack for a private cloud, Azure Public and Government clouds, or a hybrid model combining Azure with your on-premises infrastructure. We prioritize creating a solution that is not only technically sound but also strategically aligned with your business objectives.</p>
----	--	--

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

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

Line Item	Category or Type	Offered *	Comments
95	IT Asset Management Services, including hardware and software asset management, software as a service management, audit management, maturity assessments, sustainability solutions, and repair and maintenance;	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.
96	IT datacenter decommissioning, including planning and valuation, data shredding, de-racking, de-cabling, de-powering, and packing; and,	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.
97	IT Asset Disposal and Retirement Services, including secure data destruction, serialization, asset value recovery, recycling, remarketing, refurbishing, onsite collection, and ESG reporting.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please reference a copy of Connection's Professional Services Hourly Rates. This information is Proprietary/Trade Secret.

Table 17B: Category 3 - Industry Specific Questions

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

Line Item	Question	Response
98	Please list any certifications your company or your delivery partner(s) hold which are relevant to IT Asset Lifecycle Services, such as R2v3, e-Stewards, NAID AAA, ISO 9001, ISO 14001, ISO 45001, and ITAM Forum.	Connection provides IT Asset Lifecycle services via a combination of internal and external resources. Externally delivered services utilize our vetted authorized partner network and are managed by our Connection Service Delivery team. Our partners hold a myriad of certifications including R2v3, e-Stewards, NAID AAA, ISO 9001, ISO 14001, ISO 45001, and ITAM Forum. Based on client requirements, your Connection Services team tailors the solution to meet desired outcomes. Connection can provide the relevant certification proof before any service engagement upon request.
99	Please indicate the standards to which hard drives are wiped, such as the Department of Defense or NIST standard 800-88.	Connection utilizes both standards for data wiping based on client requirements or preferences. In addition, Connection can provide individual certificates should that be required and necessary. It can also provide drive shredding services and maintain a chain of custody throughout the process.

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

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

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

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 Sourcwell 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 Sourcwell.
3. Sourcwell may reject any response where any document(s) cannot be opened and viewed by Sourcwell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Financial Strength and Stability](#) - Financial Strength.pdf - Friday December 15, 2023 17:02:04
- [Marketing Plan/Samples](#) - Connection's Marketing Plan for Sourcwell.pdf - Friday December 15, 2023 17:48:17
- [WMBE/MBE/SBE or Related Certificates](#) - HUB Utilization.pdf - Friday December 15, 2023 17:49:14
- [Warranty Information](#) - Connection's Warranty Information.pdf - Monday December 18, 2023 07:06:56
- Standard Transaction Document Samples (optional)
- Requested Exceptions (optional)
- [Upload Additional Document](#) - Connection's Offer & Important Information.pdf - Monday December 18, 2023 12:17:18
- [Pricing - Category 1](#) - Sourcwell Catalog 2023 RFP.xlsx - Monday December 18, 2023 15:08:10
- [Pricing - Category 2](#) - Professional Services Hourly Rates.pdf - Monday December 18, 2023 10:50:15
- [Pricing - Category 3](#) - Professional Services Hourly Rates.pdf - Monday December 18, 2023 10:50:26

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. - Robert Marconi, VP of SLED Sales, GovConnection, Inc. dba Connection - Public Sector Solutions

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
Addendum_17_Technology_Products_and_Services Tue December 12 2023 03:16 PM	<input checked="" type="checkbox"/>	6
Addendum_16_Technology_Products_and_Services Thu December 7 2023 03:22 PM	<input checked="" type="checkbox"/>	1
Addendum_15_Technology_Products_and_Services Wed December 6 2023 04:12 PM	<input checked="" type="checkbox"/>	4
Addendum_14_Technology_Products_and_Services Tue December 5 2023 07:50 AM	<input checked="" type="checkbox"/>	2
Addendum_13_Technology_Products_and_Services Fri December 1 2023 01:49 PM	<input checked="" type="checkbox"/>	3
Addendum_12_Technology_Products_and_Services Thu November 30 2023 02:56 PM	<input checked="" type="checkbox"/>	2
Addendum_11_Technology_Products_and_Services Tue November 28 2023 02:59 PM	<input checked="" type="checkbox"/>	1
Addendum_10_Technology_Products_and_Services Mon November 27 2023 02:37 PM	<input checked="" type="checkbox"/>	3
Addendum_9_Technology_Products_and_Services Wed November 22 2023 09:01 AM	<input checked="" type="checkbox"/>	1
Addendum_8_Technology_Products_and_Services Mon November 20 2023 04:30 PM	<input checked="" type="checkbox"/>	2
Addendum_7_Technology_Products_and_Services Wed November 15 2023 03:37 PM	<input checked="" type="checkbox"/>	4
Addendum_6_Technology_Products_and_Services Thu November 9 2023 03:02 PM	<input checked="" type="checkbox"/>	2
Addendum_5_Technology_Products_and_Services Wed November 8 2023 03:28 PM	<input checked="" type="checkbox"/>	2
Addendum_4_Technology_Products_and_Services Tue November 7 2023 02:33 PM	<input checked="" type="checkbox"/>	3
Addendum_3_Technology_Products_and_Services Fri November 3 2023 02:06 PM	<input checked="" type="checkbox"/>	2
Addendum_2_Technology_Products_and_Services Thu November 2 2023 03:08 PM	<input checked="" type="checkbox"/>	1
Addendum_1_Technology_Products_and_Services Tue October 31 2023 03:29 PM	<input checked="" type="checkbox"/>	1