



Solicitation Number: RFP#081419

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, Merrick, NH 03054 (Vendor).

Sourcewell is a State of Minnesota local government agency and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) that offers cooperative procurement solutions to its members. Participation is open to all levels of governmental entity, higher education, K-12 education, nonprofit, tribal government, and other public entities located in the United States and Canada.

Vendor desires to contract with Sourcewell to provide equipment, products, or services to Sourcewell and its Members (Members).

1. TERM OF CONTRACT

- A. **EFFECTIVE DATE.** This Contract is effective upon the date of the final signature below.
- B. **EXPIRATION DATE AND EXTENSION.** This Contract expires October 30, 2023, unless it is cancelled sooner pursuant to Article 24. This Contract may be extended up to one additional one-year period upon request of Sourcewell and with written agreement by Vendor.
- C. **SURVIVAL OF TERMS.** Articles 11 through 16 survive the expiration or cancellation of this Contract.

2. EQUIPMENT, PRODUCTS, OR SERVICES

- A. **EQUIPMENT, PRODUCTS, OR SERVICES.** Vendor will provide the Equipment, Products, or Services as stated in its Proposal submitted under the Solicitation Number listed above. Vendor'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/current model. Vendor may offer close-out or refurbished Equipment or Products if they are clearly indicated in Vendor's product and pricing list. Unless agreed to by the Member in advance, Equipment or Products must be delivered as operational to the Member's site.

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

B. **LAWS AND REGULATIONS.** All Equipment, Products, or Services must comply fully with applicable federal laws and regulations, and with the laws of the state or province in which the Equipment, Products, or Services are sold.

C. **WARRANTY.** Warranties are those provided by the Manufacturer only. Extended warranties if any shall be separately quoted.

VENDOR 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 VENDOR 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.

D. **DEALERS AND DISTRIBUTORS.** Upon Contract execution, Vendor will make available to Sourcewell a means to validate or authenticate Vendor's authorized Distributors/Dealers relative to the Equipment, Products, and Services related to this Contract. This list may be updated from time-to-time and is incorporated into this Contract by reference. It is the Vendor's responsibility to ensure Sourcewell receives the most current version of this list.

3. PRICING

All Equipment, Products, or Services under this Contract will be priced as stated in Vendor's Proposal.

Regardless of the payment method chosen by the Member, 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 Member at the time of purchase.

When providing pricing quotes to Members, all pricing quoted must reflect a Member'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 Member's requested delivery location.

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, Vendor must permit the Equipment and Products to be returned within a reasonable time at no cost to Sourcewell or its Members. Members 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.

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

Sourcwell may declare the Vendor in breach of this Contract if the Vendor intentionally delivers substandard or inferior Equipment or Products. In the event of the delivery of nonconforming Equipment and Products, the Member will notify the Vendor as soon as possible and the Vendor will replace nonconforming Equipment and Products with conforming Equipment and Products that are acceptable to the Member.

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

C. HOT LIST PRICING. At any time during this Contract, Vendor may offer a specific selection of Equipment, Products, or Services at discounts greater than those listed in the Contract. When Vendor determines it will offer Hot List Pricing, it must be submitted electronically to Sourcwell in a line-item format. Equipment, Products, or Services may be added or removed from the Hot List at any time through a Sourcwell 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 Members.

4. PRODUCT AND PRICING CHANGE REQUESTS

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

- Identify the applicable Sourcwell 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)
- 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 Request Form will become an amendment to this Contract and be incorporated by reference.

5. MEMBERSHIP, CONTRACT ACCESS, AND MEMBER REQUIREMENTS

A. MEMBERSHIP. Membership in Sourcewell is open to public and nonprofit entities across the United States and Canada; such as municipal, state/province, K-12 and higher education, tribal government, and other public entities.

The benefits of this Contract should be available to all Members that can legally access the Equipment, Products, or Services under this Contract. A Member'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. Vendor understands that a Member's use of this Contract is at the Member's sole convenience and Members reserve the right to obtain like Equipment, Products, or Services from any other source.

Vendor is responsible for familiarizing its sales and service forces with Sourcewell membership requirements and documentation and will encourage potential members to join Sourcewell. Sourcewell reserves the right to add and remove Members to its roster during the term of this Contract.

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

6. MEMBER ORDERING AND PURCHASE ORDERS

A. PURCHASE ORDERS AND PAYMENT. To access the contracted Equipment, Products, or Services under this Contract, Member must clearly indicate to Vendor that it intends to access this Contract; however, order flow and procedure will be developed jointly between Sourcewell and Vendor. Typically a Member will issue a purchase order directly to Vendor. Members may use their own forms for purchase orders, but it should clearly note the applicable Sourcewell contract number. Members will be solely responsible for payment and Sourcewell will have no liability for any unpaid invoice of any Member.

B. ADDITIONAL TERMS AND CONDITIONS. Additional terms and conditions to a purchase order may be negotiated between a Member and Vendor, such as job or industry-specific requirements, legal requirements (such as affirmative action or immigration status requirements), or specific local policy requirements. Any negotiated additional terms and conditions must never be less favorable to the Member than what is contained in Vendor's Proposal.

C. **PERFORMANCE BOND.** If requested by a Member, Vendor will provide a performance bond that meets the requirements set forth in the Member's purchase order.

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

E. **TERMINATION OF PURCHASE ORDERS.** Members may terminate a purchase order, in whole or in part, immediately upon notice to Vendor in the event of any of the following events:

1. The Member fails to receive funding or appropriation from its governing body at levels sufficient to pay for the goods to be purchased;
2. Federal or state laws or regulations prohibit the purchase or change the Member's requirements; or
3. Vendor commits any material breach of this Contract or the additional terms agreed to between the Vendor and a Member.

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

7. CUSTOMER SERVICE

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

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

B. **BUSINESS REVIEWS.** Vendor must perform a minimum of one business review with Sourcwell per contract year. The business review will cover sales to members, pricing and contract terms, administrative fees, 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, Vendor must provide a contract sales activity report (Report) to the Sourcwell Contract Administrator assigned to this

Contract. A Report must be provided regardless of the number or amount of sales during that quarter (i.e., if there are no sales, Vendor must submit a report indicating no sales were made).

The Report must contain the following fields:

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

B. ADMINISTRATIVE FEE. In consideration for the support and services provided by Sourcwell, the Vendor will pay an administrative fee to Sourcwell on all Equipment, Products, and Services provided to Members. The Vendor will submit a check payable to Sourcwell for the percentage of administrative fee stated in the Proposal multiplied by the total sales of all Equipment, Products, and Services purchased by Members under this Contract during each calendar quarter. Payments should note the Sourcwell-assigned contract number in the memo and must be mailed to the address above "Attn: Accounts Receivable." Payments must be received no later than forty-five (45) calendar days after the end of each calendar quarter.

Vendor agrees to cooperate with Sourcwell 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 Vendor is delinquent in any undisputed administrative fees, Sourcwell reserves the right to cancel this Contract and reject any proposal submitted by the Vendor 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 thirty (30) days from the cancellation date.

9. AUTHORIZED REPRESENTATIVE

Sourcwell's Authorized Representative is its Chief Procurement Officer.

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

10. ASSIGNMENT, AMENDMENTS, WAIVER, AND CONTRACT COMPLETE

A. **ASSIGNMENT.** Neither the Vendor nor Sourcewell may assign or transfer any rights or obligations under this Contract without the prior consent of the parties and a fully executed assignment agreement. Such consent will not be unreasonably withheld.

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

C. **WAIVER.** If either party fails to enforce any provision of this Contract, that failure does not waive the provision or the right to enforce it.

D. **CONTRACT COMPLETE.** This Contract contains all negotiations and agreements between Sourcewell and Vendor. No other understanding regarding this Contract, whether written or oral, may be used to bind either party.

E. **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, master-servant, principal-agent, or any other relationship.

11. LIABILITY

Vendor must indemnify, save, and hold Sourcewell and its Members, including their agents and employees, harmless from third party claims or causes of action, including attorneys' fees, arising out of the performance of this Contract by the Vendor or its agents or employees; this indemnification includes injury or death to person(s) or property that are attributable to the Vendor provided that the Vendor is notified in writing within 30 days of the date that Sourcewell has knowledge of such claim.

12. AUDITS

Sourcewell reserves the right to review the books, records, documents, and accounting procedures and practices of the Vendor relevant to this Contract for a minimum of six (6) years from the end of this Contract. This clause extends to Members as it relates to business conducted by that Member under this Contract.

13. GOVERNMENT DATA PRACTICES

Vendor 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, stored, used, maintained, or disseminated by the Vendor under this Contract.

If the Vendor receives a request to release the data referred to in this article, the Vendor must immediately notify Sourcewell and Sourcewell will assist with how the Vendor should respond to the request.

14. INTELLECTUAL PROPERTY

Vendor offers thousands of brand-name commercially available products and services (Products). Vendor has no control over the technology of the Products vendor sells and therefore cannot and do not indemnify Sourcewell for claims by third parties that Products infringe any patent, copyright, trademark, or trade secret. Vendor will pass through any such indemnity received from the Product manufacturers or supplier. Vendor warrants that the Products they sell have good title and that they have the proper authority to license the software they distribute.

15. PUBLICITY, MARKETING, AND ENDORSEMENT

A. **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 Vendor individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from this Contract.

B. **MARKETING.** Any direct advertising, marketing, or offers with Members must be approved by Sourcewell. Materials should be sent to the Sourcewell Contract Administrator assigned to this Contract.

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

16. GOVERNING LAW, JURISDICTION, AND VENUE

Minnesota law governs this Contract. Venue for all legal proceedings out of this Contract, or its breach, must be in the appropriate state court in Todd County or federal court in Fergus Falls, Minnesota.

17. 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.

18. SEVERABILITY

If any provision of this Contract is found to be illegal, unenforceable, or void then both Sourcewell and Vendor will be relieved of all obligations arising under such provisions. If the remainder of this Contract is capable of performance, it will not be affected by such declaration or finding and must be fully performed.

19. 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 Vendor 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 Vendor may escalate the resolution of the issue to a higher level of management. The Vendor will have thirty (30) calendar days to cure an outstanding issue.
3. *Performance while Dispute is Pending.* Notwithstanding the existence of a dispute, the Vendor must continue without delay to carry out all of its responsibilities under the Contract that are not affected by the dispute. If the Vendor fails to continue without delay to perform its responsibilities under the Contract, in the accomplishment of all undisputed work, any additional costs incurred by Sourcewell and/or its Members as a result of such failure to proceed will be borne by the Vendor.

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

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

Written notice of default and a reasonable opportunity to cure must be issued by the party claiming 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.

20. INSURANCE

A. REQUIREMENTS. At its own expense, Vendor 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.* Vendor 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). 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-Completed operations
- \$2,000,000 general aggregate

3. *Commercial Automobile Liability Insurance.* During the term of this Contract, Vendor 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).

Minimum Limits:

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

4. *Umbrella Insurance.* During the term of this Contract, Vendor will maintain umbrella coverage over Workers' Compensation, Commercial General Liability, and Commercial Automobile.

Minimum Limits:
\$2,000,000

5. *Professional/Technical, Errors and Omissions, and/or Miscellaneous Liability.* During the term of this Contract, Vendor will maintain coverage for all claims the Vendor may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Vendor'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, Vendor 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 Vendor'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 Vendor to maintain the required insurance will constitute a material breach entitling Sourcewell to immediately terminate this Contract for default.

B. **CERTIFICATES OF INSURANCE.** Prior to commencing under this Contract, Vendor must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Contract. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or sent to the Sourcewell Contract Administrator assigned to this Contract. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. All policies must include there will be no cancellation, suspension, non-renewal, or reduction of coverage without thirty (30) days' prior written notice to the Vendor.

Upon request, Vendor must provide to Sourcewell copies of applicable policies and endorsements, within ten (10) days of a request. Failure to request certificates of insurance by Sourcewell, or failure of Vendor to provide certificates of insurance, in no way limits or relieves Vendor of its duties and responsibilities in this Contract.

C. **ADDITIONAL INSURED ENDORSEMENT AND PRIMARY AND NON-CONTRIBUTORY INSURANCE CLAUSE.** Vendor agrees to name Sourcewell and its Members, including their officers, agents, and employees, as an additional insured under the Vendor's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or

“work” performed by or on behalf of Vendor, and products and completed operations of Vendor. 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.** Vendor 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 Vendor 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 Vendor or its subcontractors. Where permitted by law, Vendor must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

E. **UMBRELLA/EXCESS LIABILITY.** The limits required by this Contract can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies).

F. **SELF-INSURED RETENTIONS.** Any self-insured retention in excess of \$10,000 is subject to Sourcewell’s approval.

21. 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.** Vendor must maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of the business that the Vendor conducts with Sourcewell and Members.

22. BANKRUPTCY, DEBARMENT, OR SUSPENSION CERTIFICATION

Vendor 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 Vendor declares bankruptcy, Vendor must immediately notify Sourcewell in writing.

Vendor 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 any Member. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Contract. Vendor further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time.

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

Members 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. Members may also require additional requirements based on specific funding specifications. Within this Article, all references to “federal” should be interpreted to mean the United States federal government. The following list only applies when a Member accesses Vendor’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. Vendor 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. Vendor certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Vendor 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. Vendor certifies that during the term of an award for all contracts by Sourcewell resulting from this procurement process, Vendor 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). Vendor 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. Vendor

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). Vendors must file any required certifications. Vendors 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. Vendors 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. Vendors 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, Vendor must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Vendor further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of three (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, Vendor 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, Vendor 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). Vendor agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Vendor that are directly pertinent to Vendor'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 Vendor'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.

24. CANCELLATION

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

Sourcwell

**GovConnection Inc. dba Connection
Public Sector Solutions**

DocuSigned by:
Jeremy Schwartz
By: _____
C0FD2A139D06489...
Jeremy Schwartz
Title: Director of Operations &
Procurement/CPO
Date: 10/28/2019 | 11:27 AM CDT

DocuSigned by:
Robert Howard
By: _____
DE4B53C936304B9...
Robert Howard
Title: President
Date: 10/28/2019 | 9:52 AM PDT

Approved:
DocuSigned by:
Chad Coauette
By: _____
7E42B8F817A64CC...
Chad Coauette
Title: Executive Director/CEO
Date: 10/28/2019 | 10:39 AM CDT

RFP#081419 - Technology Catalog 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 June 27, 2019 14:54:27
Submitted On: Wednesday August 14, 2019 12:11:46
Submitted By: Robert Bush
Email: robert.bush@connection.com
Transaction #: 4eefaa5f-4a87-41d1-865b-5543cc60226d
Submitter's IP Address: 65.199.155.70

Specifications

Proposer Identity & Authorized Representatives

Line Item	Question	Response *
1	Proposer Legal Name (and applicable d/b/a, if any):	GovConnection, Inc. d/b/a Connection Public Sector Solutions
2	Proposer Address:	732 Milford Road, Merrimack, NH 03054
3	Proposer website address:	www.connection.com/ps
4	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):	Robert Howard, President robert.howard@connection.com 800-800-0019 ext. 2735
5	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
6	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Robert Marconi, Vice President SLED Sales bob.marconi@connection.com 800-800-0019 ext. 33331 Lisa Trisciani, VP SLED Field Sales lisa.trisciani@connection.com 603-533-0916

Company Information and Financial Strength

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

7	<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>Connection® is a Fortune 1000 Global Solutions Provider that connects people with technology to enhance growth, elevate productivity, and empower innovation. The Connection brand includes Connection® Business Solutions, Connection® Enterprise Solutions, and Connection® Public Sector Solutions. Through these three companies we provide customer-centric IT solutions and services to small- to medium-sized businesses, enterprise, and public sector markets, respectively.</p> <p>Our Core Values:</p> <ul style="list-style-type: none"> • Respect – We are united by one common vision. We work together to create a winning culture based upon mutual trust and respect. • Excellence – We focus on activities that drive results. We lead by example. We continuously look for ways to better serve our customers. We strive to achieve excellence in all aspects of our business. • Teamwork – All success is mutual. We are accountable to our customers, employees, and shareholders. We work together to effectively collaborate and drive innovation. • Integrity – We are honest and direct in all of our dealings. <p>Our Mission Statement / Business Philosophy:</p> <ul style="list-style-type: none"> • Advanced Technology, Valuable Services, and Expert Guidance – Twice recognized by Forbes as one of “America’s Most Trustworthy Companies,” Connection has made it our mission to provide customers with expert guidance, state-of-the-art tools, and exceptional knowledge to solve their technology challenges. Throughout our community, we strive to inspire success and increase the value of IT investments. <p>Industry Longevity: Connection Public Sector Solutions is a National Solutions Provider and premier reseller of 300,000 IT products/services from over 1,600 manufacturers. For decades (since 1993) our team has been trusted to provide and transform technology into complete solutions that advance the value of IT. We are a recognized leader in the public sector marketplace. Our expertise has in part been built off of a contract portfolio that includes hundreds of educational and state and local government institutions nationwide. Our customers have come to recognize and rely upon our demonstrated excellence of service and close affinity for the IT needs of the public sector environment. This experience fuels a team of specialists dedicated to understanding this market and servicing them with technology products, solutions, professional services, and award-winning service. Connection Public Sector Solutions attained industry leadership by adhering tenaciously to a high standard of quality—in our people, products, partnerships, and technology. And despite our continued growth, we have never lost sight of the core of our success—customer satisfaction.</p> <p>We have the required experience and longevity. Patricia Gallup and David Hall established PC Connection, Inc., our parent company, in 1982 with a mission to offer “a better way to buy information technology products.” Seeing a significant business opportunity in the emerging personal computer industry, the two entrepreneurs launched their direct computer supply business with the philosophy that providing technical advice and focusing on customer service was as important as competitive prices.</p> <p>Since that time, the Connection family has grown into an industry-leading, IT HVAR and is over a \$2.7 billion company. In the public sector, we have been the main IT supplier for a number of prestigious higher education institutions (Massachusetts Institute of Technology, Harvard, Columbia, Yale, and Auburn University, among others) and various K-12 school districts (Brevard County School District, Douglas County School District). In addition, GovConnection, Inc. d/b/a Connection Public Sector Solutions is the main supplier to many Federal agencies and departments (Department of Defense, National Guard). The average tenure for most of these accounts is greater than 7 years, with some exceeding twenty years. This longevity shows that we have the established, long-lasting relationships that continue to grow.</p> <p>As a \$2.7 billion company, we are able to negotiate with our vendor partners to get a highly competitive cost and pass this on to our customers. Yet despite being a large company, we have a structure that allows us make quick business decisions and changes that our customers require – without having to navigate through large bureaucracies and levels of management. Our executive team is very involved in our business, and they meet regularly with our customers</p> <p>Today, we serve our customers through our staff of highly trained Account Managers, our team of on-staff experts, and our efficient procurement websites. We have technical experts ready to assist our customers with a complete range of services across 8 key technology areas: Converged Data Center, Cloud, Networking, Security, Software, Lifecycle, Mobility and Digital Signage. We are also proud to offer custom-configured computer systems from an ISO 9001:2015 certified technical configuration lab at our Technology Integration and Distribution Center (TIDC) in Wilmington, OH.</p> <p>Our company and staff hold over 2,500 technical certifications (https://www.govconnection.com/content/about/certifications-and-authorizations) that ensure our experts can solve any customer need, no matter how complex. Additionally, our GlobalServe offering delivers global procurement solutions through our network of 500 suppliers in 174 countries.</p>
---	---	---

<p>8</p>	<p>Provide a detailed description of the products and services that you are offering in your proposal.</p>	<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 RFP: <ul style="list-style-type: none"> a. Computer hardware, including desktops, laptops, tablets, and protection devices, and switching technology; b. Peripherals, accessories, components, and power management, and supplies; c. Software related to the purchase of the equipment described in subparts a – d above. d. Tech support or assessment services related to the purchase of the equipment or software described in subparts a – d above. <p>Please reference the Excel file attached to the bid site (Sourcewell Catalog Final – Connection), for the full catalog listing of the products offered within our response.</p> <ul style="list-style-type: none"> • 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 37-year history of maintaining strong, low and cost- • 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 Sourcewell 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 Sourcewell’s one-stop-shop, world-class vendor.</p>
<p>9</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 Sourcewell contract management team. Connection would then assemble an internal project management team dedicated to working together with the Sourcewell contract management to develop a customized sales and communication strategy to ensure the successful launch and marketing of our Sourcewell award.</p> <p>Our team would work side-by-side with yours at launching a web portal that would include all features and functionality necessary to provide all Sourcewell Members a robust, yet efficient and pleasant experience. Once the web portal is designed, built and ready to launch, we would create a marketing campaign to communicate the award, and partnership to all Sourcewell Members. We would ensure that all means of accepting orders, were available immediately to Sourcewell Members. Additionally, we would work with Sourcewell to create a mutually agreed upon cadence to meet and discuss our performance and the performance of the contract. We would then measure success, uncover areas of improvement, and make adjustments as needed. This would not be a set it and forget approach. The true value of a relationship is one where all participants, including the members, continually experience world class service.</p>

10	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response.	<p>Connection Public Sector Solutions is part of the Connection family of PC Connection, Inc. As such, we offer a financially stable, Fortune 1000 company you can count on. You can depend on Connection to deliver expertise, solutions, and integrity, consistently.</p> <p>Patricia Gallup and David Hall established PC Connection in 1982 with a mission to offer “a better way to buy information technology products.” Seeing a significant business opportunity in the emerging personal computer industry, the two entrepreneurs launched their direct computer supply business with the philosophy that providing technical advice and focusing on customer service was as important as competitive prices. Since then, PC Connection, Inc. has grown into a Fortune 1000 company, with revenues topping \$2.7 billion. Today, our more than 2,500 employees work in offices across Connecticut, Florida, Illinois, Maryland, Massachusetts, New Hampshire, New Jersey, Ohio, Pennsylvania and South Dakota.</p> <p>Connection has the financial ability and breadth of resources to meet all of the requirements outlined within Sourcewell's RFP #081419 for Technology Catalog Solutions. All financial reporting for GovConnection, Inc. d/b/a Connection Public Sector Solutions is made through our parent company PC Connection, Inc. The most current corporation financial statements and annual reports can be read at http://ir.pcconnection.com/.</p>
11	What is your US market share for the solutions that you are proposing?	The GovConnection SLED public sector market share is roughly 1.4%, assuming a total addressable market of \$36 Billion dollars.
12	What is your Canadian market share, if any?	Currently GovConnection, Inc. does not have a presence in Canada. We are currently exploring the possibilities of a partnership with a Canadian solution provider.
13	Has your business ever petitioned for bankruptcy protection? If so, explain in detail.	No, GovConnection, Inc. has never petitioned for bankruptcy protection.
14	How is your organization best described: is it a manufacturer, distributor, dealer, or reseller? Provide your written authorization to act as a distributor/dealer, your sales and service force and with your dealer.	Connection is a National IT Solutions Provider and Value-Added Reseller. We are authorized to sell over 300,000 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.
15	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	<p>Connection Public Sector Solutions 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.</p> <p>We have 540+ 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.</p> <p>Should a specific project require the need of a subcontractor/business partner, Connection has a premier partner network with well over 100 Vetted, Approved and Tested Service Providers throughout the country to augment and expand its existing core capabilities nationally.</p>
16	Provide all “Suspension or Disbarment” information that has applied to your organization during the past ten years.	Connection has not been suspended or disbarred during the past ten years.

17	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<table border="0"> <tr> <td>Market Group ID</td> <td>Market Group Name</td> <td>11</td> </tr> <tr> <td>Client Networking 14</td> <td>Enterprise</td> <td></td> </tr> <tr> <td>Networking 127</td> <td>Printers - Ink-jet &</td> <td></td> </tr> <tr> <td>Other 200</td> <td>Printer Supplies &</td> <td></td> </tr> <tr> <td>Accessories 201</td> <td>Printers -</td> <td></td> </tr> <tr> <td>Multifunction 209</td> <td>Printers - Laser 9</td> <td></td> </tr> <tr> <td>Business/Home Office Software 20</td> <td></td> <td></td> </tr> <tr> <td>Home & Leisure Software 23</td> <td></td> <td></td> </tr> <tr> <td>Graphics/Publishing & Internet 199</td> <td></td> <td></td> </tr> <tr> <td>Network Software</td> <td></td> <td></td> </tr> <tr> <td>10</td> <td>Desktops</td> <td></td> </tr> <tr> <td>202</td> <td>Servers</td> <td></td> </tr> <tr> <td>204</td> <td>Workstations</td> <td></td> </tr> <tr> <td>27</td> <td>Memory 208</td> <td>System</td> </tr> <tr> <td>Enhancements 5</td> <td>Systems Accessories 61</td> <td></td> </tr> <tr> <td>Power Management 75</td> <td>Mobile Computing Accessories 82</td> <td></td> </tr> <tr> <td>Promotions/Other 190</td> <td>Consumer Electronics 205</td> <td></td> </tr> <tr> <td>Specialized Government Items 206</td> <td>Point of Sale Equipment</td> <td></td> </tr> <tr> <td>207</td> <td>Mobile Electronics 211</td> <td></td> </tr> <tr> <td>Cables 176</td> <td>Drives & Storage Hardware 198</td> <td></td> </tr> <tr> <td>Enterprise Storage 212</td> <td>Storage Media & Accessories 6</td> <td></td> </tr> <tr> <td>Digital Imaging and Sound 36</td> <td>Monitors & Projectors 203</td> <td></td> </tr> <tr> <td>Video 210</td> <td>Monitor, Projector Accessories 177</td> <td></td> </tr> <tr> <td>Notebooks</td> <td></td> <td></td> </tr> <tr> <td>180</td> <td>PDAs</td> <td></td> </tr> <tr> <td>192</td> <td>Warranty Services 213</td> <td></td> </tr> <tr> <td>Professional Services 214</td> <td>Configuration Services 215</td> <td></td> </tr> <tr> <td>Repair Services</td> <td></td> <td></td> </tr> <tr> <td>216</td> <td>Cloud Services</td> <td></td> </tr> </table>	Market Group ID	Market Group Name	11	Client Networking 14	Enterprise		Networking 127	Printers - Ink-jet &		Other 200	Printer Supplies &		Accessories 201	Printers -		Multifunction 209	Printers - Laser 9		Business/Home Office Software 20			Home & Leisure Software 23			Graphics/Publishing & Internet 199			Network Software			10	Desktops		202	Servers		204	Workstations		27	Memory 208	System	Enhancements 5	Systems Accessories 61		Power Management 75	Mobile Computing Accessories 82		Promotions/Other 190	Consumer Electronics 205		Specialized Government Items 206	Point of Sale Equipment		207	Mobile Electronics 211		Cables 176	Drives & Storage Hardware 198		Enterprise Storage 212	Storage Media & Accessories 6		Digital Imaging and Sound 36	Monitors & Projectors 203		Video 210	Monitor, Projector Accessories 177		Notebooks			180	PDAs		192	Warranty Services 213		Professional Services 214	Configuration Services 215		Repair Services			216	Cloud Services	
Market Group ID	Market Group Name	11																																																																																							
Client Networking 14	Enterprise																																																																																								
Networking 127	Printers - Ink-jet &																																																																																								
Other 200	Printer Supplies &																																																																																								
Accessories 201	Printers -																																																																																								
Multifunction 209	Printers - Laser 9																																																																																								
Business/Home Office Software 20																																																																																									
Home & Leisure Software 23																																																																																									
Graphics/Publishing & Internet 199																																																																																									
Network Software																																																																																									
10	Desktops																																																																																								
202	Servers																																																																																								
204	Workstations																																																																																								
27	Memory 208	System																																																																																							
Enhancements 5	Systems Accessories 61																																																																																								
Power Management 75	Mobile Computing Accessories 82																																																																																								
Promotions/Other 190	Consumer Electronics 205																																																																																								
Specialized Government Items 206	Point of Sale Equipment																																																																																								
207	Mobile Electronics 211																																																																																								
Cables 176	Drives & Storage Hardware 198																																																																																								
Enterprise Storage 212	Storage Media & Accessories 6																																																																																								
Digital Imaging and Sound 36	Monitors & Projectors 203																																																																																								
Video 210	Monitor, Projector Accessories 177																																																																																								
Notebooks																																																																																									
180	PDAs																																																																																								
192	Warranty Services 213																																																																																								
Professional Services 214	Configuration Services 215																																																																																								
Repair Services																																																																																									
216	Cloud Services																																																																																								

Industry Recognition & Marketplace Success

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

18	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"> • 2018–Citrix SMB Partner of the Year • 2018–Cisco U.S. Marketing Innovator of the Year • 2018–MSI Valued Channel Partner • 2018–CRN Tech Elite 250 • 2018–CRN Solution Provider 500 • 2018–Internet Retailer Top 500 • 2018–Fortune 1000 #746 • 2017–HPE NSP SLED Partner of the Year • 2017–A2B Tracking Reseller Partnership • 2017–Lenovo Platinum Data Center Partner • 2017–CRN Tech Elite 250 • 2017–CRN Solution Provider 500 • 2017–Fortune 1000 #775 • 2017–Microsoft Excellence in Operations—Double Gold Level • 2017–Vizient Innovative Technology Designation • 2017–CHIME Foundation Partner Award • 2017–ATEN Best Performance Award • 2017–Red Hat Rising Star Partner of the Year Award • 2017–Kaspersky Lab Large Account Reseller (LAR) of the Year Award • 2016–HP MPS Best in Class • 2016–CRN Tech Elite 250 • 2016–CRN Solution Provider 500 • 2016–Fortune 1000 #825 • 2016–Symantec National Reseller Growth Partner of the Year • 2016–Dell EMC Healthcare Partner of the Year • 2016–Continuum of Care Award from Premier Inc. • 2016–VMware Renewals Partner of the Year • 2016–ESET Most Valuable Partner • 2015–Symantec Growth Partner of the Year • 2015–Microsoft Excellence in Operations Award • 2015–Dell PartnerDirect National Solution Providers Partner of the Year • 2015–Top 20 on CRN's Solution Provider 500 • 2014–Adobe Reseller Partner of the Year Award • 2014–Dell National Solutions Provider Partner of the Year • 2014–Microsoft Excellence in Operations Gold Level Award • 2014–VMware Mid-Market Partner of the Year for Americas Region
19	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 18%.
20	What percentage of your sales are to the education sector in the past three years	The percentage of the GovConnection sales revenue for the past three years from the education sector is 82%.

21	List any state or cooperative purchasing contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>Trade Secret / Proprietary: Connection has close to 20 successful years of experience partnering with cooperatives that have national, regional, and local reach. We support the smallest memberships with the same care as we do the largest memberships. Currently, we partner with customers servicing over 200 contracts. Listed below are the top 5 cooperative purchasing contracts, along with the top performing Minnesota-based contract.</p> <p>IMPORTANT NOTE: The contract sales volume figures below are Proprietary / Trade Secrets.</p> <table border="1"> <thead> <tr> <th>Contract</th> <th>2017</th> <th>2018</th> <th>2016</th> </tr> </thead> <tbody> <tr> <td>E&I HW/SW (CNR-01483)</td> <td>\$94,965,667.70</td> <td>\$77,809,719.17</td> <td>\$0.00</td> </tr> <tr> <td>National IPA (NIPA)</td> <td>\$21,593,454.00</td> <td>\$31,735,616.10</td> <td>\$98,779,032.06</td> </tr> <tr> <td>NCPA</td> <td>\$10,376,076.63</td> <td>\$13,516,116.62</td> <td>\$21,678,079.99</td> </tr> <tr> <td>UMinn/UMinn</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Piggyback</td> <td>\$947,827.12</td> <td>\$1,140,181.74</td> <td>\$1,229,225.25</td> </tr> <tr> <td>ITC47</td> <td>\$1,813,621.83</td> <td>\$2,720,113.11</td> <td></td> </tr> <tr> <td>\$2,443,798.79</td> <td></td> <td></td> <td></td> </tr> <tr> <td>MHEC</td> <td>\$6,013,530.88</td> <td>\$5,921,100.64</td> <td></td> </tr> <tr> <td>\$8,628,836.55</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> <p>Connection understands the importance of Cooperatives in the public arena and what they care about most. It's about value.</p> <ul style="list-style-type: none"> • Shared knowledge • Information gathering • Purchasing leverage • Strength in numbers • Savings so you can provide your clients better value <p>A significant portion of Connection's business is conducted through cooperative purchasing contracts. We understand how cooperatives work and operate. Connection holds contracts with numerous cooperatives and we pride ourselves on working closely with our cooperatives administrators and Members to identify where the value is needed.</p> <p>The value Connection brings to our customers is experience, savings and customer service. Our customer-centric approach focuses on the unique IT goals and challenges facing your members. We work closely with Members before, during and after every purchase to make sure they get exactly what they need, when they need it. As part of the total Connection solution, we provide full support for all the technology we sell. We offer a complete portfolio of IT services designed to help the member get more out of their investment. While other IT suppliers offer only products, and no services, Connection transforms technology; turning trusted brands into complete IT solutions by adding a unique combination of personal service, in-depth expertise and customized support.</p>	Contract	2017	2018	2016	E&I HW/SW (CNR-01483)	\$94,965,667.70	\$77,809,719.17	\$0.00	National IPA (NIPA)	\$21,593,454.00	\$31,735,616.10	\$98,779,032.06	NCPA	\$10,376,076.63	\$13,516,116.62	\$21,678,079.99	UMinn/UMinn				Piggyback	\$947,827.12	\$1,140,181.74	\$1,229,225.25	ITC47	\$1,813,621.83	\$2,720,113.11		\$2,443,798.79				MHEC	\$6,013,530.88	\$5,921,100.64		\$8,628,836.55			
Contract	2017	2018	2016																																							
E&I HW/SW (CNR-01483)	\$94,965,667.70	\$77,809,719.17	\$0.00																																							
National IPA (NIPA)	\$21,593,454.00	\$31,735,616.10	\$98,779,032.06																																							
NCPA	\$10,376,076.63	\$13,516,116.62	\$21,678,079.99																																							
UMinn/UMinn																																										
Piggyback	\$947,827.12	\$1,140,181.74	\$1,229,225.25																																							
ITC47	\$1,813,621.83	\$2,720,113.11																																								
\$2,443,798.79																																										
MHEC	\$6,013,530.88	\$5,921,100.64																																								
\$8,628,836.55																																										
22	List any GSA contracts that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>GovConnection, Inc. GSA Schedule: GS-35F-0750P 2018</p> <table border="1"> <tbody> <tr> <td></td> <td>\$18,520,419</td> </tr> <tr> <td>2017</td> <td>\$5,285,827</td> </tr> <tr> <td>2016</td> <td>\$6,610,823</td> </tr> <tr> <td>Total</td> <td>\$30,417,069</td> </tr> </tbody> </table>		\$18,520,419	2017	\$5,285,827	2016	\$6,610,823	Total	\$30,417,069																																
	\$18,520,419																																									
2017	\$5,285,827																																									
2016	\$6,610,823																																									
Total	\$30,417,069																																									

References/Testimonials

Line Item 23.

Entity Name *	Contact Name *	Phone Number *
City of Pittsfield, MA	Mike Steben, IT Director	413-344-3765 msteben@cityofpittsfield.org
Town of Lincoln, MA	Michael Dolan, Director of Information Technology	781-259-2702 dolanm@lincolntown.org
City of Long Beach, CA	Rick Barrett, Department of Technology & Innovation	562-570-7773 Rick.Barrett@longbeach.gov

Top Five Government or Education Customers

Line Item 24. 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 *
Auburn University	Education	Alabama - AL	Supplier of Enterprise Hardware, IT Hardware and Software, Services	\$50 - \$1,000,000	\$42,372,403 Trade Secret/Proprietary
MIT	Education	Massachusetts - MA	Supplier of Enterprise Hardware, IT Hardware and Software, Services	\$50 - \$1,000,000	\$39,742,103 Trade Secret/Proprietary
Yale University	Education	Connecticut - CT	Supplier of Enterprise Hardware, IT Hardware and Software, Services	\$50 - \$1,000,000	\$35,181,977 Trade Secret/Proprietary
Volusia County Schools	Education	Florida - FL	Supplier of Enterprise Hardware, IT Hardware and Software, Services	\$50 - \$1,000,000	\$24,929,739 Trade Secret/Proprietary
Brevard County Schools	Education	Florida - FL	Supplier of Enterprise Hardware, IT Hardware and Software, Services	\$50 - \$1,000,000	\$22,926,483 Trade Secret/Proprietary

Ability to Sell and Deliver Service Nationwide

Describe your company's capability to meet the needs of Sourcewell Members across the US, and Canada if 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 *																		
25	Sales force.	<p>Connection's tenured sales force is strategically located across the country, positioned to provide Sourcewell Members nationwide coverage. Our offices are located in the following cities:</p> <table border="0"> <tr> <td>LOCATION</td> <td>EMPLOYEES</td> </tr> <tr> <td>Raton, FL Office</td> <td>121 Dakota Dunes, SD Office</td> </tr> <tr> <td>29 Exton, PA Office</td> <td>98 Keene, NH Office</td> </tr> <tr> <td>48 Merrimack, NH 730 HQ Office</td> <td>152 Marlborough, MA Office</td> </tr> <tr> <td>648 Merrimack, NH 732 Office</td> <td>100 Portsmouth, NH Office</td> </tr> <tr> <td>71 Rockville, MD Office</td> <td>48 Schaumburg, IL Office</td> </tr> <tr> <td>131 Shelton, CT Office</td> <td>16 Wilmington, OH</td> </tr> <tr> <td>242</td> <td></td> </tr> <tr> <td>Full-Time Remote Workers</td> <td>796</td> </tr> </table> <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>	LOCATION	EMPLOYEES	Raton, FL Office	121 Dakota Dunes, SD Office	29 Exton, PA Office	98 Keene, NH Office	48 Merrimack, NH 730 HQ Office	152 Marlborough, MA Office	648 Merrimack, NH 732 Office	100 Portsmouth, NH Office	71 Rockville, MD Office	48 Schaumburg, IL Office	131 Shelton, CT Office	16 Wilmington, OH	242		Full-Time Remote Workers	796
LOCATION	EMPLOYEES																			
Raton, FL Office	121 Dakota Dunes, SD Office																			
29 Exton, PA Office	98 Keene, NH Office																			
48 Merrimack, NH 730 HQ Office	152 Marlborough, MA Office																			
648 Merrimack, NH 732 Office	100 Portsmouth, NH Office																			
71 Rockville, MD Office	48 Schaumburg, IL Office																			
131 Shelton, CT Office	16 Wilmington, OH																			
242																				
Full-Time Remote Workers	796																			

26	Dealer network or other distribution methods.	<p>For decades, Connection has been providing timely deliveries to our customers. This success is attributed to our TIDC, which is centrally located within the United States, 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 two-hour drive to UPS' Louisville Air Express Hub; within 3-day UPS ground transit time to 74% of the population. For additional information on the dependable and seamless distribution and fulfillment offered by Connection's state-of-the-art Custom Configuration / 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. (Note: This video is best viewed in Chrome.)</p> <p>Supplementing the efforts of our Distribution and Configuration Center are our approximately 38 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, D&H and Douglas Stewart. 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>Connection's delivery options are among the most convenient in the industry. Members 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. Customers may also utilize their own shipping accounts.</p>
27	Service force.	<p>Connection can provide installation, as well as a number of other professional services, nationwide, to Sourcewell Members. Our Account Managers and technical experts are ready to assist you with a complete range of services across key technology areas: Converged Data Center, Cloud, Security, Mobility, Networking, Software, and Lifecycle. With extensive vendor partnerships and a broad selection of over 300,000 products, Connection combines the professional services, technical expertise, and purchasing power you need for any size project. However, should a specific project require the need of a subcontractor/business partner, Connection has a premier partner network with well over 100 Vetted, Approved and Tested Service Providers throughout the country to augment and expand its existing core capabilities nationally. These service partners provide several types of services within our core services practice areas to expand our national reach and capabilities, as well as specific services in which we may not have expertise. Any of the partners in our premiere partner network are available to our clients through our services team, as needed, to fulfill a customer's request when the Connection Services team finds it necessary to engage a third party for any reason. A scoping call (to assess timeline, location, specifications, etc.) will be done initially, to determine the best resource to fulfill these service needs.</p>
28	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>To ensure the most prompt and attentive customer service, Connection provides a Team Customer Service approach. Our goal is to respond to customer inquiries the same day, with most turned around within 24 hours. In many instances, the response time exceeds these goals.</p> <p>Upon award, Connection will:</p> <ul style="list-style-type: none"> • Implement a Sourcewell-specific, direct support 800# as well as a direct support email address. This will facilitate and expedite any and all requests by Sourcewell Members, as the line and email will be manned by Connection's Account Managers, who will have been thoroughly trained on the Sourcewell-contract. • Offer training to all end-users regarding the various methods available to reach the account team and obtain customer service. These may include WebEx meetings to introduce the account team, how to contact them, and how to navigate the dedicated websites to place orders and receive customer service. Each Sourcewell Member will be assigned its own dedicated Account Team. • Offer online support. If at any time during the online shopping and checkout experience, a customer requires support from their dedicated Account Manager, assistance is just one click away. We display a live link to the Account Manager's email address in the header and footer on each page of the site. Upon selection, an email form is generated and once completed and sent, is immediately directed to your Account Manager to relay your question. <p>Additionally, within the footer of the online Contact Us page, a customer is able to select one of the following options:</p> <ul style="list-style-type: none"> o Need pre-sale help with product or pricing o Check the status of my order or return o Need post-sale technical support o Need to return a product o Need help with invoicing or proof of purchase o Need a factor-authorized repair o Need to change my mailing address o Investor or Public Relations questions o Provide feedback on our website <ul style="list-style-type: none"> • Provide ongoing phone support. Periodic and ongoing phone calls to Sourcewell Members will be made to their buying teams and IT staff to determine if they need any assistance with their accounts, any training on the website or ordering process, and to ascertain that we are performing to their expected standards. • Provide consistent email communication. Email communication between the Connection's

		<p>account team and Sourcewell Members is considered vital. It will be used to facilitate IT project management, deliver quotes, and the dissemination of information related to the contract or Member accounts. Email can be used to deliver duplicate invoices, specification sheets, and the like. In addition to email contact from our account team, Sourcewell Members will be able to receive system generated (automated) emails to provide them with order status, shipping notifications and tracking information for order placed.</p> <ul style="list-style-type: none"> • Provide open communication. The Connection team will interact with Sourcewell Members, as needed, to provide any information requested via whatever communication method the Member deems to be the most convenient. • Provide consistent contract reviews. The Connection account team will conduct weekly conference calls, quarterly program performance reviews to ensure compliance, as well as onsite visits, to update Sourcewell and their Members on contract purchases, new product offerings and emerging technologies, service/solution options, road maps for various OEM's, arrange tech fairs, conduct one-to-many training events for Sourcewell and its Members and consult with individual departments to listen and learn about any potential issues or concerns. • Provide complete transparency. Our intent is to provide complete transparency in our processes and a means to ensure continuous improvement. If you need us to change a process, we are flexible and approachable enough that we can incorporate these changes quickly. • Provide customized customer satisfaction Surveys can be created and sent via email. • Provide customized customer satisfaction surveys accessible through the web portal. • Provide an Escalation Path. Our customer relationships are important to us and offer the following Escalation Path to assist in urgent problem resolution, if the need were to arise. When informed of a potential issue, they commit to respond within 2 hours to address the situation. <ul style="list-style-type: none"> o Alicia Fravel, Account Manager: 800-800-0019 ext. 34351, alicia.fravel@connection.com o Todd Horsey, Business Development Manager: 603-683-0552, todd.horsey@connection.com o Greg Herting, Sales Manager: 800-800-0019 ext. 34302, greg.herting@connection.com o Robert Bush, Sr. Director of SLED Sales: 800-800-0019 ext. 33059, Cell: 603-249-6813, robert.bush@connection.com o Lisa Trisciani, Vice President SLED Field Sales: 800-800-0019 ext. 77896, Cell: 603-533-0916, lisa.trisciani@connection.com o Robert Marconi, Vice President SLED Sales: 800-800-0019 ext. 33331, bob.marconi@connection.com o Robert Howard, President: 800-800-0019 ext. 2735, robert.howard@connection.com
29	Identify any geographic areas of the United States that you will NOT be fully serving through the proposed contract.	Connection plans to fully service all geographic areas of the United States through the proposed Sourcewell contract.
30	Identify any Sourcewell Member 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 Sourcewell cooperative.
31	Define any specific contract requirements or restrictions that would apply to our Members 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.

Marketing Plan

Line Item	Question	Response *
32	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 will participate in a variety of marketing programs to support an award of a contract by Sourcewell. Connection's nationwide sales force will be fully trained on the Sourcewell contract and will communicate details of the awarded contract, verbally, to all existing and new customers. Connection will also promote the awarded contract in the following ways:</p> <ul style="list-style-type: none"> • Co-branded email to entire Connection's education and state and local agency 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 • Social media campaign to increase awareness of contract • Webinar with Sourcewell Members

- Custom collateral
- Attending industry conventions and seminars
- Promotions for members on the Sourcewell homepage

Please reference the attached examples.

90-Day Sales Enablement Campaign Outline

In addition to this overall marketing plan, upon award and with coordination from the Sourcewell, Connection will launch the following 90-day sales enablement campaign.

- Launch of 90-day, 3-touch campaign, inside and outside for Connection
 - o Touch 1: Email
 - o Touch 2: Live Meetings
 - o Touch 3: One-to-many events
- Co-branded marketing programs delivered through email
- Dedicated onsite visits by our field teams, to existing Connection customers, for deeper account penetration
 - Live meetings between the Sourcewell and Connection Public Sector Solutions
 - Call campaign hosted by Connection delivering the " Sourcewell and Connection Value Proposition"
 - o Targeted offerings on E-Rate and Grant Programs

Connection's Marketing Team

Connection staffs a dedicated marketing team responsible for our marketing strategy within the public sector market. This team has a deep understanding of technology trends within this segment, how to effectively reach the technology influencer/decision maker audience and proven track record of expanding awareness of our partnerships with consortiums. Their mission is to develop, evolve, and execute the right mix of brand, customer engagement, lead generation, and sales enablement programs to increase Sourcewell's contract participation with Connection.

Marcia Hewey is Connection's full-time Marketing Manager. Marcia joined the Connection team in December of 2015, is the Marketing Manager for Education and Government and is committed to marketing the Sourcewell contract. Marcia supports the sales organization by working closely with senior sales management to develop and execute strategic initiatives that will advance the Company's value proposition, drive sales, and increase profitability while also supporting partner interest and garnering program investment. Marcia reports to Jamal Khan, President of Global Digital and eCommerce.

Contact Information: Email: marcia.hewey@connection.com; Phone: 800-800-0019 ext. 2547.

Rob McIntosh is Connection's Sr. Marketing Programs Manager for the Public Sector Marketing Team. Rob coordinates go-to-market strategies that inform and promote the company and align with partner initiatives. Previously, he spent 18 years as a Marketing Executive with Tape Services, Inc. helping to solidify relationships with customers such as ESPN, Disney, Food Network, Harvard University, Boston University and Woods Hole. His 30 years of sales and marketing experience has been spent building businesses to scale through strategy, thought leadership and innovative approaches to the marketplace. His areas of expertise include CRM management, SEO/SMO/SEM/SMM techniques, creative design work, content strategy, Social Media marketing, Digital Marketing as well as contract and bid management. Rob reports to Jamal Khan, President of Global Digital and eCommerce.

Contact Information: Email: robert.mcintosh@connection.com; Phone: 800-800-0019 ext. 2758.

Connection's Go-To-Market Strategy

Our Go-To-Marketing strategy is broken out into four main 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.

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. 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 are able to 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.

Customer Engagement Strategy

(1) K-12: Our Customer Engagement strategy is composed of a large amount of shows for K-

		<p>12, including FETC and ISTE. We will participate in over 40, K–12 tradeshows and table top events in 2019 alone. We also hold virtual events such as webinars with vendor partners to connect with our current and potential customers. We host special customer events in conjunction with vendor partners on topics that speak to the K–12 market.</p> <p>(2) Higher Education: Our Customer Engagement strategy is composed of a large amount of shows for Higher Education, including UBTEch and Educause. We will participate in over 45, higher education tradeshows and table top events in 2019 alone. We also hold virtual events such as webinars with vendor partners to connect with our current and potential customers. We host special customer events in conjunction with vendor partners on topics that speak to the higher education market.</p> <p>The Lead Generation Strategy</p> <p>(1) K–12: Our 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. These are then used on digital properties for the targeted K–12 media partners such as District Administration, THE Journal, and eSchool News 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.</p> <p>(2) Higher Education: Our 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 higher education. These are then used on digital properties for the targeted higher education media partners such as University Business, CampusTech, and eCampus News 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.</p> <p>Sales Enablement Strategy</p> <p>We hold approximately 200 Lunch & Learns a year with training provided by our vendor partners across all 4 of our sales locations. We also hold Virtual Training provided by vendor partners with a quiz to report metrics back to the partner. 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 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 also Connection Public Sector Solutions brand vendor collateral for our sales team to use with their accounts.</p>
33	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>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 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>

34	In your view, what is Sourcewell's role in p Sourcewell- awarded contract into your sale	<p>Sourcewell's Role: Initially, Sourcewell's contribution is crucial in order to implement a successful transition to the Technology Catalog Solutions 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. 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.</p> <p>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. 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 aggressively promote the 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 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 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 Sourcewell member contract webpages • Social media campaign to increase awareness of contract • Google AdWords campaign to increase awareness of contract • Webinar with Sourcewell 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 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 weekly 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>
----	---	--

35	Are your products or services available through e-procurement system and how governed?	<p>Connection has the capabilities in place to support a robust order process for Sourcwell Members. We offer secure, online, e-Commerce solution sites that are customizable for each Member, using Sourcwell-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. Sourcwell-specific pricing for Sourcwell-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 Sourcwell 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 Sourcwell Members. This will remain on display for reference at their workstations.</p> <p>Connection is able to 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/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 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"> • Shop Sourcwell-priced, discounted products, over 300,000 technology items, 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 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. <p>Please reference the following URL for Sourcwell-specific pricing: www.govconnection.com/sourcwellbid.</p>
----	--	---

Value-Added Attributes

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

<p>36</p>	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell Members. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>Formal and informal training and support is available through Connection for all of the products and services we provide.</p> <ul style="list-style-type: none"> • Connection will provide training at no 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 9:00 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. <p>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.</p> <ul style="list-style-type: none"> • 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. 	<p>*</p>
<p>37</p>	<p>Describe any technological advances that your proposed products or services offer.</p>	<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>	<p>*</p>

38	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>Connection has 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. In fact, one of the founders of Connection, Patricia Gallup, pioneered the first environmentally-friendly packing, eliminating the use of packing peanuts in our organization.</p> <p>As a leading provider of IT products and services, Connection has built a reputation on delivering creative answers to complex problems. That's why our approach to eco-friendly operations should come as no surprise. From high-tech solutions to low-tech ingenuity, we're deeply committed to utilizing every available opportunity to reduce our impact on the world around us. Whether it's cutting-edge virtualization in the server room or energy-efficient lighting in the break room, we're doing everything possible to make green technology a part of the workplace. Protecting the environment isn't always the easiest thing to do, but it's the right thing to do—and that makes all the difference in the world.</p> <p>Here are just a few of the ways we are taking up the challenge of creating greener operations:</p> <ul style="list-style-type: none"> • All the products we resell that are Energy Star, EPEAT and/or RoHs rated, if identified by the manufacturer, are identified and listed as such, on our website. We also utilize the EPEAT website for identifying ratings across the most commonly used IT products. • Our TIDC tries to ship our packages in as green a manner as possible. • We have eliminated the use of packing peanuts. • The shipping cartons we purchase are manufactured with 45% recycled raw material. • Packing paper we use as dunnage in our shipping cartons is manufactured with 40% recycled raw material. • Recycling programs, packaging minimization programs, and responsible materials management eliminate waste and preserve natural resources. All waste cardboard and paper is isolated and recycled—and we purchase recycled paper goods, toner cartridges, and similar consumables whenever possible. Industry standard, single wall, corrugated cardboard shipping boxes are utilized for shipping items from the distribution center. Recycled newspaper grade paper or recyclable plastic air pillows are used as packing materials inside the boxes. Boxes are sealed with a single strip of 2" wide 3M cellophane tape. • We recycle ALL corrugated boxes from suppliers—approximately 140 tons per year. All stretch wrap is also recycled. • Any material that is not directly reused goes to a contractor that sorts and recycles refuse. We donate our unused office equipment including computers, monitors, printers, copiers, excess office supplies, and furniture to a not-for-profit organization. On a much larger scale, all of our facilities are within "recycled" buildings. Repurposed from their former uses, their renovation reduces wasteful new construction and reinvigorates the local community without adding to urban sprawl. • Virtual trade shows and seminars allow our customers to access information and experts to help them make technology investment decisions—without having to travel across the country. Connection Public Sector Solutions has hosted more than 5,000 users through our online events and trade shows. • Utilizing online capabilities ensures that climate-changing gases are not released into the atmosphere from automobile or air travel. • Telecommuting keeps vehicles off the road and gives many of our employees the ability to work from off-site locations. Armed with the latest remote access technologies and unified communication devices, they have the office resources they need—without using excess natural resources. • Green information technology is an integral part of our operations at Connection Public Sector Solutions—with virtualization and server consolidation accounting for significant energy cost savings in our data centers. In addition, we have also rolled out LCD monitors and ENERGY STAR 4.0-compliant workstations for our employees—maximizing efficiency while reducing our carbon footprint. • E-Commerce and online purchasing options make our customers' supply chain efforts more energy efficient and less paper dependent. We accept online and EFT payments and have moved to an online expense tracking model to eliminate waste. • Online meeting technologies and videoconferencing decrease our travel to client and vendor offices—increasing convenience and reducing our impact on the environment. • Our buildings employ electronic energy management systems, which allow the operation and orchestration of numerous mechanical systems as one—with the ability to program different areas of each facility. This delivers precise temperature and lighting control and minimizes energy consumption when a portion of the building is unoccupied. An air circulation system in our warehouse takes advantage of the building's architectural features and redistributes heated air from the ceiling in the winter and cooler, floor-level air in the summer. • Green facilities department initiatives are reducing our carbon footprint with low energy lamps, electronic ballasts, and ENERGY STAR-rated equipment. In addition, all coolants in the air conditioning and refrigeration systems are environmentally friendly. We use low-eGlass and special shading systems to control heat gain and cooling loss—and we incorporate skylights to introduce natural light into the work environment. • Recovered rainwater is utilized in our irrigation systems, creating beautiful landscaping without putting extra demand on precious water resources. <p>Green Solutions for Every Layer of Our Customers' Organizations</p> <p>Connection offers green IT products and services that can help customers improve and transform their infrastructure. Customers can adapt to realize significant cost savings while making their operations easier to manage. We can help customers identify ways to lower your environmental impact—and make the best technology choices for their budget.</p>
----	---	---

39	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.
40	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 the Sourcewell Member, will be used, if possible. However, as Connection is a Value Added Reseller who does not manufacture products, we can only subcontract to small and socioeconomically challenged businesses that can supply the products and services they are authorized to sell. The following is a partial list of current diverse businesses that we work with:</p> <p>Aberdeen, LLC Alliance Technology Group, LLC. Cambridge Computer Services, Inc. Carahsoft Technology Corporation Convergence Technology Consulting, LLC DSC Logistics Digital Intelligence, Inc. Envoy Data Corporation ESM Solutions Force 3, Inc. Integration Technologies Group, Inc. JAM Software JAR Systems, LLC L-COM, Inc. Lifeboat Distribution MobileMatics, Inc. Net Direct Systems, LLC NSX Technologies, Inc. Oki Data Americas, Inc. Planar Systems Pro-Line System, Inc. / DBA: Ultra Guard Securities Protocase, Inc. Sole Source Technology, Inc. Spectra Logic Corporation Systemtools Software, Inc. Tripp Mfg. Company</p> <p>In addition, Connection has a Federal Government Approved Small Business Subcontracting Plan that is valid for FY2019. In this plan, we have proposed to commit to a total of 40% of total 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. Additionally, for the past three years Connection Public Sector Solutions has participated in the SBA's Mentor Protégé Program with a Woman-Owned Small Business, a Service Disabled Veteran-Owned Small Business, and a Veteran-Owned Small Business. As a Prime Contractor to the Federal Government, we are required to prepare and submit a Commercial Subcontracting Plan annually. The plan applies to all sales of commercial items sold by Connection Public Sector Solutions during the Fiscal Year.</p>
41	What unique attributes does your company, your products, or your services offer to Sourcewell Members? What makes your proposed solutions unique in your industry as it applies to Sourcewell members?	<p>We offer a partnership that can deliver the most comprehensive solution. Connection's offer is based on our unique capabilities that cannot be matched due to the extent and breadth of our expertise and the long reaching product and services knowledge base. We believe that price, product selection and availability, combined with service and support, are the most important competitive factors in our industry.</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"> • 300,000 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.

Dedicated Account Team

- Tenured Expertise: 52% of our sales force has been here for more than 10 years.
- Highly Trained
- Expansive industry knowledge
- Exemplary Customer service skills
- On-site Visits

Accessibility

- Account Managers work closely with senior management.
- Team managers are only two levels away from our President, Bob Howard.
- This means that you have access to the top levels of our management with a quick phone call or email.
- We strive to be highly responsive, nimble, and adaptive, and this allows us to serve in ways that other companies cannot. If a customer needs us to change a process quickly, we can accomplish this and still meet timelines.

Then We Support You with a Team of Experts Your Account Manager works directly with a team of experts of your IT projects. Our technical experts include:

- 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 education contracts.

Offer Technical Expertise You Can Trust

- 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.

Strategic Relationships and Certifications with Top Manufacturers

- Connection holds premier certifications with top vendors, including:
 - Hewlett Packard Enterprise Platinum
 - Lenovo Platinum
 - Microsoft Gold
 - Cisco Gold
 - 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

Deliver Customized Distribution Capabilities

- With over \$2.7 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.

Custom Configure Your Equipment Our highly trained technicians can perform a broad range of configuration lab, including: 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

		<ul style="list-style-type: none"> • 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.) <p>Improve Efficiency with eProcurement Tools at www.connection.com/ps</p> <ul style="list-style-type: none"> • Get the information you need quickly with our account dashboard on our business-to-government and business-to-education websites. • Improve your purchasing ability using authorization control with a multi-tiered approval hierarchy. • We offer customized tools that easily manage IT purchasing including reporting, in depth order tracking, quicklists for frequently purchased items, and much more. <p>Provide Credit and Leasing Resources</p> <ul style="list-style-type: none"> • For qualified customers, we offer net terms accounts and flexible leasing packages with payment structures that can match cash flows or budget cycles. • We offer a variety of end-of-lease options so you can purchase or trade in your equipment.
42	Identify your ability and willingness to provide your products and services to Sourcewell member agencies in Canada.	Currently GovConnection, Inc. does not have a presence in Canada. We are currently exploring the possibilities of a partnership with a Canadian solution provider.

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 *
-----------	----------	------------

43	Do your warranties cover all products, parts, and labor?	<p>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.</p> <p>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 warranted. 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.</p> <p>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.</p> <p>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.</p> <p>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 any such indemnity it receives from the Product manufacturer or supplier.</p>
44	Do your warranties impose usage restrictions or other limitations that adversely affect coverage?	See response to 43. Coverage varies by product and manufacturer.
45	Do your warranties cover the expense of technicians' travel time and mileage to perform warranty repairs?	See response to 43. Coverage varies by product and manufacturer. However, extended warranties are available at an additional cost, upon request.
46	Are there any geographic regions of the United States (and Canada, if applicable) for which you cannot provide a certified technician to perform warranty repairs? How will Sourcewell Members in these regions be provided service for warranty repair?	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.
47	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

48	What are your proposed exchange and return programs and policies?	<p>If, upon receipt of your order, any problems or discrepancies are discovered, the Sourcewell Member should notify their Account Manager within 30 days of purchase, to return defective product, for repair, credit or replacement, for up to 30 days from the date of receipt. After this period, the individual manufacturer's warranty/return policy will come into effect. However, rest assured, even after the manufacturer's warranty process is in place, Connection's Account Managers will be able to assist, if needed, between the Member and the manufacturer.</p> <p>Within 30 days, all non-defective returns authorized by Connection, whether opened or unopened, will not be assessed a restocking fee, and must be authorized for return within 30 days from date of receipt. After the 30-day period, a 15% restocking fee will be charged. The returned items must be 100% complete, contain ALL original boxes and packing material, have original UPC codes on the manufacturer's packaging, contain all blank warranty cards, accessories, and documentation provided by the manufacturer.</p> <p>Authorization for return may be obtained by calling your Account Manager, Customer Care at 1-888-213-0259 or by e-mail at customerservice@connection.com. Customer will be issued a Return Merchandise Authorization (RMA) which is valid for 10 days. Failure to return a product within such 10-day authorization period will be deemed to be an acceptance of the product.</p> <p>However, Connection is always willing to work with the customer and may make exceptions on a case-by-case basis.</p> <p>Return policies are subject to the various manufacturers' policies. Many manufacturers have imposed certain return restrictions. Consequently, Connection reserves the right to decline specific return requests based on those restrictions. Be sure to ask your Account Manager about specific return conditions before you purchase any item.</p> <p>Certain items such as CTOs, BTOs and Software are not returnable, except for defects requiring repair under warranty. At the time of sale, customers are advised to check the website www.connection.com/ps. As always, Connection is willing to negotiate and work with the manufacturer on behalf of our customers to arrive at an agreeable solution.</p> <p>For complete details and additional information on returns and restrictions, please reference our returns policy located at https://www.govconnection.com/IPA/Content/Support/Returns/PCCGOV/Default.</p>
49	Describe any service contract options for the items included in your proposal.	<p>Connection is able to offer extended service contract warranty service options, for an additional charge. Available options 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>

Payment Terms and Financing Options

Line Item	Question	Response *
50	What are your payment terms (e.g., net 10, net 30)?	<p>Connection's payment terms are net 30, by ACH, check or wire. P-cards and credit cards may be used for payment at the time of order. Net 30 accounts may not be paid by P-card or credit card.</p>

51	Do you provide leasing or financing options, especially those options that schools and governmental entities may need to use in order to make certain acquisitions?	<p>Connection offers various financing options and will assist Sourcewell Members to garner appropriate method of financing, so they can enjoy the requested products and services. For qualified Members, we offer Net 30 term accounts as well as flexible operating and capital leasing packages, with payment structures designed to match cash flow needs and budget cycles.</p> <p>Leasing Options: 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.</p> <p>Rest assured that your Connection Account Managers will assist with all of the Member's leasing needs, from completing the leasing credit applications to picking up and returning computers at the end of the lease, if desired.</p> <p>Listed below are examples of some of the ways Connection, in conjunction with the selected leasing partners, can best manage leasing on behalf of Sourcewell Members:</p> <ul style="list-style-type: none"> • 100% financing of the installation, software, hardware costs, extended warranties, and accidental breakage protection plans. • Customers will decide if they prefer the lease billing to be monthly, quarterly, or annually. • Billing for equipment on lease will be sent directly to the participating customer, from the selected leasing company. • Each customer will be able to swap out leased computers for like kind computers during the lease. • The type, quantity, and location of leased assets are available at any time. • Asset tagging or labeling is not required, however this can be provided by Connection, upon request. • Each customer will have the ability to prepay the leases at any time. • Each customer can purchase the computers at lease end for Fair Market Value, continue leasing the computers, or simply return the computers. • Customers are not required to return equipment in its original packing materials. • To assist with equipment return, pick up, packing, and shipping can also be included at lease end. • Hard drive destruction/data wiping is offered to ensure that private and confidential data is forever removed from every computer. <p>Payment Methods: Connection has the ability to accept payments a number of different ways. Payments can be transacted with:</p> <ul style="list-style-type: none"> • 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.
----	---	---

52	<p>Briefly describe your proposed order process. Include enough detail to support your ability to report quarterly sales to Sourcewell as described in the Contract template. For example, indicate whether your dealer network is included in your response and whether each dealer (or some other entity) will process the Sourcewell Members' purchase orders.</p>	<p>Order Process: Once an account is established, the Member could place an order in several ways.</p> <ul style="list-style-type: none"> • The member has the option of logging into their secure web ordering portal or contacting the Connection account team for assistance. • Once logged into the Member web ordering portal, the Member will be able to view Sourcewell contract-specific pricing. • The order can then be placed directly in their web portal with a valid purchase order or P-Card. The member has the additional options of placing the order over the phone, via fax or email. • Once the order is received, Connection will process the order and deliver the requested items directly to the Member. • Upon receiving the order, the customer would verify that all items are received correctly. If there are any issues, damages, returns or other discrepancies, the Member would contact Connection for assistance and resolution of said issue. • Connection would then ship the invoice and invoice the Member for the items ordered. <p>Reporting: Connection is able to offer several types of reporting and will work Sourcewell to meet all of your reporting needs.</p> <p>Examples of our reporting capabilities are listed below: Contract Reporting: Connection's Contracts team is able to supply monthly, quarterly, or annual contract-related reporting.</p> <p>E-Commerce Site Reporting/B2B: Connection has the ability to provide certain include:</p> <ul style="list-style-type: none"> o Proof of Purchase/Invoicing o Purchase History o Proof of Delivery o Invoice History <p>This Reporting can be generated by Sourcewell Members or Administrators of the site, as well as by your Connection dedicated account managers.</p> <p>KPI, Customized or Ad-hoc Reporting: KPI, Customized or Ad-hoc reporting, outside of the B2B reporting, may be requested and Connection will respond within 3 business days of request to discuss requirements and timeframe. Your Connection account manager will be the direct line of contact for these types of reporting requests. A sample of Connection's KPI reporting has been attached in the Additional Documentation section for your review.</p>
53	<p>Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell Members for using this process?</p>	<p>Yes, payments can be transacted with P-cards or 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. (Please reference Connection's response to #50 for additional details.)</p>

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 *
-----------	----------	------------

<p>54</p>	<p>Describe your pricing model (e.g., line-item discounts or product-category materials (if applicable) in the document upload section of your response.</p>	<p>Connection is proposing a discount from our advertised web catalog list price. 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, account-specific pricing will also automatically change for Sourcwell Members. Connection's list price is available via our web site catalog located at www.connection.com/ps. Sourcwell's discounted pricing can be viewed at www.govconnection.com/sourcwellbid. In addition to our adaptive and fluid pricing model, Connection works closely with the manufacturer and vendor community to leverage our relationship to ensure we are offering only the most competitive prices available in the market today. It's a proactive approach similar to how Six Sigma is used in manufacturing. Do not inspect the finished good/service, inspect the process that produces the good or service. If your process is in control, then you can deliver a quality product or service each time. We do not compare our final prices to that of the competition, we inspect and ensure the procurement processes we have in place are functioning as intended and this ensures competitive pricing in the market. All discounts being proposed are specific by product category (see response to #55 below). Not all product categories lend themselves to a one size fits all discount approach. Connection wishes to offer Sourcwell Members the most aggressive discounting possible. All of the Sourcwell account-specific pricing will offer our sales team the flexibility to work with vendors and manufacturers to negotiate additional discounts when available. If a percentage discount causes the sell price to fall below our standard cost, the sell price shall be adjusted and honored at Connection's standard cost. However, contract Fees cannot be paid on purchases made at Connection's Standard cost.</p> <p>See the Excel attachment titled, Sourcwell Catalog Final, for a complete listing of the products and pricing offered within Connection's response.</p>																																																																																																												
<p>55</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 a list minus schedule that will range from 3.5% off a verifiable list price to as high as 15.5% off a verifiable list price, not to exceed cost. Please see attached proposed pricing schedule. Please reference the response to #54 for a definition of Connection's verifiable list price.</p> <p>The Excel attachment titled, Trade Secret/Proprietary: Sourcwell Account Specific Pricing – Connection, lists the discounts offered from our web catalog, by product category.</p> <table border="0"> <tr> <td>Market Group</td> <td colspan="2">Trade Secret/Proprietary: Full</td> </tr> <tr> <td>–</td> <td></td> <td>web catalog, list minus</td> </tr> <tr> <td></td> <td></td> <td>Sourcwell* (see note</td> </tr> <tr> <td>below)</td> <td></td> <td></td> </tr> <tr> <td>Systems Accessories</td> <td>9.50%</td> <td></td> </tr> <tr> <td>Digital Imaging & Sound</td> <td>8.50%</td> <td></td> </tr> <tr> <td>Software</td> <td></td> <td>3.50%</td> </tr> <tr> <td>Desktops</td> <td></td> <td>4.00%</td> </tr> <tr> <td>Client Networking</td> <td>6.50%</td> <td></td> </tr> <tr> <td>Enterprise Networking</td> <td>6.50%</td> <td></td> </tr> <tr> <td>Internet-Graphics/Publishing</td> <td>5.50%</td> <td></td> </tr> <tr> <td>Memory</td> <td></td> <td>10.00%</td> </tr> <tr> <td>Monitors & Projectors</td> <td>3.00%</td> <td></td> </tr> <tr> <td>Power Management</td> <td>8.00%</td> <td></td> </tr> <tr> <td>Portable Computing - Accessories</td> <td>9.50%</td> <td></td> </tr> <tr> <td>Printers</td> <td></td> <td>6.50%</td> </tr> <tr> <td>Drives, Storage & Media</td> <td>7.00%</td> <td></td> </tr> <tr> <td>Notebooks</td> <td></td> <td>4.00%</td> </tr> <tr> <td>Consumer Electronics</td> <td>10.00%</td> <td></td> </tr> <tr> <td>Warranty Services</td> <td>5.00%</td> <td></td> </tr> <tr> <td>Enterprise Storage</td> <td>6.50%</td> <td></td> </tr> <tr> <td>Accessories - Printer Supplies</td> <td>10.00%</td> <td></td> </tr> <tr> <td>Servers</td> <td></td> <td>5.75%</td> </tr> <tr> <td>Video</td> <td></td> <td>6.50%</td> </tr> <tr> <td>Workstations</td> <td>5.00%</td> <td></td> </tr> <tr> <td>Point of Sale Equipment</td> <td>5.50%</td> <td></td> </tr> <tr> <td>Mobile Electronics</td> <td>6.50%</td> <td></td> </tr> <tr> <td>Systems Enhancements</td> <td>6.50%</td> <td></td> </tr> <tr> <td>Monitors & Projectors Accessories</td> <td>9.50%</td> <td></td> </tr> <tr> <td>Cables</td> <td></td> <td>15.50%</td> </tr> <tr> <td>Storage Media & Accessories</td> <td>9.00%</td> <td></td> </tr> <tr> <td>Professional Services</td> <td>5.00%</td> <td></td> </tr> <tr> <td>Configuration Services</td> <td>5.00%</td> <td></td> </tr> <tr> <td>Repair Services</td> <td></td> <td>5.00%</td> </tr> <tr> <td>Cloud Services</td> <td></td> <td>5.00%</td> </tr> <tr> <td>Software Support</td> <td>5.50%</td> <td></td> </tr> </table> <p>Trade Secret/Proprietary: *Please note that these discounts are excluded on the sale of Apple products to K12 institutions. Managed Services and IT Staff Augmentation Services are not included within this offer.</p>	Market Group	Trade Secret/Proprietary: Full		–		web catalog, list minus			Sourcwell* (see note	below)			Systems Accessories	9.50%		Digital Imaging & Sound	8.50%		Software		3.50%	Desktops		4.00%	Client Networking	6.50%		Enterprise Networking	6.50%		Internet-Graphics/Publishing	5.50%		Memory		10.00%	Monitors & Projectors	3.00%		Power Management	8.00%		Portable Computing - Accessories	9.50%		Printers		6.50%	Drives, Storage & Media	7.00%		Notebooks		4.00%	Consumer Electronics	10.00%		Warranty Services	5.00%		Enterprise Storage	6.50%		Accessories - Printer Supplies	10.00%		Servers		5.75%	Video		6.50%	Workstations	5.00%		Point of Sale Equipment	5.50%		Mobile Electronics	6.50%		Systems Enhancements	6.50%		Monitors & Projectors Accessories	9.50%		Cables		15.50%	Storage Media & Accessories	9.00%		Professional Services	5.00%		Configuration Services	5.00%		Repair Services		5.00%	Cloud Services		5.00%	Software Support	5.50%	
Market Group	Trade Secret/Proprietary: Full																																																																																																													
–		web catalog, list minus																																																																																																												
		Sourcwell* (see note																																																																																																												
below)																																																																																																														
Systems Accessories	9.50%																																																																																																													
Digital Imaging & Sound	8.50%																																																																																																													
Software		3.50%																																																																																																												
Desktops		4.00%																																																																																																												
Client Networking	6.50%																																																																																																													
Enterprise Networking	6.50%																																																																																																													
Internet-Graphics/Publishing	5.50%																																																																																																													
Memory		10.00%																																																																																																												
Monitors & Projectors	3.00%																																																																																																													
Power Management	8.00%																																																																																																													
Portable Computing - Accessories	9.50%																																																																																																													
Printers		6.50%																																																																																																												
Drives, Storage & Media	7.00%																																																																																																													
Notebooks		4.00%																																																																																																												
Consumer Electronics	10.00%																																																																																																													
Warranty Services	5.00%																																																																																																													
Enterprise Storage	6.50%																																																																																																													
Accessories - Printer Supplies	10.00%																																																																																																													
Servers		5.75%																																																																																																												
Video		6.50%																																																																																																												
Workstations	5.00%																																																																																																													
Point of Sale Equipment	5.50%																																																																																																													
Mobile Electronics	6.50%																																																																																																													
Systems Enhancements	6.50%																																																																																																													
Monitors & Projectors Accessories	9.50%																																																																																																													
Cables		15.50%																																																																																																												
Storage Media & Accessories	9.00%																																																																																																													
Professional Services	5.00%																																																																																																													
Configuration Services	5.00%																																																																																																													
Repair Services		5.00%																																																																																																												
Cloud Services		5.00%																																																																																																												
Software Support	5.50%																																																																																																													

56	Describe any quantity or volume discounts or rebate programs that you offer.	Connection will provide additional discounts based on volume where possible. Communication between the Sourcewell 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.	*
57	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>Connection has strong relationships with over 1,600 manufacturers and offers over 300,000 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 would absolutely engage and welcome any dialogue around the inclusion of new products, related services and/or vendors.</p> <p>If in the event a product or solution is not already set up in our catalog, Connection has a one off process that is easy and seamless. The request would begin by the Sourcewell 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 Sourcewell Member within 24-48 hours.</p>	*
58	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. (Please see answer to #59 for details.) • Installation, set up, removal of trash • Extended Warranties • Shipping • 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 	*
59	If freight, delivery, or shipping is an additional cost to the Sourcewell Member, describe in detail the complete freight, shipping, and delivery program.	<p>Connection has a 99% ship rate and will ship most in-stock items the same day the order is received. We will offer FREE FOB, ground shipping on all products for orders of \$50 or more. Our discounted shipping rate of \$5 will be charged on orders under \$50. Please note, this excludes heavyweight, expedited, or hazardous material orders. We offer Sourcewell Members a broad range of delivery options, ranging from standard overnight and second day delivery to ground, time definite, and truckload services. Connection uses standard small package carriers such as USPS and UPS, FedEx, Roadway, and Yellow to deliver larger shipments. Ground shipments would be routed "Ground Best Way" via these or other carriers.</p> <p>Connection also arranges specialized transportation services such as inside delivery, package removal and product set-up. If such services are required, Members are asked to contact their Account Manager to arrange and 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> <p>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.</p> <p>Rest assured, Connection will work with Sourcewell and their Members to discuss and negotiate any additional delivery fees on a case-by-case basis.</p>	*
60	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.	*
61	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.	*

Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
62	c. better than the Proposer typically offers to GPOs, cooperative procurement organizations, or state purchasing departments.	This statement is a general evaluation of our pricing and does not state or create any lowest price guarantees or obligations.

Audit and Administrative Fee

Line Item	Question	Response *
63	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed Contract with Sourcewell. This process includes ensuring that Sourcewell Members obtain the proper pricing, that the Vendor reports all sales under the Contract each quarter, and that the Vendor remits the proper administrative fee to Sourcewell.	<p>Our discounted pricing for the Sourcewell contract will be directly tied to a special pricing code (ASP) that will constantly and consistently apply the agreed upon contractual discounts to our published and publicly available online catalog. 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>
64	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 is proposing to offer a 2% RAF (Royalty Administrative Fee) on purchases, excluding Chromebooks, Apple products and products sold at Connection's standard cost. Connection will offer a ½% RAF on all Apple products. These fees are to be paid to Sourcewell for facilitating, managing, and promoting the Sourcewell Contract. The fee will be calculated based on the total member spend for a given calendar quarter. The administrative fee will be paid by Connection to Sourcewell at the end of each calendar quarter. Per #55 above, please see restrictions on sales of Apple products to K12 institutions.

Industry Specific Questions

Line Item	Question	Response *
65	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>Connection can provide KPI (Key Performance Indicators), Customized or Ad-Hoc Reporting to assist in measuring the success of the contract. KPI, Customized or Ad-Hoc reporting, outside of the B2B reporting, may be requested, and Connection will respond within 3 business days of request to discuss requirements and timeframe. The Member's dedicated Account Manager will be the direct line of contact for these types of reporting requests. A sample KPE Report has been included as an attachment for your review.</p> <p>In addition, Connection can also assess customer satisfaction in a number of ways. By using several methods, a more complete picture of the overall satisfaction of the customer is gained. Here is a partial listing of those methods.</p> <ul style="list-style-type: none"> • Bi-annual customer satisfaction surveys via email. • Customized customer satisfaction surveys available through web portal. • Regular customer visits, schedule to be determined. • Quarterly program performance reviews. • Weekly Connection/Sourcwell conference calls. • Ongoing Connection/ Sourcwell calls regarding technology and customer needs. • Weekly Connection staff meetings. • Quarterly Connection management reviews.
66	Describe your capability to report Sourcwell member purchases of products with environmentally preferred attributes (e.g., eco-labeled, rated or certified).	<p>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 Sourcwell outlines the specific certifications for which reporting is required, in advance and prior to building the reporting template.</p>
67	Describe your capability to identify third-party issued eco-labels, ratings or certifications for the equipment or products within your catalog related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Anytime third-party issued eco-labels, ratings or certifications for the equipment or products within provided to us by the manufacturer in electronic form, we include it on our website. We also ut</p> <p>In addition, Connection's account managers attend regular manufacturer meetings and training sessions, so they are kept informed of the latest "green" technology product offerings.</p>
68	Describe your strategy related to the implementation and management of multiple cooperative purchasing contract awards, if applicable.	<p>Connection has managed multiple cooperative contract awards in the past. We've always taken the approach to simply ask the customer which contract vehicle(s) is important to them. We prefer to leave these types of decisions up to the customer. Additionally, we have always taken the approach that we appreciate loyalty. When we partner with a cooperative on a given opportunity, we see this partnership through. We are continually praised by manufacturers and other cooperatives about the level of integrity at which we conduct business. What is of greatest value to the customer is always most important.</p>
69	Identify any reseller certification(s) (or similar third-party validation of technical expertise) that your organization has attained, if any.	<p>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. Please reference the Certifications and Authorizations brochure attachment and product line card for additional details.</p>
70	Summarize your current approach to serving Sourcwell (for-profit) and plans to grow utilization of your	<p>Upon notification of award, Connection will work with Sourcwell and its Members to prepare a comprehensive sales growth and communication strategy. Today, Connection staffs a sales director for each vertical market. These vertical leads are solely responsible for the creation and implementation of a growth strategy. Each of these vertical leads will work with Sourcwell to create specific strategies for each vertical within the SLED space. Examples of these strategies may include, but not be limited to, regional vertical-specific one-to-many events, vertical-specific call-out campaigns, vertical-specific solution training via Webex, and Sourcwell Member-specific pricing on a particular solution or product. Connection continuously looks for ways to improve the end user experience.</p> <p>Much of the superior service end users experience today is owed, in great part, to our end users. We did not become a world class company on our own. The wants and needs of the customers drove us to continually look for ways to, not only improve the end user experience, but also to expand the solutions and services we offer to the end user community. Connection will work with Sourcwell to continue this approach, which will enable Connection to offer an ever-improving experience to the Sourcwell Members.</p>

Exceptions to Terms, Conditions, or Specifications Form

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

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Financial Strength and Stability](#) - Financial Strength and Stability - Connection.pdf - Tuesday August 13, 2019 10:47:00
- [Marketing Plan/Samples](#) - Sourcewell Marketing Plan and Samples - Connection.pdf - Wednesday August 14, 2019 08:23:33
- [WMBE/MBE/SBE or Related Certificates](#) - WMBE MBE SBE or Related Certificates - Connection.pdf - Tuesday August 13, 2019 10:31:04
- [Warranty Information](#) - Warranty Information - Connection.pdf - Tuesday August 13, 2019 14:46:19
- [Pricing](#) - Sourcewell Catalog Final - Connection.xlsx - Monday August 12, 2019 15:44:10
- [Supplemental Pricing Documentation \(if needed\)](#) - Trade Secret Proprietary - Sourcewell Account Specific Pricing - Connection.xlsx - Wednesday August 14, 2019 11:49:29

[Additional Document](#) - Additional Documentation

Proposers Assurance of Comp

PROPOSER ASSURANCE OF COMPLIANCE

PROPOSER'S AFFIDAVIT

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

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

The Proposer understands that it is the Proposer's duty to protect information that it considers nonpublic, and it agrees to defend and indemnify Sourcewell for reasonable measures that Sourcewell takes to uphold such a data designation.

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 Howard, President

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.