



Response to an RFB for Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement

**MANUFACTURER SUPPLIED TECHNOLOGY EQUIPMENT WITH PERIPHERALS,
SOFTWARE, NETWORKING, EQUIPMENT, MAINTENANCE AND PROFESSIONAL SUPPORT SERVICES**

Copy

Proposal Date: February 15, 2019

Presented to: ACCS

Presented by: James Lambert, Carousel
Industries' Alabama Account
Executive

A. Transmittal Letter

A. Transmittal Letter

Alabama Community College System
Attn: ITS
Post Office Box 302130 Montgomery, AL 36130-2130

February 15, 2019

Dear ITS Procurement Team,

Carousel Industries is pleased to have an opportunity to present this proposal in response to your request. We have over 25 years of proven success with telecommunications implementations for 35 of the Fortune 100 businesses, as well as nonprofits and local government. The value to our customers comes from our deep technical knowledge within our voice, video, data and visual collaboration practice. Carousel is uniquely positioned by having a best-in-breed manufacturer portfolio including Avaya, Cisco, Fortinet, Juniper, Polycom and a whole offering of AV technologies.

Carousel accepts the conditions governing the procurement and acknowledges receipt of the one addendum posted along with the Q&As.

I am authorized to negotiate on behalf of Carousel Industries and have provided my contact information below.

We look forward to servicing the needs of the Alabama Community College System community.

Sincerely,

A handwritten signature in black ink that reads "James Lambert". The signature is stylized with a large, looped "J" and a long, sweeping horizontal line extending to the right.

James Lambert, Account Executive
jlambert@carouselindustries.com
205-578-5974
www.carouselindustries.com

B. Evaluation Submission Form

6.1 The purpose of this form is to provide a single summary document per submitting vendor that references required materials. This document is intended to assist the Evaluation Committee easily find specific items of information during the evaluation process and to assist participating agency personnel in locating specific vendor information after the award of the bid.

Vendor Contact Information

This will be published for participating agencies to streamline the vendor contact process. Vendors may not have all of these departments/positions/titles. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to [JPA- Notification@accs.edu](mailto:JPA-Notification@accs.edu).

Vendor Name: Carousel Industries Last Updated: February 15, 2019

JPA Website Address: _____

	Name(s)	Phone Number(s)	E-mail Address(s)
Primary Contract Executive(s)	James Lambert, Alabama Account Executive	205-578-5974	jlambert@carouselindustries.com
Sr. Account/Sales Manager(s) (by region if necessary)	Scott Smeltzer, Regional Account Executive	205-578-5976	ssmeltzer@carouselindustries.com
Sr. Account/Sales Manager(s) (by region if necessary)	Chris Keller, Regional Account Executive	205-578-5975	ckeller@carouselindustries.com
Account/Sales Manager(s) (by region if necessary)	Terry Stroud, Regional Sales Director	601-718-3333	tstroud@carouselindustries.com
Technical Support	Matt Hafner, Systems Engineer	401-667-6944	mhafner@carouselindustries.com

BID INFORMATION INDEX

Please complete the following form to assist the Evaluation Committee in finding specific information as related to your bid response.

	Document Name	Page Number(s)
Product and Services Delivery Overview	Carousel Industries' Response to ACCS	6
Geographic Coverage	Carousel Industries' Response to ACCS	9
Availability of Technical Support	Carousel Industries' Response to ACCS	11
Problem Resolution	Carousel Industries' Response to ACCS	12
Customer Satisfaction	Carousel Industries' Response to ACCS	12 - 14
Value Added Services	Carousel Industries' Response to ACCS	14
Reporting	Carousel Industries' Response to ACCS	15 and Attachment A
Electronic Commerce	Carousel Industries' Response to ACCS	16
Breadth of Offering	Carousel Industries' Response to ACCS	16
Primary Account Representative	Carousel Industries' Response to ACCS	34
References	Carousel Industries' Response to ACCS	35
Pricing Level and Guarantee	Carousel Industries' Response to ACCS	37

C. Table of Contents

A. Transmittal Letter	2
B. Evaluation Submission Form.....	3
C. Table of Contents.....	4
D. Bid Summary (optional)	
E. Response to General Requirements & Specifications	6

Attachments

- A. Sample Report
- B. Signed Vendor Disclosure & Immigration Forms
- C. ISO Certifications

E. Response to General Requirements & Specifications

This section contains specifications and relevant information vendors should use for the preparation of their responses. Vendors should respond as described to each specification. The responses along with the required supporting material will be evaluated and awarded points accordingly.

3.2.2 Product and Services Delivery Overview

Vendors must describe their ability to provide professional services, technology equipment including related products and support services to the System and the various authorized entities. The response to this requirement should, at a minimum, include a map with an indication of the locations where products may be delivered plus the number and type of support personnel or other resources that may be employed to service procuring entity purchase orders (a very basic example map for a fictitious company is provided in Appendix B). The narrative in response to this specification should include, at a minimum, a general overview of the proposed services and an overview of how the services are to be provided in the locations indicated.

Carousel's Response:

Carousel Industries is proud to provide a response to The Alabama Community College System (ACCS) in partnership with Alabama Higher Education entities. We have developed a list of areas in which Carousel Industries, our partners and manufactures, are fully capable of providing to the ACCS community. As a value-added reseller for numerous technology manufacturers, our teams of engineers, sales, and field techs have gone through rigorous certifications to maintain these high levels of partnership.

Our offering details the technology equipment and value-added professional services for:

- Avaya
- Cisco
- Fortinet
- Extreme
- Juniper
- Polycom

Our AV products offering includes:

- AMX
- Harman
- Crestron
- Da-Lite
- Epson
- JBL
- Chief
- Panasonic
- Newline

Carousel's proposal includes an enterprise plan for providing various best in breed manufactures for Networking, Server, Storage and Audio-Visual components that are open standard to allow integration with existing equipment and applications.

Our enclosed proposal focuses on key characteristics, real business communications benefits that thoroughly distinguish Carousel Industries proposal from other vendors:

- Carousel Industries Technical capabilities
- Manufacture and Carousel Industries financial Stability
- Carousel Industries Experience and references
- Product selection and ease of doing business, single point of contact for purchasing solutions
- Ability to support contract area of coverage

Technical Capabilities

Carousel offers high-end expertise to design, create, integrate and support compelling IT solutions for our customers' network. We can provide infrastructures, helping reduce costs and increase efficiencies. Our solutions provide a clear return on investment for both large and small organizations spanning numerous verticals. This holistic approach offers tremendous advantages over other providers and saves our customers significant time and expense. Carousel Industries also has and maintains the highest level of certifications demanded from these manufactures.

Financial Stability

Carousel Industries has enjoyed tremendous growth and success in its 25+-year history. Business has grown over 50% in the last five years, with 2018 revenues reaching \$525 million. We are a financially stable organization with no outside stakeholders.

Expert Knowledge

Our clients range in size from 15 to 50,000 employees and beyond. Today we are proud to say that 35 of the Fortune 100 turn to Carousel Industries for their technology requirements. The commonality among these customers is their desire to have one partner that can deliver on their unified communications, mobility, data infrastructure, network and application monitoring/support, and security.

Some of our key higher education customers in the **State of Alabama** include:

- Gadsden State
- Jacksonville State University
- Alabama Fire College
- Reid Technical College
- Alcorn State University

Ease of Business, Collaboration and Integration

Carousel Industries has provided various manufactures for this RFP, this offers ACCS the flexibility and assurance of these products integration and compliance to your requirements. Our strength lies in our ability to design, deliver and support enterprise-level technology solutions that become the foundation of our clients' business. We also supplement our client's teams as needed with onsite technical and engineering support. Our solutions integrate the best applications from the best technology providers and are implemented with agility and speed to create a competitive advantage for our clients. This combined with our manufacture level of partnership offers ACCS the best in breed products with the highest value and discount levels.

The products we are offering cover a wide range of categories, some of these are:

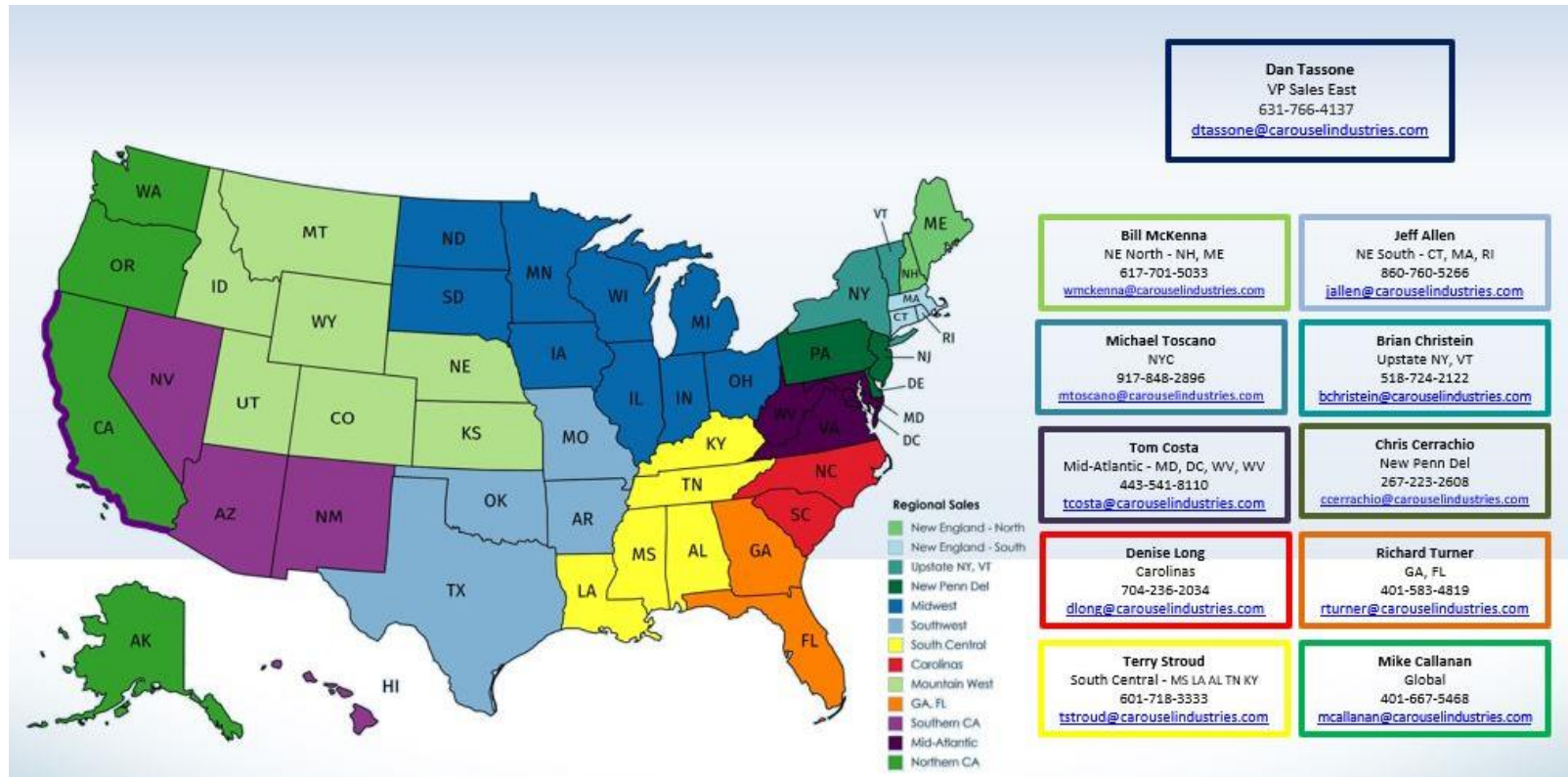
- **Avaya** – Avaya Voice, UC and Contact Center
- **Cisco** – Cisco UC, Security, Networking, Wireless, Cloud, Data Center, Contact Center, Video & Collaboration
- **Extreme** – Network Infrastructure, Wireless, Data Center and Network Management
- **Juniper** – Network Infrastructure, Wireless & Data Center
- **Polycom** – Video Collaboration and Voice Endpoints

The products we are offering cover a wide range of categories, some of these are in **Audio-Visual** include:

- Integrated Audio-Visual Meeting Environments
- High Definition Video Conferencing Systems
- Custom TelePresence Solutions
- Multi-Point Bridging Services
- Worldwide Video Conference Room Rental Services
- Video Managed Services and Remote Clients
- Management Applications and infrastructure, content streaming and security

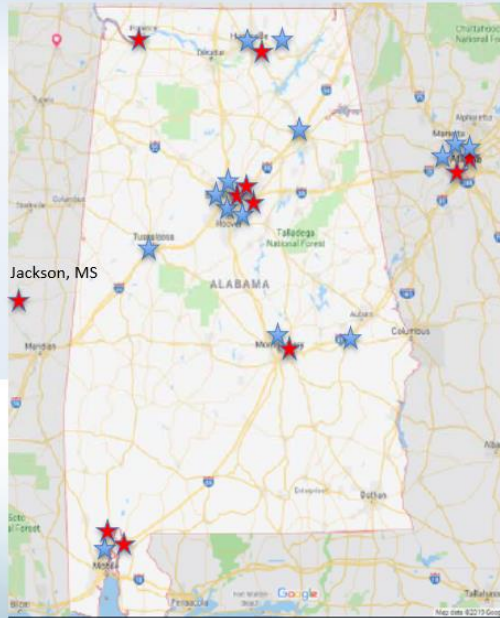
The two maps found on the following pages depict our local service support model.

Carousel Industries Regional Sales Support Map



Carousel Industries' Alabama Field Techs

Field Techs supporting Alabama



★ AudioVisual support

★ Voice & InfraSec support

Vendors must thoroughly describe their procedures for resolving customer problems and complaints including timelines and escalation measures.

Carousel will dedicate the proper resources to the ACCS community to ensure project completion and ongoing support to ensure complete satisfaction. Prior to the start of a project, a Project Team document will be sent that includes all team member names, responsibilities, and contact information. Team members will include account support, project management, pre and post- sales engineers, onsite technical field resources, and management escalation contacts.

Project Management and Implementation Approach

Effective project management is a critical component to the implementation success of all of Carousel's projects. Carousel follows the PMI (Project Management Institute) methodology and compliments it with years of implementation experience. We have combined our process with a series of Best Practices highlighted below to help achieve successful projects with the highest levels of customer satisfaction.

- Sales engineering review of customer equipment and implementations to ensure interoperability of equipment and efficiency of design
- Our systems' integration processes are centered around communications with the customer, so the installation job goes smoothly with minimum interruption to the daily working environment
- Our project managers follow PMI procedures as we move through the project life cycle. The Project Manager will act as a single point of contact during the implementation
- We plan for a standard lead time of 6-8 weeks from SOW signature to first day onsite for installation
- Staging and pre-testing of equipment before it goes out into the field
- At the conclusion of the installation, each room is put through a rigorous commissioning process to ensure that the system is fully functional and without any hidden issues

Project Execution

Carousel understands that the first step to stable ongoing operations is the effective implementation of technology through a phased, managed process. Carousel's Project Management team is dedicated to meeting and exceeding your expectations. Through tightly controlled project scope assessments, project risk analysis, thorough test phases, project status reporting procedures and performance documentation, our project management resources ensure quality delivery.

Key project artifacts supporting this quality approach include:

- Statement of Work that clearly articulates project deliverables, scope, and timeline
- Project Plan in Microsoft Project format, tracked in Carousel's overall MS Project Server
- Weekly Project status reports to monitor and manage project execution
- Action/Issue list to manage exception circumstances in a transparent and open manner
- Communications Plan to ensure all concerned parties are informed
- Testing and Acceptance Plans to measure achievement of business objectives
- Hand-over Plans to transition from project implementation to ongoing operations support

Carousel Support and Escalation Services

Upon the successful completion and acceptance of each project, day-to-day support will transition seamlessly to our support service team. Carousel's Network Operations Center (NOC) is a one-of-a-kind, state-of-the-art nerve center for all our service operations. With Carousel NOC support, End Users will have unlimited access to Carousel engineers by phone and online 24/7/365. Carousel Industries provides fault tolerant, fully redundant 24X7X365 Call center access with nominal Service Level up-time guarantee of 99.9%. Help desk calls are received through a service toll free number. All calls are answered by a live operator and a warm transfer to a Tier 2 technician is made once trouble information is obtained. A lead remote engineer will be assigned and engaged for the duration of open ticket until closure.

Carousel Phone Support: 866-408-4596

Carousel Support Email: service@carouselindustries.com

Incident and Service Request Escalation

Carousel Industries is committed to providing exceptional service and support to our customers and partners. In the event that an incident or service request requires escalation, we have an established process that focuses on communication and timely resolution. An escalation matrix is below.

Escalation	Contact	Office
Level 1	Service Support	866-408-4596
Level 2	Convergence Supervisor(s)	866-408-4596
Level 3 595-2599	Service Operations Manager	Mike Kelly 800-401-0760 ext. 6922401-

Customer Satisfaction Surveys

Vendors must submit customer satisfaction statistics or survey results concerning the quality of the products and/or services offered.

Carousel uses Net Promoter Score®, or NPS®, to methodically measure customer experience and predicts business growth. This proven methodology provides the core measurement for customer experience.

The NPS Calculation: We calculate our NPS using the answer to a key question, using a 0-10 scale, such as:

- Overall, considering your entire experience please rate your satisfaction with Carousel Industries?
- How satisfied are you with the ease of doing business with Carousel Industries?
- Were you satisfied with the Carousel's personnel being responsive to your business needs?
- Were you satisfied with the speed and efficiency at which we were able to respond to your request?
- How likely is it that you would recommend Carousel to a friend or colleague?

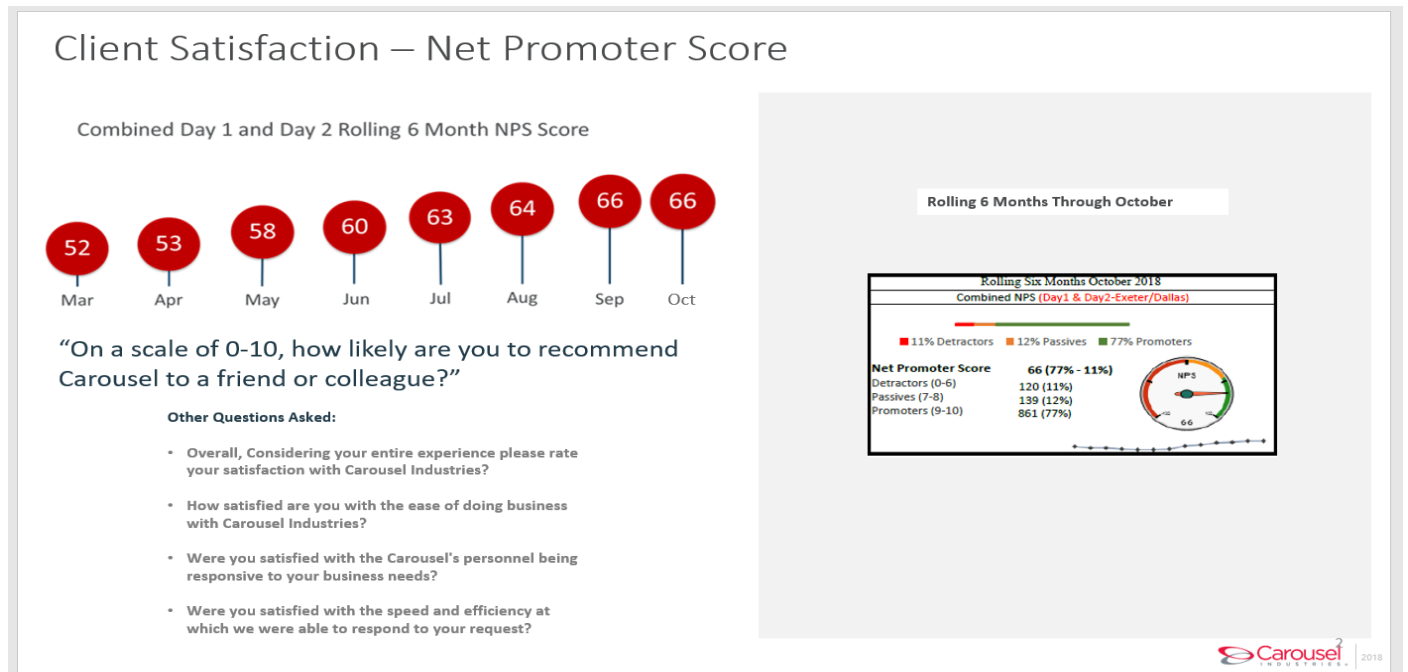
Respondents are grouped as follows:

- **Promoters** (score 9-10) are loyal enthusiasts who will keep buying and refer others, fueling growth.

- **Passives** (score 7-8) are satisfied but unenthusiastic customers who are vulnerable to competitive offerings.
- **Detractors** (score 0-6) are unhappy clients who can damage our brand and impede growth through negative word-of-mouth.

Subtracting the percentage of detractors from the percentage of promoters yields the Net Promoter Score, which can range from a low of -100 (if every client is a Detractor) to a high of 100 (if every client is a Promoter).

Carousel has continued to trend higher as it relates to our NPS.



Vendors must thoroughly describe their ability to provide value added technical services including installation, training or directly related optional services and the geographic area where the services may be provided. Vendors should provide a map with an indication of the locations where each type of value-added service may be provided.

Carousel’s Response:

Carousel maintains the highest level of certifications and relationships with these listed top manufacturers. Which will benefit ACCS with options of products, as well as, direct access to manufacture relationships, improved warranty, support agreements, and guaranteed integration of the components. Carousel’s proposal provides access to various best of breed manufacturers for Networking and Security components. This allows for open standard integration with existing equipment and applications.

Our enclosed proposal focuses on key characteristics and real business communications benefits that thoroughly distinguish Carousel Industries proposal from other vendors:

- **Carousel Industries Technical capabilities** – Meets and or Exceeds your requirements for certifications by each manufacture specified.
- **Manufacturer and Carousel Industries financial stability** - The manufacturers we have chosen are all financially stable with solid products. Carousel Industries is privately held firm with zero debt.
- **Carousel Industries experience and references** – We have provided a list of past performance and references that demonstrate our capabilities.
- **Product selection and ease of doing business**, We offer and will provide a single point of contact to immediately address questions and concerns.
- **Ability to support contract area of coverage** – With local staff to serve the ACCS, we can provide onsite surveys, engineering and design sessions.

The Carousel Difference

Carousel offers high-end expertise to design, create, integrate and support networking solutions for our customers' network which will reduce costs and increase efficiencies. Our solutions provide a clear return on investment for both large and small organizations spanning numerous verticals.

The value we bring to clients is our ability to be flexible and agile while delivering best in class products and services. Some of these key features are:

- Our Experience and capabilities with the selected manufacturers
- Carousel's relationship with these manufacturers.
- Carousels capability for delivery and service options for the products we are offering.

Value-Added Support Services

Carousel's Network Operations Center (NOC) is a one-of-a-kind, state-of-the-art nerve center for all of our services operations. It keeps constant vigilance over your critical Voice, Data and Video networks, applications and Infrastructure. Carousel's NOC is staffed by dozens of Tier 2, 3, and 4 highly-certified Engineers and uses technology to proactively monitor your entire data infrastructure 24/7.

Carousel Industries strives to make the success of our implementation and service experience exceed customer expectations. As part of this effort, Carousel offers the following support services:

- Pre-sales support, site surveys and design
- Post sale support
- Project Management
- Moves, Adds, Changes
- Preventative Maintenance Visits



- Managed Services
- Warranty, Maintenance and Parts Replacement
- Professional Services, Consulting and Network Audits

See map above in 3.22 Product and Services Delivery Overview.

3.23 Reporting

Vendors must agree to provide quarterly utilization reports to the System based upon the schedule and minimum content as described in this request. Quarterly reports must be submitted to The System Office to JPA-Notification@accs.edu. The electronic copy must be in the form of a PDF file. Vendors must describe their ability and commitment to meet this requirement and include a sample quarterly report with the bid response. The required report must be compiled and forwarded to the Joint Purchase Agreement Initiative Administrator within two weeks of the end of each quarter. Vendors may count quarters either from the calendar (i.e., the end of March will be the end of the first quarter) or from the time we awarded you the bid (i.e., May 1 will be the end of the first quarter). An example of the required reporting format is included in Appendix C. Failure to provide the required report in the specified format could result in removal from the contract.

Carousel's Response:

Carousel Industries' complies with the reporting requirements.

Vendors are encouraged to describe and include additional sample reports. Vendors are encouraged to describe other reporting capabilities such as electronic delivery of reports or direct access to Internet or other databases that may be used to administer the agreements or support marketing.

Carousel's Response:

See Attachment A. Sample Report.

3.24 Electronic Commerce

Vendors must describe their ability to provide and maintain, at a minimum, an Internet website that contains the complete ESS as well as product specifications and options. Vendors are encouraged to describe an existing capability or commitment to implement a website that would provide procuring entities guidance and assistance with product selection, purchase order tracking, reporting or other relevant capability. The ability or commitment to accept and process purchase orders electronically should be thoroughly described. Internet URL's may be provided which reference sites that demonstrate the desired functionality.

Carousel's Response:

Carousel Industries' website for purchasing online is under development. We currently have the capability to accept purchase orders via email upon direct submittal to: cashreceipts@carouselindustries.com

3.25 Breadth of Offering

Vendors must, at a minimum, offer products or services in at least one of the following categories:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)

Servers

Printers

Monitors

Storage

Networking Equipment

Audio and Video Conferencing Equipment

Multimedia Hardware

VOIP/Unified Communications Solutions

Video Surveillance Solutions

Key and Access Control Equipment

Software

Professional Services

Other

Vendors must provide a comprehensive list of the models or variations available in each of the following categories for which a vendor offers products:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)

Servers

Printers

Monitors

Storage

Networking Equipment

Audio and Video Conferencing Equipment

Multimedia Hardware
VOIP/Unified Communications Solutions
Video Surveillance Solutions
Key and Access Control Equipment
Software
Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the breadth of the product line flexibility and performance.

Carousel’s Response:

Avaya – Avaya Voice, UC and Contact Center

Cisco – Cisco UC, Security, Networking, Wireless, Cloud, Data Center, Contact Center, Video & Collaboration

Extreme – Network Infrastructure, Wireless, Data Center and Network Management

Juniper – Network Infrastructure, Wireless & Data Center

Polycom – Video Collaboration and Voice Endpoints

AV Products

- AMX
- Harman
- Crestron
- Da-Lite
- Epson
- JBL
- Chief
- Panasonic
- Newline

Carousel’s Certifications

It’s imperative that our team members remain current on various certifications. The following are key certifications:

Avaya – Partner Level - Diamond
ACSS 3000 Avaya Midmarket Communications
ACSS 3000 Avaya IP Office Platform
ACSS 3100 Avaya Aura Communication Manager and CM Messaging-Embedded
ACSS 3101 Avaya Aura Session Manager and System Manager

ACSS 3103 Avaya Scopia Solution
ACSS 3104 Avaya one-X UC Soft Clients
ACSS 3105 Avaya Communication Server 1000 for Avaya Aura
ACSS 3107 Avaya Session Border Controller Enterprise
ACSS 3200 Avaya Modular Messaging w Avaya Message Store
ACSS 3202 Avaya Aura Conferencing
ACSS 3203 Avaya Aura Messaging
ACSS 3205 Avaya CallPilot
ACSS 3300 Avaya Aura Contact Center
ACSS 3304 Avaya Aura Call Center Elite
ACSS 3600 Avaya Ethernet Routing Switch
AIPS 4000 Avaya IP Office Platform
AIPS 4100 Application Enablement Services (AES)
AIPS 4200 Avaya Modular Messaging with IBM Lotus Domino Message Store
AIPS 4400 Avaya Wireless LAN 8100
ASPS 5100 Avaya Aura Presence Services
ASPS 5103 Avaya IP Office Platform Deployed as a Branch
ASPS 5104 Avaya US Soft Clients
ASPS 5200 Avaya Message Networking
ASPS 5201 Avaya Modular Messaging w Microsoft Exchange
ASPS 5202 Avaya one-X Speech
ASPS 5203 Avaya Hospitality Messaging Server

400
APDS 2301 Avaya Video Conferencing Solutions
APDS 2400 Avaya Contact Center
APDS 2401 Avaya Midmarket Solutions
APDS 3170 Avaya Enterprise Team Engagement

Microsoft – Partner Level - Gold
HUB: Integrate and Extend Surface HUB Solutions
HUB: Surface HUB Installation and Configuration
MCITP: Lync Server Administration 2010
MCITP: Windows Server Administration
MCITP: Windows Server Enterprise Administration
MCITP: Certified IT Professional
MCSE: Systems Engineer – Security
MCTS: Microsoft Office Communications Server
Microsoft Office 365 Certification
MCP: Lync Server 2012 Administration
MCP: Professional
MCPS: Certified Product Specialist
MCSA: System Administration
MCSA: System Administration-Messaging
MCSA: System Administration-Security
MCSA: Server 2012
MCSA: Solutions Architect
MCSE: Systems Engineer
MCSE: Solutions Expert Communications
MCTS: Tech Specialist Exchange
MCTS: Tech Specialist Lync 2010
MCTS: Windows Server 2008 Active Directory
MCTS: Windows Server 2008 Network

Infrastructure
MTA: Tech Associate
MCT: Certified Trainer
MVP: Most Valuable Professional

Cisco – Partner Level - Gold
CCENT
CCDA
CCDP
CCNA Collaboration
CCNA Data Center
CCNA Routing & Switching
CCNA Security
CCNA Video
CCNA Voice
CCNA Wireless
CCNP Security Specialized
CCNP Collaboration
CCNP Data Center
CCNP Routing & Switching
CCNP Voice
CCNP Wireless
CCIE Data Center
CCIE Routing/Switching
CCIE Security

Administering Cisco Voice & Unified Communications
Advanced Security Architecture for Ams 700-260
Advanced Video Account Mgr Representative
Advanced Routing & Switching for Fes (#642-055)
Advanced Security Architecture Field Engineer Representative
Advanced Security Architecture for Ses 500-265
Advanced Security Architecture System Engineer Representative
Advanced Video Account Mgr Representative
Advanced Video System Engineer Representative
Advanced Wireless for Field Engineers (#642-587)
Advanced WLAN for FE (#642-631)
Advanced WLAN for SE (#642-681)
Borderless Networks Account Mgr Representative
Borderless Networks Architecture SE Representative
Borderless Networks Mobility Field Engineer Representative
Borderless Networks Route & Switch FE Representative
Borderless Networks Security Field Engineer Representative
Building Converged Cisco Multilayer Switched Networks

Building Converged Cisco Multilayer Switched Networks
Building scalable Cisco Internetworks (#642-801-BSCI)
Building Scalable Cisco Internetworks (#640-901-BSCI)
Business Value Specialist
Certified Business Value Practitioner
Certified Design Expert
Collaboration Account Mgr Representative
Collaboration Architecture Field Engineer
Collaboration Architecture Systems Engineer Representative
Collaboration Field Engineer Representative 1
Content Security Account Mgr Representative
Content Security Systems Engineer Representative
Core and WAN Systems Engineer Representative
CQS - Cisco Firewall Specialist
CQS - Cisco IP Contact Center Express Specialist
Data Center Architecture Account Mgr Representative
Data Center Architecture Systems Engineer Representative
Data Center Networking Solution Sales
Data Center Support for UC Specialist
Data Center UF Support Specialist
Deploying QOS in the Enterprise (#9E0-601

DQOS)
Enterprise Networks Architecture System Engineer Representative
Executing Cisco Advanced Business Value Analysis & Design 840-425
Express Collaboration Field Engineer
Express Collaboration Field Engineer Representative v2
Express Collaboration Sales Engineer
Express Collaboration Systems Engineer Representative v2
Express Foundation Field Engineer Representative
Express Security NGFW Account Mgr Representative
Express Video Account Mgr Representative
Express Video Engineer Representative
Implementing Cisco Unified Communications Manager Part 1
Implementing Cisco Unity Connection
Implementing Cisco Voice Communications and QoS v8.0
Implementing Intrusion Prevention Systems (#642-533)
Implementing Secure Converged Wide Area Networks
Information Systems Security (INFOSEC) Professional - ISSP
IP Contact Center Representative

IP Telephony
IP Telephony Design (#642-413 EVODD)
IP Telephony Support (#642-444 CIPT)
IP Telephony Troubleshooting (#642-425)
Lifecycle Services Advanced IP Communications (#646-227)
Lifecycle Services Advanced Security (#646-573)
Lifecycle Services Advanced Security (#650-575)
Lifecycle Services AUC (650-251)
Lifecycle Services Advanced Routing & Switching (#646-056)
Lifecycle Services AWLAN (650-621)
Managing Cisco Network Security (#640-442 MCNS)
Managing Cisco Network Security (#642-501 SECUR)
SAFE Implementation (#642-541)
Sales Expert 6.0
SBCS for Account Managers (#650-173)
SBCS for Engineers (#650-178)
Secure Intrusion Detection System (#642-531 CSIDS)
Secure Intrusion Detection System (#9E0-558 CSIDS)
Secure PIX Firewall Advanced (#9E0-571 CSPFA)
Secure VPN (#642-511 CSVPN)
Secure VPN (#9E0-570 CSVPN)
Securing Hosts Using Cisco Security Agents

(#642-513)
Unified Access Representative
Unified Communications on UCS Representative
Unified Computing Technology Account Mgr Representative
Unified Computing Technology Field Engineer Representative
Unified Computing Technology Support Specialist
Unified Computing Technology Systems Engineer Representative
Unified Fabric Technology Account Mgr Representative
Unified Fabric Support Specialist
Unified Wireless Network Essentials (#640-722)
Unified Wireless Site Survey Representative
Unified Wireless Voice Networks (#642-742)
Video Network Specialist
Video Representative
Voice Over Frame Relay, ATP and IP (#9E0-431 CVOICE)
Web Security Field Engineer Representative
Unified Fabric Support Specialist
Unified Wireless Network Essentials (#640-722)
Unified Wireless Site Survey Representative
Unified Wireless Voice Networks (#642-742)
Video Network Specialist

Video Representative
Voice Over Frame Relay, ATP and IP (#9E0-431 CVOICE)
Web Security Field Engineer Representative

Vendors must provide, at a minimum, a licensed operating system with each type of processor, where applicable.

Vendors must provide a list of the operating systems for each of the following categories of processors:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices).

Servers

Networking Equipment

Audio and Video Conferencing Equipment

VOIP/Unified Communications Solutions

Key and Access Control Equipment

Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of operating systems that are proposed.

Carousel's Response:

All products proposed utilize either Windows, Linux, or in some cases proprietary operating systems that are variations on Linux.

Vendors may propose and provide a wide range of the general-purpose software products. Vendors may provide a summarized list of the general-purpose software that is proposed for each of the following categories of processors:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices).

Servers

Networking Equipment

Audio and Video Conferencing Equipment

VOIP/Unified Communications Solutions

Video Surveillance solutions

Key and Access Control Equipment

Other

Carousel's Response:

Not Applicable

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of general-purpose software products that are proposed.

Vendors may propose and provide a wide range of the technical services including installation, training and technical support:

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)

Servers Printers Monitors Storage

Networking Equipment

Audio and Video Conferencing Equipment

Multimedia Hardware

VOIP/Unified Communications Solutions

Video Surveillance solutions

Key and Access Control Equipment

Other

The narrative that is submitted in support of the list should provide the Evaluation Committee with a clear indication of the number and type of technical support services that are proposed.

Carousel's Response:

- **Trained Senior Network/AV Engineer** – Project leader, plans, designs, enables, implements, and maintains network, network implementation of system including installation, configuration, and troubleshooting: RT/8-5/M-F - \$180.00 per hour. OT: \$270.00 Carousel Holiday's: \$360.00
- **Trained Network/AV Engineer** – Plan, implements, and verify a network implementation system including installation, configuration, and troubleshooting: RT/8-5/M-F - \$180.00 per hour. OT: \$270.00 Carousel Holiday's: \$360.00
- **Trained Network/AV Associate** – Installs, configures and operates as well as troubleshoots systems network implementation: RT/8-5/M-F - \$157.50 per hour. OT: \$236.25 Carousel Holiday's: \$315.00
- **Trained Entry Networking/AV Technician** – Deliver, distribute, set-up, replace and service general network equipment: RT/8-5/M-F - \$123.75 per hour. OT: \$185.63 Carousel Holiday's: \$247.50
- **Project Management:** RT/8-5/M-F - \$123.75 per hour. OT: \$185.63 Carousel Holiday's: \$247.50
- **On-Site Fee:** Travel within State of Alabama: \$150.00

Project Methodology

Project Management is integral to business success. Carousel Industries helps clients deliver critical IT projects on time and within budget. Carousel Industries Project Management Methodology brings together people, process, technology and trusted technical expertise to ensure organizations capture the maximum business benefits and value from their investments. Our methodology is based on the Project Management Institute's Project Management Body of Knowledge, the most comprehensive and globally recognized standard for project management. It outlines the critical path to planning and managing the service delivery lifecycle and is tailored to meet clients' and/or projects' requirements as necessary. It includes tools and templates used to manage Scope, Risk Quality, Communications, Hum Resources, Procurement, Time and Cost. With thousands of projects delivered using this methodology to public- and private-sector clients across a range of industries, our Project Management Methodology provides clients with the expertise and leadership to complete a successful engagement from project initiation through implementation and adoption of the new technology or service.

Project Activities

Based on the info Phase 1: Initiation



The activities in the Project Initiation Phase are essential steps in the project effort. The Project Initiation Phase documents to define the project and an initial kickoff meeting so project stakeholders clearly understand the project scope and expected benefits. Project initiation activities also establish executive management commitment to the project and to the allocation of required resources.

Communication Plan

Carousel Industries will develop a project communication plan for the Project. The Project Communication Plan provides project resources easy access to contact information, project roles, communication strategy and tools. The plan will be reviewed during the kickoff meeting, updated and posted on the Extranet Project Portal provided by Carousel Industries.

Project Baseline / Information Gathering

An initial call with the Client's project manager will be conducted to a review of current state of the Client's environment to establish a baseline environment through a set of activities designed to provide the deployment team with a clear understanding of Client's current capabilities, organizational process maturity, and technology employed to support the solution today.

Project Prerequisites

Prior to beginning the Planning and Design Phase of the project, the following project pre-requisites are required to be completed in order to assign project resources to the engagement:

- System and facility access

Deliverables for Initiation Phase

- Project Initiation Call Summary
- Communication Plan
- Schedule for Technical Discovery & Planning Meeting

Phase 2: Planning & Design

Project Planning

Given the information gathered during the initial stage of the project, Carousel Industries will begin to plan the deployment of the new technology, taking into account any downtime required to execute the planned work and

working around the scheduling requirements of the client. As part of this phase, Carousel Industries will present a Project Plan to the client for the client's review and approval. The client's resources and third-party vendors, if required, will be coordinated and communicated to such that they are prepared for the deployment.

Technical Implementation Strategy

Carousel Industries will coordinate a technical discovery meeting with Client and an Carousel Industries implementation engineer. The meeting's goals are as follows:

- A brief project overview during which the agenda includes a work breakdown structure, introduction to participants in the meeting, and review of the work plan
- Review and assess Client's current state and conduct further information gathering as needed
- Confirm general information or special site requirements or considerations
- Provide detailed data necessary to complete the Design phase and develop a technical implementation plan.
- Set scheduling expectations (Targeted rollout date(s))
- Review the equipment requirements.
- Amend the Statement of Work or add Change Orders as appropriate for new or additional items to be added to the
- project scope.
- Define User communication plan that includes how users will be notified of scheduled changes and impact to users. After Carousel Industries develops and documents an approach for the <insert appropriate info here>, based on the current state understanding, Carousel Industries will confirm the technology architecture, review the proposed bill of materials (BOM), develop detailed work instructions for the upgrade, and create an overall planning document defining important information including but not limited to:
 - Core team listing for the project execution
 - Project risk assessment documentation
 - Options for further upgrading the required infrastructure, if needed
 - Monitoring plan that will be used to verify migrations to the test and production environments

The plan, implementation strategy, design specification, drawings, and bill of materials (BOM) should support Client's business and technical requirements.

Carousel Industries may also log on to Client's current systems to inventory/catalog software configuration and examine representative server / component configurations.

After successful completion of the solution review, Carousel Industries will require client signature in order to proceed with the next phase, Execution. If required, Carousel Industries will amend the Statement of Work or add Change Order(s) as appropriate for new, added, or reduced items or bill of materials to the project scope.

Deliverables for Planning & Design Phase

- Project Plan
- Technical Implementation Plan
- Any agreed upon Documentation
- Project Risk Analysis
- Sign-off Document

Phase 3: Execution

Implement the Solution

Following the plan and technical implementation strategy approved in the preceding phase, the plan will be executed.

Staging and Configuration

The new equipment will be ordered and shipped to Carousel Industries' Exeter location to be pre-staged and configured prior to commencing onsite implementation activities. The pre-staging activities will allow the new equipment to be properly burned-in before site deployment.

Implementation

Carousel Industries will provide professional services to complete the following:

- <Insert specifics here, including identifying work being done remotely vs. onsite>

Monitor

Throughout the implementation the Carousel Industries Client Engagement Manager, in conjunction with the Client's counterpart, will monitor the project schedule, scope, risks, quality, performance and budget.

It is recommended that the customer has the appropriate staff available for the implementation to provide testing and validation of the installed solution.

Deliverables for Execution Phase

- Staging Completion Notification
- Carousel Industries Test Plan

Approval to go-live will be considered Sign-off for this phase.

Phase 4: Adoption

Day 1 Support

Carousel Industries will continue to closely monitor and support the system through "Go-Live" and immediately following "Go-Live" to ensure a successful and smooth transition to the new environment. Leading up to "Go-Live", Carousel's project team will work with the Client to define the Day 1 Support strategy.

Training

Carousel Industries will provide an overview of the customized reporting dashboard interface created for real-time

statistics. In addition, an admin orientation will be conducted with the <CUSTOMER NAME> IT team to familiarize them with the {insert technology here}.

Transition (under managed services)

Immediately following Day 1 support, Carousel's project team will manage the transition of responsibility for the support of the implemented solution. An integral Adoption Phase process is the Operational Readiness Review (ORR). Utilizing a predefined ORR checklist of activities updated to reflect the specifics of the project, Carousel's Client Engagement Manager will work with the Client to facilitate a thorough transition of the project. The ORR process will track activities and remaining deliverables such as outstanding issues, training, documentation, monitoring, maintenance contracts, and support procedures. Once the ORR has been completed, the project will move to the Closure Phase.

Documentation

Following Day 1 support, a Carousel Industries engineer will provide agreed upon documentation (e.g. backup configurations for archival purposes). The documentation will be the final deliverable provided to the Client. The Client will provide sign-off for the project completion upon receipt and review of the documentation.

Deliverables for Adoption Phase

- Service Ticket Request Procedures <only if Managed Services were sold>
- Agreed upon documentation

Phase 5: Closure

Project Closure

Working in conjunction with the Client's Project point of contact, Carousel's Client Engagement Manager is responsible for obtaining Client sign off and acceptance that the project is complete, identify and closing out any open action items, preparing a Post Project Review, and archive project documentation.

Post Project Review

The Post Project Review may be conducted at the conclusion of the project and describes the results of the project, objectives achieved, lessons learned and any corrective actions for any objectives not achieved.

Optimization

Following project completion, Carousel Industries can provide additional hours of remote / on-site optimization time as needed, under a separate SOW or change order. Alternatively, Carousel's Managed Services Program can be engaged to ensure optimal performance and availability through monitoring and maintenance of the technology deployed during this project. Optimization time would be used to resolve possible configuration changes that have been identified after the fact, specific features not covered under the original scope, or other changes that will enable a better customer experience.

Deliverables for Closure Phase

- Project Acceptance and Signoff
- Post Project Review (if applicable)
- Documentation Archive

Section 5: Schedule and Timeline

Sample timeline here:

Week	1	2	3	4	5	6
Initiation						
Planning & Design						
Execution						
Adoption						
Closure						

3.26 Primary Account Representative

Vendors must identify by name and location both the proposed primary account representative and the marketing supervisor who will be responsible for the performance of the agreement. Any changes to this information must be immediately sent to the Joint Purchase Agreement Administrator.

Terry Stroud | Regional Sales Director

7570 Old Canton Road Suite 102 | Madison, MS 39110

o: 601-718-3333 c: 601-594-5056 f: 601-899-8912

TStroud@carouselindustries.com

James Lambert | Account Executive

389 Strathaven Drive | Pelham, AL 35124

o: 205-578-5974 c: 205-441-0983 f: 401-583-4707 EXT # 5324

jlambert@carouselindustries.com

James Lambert, Alabama Account Executive

3.27 References

Vendors must submit three (3) references of entities of like size and complexity, and/or entities that have or are currently receiving similar products and services to those proposed by the vendor for this procurement. Each reference must include the name of the contact person, address, telephone number and description of products and services provided.

References

Reid State Technical College	Percy Parker, Regional/Special Projects Supervisor	Interstate 65 Highway 83, Evergreen, Alabama 36401 (251)578-4572	Carousel Industries designed (with Polycom), provided project management for, and installed 14 Polycom RealPresence EduCart 500 mobile video conferencing systems at Reid State and various high schools. Carousel also provides first-level support. The full solution includes Polycom codec and camera, a single flat-panel monitor, a tabletop microphone and HDMI + VGA-A cables to connect a laptop or other device Carousel worked with the USDA RUS-DLT Grant program personel and the Polycom Grant Assistance Program (GAP) team. The Polycom GAP team worked closely and at length with the RSTC Technical Director and the Assistant Dean of Institutional Effectiveness, and then persuasively portrayed RSTC's grant-worthiness in the grant application. The USDA RUS-DLT grant paid \$399,968 of the total \$524,340 cost, making the solution affordable for the school. RSTC purchased the bundled "all in one" EduCart mobile video conferencing solution with Polycom Infrastructure and all the needed functionality in a solution that included implementation and training.
Alabama Fire College	Reid Vaughn, Regional / Special Projects Supervisor	2510 Phoenix Drive, Tuscaloosa, Alabama 35405 (205) 343-7414	Carousel Industries has been providing Polycom Video and AV integration within AL Fire College Classrooms. Carousel has worked with Alcorn State in obtaining funding for an AFG Grant Carousel Industries has installed and maintains Polycom Group500 Series codec with 12x Camera, Dual front and rear displays (4 total), Audio

			DSP with analog phone line, Ceiling microphone arrays, Ceiling Speakers, and Tabletop touch panel. Killen Fire Department- Polycom EduCart 500 bundle, Washington County Association of Volunteer Fire Departments- Polycom EduCart 500 bundle.
Alcorn State University	Felton Square, Managing Director of AV	1000 ASU Dr., Lorman, MS 39096 (601) 877-2408 fsquare@alcorn.edu	Carousel Industries has been providing Polycom Video and AV integration within Alcorn State University. Carousel has worked with Alcorn State in obtaining funding for a Delta Health Services Grant. Carousel Industries has installed and maintains Polycom Group 500 Series Utility Cart with codec (2) with 12x Camera, Dual front and rear displays (total), Audio DSP with analog phone line, Ceiling microphone arrays, Ceiling Speakers, and Tabletop touch panel 4-Polycom EduCart 500 bundle and Polycom Infrastructure and all the needed functionality in a solution that included implementation and training.

3.28 Pricing Level and Guarantee

Vendors must submit with their responses a narrative that describes the baseline (published) pricing and the initial pricing level discount that is proposed, by product class or category in the ESS. The response to this specification is expected to be in the form of a percentage discount from a published, baseline price listing. Vendors must describe the baseline pricing and provide information where the baseline pricing may be accessed and verified.

Firm Price— Initial quoted discount levels must remain constant throughout the term of this agreement, subject only to subsequent increased discount amounts.

Carousel's Response:

Avaya

TELEPHONY: AVAYA PRODUCTS CATALOG PERCENT OFF

1. 1P - HARDWARE 1: 41% (EX. UNIFIED COMMUNICATIONS)
2. 2P - SOFTWARE 1, US SW1: 41% (EX. UNIFIED COMMUNICATIONS)
3. 3P - PERIPHERALS: 41% (EX. HANDSETS)
4. 4P - HARDWARE 2: 29% (EX. CONTACT CENTER, NORTEL PRODUCTS)
5. 5P - SOFTWARE 2, UA SW2: 29% (EX. CONTACT CENTER, NORTEL PRODUCTS)
6. 6P - DATA" 38% (TELECOM)
7. 7P - OEM, OEM UA: 21% (PRODUCTS AVAYA SELLS TO SUPPORT AVAYA SYSTEMS)
8. 8P - VIDEO: 41%
9. 9P - IP OFFICE: 29%
10. 1Z - NON-DISCONTINUED SERVICES: 0%
11. 1S - MAINTENANCE SERVICES: 7% (NON WFO, WFO-CALL RECODRING SVS)
12. 2S - SERVICES 0%

Extreme

1. Certified Networking Hardware (e.g., switches, bundles, base unit) – 41%
2. Certified Networking Software (e.g., NMS-ADV, IGE, NCS) – 41%
3. Certified Networking Licenses (e.g. Flow Optimizer Application, Extreme Workflow Composer, LDAP, RBAC) – 41%
4. Certified Networking Accessories (Cables, Brackets, POE injector) – 0%
5. Certified Technical Services (e.g., global services, installation, consulting, training, shared, partner, enterprise)

Juniper

1. Hardware: 50%
2. Software: 50%
3. Support Services: 7%
4. Miscellaneous Parts: 50% (Ex. Cables, Connectors, GBICS)
5. Mfg Training: 0%

Fortinet

1. Category A: All Of The Following Products, Inclusive Of All Associated Bundles And Accessories: Fortigate/FortiWiFi-50 through 200 series, FortiMail-2xx and below, FortiAnalyzerZ-2xx and below, FortiManager 2-xx and below, FortiAp, FortiToken, FortiSwitch-2xx and below, FortiRecorder-2xx and below, FortiVoice hardware: 33%
2. Category B - All Other Hardware and Associated Bundles, including VDOMs: 33%
3. Category C - Services & Support Including FortiClient but excluding FortiGuard and co-terms SKUs: 17%
4. Category D - Training and Professional Services: 0%
5. Category E - FortiGuard and FortiCloud: 17%
6. Category F - FG/FWF-40C and below (Security Appliances): 33%
7. Category H - Co-Terms: 17%
8. Category I - Standard non-discounts products: 0%

Polycom

- DC2 – 2% Services
- DC3 – 2% Services
- DC4 – 2% Services
- DC6 – 6% Accessories
- DC8 – 17% Phone Accessories and Bundles
- DC10 – 17% System Hardware
- DC12 – 17% Endpoint Hardware
- DC14 – 20% Infrastructure Hardware
- DC99 – 17% Reactivation and Custom Services

Cisco

- Core 35%*
- Compute: 35%*
- Market: 0%*
- Net: 0%*
- Advanced Services & Training: 0%*
- SMARTnet: 25%*

Epson & Newline

- 0% - Services & Warranty
- 10% - Hardware

All AV Products (With exception to Polycom, Epson and Newline)

- 2% - Services & Warranty
- 39% - Hardware

*The discounts listed above are the minimum guaranteed contract pricing. Carousel Industries will provide, at a minimum, those discounts and will not offer less favorable pricing discounts than the contract discounts.

3.29 Oral Presentation and Demonstration

If selected as a finalist, vendors agree to provide the Evaluation Committee the opportunity to meet with and question the proposed primary account representative at the oral presentation (if deemed necessary by the Evaluation Committee). The proposed primary account manager is expected to conduct the presentation. Vendors will be required to demonstrate their Internet based reporting and electronic commerce capabilities to the Evaluation Committee.

Carousel’s Response:

Carousel Industries understands and will comply.

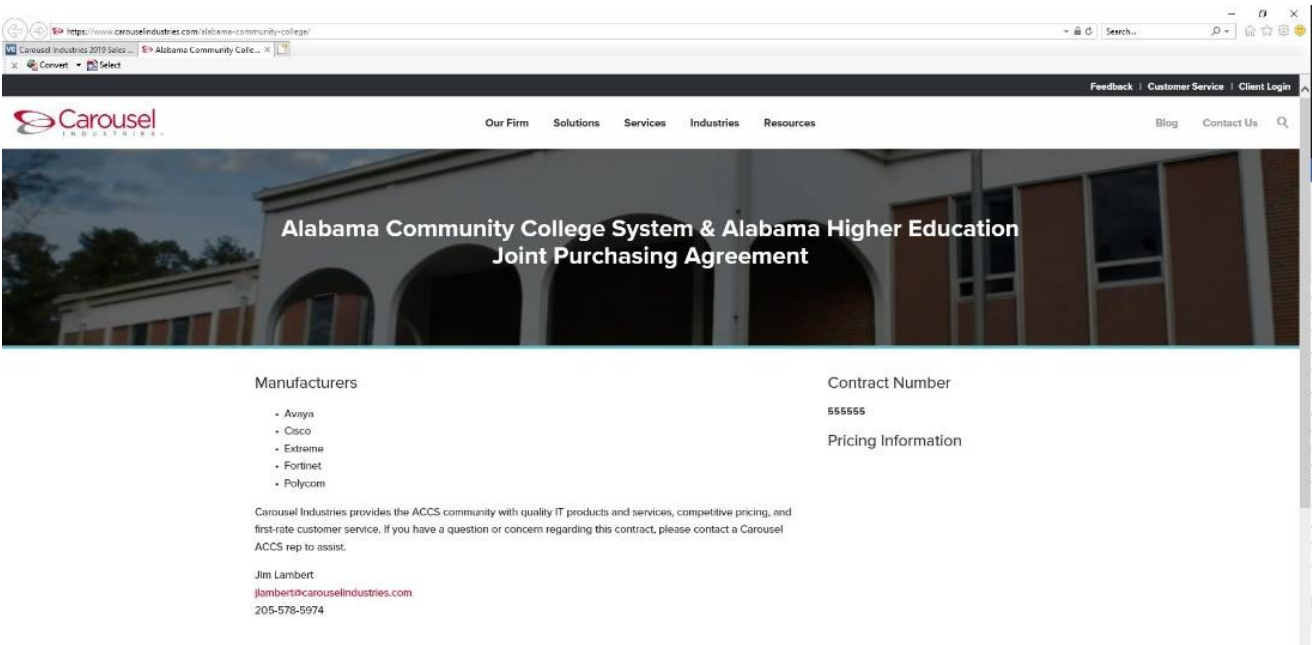
3.30 Equipment and Services Schedule

Vendors must submit with their responses a complete Equipment and Services Schedule including all the products and services offered, at the initial pricing level stated in response to section 3.25. The ESS may be submitted in a single file, PDF format on a compact disc, USB drive, or made available via a website.

Please find Carousel’s website designed specifically for the ACCS community. It includes pricing for all manufacturers offered.

<https://www.carouselindustries.com/alabama-community-college/>

Snapshot here:



3.3.1 Scope of Work

The vendor shall deliver computing system products and services to procuring entities in accordance with the terms of this agreement. Accordingly, the vendor shall provide products or services only upon the issuance and acceptance by vendor of valid "purchase orders". Purchase orders will be issued to purchase the license for software or to purchase or lease products listed on the ESS. A procuring entity may purchase any quantity of product or service listed in the ESS at the prices stated therein. For large orders, the procuring entity may negotiate quantity price discounts below the ESS price(s) for a given purchase order. Vendor may offer authorized educational institutions educational price discounts that result in prices below the ESS listed prices.

Carousel's Response:

Carousel Industries understands and will comply.

3.3.2 Title Passage

Title to equipment shall pass to the procuring entity upon acceptance of equipment.

Carousel's Response:

Carousel Industries understands and will comply.

3.3.3 Quantity Guarantee

This agreement is not an exclusive agreement. Procuring entities may obtain computing system products and services from other contract awarded vendors during the agreement term.

Carousel's Response:

Carousel Industries understands and will comply.

3.3.4 Order of Precedence

Each purchase order that is accepted by the vendor will become a part of the agreement as to the products and services listed on the purchase order only; no additional terms or conditions will be added to this agreement as the result of acceptance of a purchase order. In the event of any conflict among these documents, the following order of precedence shall apply:

- A. the terms and conditions of this RFB
- B. exhibits to this agreement
- C. the list of products and services contained in the purchase order
- D. vendor's response

Carousel's Response:

Carousel Industries understands and will comply.

3.35 Payment Provisions

All payments under this agreement are subject to the following provisions:

A. Acceptance

The procuring entity shall determine whether all products delivered to it meet the vendor's published specifications. No payment shall be made for any products until the products have been accepted by the procuring entity. Unless otherwise agreed upon between the procuring entity and the vendor, within thirty (30) days from the date the procuring entity receives written notice from the vendor that payment is requested for services or within thirty (30) days from the receipt of products, the procuring entity shall accept or reject the products or services.

Carousel's Response:

Carousel Industries understands and will comply.

B. Payment of Invoice

Payments shall be submitted to the vendor at the address shown on the invoice. Payment shall be tendered to the vendor within thirty (30) days from acceptance.

In the event an order is shipped incomplete (partial), the procuring entity must pay for each shipment as invoiced by the vendor unless the procuring entity has clearly specified "No Partial Shipments" on each purchase order.

C. Invoices

Invoices shall be submitted to the procuring entity.

Carousel's Response:

Carousel Industries understands and will comply.

3.36 Shipment and Risk of Loss

Vendor must ship all products F.O.B. destination regardless of price discounts. Risk of loss or damage to the products shall pass to the procuring entity upon delivery to the procuring entity. Vendor agrees to assist the procuring entity with the processing of claims for such loss or damage and to expedite the processing of claims for such loss or damage and to expedite replacement of lost or damaged products. Destination charges shall be included in the product price on the ESS.

All license agreements or sales order contracts, which must be signed prior to delivery of proposed items, must be included with the bid for review by the System. Documents not submitted with the response will not be considered at a later date. In all cases, should there be a conflict of terms and conditions, those terms and conditions in this REQUEST and any resulting System purchase order will prevail.

Whenever a procuring entity does not accept any product and returns it to the vendor, all related documentation furnished by the vendor shall be returned also. The vendor shall bear all risk of loss or damage with respect to returned products except for loss or damage directly attributable to the negligence of the procuring entity.

Unless otherwise agreed upon by the procuring entity, the vendor is responsible for the pick-up of returned equipment. Software and documentation will be returned via U.S. Mail at the expense of the procuring entity.

Unless otherwise arranged between the procuring entity and vendor, all shipments of products shall be by vendor

truck, UPS, or Federal Express Second Day (or other way, specify).

Carousel's Response:

Carousel Industries understands and will comply.

3.3.7 Warranties

At a minimum, the products shall be covered under the manufacturer's warranties in effect at the time the products are delivered or the warranties in effect at the time of contract award, whichever is most beneficial to the procuring entity.

Carousel's Response:

Carousel Industries understands and will comply.

3.38 Price Guarantees

The procuring entity shall pay the lower of the prices contained in the ESS or an announced promotion price, educational discount price, general price reduction or large order negotiated price. Only general price reduction decreases will apply to all subsequent orders accepted by vendor after the date of the issuance of the revised prices. Vendor agrees to maintain ESS product prices in accordance with the volume price discount guarantees filed. Prices set forth in the ESS are subject to decrease without prior notice. Special pricing discounts offered by successful bidders after the award of bids shall remain in effect for a minimum of 30 days.

Carousel's Response:

Carousel Industries understands and will comply.

3.39 Technical Support

The vendor agrees to maintain a toll-free technical support telephone line. The line shall be accessible to procuring entity personnel who wish to obtain competent technical assistance regarding the installation or operation of products supplied by the vendor.

Carousel's Response:

Carousel Industries understands and will comply.

3.40 Product Delivery

Vendor agrees to deliver products to procuring entities within 30 days after receipt of a valid purchase order unless otherwise negotiated with procuring entity.

Carousel's Response:

Carousel Industries understands and will comply.

3.41 Impracticality of Performance

A party shall be excused from performance under this agreement for any period that the party is prevented from performing as a result of an act of God, strike, war, civil disturbance, epidemic, or court order, provided that the party has prudently and promptly acted to take any and all steps that are within the party's control to ensure performance. Subject to this provision, such non-performance shall not be deemed a default or a ground for termination.

Carousel's Response:

Carousel Industries understands and will comply.

3.42 Records and Audit

Vendor agrees to maintain detailed records pertaining to the price of services rendered and products delivered for a period of three years from the date of acceptance of each purchase order. These records shall be subject to inspection by the procuring entity and appropriate governmental authorities with the state of Alabama. The procuring agency shall have the right to audit billings either before or after payment. Payment under this agreement shall not foreclose the right of the procuring entity to recover excessive or illegal payments.

Carousel's Response:

Carousel Industries understands and will comply.

3.43 Use of Subcontractors

The vendor may subcontract installation, training, warranty or maintenance services. However, the vendor shall remain solely responsible for the performance of this agreement. All procuring entity payments for products or services shall be made directly to the vendor. If subcontractors are to be used, the name of the authorized subcontractor(s) shall be identified in the applicable participating addendum(s).

Carousel's Response:

Carousel Industries understands and will comply.

3.44 Indemnification

The vendor shall indemnify and hold harmless the System from any loss, cost or expense suffered or incurred in connection with any claim, suit or proceeding brought against the System so far as it is based on defects in products provided to the System.

The vendor hereby covenants and agrees, at its sole cost and expense during the term of this agreement, to indemnify and hold harmless the System and its officers, agents and employees against and from any and all claims or demands by or on behalf of any person, firm, corporation or governmental authority, arising out of, attributable to or in connection with the use, occupation, possession, conduct or management of the vendor concerning the equipment or services performed and rendered hereunder, including, but without limitation, any and all claims for injury or death to persons or damage to property or any and all claims for Patent, Trademark, Copyright, Intellectual Property, or Trade Secret Infringement. The vendor also covenants and agrees, at its sole cost and expense, to hold the System and its officers, agents, and employees from and

against all judgments, costs, counsel fees, expense and liabilities incurred in connection with any such claim and any action or proceeding brought thereon, and in case any action is brought against the System or against any of its officers, agents, or employees, by reason of any such claim, the vendor upon notice from the System will resist and defend such action or proceeding by qualified counsel. However, the provisions of this Section shall not apply to any claims arising from the negligent or willfully wrongful acts or omissions of the System, or its officers, agents, or employees.

For the purposes of paragraph 3.44, the term, the System, shall include all entities listed in Appendix A or any subsequent revision thereof and their respective officers, directors, employees, agents and assigns.

Carousel's Response:

Carousel Industries understands and will comply.

3.45 Website Maintenance

Vendor agrees to maintain and support an Internet website for access to the ESS, configuration assistance, product descriptions, product specifications and other aids in accordance with instructions provided by the contract. In addition, vendor may provide electronic commerce assistance for the electronic submission of purchase orders, purchase order tracking and reporting.

Carousel's Response:

Carousel Industries understands and will comply.

3.46 Ethics

The vendor warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under this agreement.

If any owner, officer, partner, board or director member, employee, or holder of more than 5% of the fair market value of your firm or any member of their households is a public official or public employee (including the System) as defined by the Code of Alabama Section 36-25-1, this information must be included in your response. Failure to disclose this information in your response will result in the elimination of your response from evaluation. If your firm is awarded any contract as a result of this request, the System reserves the right to furnish a copy of any resulting contract to the State of Alabama Ethics Commission as directed in the Code of Alabama, Section 36-25-11, within ten (10) days of award.

Carousel's Response:

Carousel Industries understands and will comply.

3.47 Replacement Parts

Replacement parts may be refurbished with agreement of procuring entity.

Carousel's Response:

Carousel Industries understands and will comply.

3.48 FCC Certification

The vendor agrees that hardware supplied by the vendor meets all applicable FCC Certifications. Improper, falsely claimed or expired FCC certifications are grounds for contract termination.

Carousel's Response:

Carousel Industries understands and will comply.

3.49 Site Preparation Comply

A procuring entity shall prepare and maintain its site in accordance with written instructions furnished by the vendor prior to the scheduled delivery date of any equipment or service and shall bear the costs associated with the site preparation.

Carousel's Response:

Carousel Industries understands and will comply.

3.50 Assignment Comply

The vendor shall not assign nor transfer any interest in this agreement or assign any claims for money due or to become due under this agreement without prior written approval from procuring entity.

Carousel's Response:

Carousel Industries understands and will comply.

3.51 Survival Comply

Certain paragraphs of this agreement including but not limited to Patent, Copyright, Trademark, and Trade Secret Indemnification; Indemnification; and Limit of Liability shall survive the expiration of this agreement. Software licensees, lease, warranty and service agreements that were entered into under the terms and conditions of this agreement shall survive this agreement.

Carousel's Response:

Carousel Industries understands and will comply.

3.52 Lease Agreements

Vendor may lease equipment to procuring entities in accordance with terms and conditions approved by the appropriate governing authority for the procuring entity.

Carousel's Response:

Carousel Industries understands and will comply.

3.53 Vendor Disclosure Statement

Act 2001-955 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000. In circumstances where a contract is awarded by competitive bid, the disclosure statement shall be required only from the person receiving the contract and shall be submitted within ten (10) days of the award.

Upon being awarded the contract, Alabama State Law requires that the vendor must complete a Vendor Disclosure Statement. The 2-page form and the instructions are available online as noted per Appendix D. The completed forms must be returned to the Joint Purchase Agreement Administrator by Thursday, February 28th, 2019. The form is required by the vendor and covers the duration of the bid.

Vendor agrees, for the duration of the agreement, that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama in compliance with the Beason-Hammon Alabama Taxpayer & Citizen Protection Act (Act 2011-535). Upon being awarded the contract, Alabama State Law requires that the vendor must complete the Business Entity Employer Contractor Compliance form as proof that the vendor has enrolled in the E-Verify program as required by state law. The form and the instructions are available online as noted per Appendix D. E-Verify documentation, which is unavailable due to the Federal Government shutdown, will be deferred until such documentation may be obtained from any federal agency.

It is furthered agreed that the terms and commitments contained herein shall not constitute a debt of the State of Alabama in violation of Section 213 of the Constitution of Alabama of 1901, as amended by Amendment Number 26. If any provision of the agreement shall contravene any statute or constitutional provision, either now in effect or which may be enacted during the term of this agreement, then the conflicting provision of this agreement shall be deemed null and void. Vendor understands, acknowledges, and agrees that its sole and exclusive remedy for any claim which may arise for or relate to this agreement is to file a claim with the Board of Adjustment of the State of Alabama.

In compliance with Act 2016-312, the vendor hereby certifies it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

Carousel's Response:

Carousel Industries understands and will comply.

A. Sample Report

Carousel Industries Of North America, Inc
Reporting Period
Contact Name
Contact Email
Contact Phone

Account #	Account Name	Site Address	City	State	Zip	Invoice Date	Invoice Number	Total Net Sale	SO Number	Brief Description	SO Type	PONumber	SLX #
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B.1 Alabama Disclosure Statement



State of Alabama Disclosure Statement

(Required by Act 2001-955)

ENTITY COMPLETING FORM	Carousel Industries of North America, Inc		
ADDRESS	659 South County Trail		
CITY, STATE, ZIP	Exeter, RI 02882	TELEPHONE NUMBER	(800) 401-0760
STATE AGENCY/DEPARTMENT THAT WILL RECEIVE GOODS, SERVICES, OR IS RESPONSIBLE FOR GRANT AWARD			
ADDRESS			
CITY, STATE, ZIP		TELEPHONE NUMBER	

This form is provided with:

☐ Contract ☐ Proposal ☐ Request for Proposal ☐ Invitation to Bid ☐ Grant Proposal

Have you or any of your partners, divisions, or any related business units previously performed work or provided goods to any State Agency/Department in the current or last fiscal year?

☐ Yes ☒ No

If yes, identify below the State Agency/Department that received the goods or services, the type(s) of goods or services previously provided, and the amount received for the provision of such goods or services.

STATE AGENCY/DEPARTMENT	TYPE OF GOODS/SERVICES	AMOUNT RECEIVED
n/a		

Have you or any of your partners, divisions, or any related business units previously applied and received any grants from any State Agency/Department in the current or last fiscal year?

☐ Yes ☒ No

If yes, identify the State Agency/Department that awarded the grant, the date such grant was awarded, and the amount of the grant.

STATE AGENCY/DEPARTMENT	DATE GRANT AWARDED	AMOUNT OF GRANT
n/a		

1. List below the name(s) and address(es) of all public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF PUBLIC OFFICIAL/EMPLOYEE	ADDRESS	STATE DEPARTMENT/AGENCY
n/a		

OVER

2. List below the name(s) and address(es) of all family members of public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the public officials/public employees and State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

NAME OF FAMILY MEMBER	ADDRESS	NAME OF PUBLIC OFFICIAL/ PUBLIC EMPLOYEE	STATE DEPARTMENT/ AGENCY WHERE EMPLOYED
n/a			

If you identified individuals in items one and/or two above, describe in detail below the direct financial benefit to be gained by the public officials, public employees, and/or their family members as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

Describe in detail below any indirect financial benefits to be gained by any public official, public employee, and/or family members of the public official or public employee as the result of the contract, proposal, request for proposal, invitation to bid, or grant proposal. (Attach additional sheets if necessary.)

List below the name(s) and address(es) of all paid consultants and/or lobbyists utilized to obtain the contract, proposal, request for proposal, invitation to bid, or grant proposal:

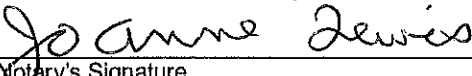
NAME OF PAID CONSULTANT/LOBBYIST	ADDRESS
n/a	

By signing below, I certify under oath and penalty of perjury that all statements on or attached to this form are true and correct to the best of my knowledge. I further understand that a civil penalty of ten percent (10%) of the amount of the transaction, not to exceed \$10,000.00, is applied for knowingly providing incorrect or misleading information.



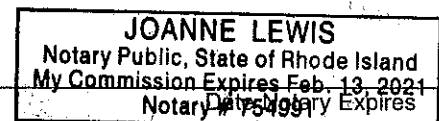
Signature

1-7-19
Date



Notary's Signature

1-7-19
Date



Act 2001-955 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000.

B.2 Immigration E-Verify

**THE E-VERIFY
MEMORANDUM OF UNDERSTANDING
FOR EMPLOYERS**

**ARTICLE I
PURPOSE AND AUTHORITY**

The parties to this agreement are the Department of Homeland Security (DHS) and the Carousel Industries of North America, Inc. (Employer). The purpose of this agreement is to set forth terms and conditions which the Employer will follow while participating in E-Verify.

E-Verify is a program that electronically confirms an employee's eligibility to work in the United States after completion of Form I-9, Employment Eligibility Verification (Form I-9). This Memorandum of Understanding (MOU) explains certain features of the E-Verify program and describes specific responsibilities of the Employer, the Social Security Administration (SSA), and DHS.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note). The Federal Acquisition Regulation (FAR) Subpart 22.18, "Employment Eligibility Verification" and Executive Order 12989, as amended, provide authority for Federal contractors and subcontractors (Federal contractor) to use E-Verify to verify the employment eligibility of certain employees working on Federal contracts.

**ARTICLE II
RESPONSIBILITIES**

A. RESPONSIBILITIES OF THE EMPLOYER

1. The Employer agrees to display the following notices supplied by DHS in a prominent place that is clearly visible to prospective employees and all employees who are to be verified through the system:
 - a. Notice of E-Verify Participation
 - b. Notice of Right to Work
2. The Employer agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the Employer representatives to be contacted about E-Verify. The Employer also agrees to keep such information current by providing updated information to SSA and DHS whenever the representatives' contact information changes.
3. The Employer agrees to grant E-Verify access only to current employees who need E-Verify access. Employers must promptly terminate an employee's E-Verify access if the employer is separated from the company or no longer needs access to E-Verify.

Company ID Number: 153489

4. The Employer agrees to become familiar with and comply with the most recent version of the E-Verify User Manual.

5. The Employer agrees that any Employer Representative who will create E-Verify cases will complete the E-Verify Tutorial before that individual creates any cases.

a. The Employer agrees that all Employer representatives will take the refresher tutorials when prompted by E-Verify in order to continue using E-Verify. Failure to complete a refresher tutorial will prevent the Employer Representative from continued use of E-Verify.

6. The Employer agrees to comply with current Form I-9 procedures, with two exceptions:

a. If an employee presents a "List B" identity document, the Employer agrees to only accept "List B" documents that contain a photo. (List B documents identified in 8 C.F.R. § 274a.2(b)(1)(B)) can be presented during the Form I-9 process to establish identity.) If an employee objects to the photo requirement for religious reasons, the Employer should contact E-Verify at 888-464-4218.

b. If an employee presents a DHS Form I-551 (Permanent Resident Card), Form I-766 (Employment Authorization Document), or U.S. Passport or Passport Card to complete Form I-9, the Employer agrees to make a photocopy of the document and to retain the photocopy with the employee's Form I-9. The Employer will use the photocopy to verify the photo and to assist DHS with its review of photo mismatches that employees contest. DHS may in the future designate other documents that activate the photo screening tool.

Note: Subject only to the exceptions noted previously in this paragraph, employees still retain the right to present any List A, or List B and List C, document(s) to complete the Form I-9.

7. The Employer agrees to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

8. The Employer agrees that, although it participates in E-Verify, the Employer has a responsibility to complete, retain, and make available for inspection Forms I-9 that relate to its employees, or from other requirements of applicable regulations or laws, including the obligation to comply with the antidiscrimination requirements of section 274B of the INA with respect to Form I-9 procedures.

a. The following modified requirements are the only exceptions to an Employer's obligation to not employ unauthorized workers and comply with the anti-discrimination provision of the INA: (1) List B identity documents must have photos, as described in paragraph 6 above; (2) When an Employer confirms the identity and employment eligibility of newly hired employee using E-Verify procedures, the Employer establishes a rebuttable presumption that it has not violated section 274A(a)(1)(A) of the Immigration and Nationality Act (INA) with respect to the hiring of that employee; (3) If the Employer receives a final nonconfirmation for an employee, but continues to employ that person, the Employer must notify DHS and the Employer is subject to a civil money penalty between \$550 and \$1,100 for each failure to notify DHS of continued employment following a final nonconfirmation; (4) If the Employer continues to employ an employee after receiving a final nonconfirmation, then the Employer is subject to a rebuttable presumption that it has knowingly

Company ID Number: 153489

employed an unauthorized alien in violation of section 274A(a)(1)(A); and (5) no E-Verify participant is civilly or criminally liable under any law for any action taken in good faith based on information provided through the E-Verify.

b. DHS reserves the right to conduct Form I-9 compliance inspections, as well as any other enforcement or compliance activity authorized by law, including site visits, to ensure proper use of E-Verify.

9. The Employer is strictly prohibited from creating an E-Verify case before the employee has been hired, meaning that a firm offer of employment was extended and accepted and Form I-9 was completed. The Employer agrees to create an E-Verify case for new employees within three Employer business days after each employee has been hired (after both Sections 1 and 2 of Form I-9 have been completed), and to complete as many steps of the E-Verify process as are necessary according to the E-Verify User Manual. If E-Verify is temporarily unavailable, the three-day time period will be extended until it is again operational in order to accommodate the Employer's attempting, in good faith, to make inquiries during the period of unavailability.

10. The Employer agrees not to use E-Verify for pre-employment screening of job applicants, in support of any unlawful employment practice, or for any other use that this MOU or the E-Verify User Manual does not authorize.

11. The Employer must use E-Verify for all new employees. The Employer will not verify selectively and will not verify employees hired before the effective date of this MOU. Employers who are Federal contractors may qualify for exceptions to this requirement as described in Article II.B of this MOU.

12. The Employer agrees to follow appropriate procedures (see Article III below) regarding tentative nonconfirmations. The Employer must promptly notify employees in private of the finding and provide them with the notice and letter containing information specific to the employee's E-Verify case. The Employer agrees to provide both the English and the translated notice and letter for employees with limited English proficiency to employees. The Employer agrees to provide written referral instructions to employees and instruct affected employees to bring the English copy of the letter to the SSA. The Employer must allow employees to contest the finding, and not take adverse action against employees if they choose to contest the finding, while their case is still pending. Further, when employees contest a tentative nonconfirmation based upon a photo mismatch, the Employer must take additional steps (see Article III.B. below) to contact DHS with information necessary to resolve the challenge.

13. The Employer agrees not to take any adverse action against an employee based upon the employee's perceived employment eligibility status while SSA or DHS is processing the verification request unless the Employer obtains knowledge (as defined in 8 C.F.R. § 274a.1(l)) that the employee is not work authorized. The Employer understands that an initial inability of the SSA or DHS automated verification system to verify work authorization, a tentative nonconfirmation, a case in continuance (indicating the need for additional time for the government to resolve a case), or the finding of a photo mismatch, does not establish, and should not be interpreted as, evidence that the employee is not work authorized. In any of such cases, the employee must be provided a full and fair opportunity to contest the finding, and if he or she does so, the employee may not be terminated or suffer any adverse employment consequences based upon the employee's perceived employment eligibility status

Company ID Number: 153489

(including denying, reducing, or extending work hours, delaying or preventing training, requiring an employee to work in poorer conditions, withholding pay, refusing to assign the employee to a Federal contract or other assignment, or otherwise assuming that he or she is unauthorized to work) until and unless secondary verification by SSA or DHS has been completed and a final nonconfirmation has been issued. If the employee does not choose to contest a tentative nonconfirmation or a photo mismatch or if a secondary verification is completed and a final nonconfirmation is issued, then the Employer can find the employee is not work authorized and terminate the employee's employment. Employers or employees with questions about a final nonconfirmation may call E-Verify at 1-888-464-4218 (customer service) or 1-888-897-7781 (worker hotline).

14. The Employer agrees to comply with Title VII of the Civil Rights Act of 1964 and section 274B of the INA as applicable by not discriminating unlawfully against any individual in hiring, firing, employment eligibility verification, or recruitment or referral practices because of his or her national origin or citizenship status, or by committing discriminatory documentary practices. The Employer understands that such illegal practices can include selective verification or use of E-Verify except as provided in part D below, or discharging or refusing to hire employees because they appear or sound "foreign" or have received tentative nonconfirmations. The Employer further understands that any violation of the immigration-related unfair employment practices provisions in section 274B of the INA could subject the Employer to civil penalties, back pay awards, and other sanctions, and violations of Title VII could subject the Employer to back pay awards, compensatory and punitive damages. Violations of either section 274B of the INA or Title VII may also lead to the termination of its participation in E-Verify. If the Employer has any questions relating to the anti-discrimination provision, it should contact OSC at 1-800-255-8155 or 1-800-237-2515 (TDD).

15. The Employer agrees that it will use the information it receives from E-Verify only to confirm the employment eligibility of employees as authorized by this MOU. The Employer agrees that it will safeguard this information, and means of access to it (such as PINS and passwords), to ensure that it is not used for any other purpose and as necessary to protect its confidentiality, including ensuring that it is not disseminated to any person other than employees of the Employer who are authorized to perform the Employer's responsibilities under this MOU, except for such dissemination as may be authorized in advance by SSA or DHS for legitimate purposes.

16. The Employer agrees to notify DHS immediately in the event of a breach of personal information. Breaches are defined as loss of control or unauthorized access to E-Verify personal data. All suspected or confirmed breaches should be reported by calling 1-888-464-4218 or via email at E-Verify@dhs.gov. Please use "Privacy Incident – Password" in the subject line of your email when sending a breach report to E-Verify.

17. The Employer acknowledges that the information it receives from SSA is governed by the Privacy Act (5 U.S.C. § 552a(i)(1) and (3)) and the Social Security Act (42 U.S.C. 1306(a)). Any person who obtains this information under false pretenses or uses it for any purpose other than as provided for in this MOU may be subject to criminal penalties.

18. The Employer agrees to cooperate with DHS and SSA in their compliance monitoring and evaluation of E-Verify, which includes permitting DHS, SSA, their contractors and other agents, upon

Company ID Number: 153489

reasonable notice, to review Forms I-9 and other employment records and to interview it and its employees regarding the Employer's use of E-Verify, and to respond in a prompt and accurate manner to DHS requests for information relating to their participation in E-Verify.

19. The Employer shall not make any false or unauthorized claims or references about its participation in E-Verify on its website, in advertising materials, or other media. The Employer shall not describe its services as federally-approved, federally-certified, or federally-recognized, or use language with a similar intent on its website or other materials provided to the public. Entering into this MOU does not mean that E-Verify endorses or authorizes your E-Verify services and any claim to that effect is false.

20. The Employer shall not state in its website or other public documents that any language used therein has been provided or approved by DHS, USCIS or the Verification Division, without first obtaining the prior written consent of DHS.

21. The Employer agrees that E-Verify trademarks and logos may be used only under license by DHS/USCIS (see [M-795 \(Web\)](#)) and, other than pursuant to the specific terms of such license, may not be used in any manner that might imply that the Employer's services, products, websites, or publications are sponsored by, endorsed by, licensed by, or affiliated with DHS, USCIS, or E-Verify.

22. The Employer understands that if it uses E-Verify procedures for any purpose other than as authorized by this MOU, the Employer may be subject to appropriate legal action and termination of its participation in E-Verify according to this MOU.

B. RESPONSIBILITIES OF FEDERAL CONTRACTORS

1. If the Employer is a Federal contractor with the FAR E-Verify clause subject to the employment verification terms in Subpart 22.18 of the FAR, it will become familiar with and comply with the most current version of the E-Verify User Manual for Federal Contractors as well as the E-Verify Supplemental Guide for Federal Contractors.

2. In addition to the responsibilities of every employer outlined in this MOU, the Employer understands that if it is a Federal contractor subject to the employment verification terms in Subpart 22.18 of the FAR it must verify the employment eligibility of any "employee assigned to the contract" (as defined in FAR 22.1801). Once an employee has been verified through E-Verify by the Employer, the Employer may not create a second case for the employee through E-Verify.

a. An Employer that is not enrolled in E-Verify as a Federal contractor at the time of a contract award must enroll as a Federal contractor in the E-Verify program within 30 calendar days of contract award and, within 90 days of enrollment, begin to verify employment eligibility of new hires using E-Verify. The Employer must verify those employees who are working in the United States, whether or not they are assigned to the contract. Once the Employer begins verifying new hires, such verification of new hires must be initiated within three business days after the hire date. Once enrolled in E-Verify as a Federal contractor, the Employer must begin verification of employees assigned to the contract within 90 calendar days after the date of enrollment or within 30 days of an employee's assignment to the contract, whichever date is later.

Company ID Number: 153489

b. Employers enrolled in E-Verify as a Federal contractor for 90 days or more at the time of a contract award must use E-Verify to begin verification of employment eligibility for new hires of the Employer who are working in the United States, whether or not assigned to the contract, within three business days after the date of hire. If the Employer is enrolled in E-Verify as a Federal contractor for 90 calendar days or less at the time of contract award, the Employer must, within 90 days of enrollment, begin to use E-Verify to initiate verification of new hires of the contractor who are working in the United States, whether or not assigned to the contract. Such verification of new hires must be initiated within three business days after the date of hire. An Employer enrolled as a Federal contractor in E-Verify must begin verification of each employee assigned to the contract within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever is later.

c. Federal contractors that are institutions of higher education (as defined at 20 U.S.C. 1001(a)), state or local governments, governments of Federally recognized Indian tribes, or sureties performing under a takeover agreement entered into with a Federal agency under a performance bond may choose to only verify new and existing employees assigned to the Federal contract. Such Federal contractors may, however, elect to verify all new hires, and/or all existing employees hired after November 6, 1986. Employers in this category must begin verification of employees assigned to the contract within 90 calendar days after the date of enrollment or within 30 days of an employee's assignment to the contract, whichever date is later.

d. Upon enrollment, Employers who are Federal contractors may elect to verify employment eligibility of all existing employees working in the United States who were hired after November 6, 1986, instead of verifying only those employees assigned to a covered Federal contract. After enrollment, Employers must elect to verify existing staff following DHS procedures and begin E-Verify verification of all existing employees within 180 days after the election.

e. The Employer may use a previously completed Form I-9 as the basis for creating an E-Verify case for an employee assigned to a contract as long as:

- i. That Form I-9 is complete (including the SSN) and complies with Article II.A.6,
- ii. The employee's work authorization has not expired, and
- iii. The Employer has reviewed the Form I-9 information either in person or in communications with the employee to ensure that the employee's Section 1, Form I-9 attestation has not changed (including, but not limited to, a lawful permanent resident alien having become a naturalized U.S. citizen).

f. The Employer shall complete a new Form I-9 consistent with Article II.A.6 or update the previous Form I-9 to provide the necessary information if:

- i. The Employer cannot determine that Form I-9 complies with Article II.A.6,
- ii. The employee's basis for work authorization as attested in Section 1 has expired or changed, or
- iii. The Form I-9 contains no SSN or is otherwise incomplete.

Note: If Section 1 of Form I-9 is otherwise valid and up-to-date and the form otherwise complies with

Company ID Number: 153489

Article II.C.5, but reflects documentation (such as a U.S. passport or Form I-551) that expired after completing Form I-9, the Employer shall not require the production of additional documentation, or use the photo screening tool described in Article II.A.5, subject to any additional or superseding instructions that may be provided on this subject in the E-Verify User Manual.

g. The Employer agrees not to require a second verification using E-Verify of any assigned employee who has previously been verified as a newly hired employee under this MOU or to authorize verification of any existing employee by any Employer that is not a Federal contractor based on this Article.

3. The Employer understands that if it is a Federal contractor, its compliance with this MOU is a performance requirement under the terms of the Federal contract or subcontract, and the Employer consents to the release of information relating to compliance with its verification responsibilities under this MOU to contracting officers or other officials authorized to review the Employer's compliance with Federal contracting requirements.

C. RESPONSIBILITIES OF SSA

1. SSA agrees to allow DHS to compare data provided by the Employer against SSA's database. SSA sends DHS confirmation that the data sent either matches or does not match the information in SSA's database.

2. SSA agrees to safeguard the information the Employer provides through E-Verify procedures. SSA also agrees to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security numbers or responsible for evaluation of E-Verify or such other persons or entities who may be authorized by SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).

3. SSA agrees to provide case results from its database within three Federal Government work days of the initial inquiry. E-Verify provides the information to the Employer.

4. SSA agrees to update SSA records as necessary if the employee who contests the SSA tentative nonconfirmation visits an SSA field office and provides the required evidence. If the employee visits an SSA field office within the eight Federal Government work days from the date of referral to SSA, SSA agrees to update SSA records, if appropriate, within the eight-day period unless SSA determines that more than eight days may be necessary. In such cases, SSA will provide additional instructions to the employee. If the employee does not visit SSA in the time allowed, E-Verify may provide a final nonconfirmation to the employer.

Note: If an Employer experiences technical problems, or has a policy question, the employer should contact E-Verify at 1-888-464-4218.

D. RESPONSIBILITIES OF DHS

1. DHS agrees to provide the Employer with selected data from DHS databases to enable the Employer to conduct, to the extent authorized by this MOU:

a. Automated verification checks on alien employees by electronic means, and

Company ID Number: 153489

- b. Photo verification checks (when available) on employees.
2. DHS agrees to assist the Employer with operational problems associated with the Employer's participation in E-Verify. DHS agrees to provide the Employer names, titles, addresses, and telephone numbers of DHS representatives to be contacted during the E-Verify process.
3. DHS agrees to provide to the Employer with access to E-Verify training materials as well as an E-Verify User Manual that contain instructions on E-Verify policies, procedures, and requirements for both SSA and DHS, including restrictions on the use of E-Verify.
4. DHS agrees to train Employers on all important changes made to E-Verify through the use of mandatory refresher tutorials and updates to the E-Verify User Manual. Even without changes to E-Verify, DHS reserves the right to require employers to take mandatory refresher tutorials.
5. DHS agrees to provide to the Employer a notice, which indicates the Employer's participation in E-Verify. DHS also agrees to provide to the Employer anti-discrimination notices issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC), Civil Rights Division, U.S. Department of Justice.
6. DHS agrees to issue each of the Employer's E-Verify users a unique user identification number and password that permits them to log in to E-Verify.
7. DHS agrees to safeguard the information the Employer provides, and to limit access to such information to individuals responsible for the verification process, for evaluation of E-Verify, or to such other persons or entities as may be authorized by applicable law. Information will be used only to verify the accuracy of Social Security numbers and employment eligibility, to enforce the INA and Federal criminal laws, and to administer Federal contracting requirements.
8. DHS agrees to provide a means of automated verification that provides (in conjunction with SSA verification procedures) confirmation or tentative nonconfirmation of employees' employment eligibility within three Federal Government work days of the initial inquiry.
9. DHS agrees to provide a means of secondary verification (including updating DHS records) for employees who contest DHS tentative nonconfirmations and photo mismatch tentative nonconfirmations. This provides final confirmation or nonconfirmation of the employees' employment eligibility within 10 Federal Government work days of the date of referral to DHS, unless DHS determines that more than 10 days may be necessary. In such cases, DHS will provide additional verification instructions.

ARTICLE III REFERRAL OF INDIVIDUALS TO SSA AND DHS

A. REFERRAL TO SSA

1. If the Employer receives a tentative nonconfirmation issued by SSA, the Employer must print the notice as directed by E-Verify. The Employer must promptly notify employees in private of the finding and provide them with the notice and letter containing information specific to the employee's E-Verify

Company ID Number: 153489

case. The Employer also agrees to provide both the English and the translated notice and letter for employees with limited English proficiency to employees. The Employer agrees to provide written referral instructions to employees and instruct affected employees to bring the English copy of the letter to the SSA. The Employer must allow employees to contest the finding, and not take adverse action against employees if they choose to contest the finding, while their case is still pending.

2. The Employer agrees to obtain the employee's response about whether he or she will contest the tentative nonconfirmation as soon as possible after the Employer receives the tentative nonconfirmation. Only the employee may determine whether he or she will contest the tentative nonconfirmation.
3. After a tentative nonconfirmation, the Employer will refer employees to SSA field offices only as directed by E-Verify. The Employer must record the case verification number, review the employee information submitted to E-Verify to identify any errors, and find out whether the employee contests the tentative nonconfirmation. The Employer will transmit the Social Security number, or any other corrected employee information that SSA requests, to SSA for verification again if this review indicates a need to do so.
4. The Employer will instruct the employee to visit an SSA office within eight Federal Government work days. SSA will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary.
5. While waiting for case results, the Employer agrees to check the E-Verify system regularly for case updates.
6. The Employer agrees not to ask the employee to obtain a printout from the Social Security Administration number database (the Numident) or other written verification of the SSN from the SSA.

B. REFERRAL TO DHS

1. If the Employer receives a tentative nonconfirmation issued by DHS, the Employer must promptly notify employees in private of the finding and provide them with the notice and letter containing information specific to the employee's E-Verify case. The Employer also agrees to provide both the English and the translated notice and letter for employees with limited English proficiency to employees. The Employer must allow employees to contest the finding, and not take adverse action against employees if they choose to contest the finding, while their case is still pending.
2. The Employer agrees to obtain the employee's response about whether he or she will contest the tentative nonconfirmation as soon as possible after the Employer receives the tentative nonconfirmation. Only the employee may determine whether he or she will contest the tentative nonconfirmation.
3. The Employer agrees to refer individuals to DHS only when the employee chooses to contest a tentative nonconfirmation.
4. If the employee contests a tentative nonconfirmation issued by DHS, the Employer will instruct the

Company ID Number: 153489

employee to contact DHS through its toll-free hotline (as found on the referral letter) within eight Federal Government work days.

5. If the Employer finds a photo mismatch, the Employer must provide the photo mismatch tentative nonconfirmation notice and follow the instructions outlined in paragraph 1 of this section for tentative nonconfirmations, generally.

6. The Employer agrees that if an employee contests a tentative nonconfirmation based upon a photo mismatch, the Employer will send a copy of the employee's Form I-551, Form I-766, U.S. Passport, or passport card to DHS for review by:

- a. Scanning and uploading the document, or
- b. Sending a photocopy of the document by express mail (furnished and paid for by the employer).

7. The Employer understands that if it cannot determine whether there is a photo match/mismatch, the Employer must forward the employee's documentation to DHS as described in the preceding paragraph. The Employer agrees to resolve the case as specified by the DHS representative who will determine the photo match or mismatch.

8. DHS will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary.

9. While waiting for case results, the Employer agrees to check the E-Verify system regularly for case updates.

ARTICLE IV SERVICE PROVISIONS

A. NO SERVICE FEES

1. SSA and DHS will not charge the Employer for verification services performed under this MOU. The Employer is responsible for providing equipment needed to make inquiries. To access E-Verify, an Employer will need a personal computer with Internet access.

ARTICLE V MODIFICATION AND TERMINATION

A. MODIFICATION

1. This MOU is effective upon the signature of all parties and shall continue in effect for as long as the SSA and DHS operates the E-Verify program unless modified in writing by the mutual consent of all parties.

2. Any and all E-Verify system enhancements by DHS or SSA, including but not limited to E-Verify checking against additional data sources and instituting new verification policies or procedures, will be covered under this MOU and will not cause the need for a supplemental MOU that outlines these changes.

B. TERMINATION

1. The Employer may terminate this MOU and its participation in E-Verify at any time upon 30 days prior written notice to the other parties.
2. Notwithstanding Article V, part A of this MOU, DHS may terminate this MOU, and thereby the Employer's participation in E-Verify, with or without notice at any time if deemed necessary because of the requirements of law or policy, or upon a determination by SSA or DHS that there has been a breach of system integrity or security by the Employer, or a failure on the part of the Employer to comply with established E-Verify procedures and/or legal requirements. The Employer understands that if it is a Federal contractor, termination of this MOU by any party for any reason may negatively affect the performance of its contractual responsibilities. Similarly, the Employer understands that if it is in a state where E-Verify is mandatory, termination of this by any party MOU may negatively affect the Employer's business.
3. An Employer that is a Federal contractor may terminate this MOU when the Federal contract that requires its participation in E-Verify is terminated or completed. In such cases, the Federal contractor must provide written notice to DHS. If an Employer that is a Federal contractor fails to provide such notice, then that Employer will remain an E-Verify participant, will remain bound by the terms of this MOU that apply to non-Federal contractor participants, and will be required to use the E-Verify procedures to verify the employment eligibility of all newly hired employees.
4. The Employer agrees that E-Verify is not liable for any losses, financial or otherwise, if the Employer is terminated from E-Verify.

ARTICLE VI PARTIES

- A. Some or all SSA and DHS responsibilities under this MOU may be performed by contractor(s), and SSA and DHS may adjust verification responsibilities between each other as necessary. By separate agreement with DHS, SSA has agreed to perform its responsibilities as described in this MOU.
- B. Nothing in this MOU is intended, or should be construed, to create any right or benefit, substantive or procedural, enforceable at law by any third party against the United States, its agencies, officers, or employees, or against the Employer, its agents, officers, or employees.
- C. The Employer may not assign, directly or indirectly, whether by operation of law, change of control or merger, all or any part of its rights or obligations under this MOU without the prior written consent of DHS, which consent shall not be unreasonably withheld or delayed. Any attempt to sublicense, assign, or transfer any of the rights, duties, or obligations herein is void.
- D. Each party shall be solely responsible for defending any claim or action against it arising out of or related to E-Verify or this MOU, whether civil or criminal, and for any liability wherefrom, including (but not limited to) any dispute between the Employer and any other person or entity regarding the applicability of Section 403(d) of IIRIRA to any action taken or allegedly taken by the Employer.
- E. The Employer understands that its participation in E-Verify is not confidential information and may be disclosed as authorized or required by law and DHS or SSA policy, including but not limited to,



Company ID Number: 153489

Congressional oversight, E-Verify publicity and media inquiries, determinations of compliance with Federal contractual requirements, and responses to inquiries under the Freedom of Information Act (FOIA).

F. The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer and DHS respectively. The Employer understands that any inaccurate statement, representation, data or other information provided to DHS may subject the Employer, its subcontractors, its employees, or its representatives to: (1) prosecution for false statements pursuant to 18 U.S.C. 1001 and/or; (2) immediate termination of its MOU and/or; (3) possible debarment or suspension.

G. The foregoing constitutes the full agreement on this subject between DHS and the Employer.

To be accepted as an E-Verify participant, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify at 1-888-464-4218.

Company ID Number: 153489

Approved by:

Employer Carousel Industries of North America, Inc.	
Name (Please Type or Print) Gail Hynes	Title
Signature Electronically Signed	Date 09/19/2008
Department of Homeland Security – Verification Division	
Name (Please Type or Print) USCIS Verification Division	Title
Signature Electronically Signed	Date 09/19/2008



Company ID Number: 153489

Information Required for the E-Verify Program

Information relating to your Company:

Company Name	Carousel Industries of North America, Inc.
Company Facility Address	659 South County Trail Exeter, RI 02822
Company Alternate Address	
County or Parish	WASHINGTON
Employer Identification Number	061502254
North American Industry Classification Systems Code	541
Parent Company	
Number of Employees	1,000 to 2,499
Number of Sites Verified for	1



Company ID Number: 153489

Are you verifying for more than 1 site? If yes, please provide the number of sites verified for in each State:

RHODE ISLAND 1 site(s)

Company ID Number: 153489

Information relating to the Program Administrator(s) for your Company on policy questions or operational problems:

Name Gail Hynes
Phone Number (800) 401 - 0760 ext. 1116
Fax Number (401) 667 - 5491
Email Address ghynes@carouselindustries.com

Name Gail Hynes
Phone Number (800) 401 - 0760 ext. 1116
Fax Number (401) 667 - 5491
Email Address ghynes@carouselindustries.com



Company ID Number: 153489

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C. ISO Certification

CAROUSEL INDUSTRIES

4550 SPRING VALLEY ROAD #200

DALLAS, TX 75244

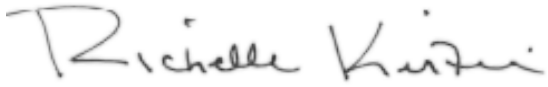
with a scope of:

REPAIR, REFURBISHMENT AND DISTRIBUTION SERVICES

has established a quality management system that is in conformance with the International
Quality System Standard

ISO 9001:2015

ASR Certificate Number:	7171
Date of Certification:	June 18, 2018
Date of Certification Expiration:	June 17, 2021
Date of Initial Registration:	March 1, 2004
Revision:	
Re-Issue Date:	



President

30 January 2019

To whomever it may concern:

Dear Sirs,

This is to certify that all AMX, BSS, Crown, JBL and AKG products are manufactured at ISO certified facilities owned and operated by our contract manufacturing partners on a "Turnkey" basis.

Turnkey in this context means, that the BSS and Crown partner is responsible for all aspects of the manufacturing of our products, which include material procurement, production, test, burn-in and quality assurance. All BSS and Crown products are manufactured and functionally tested to BSS and Crown specifications. All design/development and product verification/qualification activities are performed at our facility at Richardson, Texas, USA.

Flextronics Manufacturing Mex SA DE CV, is our primary Manufacturing Partner. A copy of the ISO certificate that pertains to the factory is attached.

Sincerely

Erik Bowers
Director, Global Quality, Harman Professional Solutions

Registration Schedule

SCOPE OF REGISTRATION

Manufacture of fixed & retractable projection screens & audio visual accessories such as lecterns and projection stands.

Company Name: **Milestone AV Technologies, Da-Lite**

Sites Registered: **3100 North Detroit Street, Warsaw, IN 46582, USA**

Standard: **ISO 9001:2015**

EAC: **14, 17, 19**

Certificate Number: **AJA11/15198**

Date of Re-Registration: **August 17th 2017**

Expiry Date: **June 29th 2020**

Next Re-Audit Due Date: **April 29th 2020**



0059


Chief Executive - AJA Registrars Ltd



This certificate is the property of AJA Registrars Ltd and must be returned on request.
This certificate has been issued by AJA Registrars Ltd Unit 6 Gordano Court Gordano Gate Business Park Serbert Close Portishead Bristol UK BS20 7FS

Registration Certificate

This is to certify that the Management Systems of

Milestone AV Technologies, Da-Lite

have been assessed by AJA Registrars and registered
against the requirements of

ISO 9001:2015

Certificate No. : **AJA11/15198** Date of Original Registration : **June 30th 2011**

Expiry Date : **June 29th 2020** Date of Re-Registration : **August 17th 2017**

Previous Expiry Date : **June 29th 2017**



0059


Chief Executive - AJA Registrars Ltd



This certificate is issued in respect of the locations & scope of registration detailed in the Associated Registration Schedule.
This certificate is the property of AJA Registrars Ltd Unit 6 Gordano Court Gordano Gate Business Park Serbert Close Portishead Bristol UK BS20 7FS
and must be returned on request. A member of the AJA Group of Companies

Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Milestone AV Technologies
6436 City West Parkway
Eden Prairie
Minnesota
55344
USA

Holds Certificate No:

FM 534543

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

Design, manufacture, testing, assembly and distribution of audio visual mounting equipment and display solutions for flat panel displays, projectors, AV furniture, and speakers.



For and on behalf of BSI:

Carlos Pitanga, SVP, System Certification and Compliance

Original Registration Date: 2008-08-28

Latest Revision Date: 2017-07-18

Effective Date: 2017-08-28

Expiry Date: 2020-08-27

Page: 1 of 2



...making excellence a habit.™

Registration Certificate

This is to certify that the Management Systems of

Milestone AV Technologies

have been assessed by AJA Registrars and registered
against the requirements of

ISO 14001:2015

Certificate No. : **AJA17/18374**

Date of Original Registration : **March 26th 2014**

Expiry Date : **March 26th 2020**

Date of Re-Registration : **August 23rd 2017**



0059


Chief Executive - AJA Registrars Ltd



This certificate is issued in respect of the locations & scope of registration detailed in the Associated Registration Schedule.
This certificate is the property of AJA Registrars Ltd Unit 6 Gordano Court Gordano Gate Business Park Serbert Close Portishead Bristol UK BS20 7FS
and must be returned on request. A member of the AJA Group of Companies

Registration Schedule

SCOPE OF REGISTRATION

Manufacture of Vinyl Projection Screen Surfaces

Company Name: **Milestone AV Technologies**

Sites Registered: 11500 Williamson Road, Cincinnati OH 45241, USA

Standard: **ISO 14001:2015**

EAC: 14, 17

Certificate Number: AJA17/18374

Date of Re-Registration: August 23rd 2017

Expiry Date: March 26th 2020

Next Re-Audit Due Date: January 26th 2020



0059


Chief Executive - AJA Registrars Ltd



Registration Schedule

SCOPE OF REGISTRATION

Manufacture of fixed & retractable projection screens & audio visual accessories such as lecterns and projection stands.

Company Name: **Milestone AV Technologies, Da-Lite**

Sites Registered: **3100 North Detroit Street, Warsaw, IN 46582, USA**

Standard: **ISO 14001:2015**

EAC: **14, 17, 19**

Certificate Number: **AJA08/12495**

Date of Re-Registration: **August 17th 2017**

Expiry Date: **March 26th 2020**

Next Re-Audit Due Date: **January 26th 2020**



0059


Chief Executive - AJA Registrars Ltd



This certificate is the property of AJA Registrars Ltd and must be returned on request.
This certificate has been issued by AJA Registrars Ltd Unit 6 Gordano Court Gordano Gate Business Park Serbert Close Portishead Bristol UK BS20 7FS

Registration Certificate

This is to certify that the Management Systems of

Milestone AV Technologies, Da-Lite

have been assessed by AJA Registrars and registered
against the requirements of

ISO 14001:2015

Certificate No. : **AJA08/12495** Date of Original Registration : **April 4th 2008**

Expiry Date : **March 26th 2020** Date of Re-Registration : **August 17th 2017**

Previous Expiry Date : **March 26th 2017**



0059


Chief Executive - AJA Registrars Ltd



This certificate is issued in respect of the locations & scope of registration detailed in the Associated Registration Schedule.
This certificate is the property of AJA Registrars Ltd Unit 6 Gordano Court Gordano Gate Business Park Serbert Close Portishead Bristol UK BS20 7FS
and must be returned on request. A member of the AJA Group of Companies



CERTIFICATE



This is to certify that

Extreme Networks, Inc.

HQ

6480 Via Del Oro
San Jose, CA 95119
United States of America

with the organizational units/sites as listed in the annex

has implemented and maintains a **Quality Management System**.

Scope:

Hardware and software design, development and service of network products from the data center to the unified wired/wireless edge as well as software driven networking (SDN), security, application analytics and unified network management and control.

Through an audit, documented in a report, it was verified that the management system fulfills the requirements of the following standard:

ISO 9001 : 2015

Certificate registration no.	10014949 QM15
Date of original certification	2016-08-23
Date of revision	2018-11-02
Date of certification	2017-11-17
Valid until	2020-11-16



DQS Inc.

Brad McGuire
Managing Director



Annex to certificate
Registration No. 10014949 QM15

Extreme Networks, Inc.

HQ

6480 Via Del Oro
San Jose, CA 95119
United States of America

Location
10014949

Extreme Networks, Inc.
6480 Via Del Oro
San Jose, CA 95119
United States of America

Scope

Hardware and software design, development and service of network products from the data center to the unified wired/wireless edge as well as software driven networking (SDN), security, application analytics and unified network management and control.

10014950

Extreme Networks, Inc.
2121 RDU Center Drive
Morrisville, NC 27560
United States of America

Hardware and software design, development and service of network products from the data center to the unified wired/wireless edge as well as software driven networking (SDN), security, application analytics and unified network management and control.

10014951

Extreme Networks, Inc.
Temple Steps, 8th Floor, 184-187
Anna Salai, Saidapet
Chennai, 600015
India

Software design, development and services of network products from the data center to the unified wired/wireless edge as well as software defined networking (SDN), security, application analytics and unified network management and control.

10014952

Extreme Networks, Inc.
9 Northeastern Boulevard
Salem, NH 03079
United States of America

Hardware and software design, development and service of network products from the data center to the unified wired/wireless edge as well as software driven networking (SDN), security, application analytics and unified network management and control.

10014953

Extreme Networks, Inc.
55 Commerce Valley Drive West
Suite 300
Thornhill, ON L3T 7V9
Canada

Hardware and software design, development and service of network products from the data center to the unified wired/wireless edge as well as software driven networking (SDN), security, application analytics and unified network management and control.

This annex (edition:) is only valid in connection with the above-mentioned certificate.



Annex to certificate
Registration No. 10014949 QM15

Extreme Networks, Inc.

HQ

6480 Via Del Oro
San Jose, CA 95119
United States of America



Location

Scope

10014954

Extreme Networks, Inc.
Shannon Industrial Estate
Co. Clare
Ireland

Supply chain management, distribution and support of network products from the data center to the unified wired/ wireless edge as well as software defined networking (SDN), security, application analytics and unified network management and control.

10014955

Extreme Networks, Inc.
C/O Expeditors
Unit 3 Beechpark
Smithstown Shannon
Ireland

Supply chain management, distribution and support of network products from the data center to the unified wired/ wireless edge as well as software defined networking (SDN), security, application analytics and unified network management and control.

10016504

Extreme Networks, India
AMR Tech Park II, #23 & 24 Hongasandra
Hosur Main Road
Bangalore - 560068
Karnataka
India

Software design, development and services of network products from the data center to the unified wired/wireless edge as well as software defined networking (SDN), security, application analytics and unified network management and control.

10016507

Extreme Networks, India
RMZ Eco Space, Campus 3B, 2nd Floor,
Sarjapur, Outer Ring Road
Devaradisana Halli, Varthur Hobli
Bangalore- 560103
Karnataka
India

Software design, development and services of network products from the data center to the unified wired/wireless edge as well as software defined networking (SDN), security, application analytics and unified network management and control.

Certificate No. 4304 (Recertified September 9, 2016 - 8 Copies)
September 10, 2016 through September 15, 2019

Certificate of Registration

This is to certify that the Quality Management System of



Extron® Electronics
INTERFACING, SWITCHING AND CONTROL

1025 East Ball Road, Anaheim, California 92805 USA
1230 South Lewis Street, Anaheim, California 92805 USA
1000 East Ball Road, Anaheim, California 92805 USA
1001 East Ball Road Anaheim, California 92805 USA
810 West Taft Road, Orange, California 92865 USA
1055 South East Street, Anaheim, California 92805 USA
1047 South East Street, Anaheim, California 92805 USA

Has been assessed by **EAGLE Registrations Inc.** and
conforms to the following standard:

ISO 9001:2015

Scope of Registration

The Design, Manufacture, Test and Distribution of Audio Video Products



Chief Administrative Officer



This is to certify that the Quality Management System of:

Flextronics Manufacturing de Mexico, S.A. de C.V.

Carretera Base Aerea 5850 4 La Mora
Zapopan, Jalisco
Mexico

This certificate is part of a multi site registration. Refer to certificate 16295 for additional info.

applicable to:

Contract manufacturer of electronic assemblies, systems integration, systems, networking, telecommunication, switching products and manufacture of chassis and drawer assemblies, metal stampings, as a contract manufacturer to OEMs in the electronic industry

has been assessed and approved by
National Quality Assurance, U.S.A., against the provisions of:

ISO 9001:2015

A handwritten signature in black ink, likely belonging to a representative of NQA, USA.

For and on behalf of NQA, USA



Certificate Number: 16295/42
EAC Code: 19
Certified Since: December 5, 2015
Valid Until: December 4, 2021
Reissued: December 5, 2018
Cycle Issued: December 5, 2018



America

CERTIFICATE

The Certification Body of
TÜV SÜD AMERICA INC.

hereby certifies that

Juniper Networks Inc
1133 Innovation Way
Sunnyvale, CA 94089 USA
(See Page 2-3 for additional location)

has implemented a Quality Management System
in accordance with:

ISO 9001:2015

The scope of this Quality Management System includes:

Design, Development, Provisioning and Support of Core Routers, Edge Routers, Core & Ethernet Switches, Access Routers, Internet Security Devices, and Optical Transport Systems (M, MX, T, TX, PTX, E, EX, QFX, ACX, BTI, Firewall VPN, SRX, SSG, and J Series Products) Running Junos, JunosE, ScreenOS or BTI-OS Operating Systems

Certificate Expiry Date: April 22, 2019

Certificate Registration No: 951 06 3629

Effective Date: June 15, 2018



Mark Alpert

Mark Alpert
Vice President, Business Assurance
Page 1 of 3





America

CERTIFICATE

Juniper Networks Inc
1133 Innovation Way
Sunnyvale, CA 94089 USA

Scope – Design, Development, Provisioning and Support of Core Routers, Edge Routers, Core & Ethernet Switches, Access Routers, Internet Security Devices, and Optical Transport Systems (M, MX, T, TX, PTX, E, EX, QFX, ACX, BTI, Firewall VPN, SRX, SSG, and J Series Products) Running Junos, JunosE, ScreenOS or BTI-OS Operating Systems

Processes – Juniper Management/ Resource Management/Internal Communication/QMS Management Review / Strategy, NPI Program Management / Planning, HW/SW Development & Verification, System Test – Development Validation, Lab Management, Production Provisioning, Services Provisioning, Change Management, Internal Quality Audit/CAPA, TL Measurements

Juniper Networks Inc
10 Technology Park Drive
Westford, MA 01886 USA

Scope – Design, Development, Provisioning and Support of Core Routers, Edge Routers, Access Routers, Access / Ethernet Switches, Internet Security Devices, Router Devices (MX, PTX, EX) Running Junos Operating Systems

Processes – Production Provisioning, Lab Management, Services Provisioning, Internal Quality Audit/CAPA

Certificate Expiry Date: April 22, 2019

Certificate Registration No: 951 06 3629

Effective Date: June 15, 2018



Mark Alpert
Mark Alpert
Vice President, Business Assurance

Page 2 of 3





America

CERTIFICATE

Juniper Networks India Pvt. Ltd.
Elnath-Exora Business Park Prestige Tech Park
Survey No 111/1 to 115/4 Wing A & B
Amane Belandur Khane Village, Marathalli,
Sarjapur Outer Ring Road, 560103 – Bangalore India

Scope – Design, Development, Provisioning and Support of Core Routers, Edge Routers, Core & Ethernet Switches. Access Routers, and Internet Security Devices, (M, MX, T, TX, PTX, E, EX, QFX, ACX, SRX), Running Junos, JunosE Operating Systems

Processes – IEC Management/ Resource Management/Internal Communication/QMS Management Review / Strategy, NPI Program Management / Planning, HW/SW Development & Verification, System Test – Development Validation, Lab Management, Services Provisioning, Change Management, Internal Quality Audit/CAPA

Juniper Networks R&D (Beijing) Co. Ltd
6/F, SOHU International Plaza,
No.1 Zhongguancun East Road
100084 - Haidian District, Beijing China

Scope – Design, Development of Internet Security Devices (Firewall VPN, SRX) Running ScreenOS Operating Systems; Junos

Processes – CNRD Management/Juniper QMS, HW/SW Development & Verification & Technical Documentation, System Test – Development Validation, Lab Management, Internal Quality Audit/CAPA

Certificate Expiry Date: April 22, 2019

Certificate Registration No: 951 06 3629

Effective Date: June 15, 2018



Mark Alpert
 Mark Alpert
 Vice President, Business Assurance
 Page 3 of 3



Certificate US06/0462

The management system of

Middle Atlantic Products, Inc.

300 Fairfield Road,
Fairfield, NJ 07004, US

has been assessed and certified as meeting the requirements of

ISO 9001:2015

For the following activities:

The design, manufacture, and distribution of integrated equipment mounting solutions comprised of rack enclosures, power distribution products, technical furniture, and related accessories.

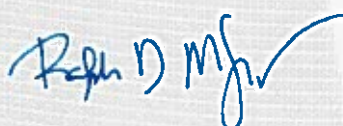
Further clarifications regarding the scope of this certificate and the applicability of ISO 9001:2015 requirements may be obtained by consulting the organization

This certificate is valid from 19 February 2018 until 19 February 2021 and remains valid subject to satisfactory surveillance audits. Recertification audit due a minimum of 60 days before the expiration date. Issue 9 : 19 February 2018. Certified since 20 February 2006.

The audit leading to this certificate commenced on 22/01/2018
Previous issue certificate validity date was until 19/02/2018

This is a multi-site certification.
Additional site details are listed on subsequent pages.

Authorized by:



Ralph McLouth
Vice President of Accreditation, North America
SGS North America, Inc.
201 Route 17 North, Rutherford, NJ 07070, USA
t (201) 508-3000 f (201) 935-4555 www.us.sgs.com

This certificate remains the property of SGS and shall be returned upon request



Page 1 of 2



Middle Atlantic Products, Inc.

ISO 9001:2015

Issue 9 : 19 February 2018

Additional facilities

300 Fairfield Road, Fairfield, NJ, 07004, United States

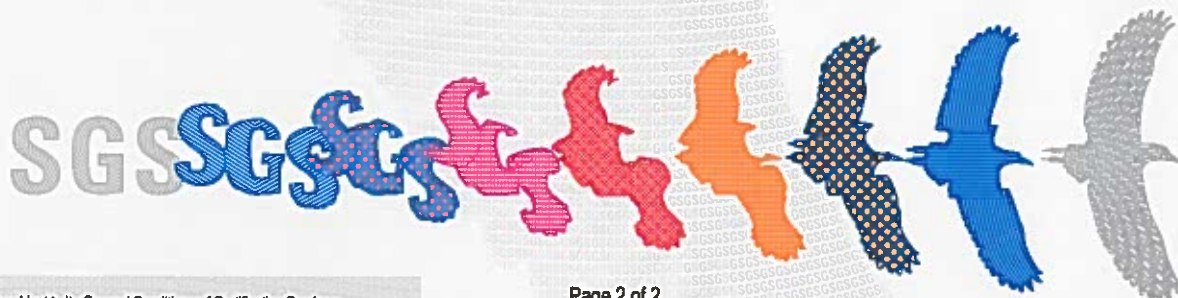
Scope: The design, manufacture, and distribution of integrated equipment mounting solutions comprised of rack enclosures, power distribution products, technical furniture, and related accessories.

500 Crossing Dr., University Park, IL, 60484, United States

Scope: Distribution of integrated equipment mounting solutions comprised of rack enclosures, power distribution products, technical furniture, and related accessories.

6450 Sycamore Canyon Blvd., Riverside, CA, 92507, United States

Scope: Light Assembly and Distribution of integrated equipment mounting solutions comprised of rack enclosures, power distribution products, technical furniture, and related accessories.



BUREAU VERITAS



Certificaat van Goedkeuring

Uitgereikt aan

Milestone AV Technologies B.V.

Franklinstraat 14, 6003 DK WEERT, Nederland

Bureau Veritas Certification verklaart dat het Milieu managementsysteem van bovengenoemde organisatie beoordeeld en in overeenstemming bevonden werd met de eisen van de norm zoals hieronder vermeld.

Norm

ISO 14001:2015

Toepassingsgebied

Ontwerp, fabricage en distributie van AV montage equipment en meubilair, projectieschermen en display oplossingen voor platte schermen, projectoren en luidsprekers.

Initiële goedkeuringsdatum: **17 juni 2013**

Behoudens een voortdurende en bevredigende werking van het management-systeem van de genoemde organisatie, is dit certificaat geldig tot: **17 juni 2019**

Om de geldigheid van dit certificaat te controleren kunt u bellen met nummer: +31 (0)88 450 5500.

Verdere toelichting met betrekking tot de scope van dit certificaat en de toepasbaarheid van de managementsysteem eisen, kan worden verkregen door contact op te nemen met de gecertificeerde organisatie.

Certificaatnummer: **NL016174-1**

Datum van afgifte: **15 juli 2016**

W. van der Ben

Certification Manager

Kantoor beheer: **Bureau Veritas Inspection & Certification The Netherlands B.V.**,
Computerweg 2, 3821 AB Amersfoort
Kantoor uitgifte: **Bureau Veritas Inspection & Certification The Netherlands B.V.**,
Computerweg 2, 3821 AB Amersfoort



BUREAU VERITAS



Сертификат

выдан компании

Milestone AV Technologies B.V.

Franklinstraat 14, 6003 DK WEERT, Голландия

Bureau Veritas Certification настоящим подтверждает, что Система Менеджмента вышеуказанной организации успешно прошла проверку на соответствие требованиям системы менеджмента по стандартам, перечисленным ниже

СТАНДАРТ

ИСО 14001:2015

ОБЛАСТЬ ПРИМЕНЕНИЯ

Разработка, производство и дистрибуция АВ мебели и креплений, проекционных экранов и решений для демонстрации видео панелей, проекторов и колонок.

Дата первоначального одобрения: **17 июнь 2013**

Этот сертификат, при условии постоянного успешного функционирования Системы Менеджмента организации, действителен до: **17 июнь 2019**

По вопросам действия сертификата звоните тел.: +31 (0)88 450 5500.
Дальнейшие разъяснения относительно области сертификации и применимости требований системы менеджмента могут быть запрошены у вышеупомянутой организации.

Номер сертификата: **NL016174-1**

Дата: **15 июль 2016**


W. van der Ben

Certification Manager

Kantoor beheer: Bureau Veritas Inspection & Certification The Netherlands B.V.,
Computerweg 2, 3821 AB Amersfoort, The Netherlands
Kantoor uitgifte: Bureau Veritas Inspection & Certification The Netherlands B.V.,
Computerweg 2, 3821 AB Amersfoort, The Netherlands



BUREAU VERITAS



Management-Zertifikat

Ausgestellt für

Milestone AV Technologies B.V.

Franklinstraat 14, 6003 DK WEERT, Die Niederlande

Bureau Veritas Certification bescheinigt hiermit, dass das Umwelt Managementsystem des oben genannten Unternehmens geprüft wurde und die Anforderungen der folgenden Norm erfüllt.

Norm

ISO 14001:2015

Geltungsbereich

Entwickler, Hersteller und Distributor für AV-Möbel, Projektionsbildwände und Halterungen, speziell für Displays, Projektoren und Lautsprecher.

Genehmigung Datum: **17. Juni 2013**

Abhängig von der dauernden zufriedenstellenden Wirksamkeit das Managementsystem, dieses Zertifikat ist gültig bis: **17. Juni 2019**

Zur Überprüfung der Gültigkeit dieses Zertifikates, wenden Sie sich bitte an folgende Telefonnummer: +31 (088) 450 55 00

Weitere Auskünfte über das Managementsystem und den Anwendungsbereich sind bei dem Unternehmen erhältlich.

Zertifikat Nummer: **NL016174-1**

Datum: **15. Juli 2016**

W. van der Ben

Certification Manager

Verwaltungs Büro: Bureau Veritas Inspection & Certification The Netherlands B.V.,
Computerweg 2, 3821 AB Amersfoort, Die Niederlande,
Ausgestellt Büro: Bureau Veritas Inspection & Certification The Netherlands B.V.,
Computerweg 2, 3821 AB Amersfoort, Die Niederlande



BUREAU VERITAS



Certification

Awarded to

Milestone AV Technologies B.V.

Franklinstraat 14, 6003 DK WEERT, The Netherlands

Bureau Veritas Certification certifies that the Environmental Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below.

STANDARD

ISO 14001:2015

SCOPE OF SUPPLY

Design, manufacture and distribution of AV furniture and mounting equipment, projection screens and display solutions for flatpanel displays, projectors and speakers.

Original Approval Date: **17 June 2013**

Subject to the continued satisfactory operation of the organisation's Management System, this certificate is valid until: **17 June 2019**

To check the validity of this certificate please call: +31 (088) 450 55 00
Further clarification regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.

Certificate Number: **NL016174-1**

Date: **15 July 2016**

W. van der Ben
Certification Manager

Managing office: Bureau Veritas Inspection & Certification The Netherlands B.V.,
Computerweg 2, 3821 AB Amersfoort, The Netherlands
Issuing office: Bureau Veritas Inspection & Certification The Netherlands B.V.,
Computerweg 2, 3821 AB Amersfoort, The Netherlands





QUALITY MANAGEMENT SYSTEM CERTIFICATE

Registration No. U006617Q0241R1M

This is to certify that the quality management system of

Shenzhen Hitevision Technology Co., Ltd.

social credit code : 91440300678596362X

Registration/Office Address: No.8 Qinglan 1st Road, Pingshan New District, Shenzhen City, Guangdong, P.R. China
Production Address: 6/F, North Side of 5/F, 1-4/F, No.1 Plant, No.8 Qinglan 1st Road, Pingshan New District, Shenzhen City, Guangdong, P.R. China

is in conformity with

ISO 9001:2015

This certificate is valid for the following scope:

Design & development, production and after-sales service of LCM, interactive touch screen, interactive whiteboard, visualizer, production and after-sales service of OPS computer.

This certificate is valid from July 7, 2017 to July 6, 2020

The scope which needs administrative permission shall be in accordance with valid license.
In the case that the organization regularly receives surveillance assessments, the certificate shall be valid when used together with the Notice for Maintenance of Use of Certificates and Logos.
Information about the certificate can be queried on the official website of CNCA (www.cnca.gov.cn).



China Certification Center, Inc.

At: Taiji Commercial Building, No.211 Beisihuan Zhonglu,
Haidian District, Beijing, P.R. China
<http://www.ccci.com.cn>

General Manager:

Date of Issue:

July 7, 2017



0066



By Royal Charter

Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Celestica (Thailand) Ltd.
49/18 Moo 5
Laem Chabang Industrial Estate
Tungsukhla Sriracha
Chonburi
20230
Thailand

Holds Certificate Number:

FM 68551

and operates a Quality Management System which complies with the requirements of ISO 9001:2015 for the following scope:

Manufacture of printed circuit board assemblies, manufacturing, repair and testing of electronic and telecommunications products.

For and on behalf of BSI:

Chris Cheung, Head of Compliance & Risk - Asia Pacific

Original Registration Date: 2002-07-23

Latest Revision Date: 2017-12-07

Effective Date: 2017-12-17

Expiry Date: 2020-12-16

Page: 1 of 2



...making excellence a habit.™

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](http://www.bsi-global.com/ClientDirectory).

Printed copies can be validated at www.bsi-global.com/ClientDirectory or telephone +66(2) 2944889-92.

Further clarifications regarding the scope of this certificate and the applicability of ISO 9001:2015 requirements may be obtained by consulting the organization.

This certificate is valid only if provided original copies are in complete set.

Certificate No: **FM 68551**

Location

Registered Activities

Celestica (Thailand) Ltd
49/18 Laem Chabang Industrial Estate
Moo 5, Tungsukhla, Sriracha
Chonburi
20230
Thailand

Manufacture of printed circuit board assemblies,
manufacturing, repair and testing of electronic and
telecommunications products.

Celestica Lao Co., Ltd
Lot 204 & 215, Zone C,
Savan-SENO Special Economic Zone,
Road No-9, Nongdum Village,
Kaison Phomviharn District,
Savannakhet,
Laos

Manufacture of printed circuit board assemblies,
manufacturing, repair and testing of electronic and
telecommunications products.



Original Registration Date: 2002-07-23

Effective Date: 2017-12-17

Latest Revision Date: 2017-12-07

Expiry Date: 2020-12-16

Page: 2 of 2

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000
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