

# HOWARD™



Response To  
Alabama Community College System  
Joint Purchasing Agreement  
Bid #ACCS-2019-01

Due: February 15, 2019 @ 4:00 PM

Presented By

**HOWARD**  
TECHNOLOGY SOLUTIONS

Our Vision and Strategy

**We do IT**



## Letter of Transmittal

February 12, 2019

Alabama Community College System  
Joint Purchasing Agreement Initiative  
135 South Union Street, Suite 137  
Montgomery, AL 36104

RE: Request for Bid# ACCS-2019-01

Dear Alabama Community College System:

Howard Technology Solutions (a division of Howard Industries, Inc. -- Federal ID Number 64-0466143) is pleased to offer the attached response for your Request for Bid# ACCS-2019-01. Rebecca Dearman, Bids/Contract Manager and Rusty Thoms, Alabama Higher Education Outside Sales Representative, are in charge of compiling data for this response and are authorized to contractually bind Howard Technology Solutions in this regard. Contact information for each of these individuals is as follows:

Address: 36 Howard Drive, Ellisville, Mississippi 39437

Rebecca: (Phone) 601.399.5835 (Fax) 601.399.5077 (Email) [rdearman@howard.com](mailto:rdearman@howard.com)

Rusty: (Office) 601.605.1114 (Cell) 601.573.6732 (Fax) 601.898.3895 (Email) [rusty.thoms@howard.com](mailto:rusty.thoms@howard.com)

Contract and price negotiations as well as clarifications and questions should be directed to Howard Technology Solutions Contract Facilitator, Rebecca Dearman.

Howard Technology Solutions acknowledges and understands the requirements and conditions governing this bid and accepts the terms and conditions set forth. Howard also acknowledges receipt of any and all addendums pertaining to this procurement solicitation.

Thank you for allowing Howard Technology Solutions to submit a proposal for this project. We look forward to doing business with you.

Sincerely,



Rebecca Dearman  
Bids and Contract Manager  
Howard Technology Solutions

## **Evaluation Submission Form**

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@dpe.edu](mailto:JPA-Notification@dpe.edu).

Vendor Name: Howard Technology Solutions Last Updated: 2/13/19

JPA Website Address: <http://www.howardcomputers.com/State/AL>

	<b>Name(s)</b>	<b>Phone Number(s)</b>	<b>E-mail Address(s)</b>
Primary Contract Executive(s)	Rebecca Dearman-Contract Manager	601.399.5835	rdearman@howard.com
Sr. Account/Sales Manager(s) (by region if necessary)	Chris Lyman- Sales Mgr. Tania Keyes-Operations Mgr.	601.399.5812 601.399.5049	clyman@howard.com tkeyes@howard.com
Account/Sales Manager(s) (by region if necessary)	Rusty Thoms-Outside Sales Kelly Turner-Inside Sales	601.573.6732 601.399.5047	rthoms@howard.com kturner@howard.com
Technical Support	Darrell McCullum-Technical Support Mgr	601.399.5089/ 1.888.323.3151	dmccullum@howard.com; tech@howard.com

## **BID INFORMATION INDEX**

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

	<b>Document Name</b>	<b>Page Number(s)</b>
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Problem Resolution	ACCS-2016-01 Howard Response Doc	11,12
Customer Satisfaction	ACCS-2016-01 Howard Response Doc	13
Value Added Services	ACS-2016-01 Howard Response Doc	14-15, 57-58, 59
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36 Howard Drive • Ellisville, MS 39437  
P.O. Box 1590 • Laurel, MS 39441



888.912.3151 *general* • 601.399.5077 *fax*  
888.323.3151 *technical support*  
[www.Howard.com](http://www.Howard.com)

## **Response to General Requirements and Specifications**

## GENERAL REQUIREMENTS AND SPECIFICATIONS

### 3.1 Acceptance of Conditions Governing the Procurement

Vendor must indicate their acceptance of the Conditions Governing the Procurement section in the letter of transmittal. Submission of a bid constitutes acceptance of the Evaluation Factors contained in this RFB. Vendor must also include ISO 9001 certification as required by State Code governing Joint Purchase Agreements. According to Alabama law, any companies or contractors whose affiliates, subdivisions, subsidiaries, or departments have ISO 9001 certification can bid on the information technology to be jointly purchased by educational institutions. ISO 9001 certification is only required for vendors who are providing hardware.

**Howard Technology Solutions acknowledges and complies. Please see our ISO Certificates behind tab labeled "ISO Certifications".**

### 3.2 Incurring Cost

Any cost incurred by the vendor in preparation, transmittal, and presentation of any material submitted in response to this RFB shall be borne solely by the vendor.

**Howard Technology Solutions acknowledges and complies.**

### 3.3 Vendor Responsibility

The selected vendor(s) shall be solely responsible for fulfillment of the responsibilities under the terms and conditions of the contract. The procuring entities will issue purchase orders and make payments to only the named vendor(s).

**Howard Technology Solutions acknowledges and complies.**

### 3.4 Serving Subcontractors

The System recognizes the fact that the potential vendors have different business models for the delivery of support services. Whereas one potential vendor may provide support services through a wholly owned subsidiary, another may provide support services through a local business partner, certified education partner or qualified organization herein referred to as a servicing subcontractor. Therefore, vendors may propose the use of servicing subcontractors for the performance of local marketing, maintenance or technical support services in accordance with the terms and conditions of the contract. Servicing subcontractors may not directly accept purchase orders or payments for products or services from procuring entities under the terms and conditions of the contract.

**Howard Technology Solutions acknowledges and complies.**

### 3.5 Amended Bids

A vendor may submit an amended bid before the deadline for receipt of bids. Such amended bids must be complete replacements for a previously submitted bid and must be clearly identified as such in the transmittal letter. The Evaluation Committee will not merge, collate, or assemble bid materials.

**Howard Technology Solutions acknowledges and complies.**



**3.6 Vendor's Right to Withdraw Bid**

Vendors will be allowed to withdraw their bids at any time prior to the deadline for receipt of bids. The vendor must submit a written withdrawal request signed by the vendor's duly authorized representative addressed to the representative listed above.

The right is reserved to waive informalities, select alternatives, and reject any or all responses, in the event such appears to be in the best interest of the System.

**Howard Technology Solutions acknowledges and complies.**

**3.7 Bid Offer Firm**

Responses to this RFB, including prices, will be considered firm for ninety (90) days after the due date for receipt of bids.

**Howard Technology Solutions acknowledges and complies.**

**3.8 Disclosure of Bid Contents**

The bids will be kept confidential until the contracts are awarded. At that time, all bids and documents pertaining to the bids will be open to the public.

All responses become a matter of public record at award. The System accepts no responsibility for maintaining confidentiality of any information submitted with any response whether labeled confidential or not.

**Howard Technology Solutions acknowledges and complies.**

**3.9 No Obligation**

This RFB in no manner obligates Alabama Community College System or any authorized entity to the lease or purchase of any products or services offered until a contract is awarded and vendor receives a valid purchase order from an authorized procuring entity.

The System has the right to cancel any contract, for cause, including, but not limited to, the following: (1) failure to deliver within the terms of contract; (2) failure of the product or service to meet specifications, conform to sample quality, or to be delivered in good condition; (3) misrepresentation by the vendor, (4) fraud, collusion, conspiracy, or other unlawful means of obtaining any contract with the state; (5) conflict of contract provisions with constitutional or statutory provisions of state or federal law; and (6) any other breach of contract.

Termination - the System reserves the right, for its convenience and without cause or penalty, to terminate this agreement effective the last day of any agreement year following the initial term.

**Howard Technology Solutions acknowledges and complies.**

**3.10 Legal Review**

The System requires that all vendors agree to be bound by the General Requirements contained in this RFB. Any vendor concerns must be promptly brought to the attention of Alabama Community College System.

**Howard Technology Solutions acknowledges and complies.**

**3.11 Governing Law**

The vendor shall observe, perform and comply with or require compliance with all federal, state, and local laws, ordinances, rules and regulations and all amendments thereto which in any manner may affect the operation of vendor's activities undertaken pursuant to this Agreement. The vendor shall also comply with all state and local building, fire, health, zoning laws, codes and/or regulations that affect or that are applicable to vendor's activities and operations hereunder. This RFB and the final agreement shall be governed and construed in accordance with the laws of the State of Alabama without giving effect to any choice-or-conflict-of-laws, provision, or rules (whether of the State of Alabama or any other jurisdiction) that would cause the application of the laws of any jurisdiction other than those of the State of Alabama.

**Howard Technology Solutions acknowledges and complies.**

**3.12 Basis for Bid**

Only information supplied by the System in writing or in this RFB should be used as the basis for the preparation of vendor responses.

**Howard Technology Solutions acknowledges and complies.**

**3.13 Agreement Terms and Conditions**

The agreement between the System and the vendor will follow the format specified and contain the terms and conditions outlined in this request. However, Alabama Community College System reserves the right to negotiate with a successful vendor provisions in addition to those contained in this RFB. This RFB, as revised and/or supplemented, and the successful vendor's response will be incorporated into and become part of the agreement.

Vendors are encouraged to submit specific alternate language to the terms and conditions, that vendor believes would enhance the efficient administration of the agreement or result in lower product prices or both. The System may or may not accept the alternative language. General references to the vendor's terms and conditions or attempts at complete substitutions are not acceptable and will result in disqualification of the vendor's response.

**Howard Technology Solutions acknowledges and complies.**

**3.14 Vendor Qualifications**

The Evaluation Committee may make such investigations as necessary to determine the ability of the vendor to adhere to the requirements specified within the RFB. The Evaluation Committee will reject the bid of any vendor who is not a responsible bidder or fails to submit a responsive offer as defined.

**Howard Technology Solutions acknowledges and complies.**

**3.15 Change in Vendor Representatives**

The System reserves the right to require a change in vendor representatives if the assigned representatives are not meeting its needs adequately.

**Howard Technology Solutions acknowledges and complies.**



**3.16 Equipment and Services Schedules**

The vendor may offer only those products and services that are included on the Equipment and Services Schedule (ESS). Vendors shall keep the schedule current and correct on an Internet website maintained by the vendor and shall reflect changes in technology in accordance with the terms and conditions of the contract.

**Howard Technology Solutions acknowledges and complies.**

**3.17 Benefit of Cost Reduction**

The System is to be given the benefit of any reduction in price below the quoted price during the term of this contract. Examples include but are not limited to; manufacturer price reductions and special promotional offerings.

**Howard Technology Solutions acknowledges and complies.**

**3.18 Bid Terms**

By submitting a response, the vendor agrees that this contract is to be governed by the terms and conditions set forth in the bid. Any exceptions to the specifications must be clearly identified in the last section of the vendor's response.

**Howard Technology Solutions acknowledges and complies.**

**3.19 Fiscal Funding**

The continuation of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide the continuation of a contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

**Howard Technology Solutions acknowledges and complies.**

**3.20 Insurance**

The vendor shall bear the full and complete responsibility for all risk of damage or loss of equipment, products, or money resulting from any cause whatsoever and shall not penalize the System for any losses incurred in association with this agreement. Any insurance policy or policies shall cover the entire travel service operation at the System including all areas that may in the future be placed under the control or use of the vendor. The vendor shall maintain, during the life of this contract, the following minimum insurance:

KIND OF INSURANCE	MINIMUM LIMITS OF LIABILITY
Worker's Compensation	Statutory – Alabama
Employer's Liability	\$2,000,000 (each employee, each accident and policy limit)
Commercial General Liability:	
Each Occurrence	\$2,000,000
Personal and Advertising Injury	\$2,000,000
Products/Completed Operations	\$2,000,000
General Aggregate	\$3,000,000

Automobile Liability	\$2,000,000 each accident - combined single limit
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These policies shall contain a thirty- (30) day written notice to the System before cancellation, reduction or other modification of any kind to the required coverage.

The vendor, at its cost, must provide acceptable evidence of compliance with the worker's compensation insurance requirements of the State of Alabama. In the event that the vendor fails to maintain and keep in force all of the insurance and Worker's Compensation coverage listed above, the System shall have the right to terminate this contract. The System and vendor shall each be listed as the named insured in said policy (ies) so that each is independently protected to the face amount of the policy.

Upon notification of award and prior to issuance of contract, the vendor shall provide the System with certification of insurance with the required kinds of insurance and minimum liabilities specified, issued by an insurance company licensed to do business in the State of Alabama and carrying an AM Best rating of A- or better, signed by an authorized agent. In the event of cancellation, material change or intent not to renew any of the insurance requirements specified, thirty (30) days written notice shall be given to the System by the party initiating any revision.

**Howard Technology Solutions acknowledges and complies.**

**3.21 New Products**

Unless specifically called for in this request, all products for purchase must be new, never previously used, and the current model and/or packaging. No remanufactured, demonstrator, used, or irregular product will be considered for purchase unless otherwise specified in the request. The manufacturer's standard warranty will apply unless otherwise specified in the request. All equipment should be supplied complete, ready to be installed, including all cabling and connectors where applicable.

**Howard Technology Solutions acknowledges and complies.**

## 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.

### 3.22 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.

**Howard Technology Solutions is pleased to present the attached proposal to the Alabama Community College System (ACCS). We have worked well with and look forward to an even greater relationship with ACCS and all of its member agencies and institutions. Howard manufactures its own line of desktops, notebooks, and servers and have partnered with numerous other industry-leaders such as Fujitsu, FrontRow, Extron, Crestron, Polycom, Exagrid, Toshiba, Mimio, Extreme, Xirrus, and many more in order to provide our customers with complete technology solutions according to their needs. Howard also offers a complete line of professional services to our customers including, but not limited to training and installation.**

**Howard Technology Solutions utilizes UPS or LTL carriers for shipping purposes. Howard Technology Solutions' parent company, Howard Industries, Inc., has a wholly-owned subsidiary, Howard Transportation, which is a trucking/brokerage firm that assists with LTL deliveries on large orders. Using these avenues, Howard is able to deliver our products to any address in the State of Alabama. Please see that the map below is completely red-filled indicating our ability to deliver to any locale in Alabama. Please also see tab labeled "Sales, Service, and Distribution Map".**



**Howard Technology Solutions is located in Ellisville, Mississippi and houses all executive staff, the engineering and design staff, network services staff, customer and telephone support staff, and production facilities. Our close proximity to the State of Alabama means that all of these personnel are available to assist ACS member personnel with any issues that may arise.**

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

**ACCS members have two main avenues to choose from when a complaint/issue needs to be resolved. Issues can be divided into two categories: technical and non-technical. Non-technical issues may be addressed by calling your dedicated Howard ACCS Representative at our toll-free number 888.912.3151. Your account representative can assist any member of ACCS with issues such as invoicing, billing, order status, delivery changes and/or instructions, or any other issue non-technical related. Your ACCS account representative can handle all problems of this nature on their own. If a problem occurs that they cannot immediately resolve to the customer's satisfaction, the problem will then be taken to David Perkins, Vice President of Educational Sales. If he is unable to resolve the issue, it will be taken directly to our President or CEO for resolution. Most issues of this nature can be resolved in a matter of minutes or, in extreme cases, 24 hours.**

**If issues of a technical nature should arise, ACCS has direct access to our Customer/Technical Support Department. This department may be reached via our toll-free number 888.323.3151 or website [www.howardcomputers.com](http://www.howardcomputers.com). Please find our problem resolution and escalation procedures for our Customer/Technical Support Department below:**

**Howard Technology Solutions has established clear guidelines within the Customer Service Department regarding problem escalation. A description of the problem escalation rules and three tiers of Howard Technology Solutions' technical support organizations are provided below:**

#### **Problem Escalation**

- 1. Customer Service Technician is unable to resolve customer's issue/problem on third attempt. (An attempt is defined as phone conversation, email instructions, and/or service technician on-site.)**
- 2. Customer expresses dissatisfaction with service being provided by the Howard Technology Solutions' Customer Service Technician.**
- 3. Customer becomes agitated and/or angry with the Customer Service Technician.**
- 4. Customer Service Technician requires additional assistance in resolving customer's issue/problem.**

#### **Tiers/Level of Support**

**Tier One Customer Service Technicians have a minimum of one year customer service experience and are familiar with all operating system environments and standard office application products. They are familiar with basic to mid-level diagnostic procedures and troubleshooting techniques for hardware and software.**

**Tier Two Customer Service Technicians have a minimum of two years of customer service experience and are familiar with all operating system environments and advanced office application products. They are familiar with advanced diagnostic procedures and troubleshooting techniques for hardware and software.**

**Tier Three Customer Service Technicians are staffed by Howard Technology Solutions' Engineering Department. These engineers and technicians provide the Customer Service Department with a high degree of expertise, experience, and educational background. The**

Engineering Department gives ready access to Microsoft Certified Systems Engineers (MCSE), Certified Novell Engineers (CNE), COMPTIA A+ Technicians, and electrical and computer engineers.

Howard Technology Solutions has an outstanding initial call response time. On average, Howard Technology Solutions Customer Service Technicians answer an incoming call within forty-five (45) seconds. A “live” technician answers 89% of calls to the Howard Technology Solutions Customer Service toll free line. This is far better than the industry average, as evidenced by the chart below:

Company	Howard	Dell	HP	IBM
Average time on hold (min:sec)	1:00	9:54	10:18	11:18

The not-to-exceed time established by Howard is one (1) minute. Through Howard Technology Solutions’ toll free phone support, 7x24x365, our customers have the ability to make one phone call to initiate the warranty service process. Upon receipt of an initial customer call, a Tier One Customer Service Technician will first attempt to diagnose the issue and obtain a resolution within the initial phone call. Problem resolution for customer phone calls is typically between five (5) minutes and one (1) hour depending on the type of problem and level of customer’s computer knowledge. If an on-site service call is required, which is typically next business day, the service representative will consult with the Customer Support Manager to determine the most efficient means of supporting that customer. All serviceable parts (new or used) are shipped via UPS next business day delivery service. Within one hour of confirming on-site is needed, a support representative will be contacted to provide the next business day on-site support. In all areas and instances where it is in the customer’s best interest, Howard will utilize one of our partners, located within the customer’s geographical area, to expedite the next business day on-site service. Under special circumstances, if the problem is large-scale and requires the attention of a direct Howard employee, a direct Howard employee will be contacted and dispatched, regardless of the geographical area, instead of utilizing one of our partners or contract support representatives.

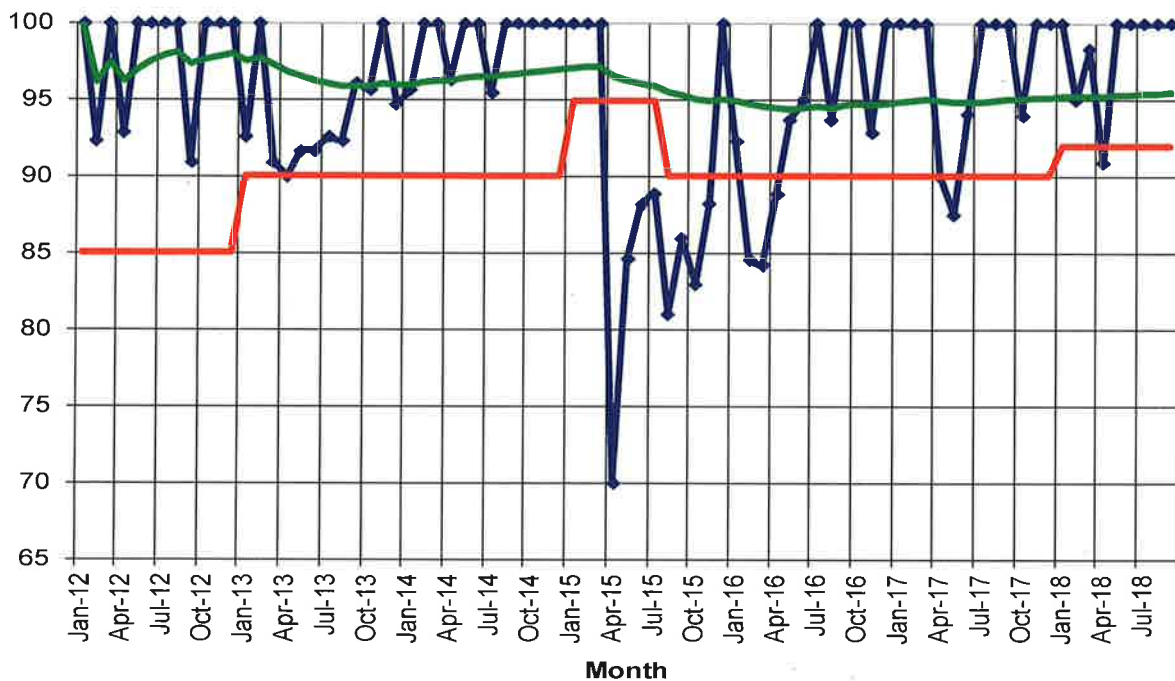
Vendors must submit customer satisfaction statistics or survey results concerning the quality of the products and/or services offered.

Our Customer Service personnel use the Howard Technology Solutions survey randomly. This survey is used bi-monthly. As a means to gauge our customer's perception of Howard products and services, we based all of the questions on customer satisfaction. Please see results of survey below:

### Howard Technology Solutions Survey Results January 2012 – September 2015

## Howard Technology Solutions: Company Quality Objective Overall Customer Experience Rating Survey Results

% Responses received that were a "4"  
January 2012- September 2018



Question: How would you rate your overall Howard Experience?  
Response Values:  
4= Very high  
3= high  
2= moderate  
1= low  
0= very low



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.

**Howard Technology Solutions' Value Added Services offerings are broken down into three distinct categories:**

1. ***Network Consulting & Integration Services*** consist of services that revolve around Network infrastructure development and implementation and are typically project driven.
2. ***Technical Management Services*** consist of support services that revolve around ongoing day to day support of technology and typically have a contracted time frame.
3. ***Product Procurement Services*** consist of the procurement, configuration and delivery of computer equipment.

Please see below for a detailed listing of products and services provided as value added services by Howard Technology Solutions.

- **Systems Integration and Consulting Services**
- **Network Design, Implementation, Management and Support**
  - LAN and WAN
- **Network and Data Security Review**
- **Network Assessment**
- **Wireless Network Solutions**
- **Structured Cabling**
- **Customized Training Programs**
- **Application Development**
- **Internet/Intranet Development**
- **Web Site Hosting and Management**
- **Hardware Sales, Service and Support**
- **Software Sales, Service and Support**
- **Service Level Agreements – Contract for Services**
  - Regularly Scheduled Preventative Maintenance
  - Full-time, On-site Technicians and/or Engineers
  - Part-time, On-site Technicians and/or Engineers
  - As-needed, On-site Technicians and/or Engineers

**All services discussed above are available throughout the continental United States.**

**A few key highlights of our value-added services can be found below:**

**1. HTTPP**

Howard Technology Solutions realizes that many organizations handle basic hardware service and support in one of two ways: they make a significant investment in establishing and maintaining a group of local service providers or they use their own internal support staff. For this reason, we have developed the

Howard Technical Partnership Program (HTPP) so that we can satisfy either option by facilitating timely, cost effective, quality service in conjunction with our high standards for customer satisfaction. Please see tab labeled "HTPP" for further details of this program.

**2. Custom Imaging**

Because we understand the real-world demands many organizations face, we offer free custom imaging to make life easier for our customers purchasing desktops and notebooks. It is just another commitment to our customers and their individual needs. Please see tab labeled "Custom Imaging" for more information.

**3. Customized Box Labeling and Bar-coding**

**4. Training and Installation**

The map below is again red-filled in its entirety as Howard is able to provide the above services to the entire State of Alabama. Please also see tab labeled "Sales, Service, and Distribution Map".



**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. 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.

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 activities.

**Howard Technology Solutions agrees to provide quarterly utilization reports to the Agreement Administrator on or before the following dates:**

Sales for	Report by
Jan 01 – March 31	April 15
April 01 – June 30	July 15
July 01 – Sept 30	October 15
Oct 01 – Dec 31	January 15

The quarterly utilization report will be submitted to the Agreement Administrator via an email attachment in Microsoft Excel format. The report will also be available on the ACCS Admin site for immediate download on or before the date required for submittal.

The quarterly utilization report will include the net sales for the period, the purchasing entity's name, and the state of the purchasing entity. Howard Technology Solutions agrees to include all Reseller Agent sales in this report. In addition, Howard Technology Solutions will provide a supplemental Reseller Agent utilization report, which will include the same information as the quarterly utilization report and will be ordered by Reseller Agent Name.

Finally, Howard Technology Solutions will provide a supplemental Returned Systems report that will include all systems returned to Howard Technology Solutions within the time span of the reporting period.

In addition, members of ACCS may view and download these reports via our Alabama Community College System website at:

<http://www.howardcomputers.com/State/AL/Admin>

When using the admin website, a username & password will be needed. Please use the following username and password to access the admin site:

**Username: AlabamaAdminTemp**

**Password: A4Ba\$Hc**

Howard Technology Solutions provides reports to state entities based on agreed upon schedules. Typically these reports are sent via email quarterly. Monthly, quarterly, and annual reports are available via our website. These reports may be broken down by product type, SIC Code, City, and Date Range.

Please find copies of quarterly reports in the section labeled "Sample Reports". Our computer system allows us to customize these reports to ACCS specific needs.

### 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.

Howard Technology Solutions agrees that our website for ACCS, <http://www.howardcomputers.com/State/AL/Admin>, will be available for immediate usage barring any scheduled maintenance upgrades. Notice of such upgrades will be sent at least 24 hours in advance of the outage and will only be performed during the early morning hours (i.e. 12AM to 2AM Central).

The Howard Technology Solutions/ACCS website will include a full ESS of our agreed upon product offering, an online configurator to configure said products, an online quote generation utility to save quotes for later retrieval, and an online ordering system for immediate processing of all items. In addition, all contact information, service agreements, order tracking, and product specifications will be available on the website.

We will provide the following sites to ACCS:

**Administration site:**

**This site will allow members of ACCS to review dynamic and static reports, track orders by company, order number, PO number, and state; review quote-to-order ratios based on type of system, state, and company; and the ability to review tracking information on orders.**

**Purchasing site:**

**This site will allow ACCS members to fully configure systems, to quote and order the system via credit card or PO, and to track the status of the order once placed.**

**A sample site has already been established for ACCS and may be viewed at <http://www.howardcomputers.com/State/AL>.**

**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.

**Breadth of Offering**  
**Howard Technology Solutions**  
**Computing Equipment**

**Servers**

Howard Technology Solutions servers allow organizations the flexibility, scalability and affordability needed by today's computing professionals. By combining great performance with a wide selection of options, Howard Technology Solutions can offer a server solution to fit any size of workload, system, or budget. Complete customization (from an entry level tower to a quad processor rack-mount based on Intel processors ranging from Celeron to Xeon) is available on all Howard servers. Howard Technology Solutions' servers are available in three basic categories: Entry, Mainstream, and Performance. Not all of these categories are within ACCS's requirements; however in order to provide a full synopsis of our breadth of offering, we have included all categories of servers Howard offers.

**Models**

**Entry – SE3-414v6 (Tower), SE3-114v5 (Rack)**

**Mainstream – SP480 (Rack/Tower), SP280 (Rack)**

**Performance – SP480 (Rack/Tower), SP280 (Rack)**

A comparison chart of features is being provided for reference. This chart includes type of processor with maximum speed, maximum amount of memory, raid capabilities, maximum number of hard drives as well as hot swap drive and power supply capabilities.

Howard Technology Solutions also offers servers from the following third party manufacturers:

**Lenovo: All Models**

**HP: All Models**

**Fujitsu: All Models**

**Dell: All Models**

**Breadth of Offering  
Howard Technology Solutions  
Computing Equipment**

**Workstations**

A synopsis of Howard's performance workstation models follows. It is then followed by a synopsis of our desktop, laptop, and tablet categories, which also fall under the workstation heading within this ACCS RFP.

Howard Technology Solutions performance workstations are designed by and for the professional who requires the absolute best of everything. From high end graphics to blistering processor speeds, Howard workstations are designed to handle to work load. Utilizing cutting edge technology from Intel, Howard performance workstations are highly engineered for power-hungry, graphic-intense applications and today's media-rich content.

**Performance Workstations – WX370/WX390, WX2900**

A comparison chart of features is being provided for reference. This chart includes type of processor with maximum speed, front side bus, type of memory and maximum amount, maximum amount of hard drive space, number of expansion slots, number of ports, type of video, type of audio, type of network adapter and operating systems available.

Howard Technology Solutions also offers workstations from the following third party manufacturers:

**Lenovo: All Models**

**HP: All Models**

**Dell: All Models**

**Acer: All Models**



**Breadth of Offering**  
**Howard Technology Solutions**  
**Computing Equipment**

**Desktops**

Howard Technology Solutions offers a comprehensive line of fully customizable “Built-to-Order” desktop systems. A wide range of options is available on each model. Each model carries its own set of unique features ranging from chipsets, graphics and LAN options as well as chassis size and storage options. Howard Technology offers systems built on both Intel and AMD platforms with the latest technologies available. By utilizing industry standard, an open non-proprietary standard, Howard Technology Solutions is not only able to offer Built-to-Order systems, but also Built-to-Specifications. While offering a wide range of options in each of the major sub-categories in a desktop, Howard Technology Solutions will also work with a customer who might require a particular brand of even a specific model of component. Howard Technology Solutions is committed to providing desktop systems that can meet or exceed customer requirements.

**Value Systems**

Howard Technology Solutions offers affordable technology solutions for standalone or basic network environments. The Logic Series systems are perfect for word processing, internet activity, and producing software applications.

**Models** – H310TN1, H310Mini, A320MKB (AMD)

**Mainstream Systems**

Utilizing Intel and AMD processors, Howard Technology Solutions offers the optimal blend of performance and flexibility designed to grow with the organization’s technology needs.

**Models** – H310MKB, H310LPKB, IQ-K

**Top-tier Systems**

Built on Intel branded motherboards with Intel chipsets and processors, our top-tier models comprise our most stable and feature rich systems.

**Models** – Q370MKB, Q370LPKB, H310N1

A comparison chart of features is being provided for reference. This chart includes type of processor with maximum speed, front side bus, type of memory and maximum amount, maximum amount of hard drive space, number of expansion slots, number of ports, type of video, type of audio, type of network adapter and operating systems available.

Howard Technology Solutions also offers a variety of third party desktops from the following manufacturers:

**Lenovo: All Models**

**HP: All Models**

**Dell: All Models**

**Acer: All Models**

**Breadth of Offering  
Howard Technology Solutions  
Computing Equipment**

**Laptops**

Portability, affordability, performance and today's latest technologies are combined into a line of laptops that continue to meet the growing needs of all organizations. Laptops from Howard Technology Solutions offer everything from a 11.6" convertible to the latest Intel Core Series offerings to an affordable rugged tablet.

**Value Models – ED20**

**Mainstream Models – N1X**

**Performance Models – GK5**

**Semi-Rugged Models – X14**

**Fully-Rugged Models – I22K**

A comparison chart of features for Howard Technology Solutions models is being provided for reference. This chart includes types of processor with maximum speed, spindles, maximum amount of memory, and maximum amount of hard drive space, display sizes, optical devices offered, connectivity options and operating systems available.

Howard Technology Solutions also offers a variety of third party desktops from the following manufacturers:

**Panasonic: All Models**

**Fujitsu: All Models**

**Toshiba: All Models**

**Lenovo: All Models**

**HP: All Models**

**Dell: All Models**

**Acer: All Models**

**Samsung: All Models**

**Sony: All Models**

**Asus: All Models**

**Breadth of Offering**  
**Howard Technology Solutions**  
**Computing Equipment**

**Tablet PCs**

**Howard Technology Solutions has expanded its offering with some of the most exciting technology advancements today. The tablet PC brings portable computing to the next level.**

**Howard Convertible Tablet: ED20**

**As a partner with Panasonic, Fujitsu, and Toshiba, Howard Technology Solutions can offer a variety of Tablet PC options including:**

**Panasonic: All Models**

**Fujitsu: All Models**

**Toshiba: All Models**

**Motion: All Models**

**Lenovo: All Models**

**Sony: All Models**

**ViewSonic: All Models**

**Samsung: All Models**

**Breadth of Offering  
Howard Technology Solutions  
Computing Equipment**

**Printers**

Howard Technology Solutions can provide access to hundreds of printers. We have in place relationships with top-level manufacturers and distributors that allow it to offer organizations a complete line of products it needs. Please find a listing of all manufacturers in each category that Howard will be able to provide printer solutions for below.

**High Speed:**

Brother, Canon, Dell, Epson, HP, Konica, Lexmark, OkiData, Panasonic, Ricoh, Samsung, Xerox

**Medium Speed:**

Brother, Canon, Dell, Epson, HP, Konica, Lexmark, OkiData, Panasonic, Ricoh, Samsung, Xerox

**Desktop:**

Brother, Canon, Dell, Epson, HP, Konica, Lexmark, OkiData, Panasonic, Ricoh, Samsung, Xerox

**Multifunctional High Speed:**

Brother, Canon, Dell, Epson, HP, Konica, Lexmark, OkiData, Panasonic, Ricoh, Samsung, Xerox

**Multifunctional Medium Speed:**

Brother, Canon, Dell, Epson, HP, Konica, Lexmark, OkiData, Panasonic, Ricoh, Samsung, Xerox

**Multifunctional Desktop:**

Brother, Canon, Dell, Epson, HP, Konica, Lexmark, OkiData, Panasonic, Ricoh, Samsung, Xerox

**Breadth of Offering  
Howard Technology Solutions  
Computing Equipment**

**Storage Solutions**

**Storage Solutions:**

As we have partnerships not limited to Exagrid, Nitro Security, Xiotech, and SpectraLogic, Howard Technology solutions is able to provide its customers with a full range of SAN storage products to meet any network storage need.

**Xiotech:**

**ISE 14.4 TB**

Xiotech's Hyper ISE is the leading performance driven storage system with over 200,000 IOPS in a single 3U supporting 14.4 TB (pre-raid) capacity. That translates into the best performance/capacity ratios of any storage system in the industry.

**ISE-1/ISE-2**

Xiotech's ISE-2 storage system is an easy-to-use, high performance fiber channel storage system supporting SAS HDDs. ISE storage provides Enterprise-class reliability with self-healing capabilities. ISE systems are an excellent solution for Citrix Xen, VMware, Microsoft, Hyper-V, Exchange 2010, SQL Server 2008, SharePoint, and Oracle.

**ISE Storage Software:** ISE Manager, ISE Analyzer, Cortex Developer

**SpectraLogic:**

**Disk-based Backup:**

**Spectra nTier 500**

The flexible nTier500 Backup and Archive Appliance allows you to decide how it can best meet your storage needs. Whether you need to protect the valuable information on your Windows servers or just need a place to stage data for quick disk-based recovery, the nTier500 can adapt and go to work right away.

**Spectra nTier 700**

The Spectra nTier700 Backup and Archive Appliance is designed specifically for backup and archival data – all data that is no longer in active use as is ready to be moved off primary disk. It consumes less power and occupies less space than disk appliances, letting you cost-effectively store data after it leaves the expensive primary disk.

## Tape Library Storage:

### Spectra T-Finity

The T-Finity's modern design provides a tape archive and backup solution to fully meet the needs of the enterprise IT, federal government, high performance computing, and media and entertainment markets, offering industry-leading scalability with the speed necessary to meet the requirements of the most data intensive environments in the world.

### Spectra T950

The enterprise Spectra® T950 library automates tape and SATA-based mobile RXT<sup>TM</sup> RAID VTL media in a single enclosure, and combines backup and encryption into a single step. For data backup and recovery, this elite library leads the field in cost-effective innovation – from the greatest storage density to the first true integration of VTL in an automated library. With its low cost of ownership, it's also budget friendly for your data center.

### Spectra T200/T380/T680

Preserve your initial storage investment with Spectra Logic's T-Series Mid-Range libraries. By utilizing interchangeable components, our libraries easily transform and scale (TranScale<sup>TM</sup>) to protect your storage investment as your organization—and data—grows. Designed with enterprise-level functionality at mid-range prices, the T-Series Mid-Range libraries feature unmatched density, integrated encryption, power-usage monitoring, and the ability to add disk-based backup alongside tape—all inside the same library unit. Ideal for growing mid-range organizations, Spectra's T-Series Mid-Range libraries meet your storage capacity and feature needs now and in the future.

### Spectra T120

The Spectra T120 library is easy to use, manage, and maintain. From initial installation to library maintenance, the T120 simplifies backups. And the T120 has extraordinary flexibility—with it, you can start with the features you need now, and add features and capacity as your data grows and backup requirements change.

### Spectra T50E

By combining field-proven reliability with cutting-edge storage innovation, the Spectra® T50e gives you enterprise capabilities in a compact, 4U rack mount library. The T50e offers you advanced LTO technology, powerful library management functionality, and increased security through our integrated BlueScale® Encryption. It also offers a range of support options to complement your requirements. With more innovative features than other libraries in its class, the T50e easily stands out in front. It's just a better library.

### Spectra iSCSItape

iSCSItape is a networked iSCSI tape drive that uses inexpensive Gigabit Ethernet to connect to the host(s). You can manage it remotely and have the security of Spectra Logic's 3-year Return-to-Factory service. Overall, iSCSItape offers exceptional value and performance in workgroup, Web, e-commerce, pre-press and desktop publishing, video and GIS environments.



**Spectra DASTape**

DASTape, with AIT, LTO, SDLT, or SAIT, is an easy-to-use and affordable backup solution. The unit includes a SCSI terminator and the drive of your choice, and it's backed by Spectra Logic's 3-year return-to-factory service. DASTape is well-suited to workgroup, Web, e-commerce, pre-press and desktop publishing, and video and GIS environments.

**Exagrid Systems, Inc.**

Exagrid offers scalable disk-based back-up systems with data de-duplication.

**Models: All Models**

**Tegile Western Digital**

ArcMail can simplify your email retention policy.

**Models: All Models**

**Nitro Security**

Nitro Security can provide what you need to see total visibility into all aspects of your information network.

**Models: All Models**

**Array Networks**

Array Networks is a global leader in application, desktop, and cloud computing.

**Models: All Models**

**Buffalo Technology**

Buffalo Technology is one of the leading manufacturers of network storage, desktop hard drives, portable hard drives, wireless, optical drives, and switches.

**Models: All Models**

**Breadth of Offering**  
**Howard Technology Solutions**

**Video Conferencing**

**Howard Technology Solutions is pleased to offer video conferencing systems from industry-leading partners. We offer a complete line to meet all of your video conferencing needs.**

**Polycom: All Models**

**LifeSize: All Models**

**VBrick: All Models**

**Breadth of Offering  
Howard Technology Solutions**

**Multimedia Instructional Packages**

Howard Technology is pleased to offer our customers Multimedia Instructional Packages (Bundles) through the ACCS Contract. We have a wide variety of manufacturers that we can provide in customized bundles to meet each customer's unique needs. Please find our Multimedia Instructional Packages (Bundles) offerings below.

**Workstation and Projectors**

Howard Technology Solutions can provide our customers with workstation and projector bundles to meet their needs. Our top-of-the-line desktops can be bundled with one of our many projector lines offered such as: 3M, BENQ, Acer, Canon, Christie, Epson, InFocus, Mitsubishi, NEC, Optima, Planar, Samsung, Sanyo, Sharp, Sony, Toshiba, or ViewSonic.

**Laptop, Projector, and Whiteboard Package**

Howard Technology Solutions can provide our customers with laptop, projector, and whiteboard packages to meet their needs. Our top-of-the-line Howard Laptop line as well as other leading brands such as Fujitsu, Panasonic, and Toshiba can be bundled with our extensive projector offerings and interactive whiteboard offerings to create a custom bundle for our customers. Please find the manufacturers for these bundled solutions listed below:

**Projectors:** 3M, BENQ, Acer, Canon, Christie, Epson, InFocus, Mitsubishi, NEC, Optima, Planar, Samsung, Sanyo, Sharp, Sony, Toshiba, ViewSonic

**Whiteboard:** Mimio

Howard Technology Solutions also offers 21<sup>st</sup> Century Classroom Solutions for our customers who are made up of the most advanced technology on the market today. The technology in these classrooms allows teachers and students to achieve the maximum learning experience. These classrooms are made up of products from the following manufacturers: Howard, Mimio, Turning Point Technology, Elmo, HP (or printer of customer's choice), and FrontRow. These solutions can also be tailored to meet each individual customer's needs.

**Breadth of Offering**  
**Howard Technology Solutions**

**Monitors**

**Howard Technology Solutions can give you access to hundreds of monitors. Howard Technology Solutions has in place relationships with top-level manufacturers and distributors that allow it to offer organizations a complete line of the products it needs.**

**Manufacturers: (All Models)**

**3M, Acer, AOC, Asus, BenQ, HP, Hyundai, LaCie, Lenovo, LG, NEC, Planar, Samsung, and ViewSonic**

**Breadth of Offering**  
**Howard Technology Solutions**

**Local Area Network**

Howard Technology Solutions offers a wide breadth of LAN equipment and services. Howard Technology Solutions provides network consulting, design, engineering, implementation, maintenance and support. Howard Technology Solutions has experience with all types of network infrastructures – Cat5e, Cat6, Fiber, and Wireless.

Below is a summarized list of proposed LAN equipment and software:

**Bridges, Routers, Hubs, Switches, Access Points, Wireless Access Points and more**

**Manufacturers: (All Models)**

ADC, Adtran, Alcatel, Allied Telesis, Alvarion, ABL, APC, Asus, Belkin, Brocade, Cisco, 3Com, CNet, Dlink, Digiconnect, Enterasys, Hawking, HP, EMC, Extreme, Kentrox, Kramer, Linksys, Lantronix, NComputing, Netgear, Netopia, Nortel, Mobile Edge, Panasonic, QLogic, SMC, Startech, MiLAN, TrendNet, USRobotics, Xerox, Xirrus, Zoom, and ZyXEL, Aerohive, Ruckus, Aruba, HPE, Tripplite.

**Other:**

**Cat5e and Cat6 cabling, Fiber – SM and MM, Wireless NICs, NICs, and Firewalls**

**Breadth of Offering**  
**Howard Technology Solutions**

**Digital Projectors**

**Howard Technology Solutions is pleased to offer digital projectors from many different manufacturers. Howard Technology Solutions has the capabilities to provide organizations with the type of projection device it may need.**

**Manufacturers: (All Models)**

**3M, BENQ, Acer, Canon, Christie, Epson, InFocus, Mitsubishi, NEC, Optoma, Planar, Samsung, Sanyo, Sharp, Sony, Toshiba, and ViewSonic**



**Breadth of Offering**  
**Howard Technology Solutions**

**Peripherals**

Howard Technology Solutions can give you access to nearly 90,000 kinds of peripherals, accessories and software products including but not limited to keyboards, memory, mice, cameras, docking stations, UPS, power supplies, cables, and much more. Howard Technology Solutions has in place relationships with top-level manufacturers and distributors that allow it to offer organizations a complete line of products it needs.

Please see full listing in the ESS.

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
- Video Conferencing 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.

**Breadth of Offering**  
**Howard Technology Solutions**

**Operating Systems**

The following list of operating systems may be applied to our desktop, laptop, server, and tablet lines.

**Client:**

**Windows 10 Professional**

**Windows 10 Professional for Workstations (qualifying hardware)**

**Windows 10 IoT Enterprise (qualifying hardware and application)**

**Other operating systems can be applied via customer provided images.**

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
- Video Conferencing 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 general-purpose software products that are proposed.

### **Breadth of Offering Howard Technology Solutions**

#### **Software**

**Howard Technology Solutions offers a wide range of software packages. Everything from operating systems to video editing; Howard Technology Solutions has the right package for all of its customers. Please see the listing below for a sample of software packages by category that Howard can provide to its customers.**

**Networking Software: Absolute, CheckPoint, Cisco, Diskeeper, Ericom, Falconstor, HP, SonicWall, Symantec, VMware**

**Security Software: McAfee, Symantec, Softwin, Palo Alto, 2FA, 911 Enable, Absolute Software, GoGuardian, RSA Security.**

**Graphic and Design Software: Adobe, Autodesk, Corel, Microsoft, Nova Development, Pinnacle Systems, Quark, Cyberlink, Extensis, FoxIT, Markzware**

**Business Software: FileMaker, Microsoft, Intuit, Sage**

**Office Productivity Software: Adobe, Cardscan, Corel, FileMaker, Microsoft, Nuance Communications**

**Programming and Development Software: Adobe, Microsoft, Allround Automation, Component One, Genesis One, Just Systems, Payoda, Perpetuum, Sapien Technologies**

**Utilities Software: Corel, Diskeeper, HP, Nuance Communications, Parallels, Symnatec, VMware**

**Internet and Communications Software: Cisco**

**Online and Appliance Based Services: Absolute, Microsoft**

**Other Software: Adobe, Intuit, Leapfrog, Microsoft, Nova Development**

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  
Video Conferencing Equipment  
Multimedia Hardware  
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.

### **Breadth of Offering Howard Technology Solutions**

#### **Services**

The below information was provided in a previous section of this proposal but is being restated for ease of evaluation by The System.

As stated earlier, Howard Technology Solutions' Value Added Services offerings are broken down into three distinct categories:

1. **Network Consulting & Integration Services** consist of services that revolve around Network infrastructure development and implementation and are typically project driven.
2. **Technical Management Services** consist of support services that revolve around ongoing day to day support of technology and typically have a contracted time frame.
3. **Product Procurement Services** consist of the procurement, configuration and delivery of computer equipment.

Please see below for a detailed listing of products and services provided as value added services by Howard Technology Solutions.

- **Systems Integration and Consulting Services**
- **Network Design, Implementation, Management and Support**
  - LAN and WAN
- **Network and Data Security Review**
- **Network Assessment**
- **Wireless Network Solutions**
- **Structured Cabling**
- **Customized Training Programs**
- **Application Development**
- **Internet/Intranet Development**
- **Web Site Hosting and Management**

- **Hardware Sales, Service and Support**
- **Software Sales, Service and Support**
- **Service Level Agreements – Contract for Services**
  - **Regularly Scheduled Preventative Maintenance**
  - **Full-time, On-site Technicians and/or Engineers**
  - **Part-time, On-site Technicians and/or Engineers**
  - **As-needed, On-site Technicians and/or Engineers**

**Howard Technology Solutions has the ability to provide all of these services anywhere in the State of Alabama. We have inserted a map for reference behind the tab labeled “Sales, Service, and Distribution Map”.**



**Breadth of Offering**  
**Howard Technology Solutions**

**Other: A/V Products and Accessories**

**Howard Technology Solutions offers a full line of A/V products and accessories. Please find a sample list of manufacturers that fall into this category below:**

**A/V Manufacturers (All Models):** FrontRow, Nady, Elmo, Extron, Chief, Crestron, AverMedia, TOA, Mimio, Panasonic, SP Controls, Da-Lite, VBrick, Intel, Shoretel, Lightspeed, Harman, AMX, Kramer

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.

**Howard Technology Solutions' primary account representative for ACCS will be our Alabama Outside Sales Representative for Higher Education, Rusty Thoms. In addition, other key Howard personnel that will be involved in the performance of this agreement are listed in the chart below:**

Name	Title	Phone	Fax	Email
Rusty Thoms	AL Outside Sales Rep	601.605.1114 601.573.6732 (cell)	601.898.3895	<a href="mailto:rthoms@howard.com">rthoms@howard.com</a>
David Perkins	VP EDU Sales	601.399.5019	601.399.5060	<a href="mailto:dperkins@howard.com">dperkins@howard.com</a>
Rebecca Dearman	Contract/Vendor Relations Mgr.	601.399.5680	601.399.5077	<a href="mailto:mward@howard.com">mward@howard.com</a>
Jack Fairchilds	Inside Sales Rep	601.399.5633	601.399.5753	<a href="mailto:jfairchilds@howard.com">jfairchilds@howard.com</a>
Kelly Turner	AL Inside Sales Rep	601.399.5047	601.399.5077	<a href="mailto:kturner@howard.com">kturner@howard.com</a>
Shana Neely	Higher Ed Sales Manager	601.577.0203	601.399.5077	<a href="mailto:sneely@howard.com">sneely@howard.com</a>
Tania Keyes	Operations Manager	601.399.5049	601.399.5077	<a href="mailto:tkeyes@howard.com">tkeyes@howard.com</a>



### 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.

**Please find the requested three (3) references below:**

Reference Name	Address	Contact Phone	Customer Since	Description of Products/Services Provided
Patricia Combs Technology Coordinator Northeast AL CC	138 Alabama Hwy 35 Rainsville, AL 35986	256.228.6001 ext. 2212	November 2002	Howard has provided NE AL CC with Howard desktops, Howard servers, Howard notebooks, accessories, classroom technology, and network/wireless equipment.
Nathan Tyler IT Director Calhoun CC	P O Box 2216 Decatur, AL 35609	256.306.2817	December 2007	Howard provides Calhoun CC with classroom technology and AV equipment.
Brian Strickland Coastal Alabama CC	1900 Hwy 31 South Bay Minette, AL 36507	251.580.2233	October 2008	Howard has provided Coastal with Classroom Technology and A/V equipment

### 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.

**Howard Technology Solutions' baseline pricing for the ACCS JPA contract shall be our website pricing. Howard Technology Solutions maintains a published list price on its website – [www.howardcomputers.com](http://www.howardcomputers.com).**

**The published price is established based on material cost, labor cost, manufacturing cost, marketing and sales cost, engineering cost, administrative cost, freight cost, and competitive pricing information.**

**Howard Technology Solutions does have a current NASPO ValuePoint Contract for reference as well. Howard's NASPO pricing can be found below. Our NASPO Contract number is MNWNC-114. Discounts shown are from our current web pricing model.**

<u>Products</u>	<u>% Discount NASPO</u>
Howard Desktops	18%
Howard Laptops	18%
Howard Servers	17%

#### **Alabama College System Discounts:**

<u>Products</u>	<u>The System % Discount</u>
Howard Desktops	18%
Howard Laptops	18%
Howard Servers	17%
Howard Semi-Rugged	18%

**The discounts above are for Howard-branded products only. Please see the tab labeled "Baseline Discount Chart" for discounts regarding third party products.**

**The following table summarizes Howard Technology Solutions' cumulative discounts being offered to members of the System.**

	<b>\$10 – 20 Million</b>	<b>\$20 – 30 Million</b>	<b>\$30+ Million</b>
<b>Howard Desktops</b>	<b>19%</b>	<b>20%</b>	<b>21%</b>
<b>Howard Laptops</b>	<b>19%</b>	<b>20%</b>	<b>21%</b>
<b>Howard Servers</b>	<b>18%</b>	<b>19%</b>	<b>20%</b>
<b>Howard Semi-Rugged Notebooks</b>	<b>18%</b>	<b>19%</b>	<b>20%</b>

**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.

**Howard Technology Solutions acknowledges and agrees to the above oral presentation and demonstration if deemed necessary.**

**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.

**Howard Technology Solutions acknowledges and complies. You will find the ESS at the following URL: [www.howardcomputers.com/State/AL](http://www.howardcomputers.com/State/AL).**

**3.31 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.

**Howard Technology Solutions acknowledges and complies.**

3.32 Title Passage

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

**Howard Technology Solutions acknowledges and complies.**

3.33 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.

**Howard Technology Solutions acknowledges and complies.**

3.34 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

**Howard Technology Solutions acknowledges and complies.**

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.

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.

**Howard Technology Solutions acknowledges and complies.**

### 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).

**Howard Technology Solutions acknowledges and complies. The only other method of shipment that Howard may employ is contracted freight companies or Howard Transportation for less-than-truckload shipments for very large volume orders.**

### 3.37 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.

**Howard Technology Solutions acknowledges and complies.**

**Howard Technology Solutions has several warranty options from which its customers may choose. With the exception of portable systems (i.e Notebooks, Tablet PCs, etc.) and third party products, all Howard Technology Solutions products come standard with a three-year limited, one-year next business day on-site warranty. This includes on year of next business day on-site service and two years of next business day parts delivery service. Please see tab labeled "Warranty Information" for more information on Howard's warranties for Howard-manufactured systems.**

**All Howard Technology Solutions systems can be upgraded from the standard limited warranty. Depending on the extended warranty option of your choice, you are completely covered for parts, labor and onsite service for the number of years included with your selected option.**

**Howard's toll-free technical support is available 7-dys a week, 24-hours a day. This is good for the life of the system.**

**Howard Technology Solutions recognizes the need to provide our partners and customers with access to the very latest in peripherals and other technology products, has established agreements and partnerships with many of the leading distributors and manufacturers. Over 10,000 products such as printers, scanners, digital cameras, network equipment (routers, switches, etc.) and software are available online directly from our website. Any items purchased from the online catalog separate from the Howard Technology Solutions base system will be covered by the manufacturer's warranty. Items purchased as part of a Howard Technology Solutions base system are covered by Howard Technology Solutions' Limited Warranty Agreement.**

**For all non-Howard manufactured equipment, Howard will work with ACCS members and the manufacturer of said products to fulfill any warranty claim that may arise.**

**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.

**Howard Technology Solutions acknowledges and complies.**

**Note: Special "promotional" pricing will be available to ACCS members. The promotional price is the end price to the customer. No additional contracted discounts apply to those purchases.**

**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.

**Howard Technology Solutions acknowledges and complies.**

**Howard Technology Solutions' technical support personnel are available 7x24x365 via our toll-free number 888.323.3151.**

**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.

**Howard Technology Solutions acknowledges and complies.**



**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.

**Howard Technology Solutions acknowledges and complies.**

**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.

**Howard Technology Solutions acknowledges and complies.**

**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).

**Howard Technology Solutions acknowledges and complies.**



**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.

**Howard Technology Solutions acknowledges and complies.**

**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.

**Howard Technology Solutions acknowledges and complies.**

**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.

System employees are not allowed to accept personal gifts or gratuities.

**Howard Technology Solutions acknowledges and complies.**

3.47 Replacement Parts

Replacement parts may be refurbished with agreement of procuring entity.

**Howard Technology Solutions acknowledges and complies.**

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.

**Howard Technology Solutions acknowledges and complies. All Howard Technology Solutions' systems are FCC, Class B certified.**

3.49 Site Preparation

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.

**Howard Technology Solutions acknowledges and complies.**

3.50 Assignment

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.

**Howard Technology Solutions acknowledges and complies.**

3.51 Survival

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.

**Howard Technology Solutions acknowledges and complies.**

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.

**Howard Technology Solutions acknowledges and complies. Howard Technology Solutions is happy to offer leasing to any interested ACCS members.**

**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 25, 2016. The form is required by the vendor and covers the duration of the bid.

**Howard Technology Solutions acknowledges and complies. Please see section labeled "Vendor Disclosure Form" for required form.**

**3.54 Immigration**

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.

**Howard Technology Solutions acknowledges and complies. Please see section labeled "Vendor Disclosure Form" for required form.**

**3.55 Agreement does not Constitute a Debt**

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.

**Howard Technology Solutions understands, acknowledges and agrees.**

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## Sample Reports

**Sample Report 1: Quarterly Utilization Report**

<b>AL-2YearCC - Quarter12015_AL_CC</b>				
<b>A00003</b>	<b>Alabama Southern Community College</b>			<b>\$15,360.00</b>
	desktops	\$15,360.00		
<b>B00030</b>	<b>BISHOP STATE COMMUNITY COLLEGE</b>			
	Parts and Accessories	\$1,965.00		\$1,965.00
<b>C00173</b>	<b>Chattahoochee Valley Community College</b>			<b>\$714.00</b>
	Parts and Accessories	\$714.00		
<b>C00400</b>	<b>Calhoun Community College</b>			<b>\$52,275.00</b>
	Parts and Accessories	\$52,275.00		
<b>E00054</b>	<b>Enterprise State Community College</b>			<b>\$2,277.00</b>
	Parts and Accessories	\$2,277.00		
<b>E00105</b>	<b>East Mississippi Community College</b>			<b>\$1,474.00</b>
	Parts and Accessories	\$1,474.00		
<b>F00021</b>	<b>FAULKNER STATE COMMUNITY COLLEGE</b>			<b>\$13,406.00</b>
	Parts and Accessories	\$13,406.00		
<b>G00030</b>	<b>Gadsden State Community College</b>			<b>\$3,675.00</b>
	Parts and Accessories	\$3,675.00		
<b>I00031</b>	<b>INGRAM STATE TECHNICAL COLLEGE</b>			<b>\$7,080.00</b>
	Parts and Accessories	\$7,080.00		
<b>N00034</b>	<b>NORTHEAST ALABAMA COMMUNITY COLLEGE</b>			<b>\$57,985.04</b>
	Parts and Accessories	\$57,985.04		
<b>S00186</b>	<b>SNEAD STATE COMMUNITY COLLEGE</b>			<b>\$54,644.05</b>
	desktops	\$24,180.00		
	servers	\$8,131.00		
	Parts and Accessories	\$22,333.05		
<b>T00087</b>	<b>Trenholm State Technical College</b>			<b>\$49,415.00</b>
	desktops	\$49,220.00		
	Parts and Accessories	\$195.00		

## Sample Report 2: Quarterly Utilization Report

EPL Marketing Report for the period of 20150401 -- 20150630							
Order Date	State Entity	Client Name	Purchase Order Number	Purchase Order	Total	Invoice	
				Summary		Number	
4222015	Education-K12	ALCORN COUNTY SCHOOL DISTRICT	PO# 5412	Epson ELPLP54 - Projector lamp - UHE - 200 Watt - 4000 hour(s) (standard mode) / 5000 hour(s) (economic mode) - for EB S7, S8, W7, W8, W8D,	163	717547	
4232015	Education-K12	ALCORN COUNTY SCHOOL DISTRICT	PO# 10338	MimioDisplay 650T 6-touch interactive flat panel (65" diagonal). Includes: MimioDisplay interactive flat panel (65"), power cord, VGA cable, HDMI cable, USB	3495	716971	
Invoice Totals for Customer A00281 - ALCORN COUNTY SCHOOL DISTRICT:							\$3,658.00
5062015	Education-K12	COFFEEVILLE SCHOOL DISTRICT	PO# 61072	Dell Latitude E6410, Intel Core i5 2.4Ghz, 4GB RAM, 500GB HDD, WiFi, DVD, A/C Adapter, GB NIC Microsoft Windows 7 Professional 64 bit	11501	719188	
Invoice Totals for Customer C00318 - COFFEEVILLE SCHOOL DISTRICT:							\$11,501.00
6252015	Education-K12	Carroll County School District	4918	Dell E1914H - LED monitor - 19" - 1366 x 768 - TN - 200 cd/m2 - 600:1 - 5 ms - VGA - with 3-Years Advanced Exchange Warranty	214	726818	
Invoice Totals for Customer C00487 - Carroll County School District:							\$214.00
5282015	Education-K12	COVINGTON COUNTY SCHOOLS	PO# 1501984	Annual extended maintenance with upgrade for Express Depot expedited service with same day turnaround. Units received by 10:30 a.m. Eastern	1208	721236	
5282015	Education-K12	COVINGTON COUNTY SCHOOLS	PO# 1501984	Optional annual maintenance upgrade for Priority Exchange advance replacement service. Replacement is typically shipped by end of next business day after	806	721236	
5282015	Education-K12	COVINGTON COUNTY SCHOOLS	PO# 1501984	Annual maintenance upgrade for On-Site Service, next business day. Requires the purchase of Priority Exchange Service.	1167	721236	
Invoice Totals for Customer C00648 - COVINGTON COUNTY SCHOOLS:							\$3,181.00

### Sample Report 3: Monthly Utilization Report

FLAV Report for the period of 20150901 -- 20151001												
Part Number/SKU	Item / Service Name	MFG	Product Description	Customer Name	UOM	Desc	Volume Qty	Order Date	Date Delivered	Purchase Type	Contract Price	Ext. Price
07SYS40004900	Mimio MimioPad 2 - Interactive whiteboard - w	Mimio	Mimio MimioPad 2 - Interactive	Okaloosa County Schools	ea	each	1	20150831	20150901	CR	\$299.00	\$299.00
07PER40013F00	Mimio MimioView 340H - Document camera - c	Mimio	Mimio MimioView 340H - Docu	Okaloosa County Schools	ea	each	1	20150914	20150917	PO	\$599.00	\$599.00
07ACC30007400	mimio Mouse - Interactive Stylus Pen mimio Xi	Mimio	mimio Mouse - Interactive Stylu	Okaloosa County Schools	ea	each	1	20150910	20150911	CR	\$79.00	\$79.00
07AVI50014800	MimioTeach Interactive Stylus	mimio	MimioTeach Interactive Stylus	Okaloosa County Schools	ea	each	1	20150911	20150915	CR	\$72.00	\$72.00
07CBL4003EG00	MimioView USB Cable	Mimio	MimioView USB Cable	Okaloosa County Schools	ea	each	2	20150917	20150922	PO	\$20.00	\$40.00
07AVI50014800	MimioTeach Interactive Stylus	mimio	MimioTeach Interactive Stylus	Santa Rosa County Schools	ea	each	2	20150828	20150904	CR	\$72.00	\$144.00
07AVI50013R00	Mimio MimioTeach - Projector pointing device	Mimio	Mimio MimioTeach - Projector p	Santa Rosa County Schools	ea	each	1	20150915	20150915	PO	\$719.00	\$719.00
07AVI5003L200	MimioPad 1 Wireless Receiver	Mimio	MimioPad 1 Wireless Receiver	Santa Rosa County Schools	ea	each	1	20150903	20150909	CR	\$40.00	\$40.00
07PWR10014S00	Mimio - Power adapter - for MimioTeach	Mimio	Mimio - Power adapter - for Mir	Santa Rosa County Schools	ea	each	1	20150903	20150910	CR	\$20.00	\$20.00
07AVI50014900	Mimio MimioHub - Network adapter - USB	Mimio	Mimio MimioHub - Network ada	Santa Rosa County Schools	ea	each	1	20150903	20150910	CR	\$40.00	\$40.00
07AVI50013R00	Mimio MimioTeach - Projector pointing device	Mimio	Mimio MimioTeach - Projector p	Santa Rosa County Schools	ea	each	2	20150915	20150915	PO	\$719.00	\$1,438.00
07SYS40004900	Wireless tablet that supports multiple tablets i	Mimio	Wireless tablet that supports m	Santa Rosa County Schools	ea	each	1	20150921	20150924	PO	\$254.14	\$254.14
07SYS40004900	Mimio MimioPad 2 - Interactive whiteboard - w	Mimio	Mimio MimioPad 2 - Interactive	Santa Rosa County Schools	ea	each	1	20150922	20150925	PO	\$254.15	\$254.15
07AVI50014900	MimioHub wireless receiver	mimio	MimioHub wireless receiver	Santa Rosa County Schools	ea	each	2	20150915	20150918	CR	\$40.00	\$80.00
07AVI50014900	MimioHub wireless receiver	mimio	MimioHub wireless receiver	St. Johns County School District	ea	each	1	20150831	20150904	CR	\$40.00	\$40.00
07PWR10020E00	Mimio - Power adapter - for MimioVote	Mimio	Mimio - Power adapter - for Mir	St. Johns County School District	ea	each	3	20150831	20150904	CR	\$20.00	\$60.00



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## ISO Certifications



# CERTIFICATE



This is to certify that

## Howard Technology Solutions

A Division of Howard Industries

32 Howard Drive  
Ellisville, MS 39437  
United States of America

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

### Scope:

The design, manufacture, marketing, distribution, field installation and servicing of personal computers, servers, medical carts, storage equipment, laptops and networking equipment, including the resale and integration of associated peripheral items.

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. 10001999 QM15  
Date of original certification 2002-02-13  
Date of certification 2018-03-30  
Valid until 2021-03-29



**DQS Inc.**

Brad McGuire  
Managing Director



Accredited Body: DQS Inc., 1130 West Lake Cook Road, Suite 340, Buffalo Grove, IL 60089 USA



# CERTIFICATE



This is to certify that

## Howard Technology Solutions

A Division of Howard Industries

32 Howard Drive  
Ellisville, MS 39437  
United States of America

has implemented and maintains an **Environmental Management System**.

### Scope:

The environmental activities and supporting processes associated with the design, manufacture, marketing, distribution and servicing of personal computers, servers, medical carts, storage equipment, laptops and networking equipment, including the resale and integration of associated peripheral items.

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

## ISO 14001 : 2015

Certificate registration no. 10008377 UM15  
Date of original certification 2009-02-20  
Date of certification 2017-12-26  
Valid until 2020-12-25



**DQS Inc.**

Brad McGuire  
Managing Director

Accredited Body: DQS Inc., 1130 West Lake Cook Road, Suite 340, Buffalo Grove, IL 60089 USA

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## Baseline Discount Chart

**ALABAMA COMMUNITY COLLEGE SYSTEM –  
ACCS-2019-01 Baseline Pricing Structure**

<b>Bands/Products</b>	<b>ACCS% off MSRP</b>
Howard Desktops	18.00%
Howard Laptops	18.00%
Howard Tablets	7.00%
Howard Servers	17.00%
Howard Storage	17.00%
Non-Howard Desktops	2.00%
Non-Howard Laptops	2.00%
Non-Howard Tablets	2.00%
Non-Howard Servers	5.00%
Non-Howard Storage	6.00%
Printers	4.00%
Monitors	4.00%
Projectors	5.00%
Projector Screens	10.00%
Mounting Hardware	5.00%
General Purpose Software	3.00%
Device Management Solutions	5.00%
Mobile Presentation Carts	5.00%
Interactive Classroom Solutions	8.00%
Control Systems	10.00%
Networking	5.00%
Email Archiving	5.00%
Video Conferencing	8.00%
Digital Signage	5.00%
Accessories (keyboards, mice, memory, hard drives, etc.)	3.00%
<b>Design, Implementation, Installation, Training, and Pro Services</b>	<b>Rate Per Hour (not to exceed)</b>
Project Manager	\$100
Designer	\$150
Engineer	\$105
Installer	\$80
Technician	\$65
Advanced Technical	\$100
Professional Development Training	\$95





Our vision and strategy

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LIGHTING  
MOBILE PRESENTATION CARTS  
NOTEBOOKS  
SERVERS  
TABLETS



## A | COMPUTING SOLUTIONS

1. **ACCESSORIES:** Belkin, C2G, CaseLogic, Kensington & Targus
2. **ANTIVIRUS:** AVG, BitDefender, McAfee, Norton, Palo Alto, Panda Security, Sophos, Symantec, Total Defense & Trend Micro
3. **DESKTOPS:** **Howard**, Acer, Dell, HP, Lenovo & NComputing Multi-user Technologies
4. **MANAGEMENT SOLUTIONS:** Faronics, Hayes & Symantec
5. **MOBILE PRESENTATION & CHARGING STATIONS:** **Howard**, Anywhere Cart, Aver, Balt, Blackbox, Bretford, Copernicus, Datamation, Earthwalk, Ergotron, Kwikboost, LocknCharge, Luxor, PowerGistics & Spectrum
6. **NOTEBOOKS & TABLETS:** **Howard**, Acer, Asus, Dell, Fujitsu, HP, Lenovo, Microsoft, Samsung & Toshiba
7. **PRINTERS (2D & 3D):** 3D Systems, Brother, Dell, HP, Kyocera, Lexmark, Makerbot, OKI & Xerox
8. **REFURBS:** Charge Carts, Computers, Document Cameras, Monitors, Notebooks, Servers, Storage & Tablets



## B | AUDIOVISUAL & INSTRUCTIONAL SOLUTIONS

1. **AUDIO SOLUTIONS:** AMX, Audio Enhancement, Crestron, Elmo, Frontrow, Harman & LightSpeed
2. **BROADCASTING:** NewTek, Panasonic & Sony
3. **CABLES:** C2G, Comprehensive, Liberty Cable, MonoPrice & West Penn
4. **CONTROL SYSTEMS:** Crestron, Extron, FrontRow, Kramer & SP Controls
5. **DOCUMENT CAMERAS:** Aver, Boxlight, Elmo, Epson, HoverCam, Lumens & Qomo
6. **FURNITURE:** CEF, Middle Atlantic, Spectrum Industries, VFI & Worthington Direct
7. **INTERACTIVE CLASSROOM SOLUTIONS:** BenQ, Boxlight, Epson, Interactive Projectors & Qomo
8. **INTERACTIVE TOUCHSCREEN LCDS:** Aver, Boxlight, Cleartouch, HoverCam, Newline, Promethean, Qomo, Sharp, Viewsonic & Wacom
9. **INTERCOMS, BELLS & PAGING SYSTEMS:** Audio Enhancement, Extron, FrontRow & Harman
10. **LECTURE CAPTURE:** Audio Enhancement, Crestron, Extron, FrontRow, Lumens & VBrick
11. **MIXERS & MICROPHONES:** AKG, Allen & Heath, Presonus, Shure & Soundcraft
12. **MONITORS & DISPLAYS:** LG, NEC, Panasonic, Planar, Samsung, Sharp, Sony & Viewsonic
13. **MOUNTS:** Chief, Peerless & Premier Mounts
14. **PROJECTORS:** BenQ, Boxlight, Casio, Christie, Epson, Hitachi, InFocus, NEC, Panasonic, Sony, Toshiba & Viewsonic
15. **PROJECTOR SCREENS:** Da-Lite & Draper
16. **SPEAKERS & AMPS:** Audio Enhancement, Crest, Crestron, Crown, Danley, Extron, JBL, Lab Gruppen, Peavey, Renkus Heinz & Tannoy
17. **STUDENT RESPONSE SYSTEMS:** Boxlight
18. **VIDEO ACCESSORIES:** Chief, Crestron, Da-Lite, Draper, Extron & Kramer
19. **VIDEO CAMERAS:** Audio Enhancement, Axis, Hitachi, Panasonic, Sony & Vaddio

20. **VIDEO CONFERENCING:** Cisco, Lifesize, Polycom, Vido & Zoom
21. **WIRELESS INTERACTIVE PADS:** Elmo & Qomo



## C | NETWORKING INFRASTRUCTURE SOLUTIONS

1. **BACKUP & REPLICATION:** CommVault, Cybernetics, Exagrid, HPE, Quest, Rubrik, SpectraLogic, Unitrends, Veeam, VmWare & Zerto
2. **BANDWIDTH MANAGEMENT SOLUTIONS:** Allot
3. **CONTINUITY SOLUTIONS:** Cisco
4. **\*COOLING, LAN STORAGE & POWER PROTECTION PRODUCTS:** APC & Tripp Lite
5. **DISASTER RECOVERY PRODUCTS:** **Howard**, Dell EMC, Veeam & VMware
6. **EMAIL ARCHIVING SOLUTIONS:** Arcmail & Barracuda
7. **HYPERCONVERGED:** Dell EMC, HPE, HVE, NetApp & Nutanix
8. **MOBILE DEVICE MANAGEMENT:** AirWatch, Filewave, GoGuardian, Lenovo, Lightspeed, MobileMind & Securly
9. **NETWORK ACCESS CONTROL:** Bradford, Extreme & Impulse Point
10. **\*NETWORK INFRASTRUCTURE:** Broadcom, Cisco, Extreme, HPE & Ruckus
11. **NETWORK SECURITY:** Fortinet, iBoss, Lightspeed, Palo Alto & Securly
12. **\*SECURITY SOLUTIONS:** Barracuda, BitDefender, Fortinet, Juniper, McAfee, Panda Security, Radware, Sophos & Symantec
13. **\*SERVERS:** **Howard**, Fujitsu, HPE, HVE, IBM & Lenovo
14. **STORAGE:** Buffalo, Dell EMC, HVE, Overland & Tegile
15. **\*VOIP:** Cisco, Digium, Polycom, Vertical & Zultys
16. **WIRELESS:** Aerohive, Aruba, Cisco, Extreme, Fortinet, HP, Mojo, NetGear, Riverbed, Ruckus & Ubiquiti



## D | VIRTUALIZATION

1. **BACKUP & DATA RECOVERY:** Barracuda, Nakivo, Unitrends, Veeam & Zerto
2. **CLOUD:** AWS, Greencloud & Microsoft
3. **DESKTOP VIRTUALIZATION:** Citrix, HVE, NComputing & VmWare
4. **SERVER VIRTUALIZATION:** Citrix, HVE, Microsoft, Overland & VmWare
5. **SERVERS:** **Howard**, Dell, HPE, HVE, Lenovo & Nutanix
6. **SOFTWARE-DEFINED STORAGE:** DataCore & VmWare
7. **STORAGE:** Dell EMC, HPE, HVE, Lenovo, Overland, QNAP & Synology
8. **VDI:** Citrix, Dell, HVE, Inuvika, LG, NComputing & VmWare



## E | PHYSICAL SECURITY

1. **ACCESS CONTROL:** AMT, Assa Abloy, Avue Technologies, Axiad, Axis, Bosch, Cisco, Genetec, GeoVision, Ipulse, ISONAS, Kantech, Keyscan, Salto & Seneca
2. **CLOUD:** AMT, Axiad, Brivo, Feenics, Genetec, IView, Kantech & Prodatakey
3. **CONTROL SYSTEMS:** Crestron, Extron, FrontRow, Kramer & SP Controls
4. **DISPLAYS:** Avue Technologies, Bosch, Hikvision, LG, NEC, Panasonic, Planar, Samsung, Sharp, Sony & ViewSonic
5. **ENCODERS:** Axis, Bosch, Cisco, Geovision, Hikvision, Panasonic, Plustek & Vivotek
6. **MOUNTING & ACCESSORIES:** Avue Technologies, Axis, Bosch, C2G, Cisco, Computer Security Products, Comtrol, CP Technologies, Dotworkz, Geovision, Hikvision, Kensington, Panasonic, Q-See, Ubiquiti Networks & Vivotek



Our vision and strategy

**HOWARD**edu | We do IT

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**7. STORAGE:** Avue Technologies, Axis, Bosch, Cisco, CP Technologies, Exacq, Genetec, Hikvision, IPConfigure, Lexmark, Milestone Systems, Panasonic, Pivot-3, Plustek, Q-See, Seneca, SoleraTec, TRENDnet, Ubiquiti Networks, ViewZ & Vivotek

**8. SUPPORTING INFRASTRUCTURE:** Altronix, Audio Enhancement, Bosch, Cisco, ComNet, Computer Security Products, CP Technologies, EnGenius, FluidMesh Networks, GeoVision, Hikvision, Key Digital, MicroSerni, Q-See, Revo, Seneca, TRENDnet & Ubiquiti

**9. VIDEO MANAGEMENT SOFTWARE:** Axis, Bosch, Cisco, CP Technologies, Dahua, Exacq, Genetec, Geovision, Hikvision, IPConfigure, Key Digital, Milestone Systems, OnSSI, Panasonic, SoleraTec, TRENDnet, Ubiquiti Networks & Vivotek

**10. VIDEO STREAMING:** Crestron, Extron & Vbrick

**11. VIDEO SURVEILLANCE:** Assa Abloy, Audio Enhancement, Avue Technologies, Axis, Bosch, Cisco, CP Technologies, Genetec, Geovision, Hikvision, Milestone, Panasonic, Q-See, Revo, Salto, TRENDnet & Ubiquiti

**12. WIRELESS:** Aruba, Avue Technologies, Axis, Cisco, CP Technologies, EnGenius, Fluidmesh, Hikvision, Revo, Riverbed, Ruckus, TRENDnet, & Ubiquiti



## F | KIOSKS & DIGITAL SIGNAGE

- 1. CONTENT MANAGEMENT SOFTWARE:** Hiperwall, Hypersign, RevelTV, Signage Live & Visix
- 2. DIGITAL OUTDOOR SIGNS & SCOREBOARDS:** Daktronics
- 3. INDOOR KIOSK:** Howard
- 4. LARGE FORMAT DISPLAYS:** LG, Panasonic, Planar, Samsung, Sharp, Sony & Viewsonic
- 5. MEDIA PLAYERS:** BrightSign, Viewsonic & Vivitech
- 6. MOUNTS & MOUNTING BRACKETS:** Chief, Peerless & Premier Mounts
- 7. OUTDOOR KIOSK:** Howard
- 8. THROUGH-THE-WALL KIOSK:** Howard
- 9. TABLETOP KIOSK:** Howard



## G | SOFTWARE SOLUTIONS

- 1. FEATURED:** Adobe, Autodesk, Microsoft, MobileMind, Norton, Panda Security & VmWare
- 2. ANIMATION & 3D:** Autodesk, Smith Micro & ToolFarm
- 3. ANTIVIRUS:** AVG, BitDefender, McAfee, Norton, Panda Security, Sophos, Symantec, Total Defense & Trend Micro
- 4. BACKUP, RECOVERY & UTILITY:** Acronis, Nakivo & Symantec
- 5. CHROMEBOOK-ENABLING SOFTWARE:** Neverware
- 6. COLLABORATION & PRODUCTIVITY:** Carbonite, Corel & Nuance
- 7. COURSEWARE & TRAINING:** Absolute, CA & Data Motion
- 8. CREATIVITY, DESIGN & PAGE LAYOUT:** Adobe, Corel & Nuance
- 9. HIGHER EDUCATION:** Access Data, Design Science & Maplesoft
- 10. IT & NETWORK MANAGEMENT:** CA, Ivanti, Juniper & Netmotion
- 11. K-12 EDUCATION:** Alive Studios, Fishtree, Hapara & Widgeit
- 12. MUSIC & VIDEO:** Adobe, Avid, Roxio, Sony Creative & TechSmith
- 13. PROGRAMMING & WEB DEVELOPMENT:** Adobe & Microsoft
- 14. REPLICATION:** Dell EMC, Rubrik, Veeam, VmWare & Zerto
- 15. SECURITY:** Absolute, CA, Data Motion, GoGuardian & Palo Alto
- 16. VIRTUALIZATION:** Devolutions, Nexenta, Parallels & VmWare



## H | PROFESSIONAL SERVICES

- 1. CONSULTING:** Network Assessments, Outsourced Labor & Wireless Surveys
- 2. \*INSTALLATION & DESIGN SERVICES:** Audiovisual & Computing, Cabling, Distance Learning & Video Conferencing, Network and Data Centers & Wireless Access

**3. \*MANAGED SERVICES:** E-Rate Eligibility, IT Outsourcing, Network Consulting & Onsite Technicians

**4. PHYSICAL SECURITY & VIDEO SURVEILLANCE SERVICES:**

Aver, Axis, Cisco, Lumens, Milestone, Panasonic & Salto

**5. PROFESSIONAL DEVELOPMENT/TRAINING:** Curriculum Training, Instructional Technologies & 21<sup>st</sup> Century Classrooms- MobileMind

**6. PROGRAMMING SERVICES:** Control Systems & Video Conferencing

**7. SUPPORT SERVICES:** Custom Imaging, HTTP, OnCall & Technology Management



## I | E-COMMERCE & ACCESSORIES

- 1. APP:** Approved Products Pages & Premiere Website Customization
- 2. BAGS & CASES:** Belkin, Brenthaven, CaseLogic, Greensmart, Gumdrop, Higher Ground, Incase, MaxCases, Mobile Edge & Tucano
- 3. CONTRACTS:** BuyBoard, NASPO ValuePoint, NCPA & TIPS/TAPS
- 4. HARDWARE:** Cameras & Camcorders, Ink, Keyboards, Mice & Pointing Devices, Monitors, Power Devices, Printers, Projectors, Scanners, Toner & Other Accessories
- 5. LIGHTING:** Howard
- 6. \*NETWORKING:** Adapters, Bridges, Cables, Cards, Hubs, IP Telephony, Modems, Routers, Security Devices, Switches, Video Conferencing Products, WAPs & Other Accessories
- 7. PRINTING CONSUMABLES:** Brother, Canon, HP & PCI
- 8. SOFTWARE:** Networking, Office Productivity, Operating Systems, Security & Utilities
- 9. SOLUTIONS:** Disaster Recovery, Interactive Classrooms, Networking & Security
- 10. STORAGE:** Adapters, Cables, CD/DVD Removable Media, Enclosures, Flash Drives, RAID Arrays & Other Accessories
- 11. SYSTEMS:** Desktops, Notebooks, Presentation Carts, Servers & Tablets



## J | PRO DEVELOPMENT | TEACHING & LEARNING

- 1. FUSION:** FUSION is HOWARDedu's Professional Learning Model that takes teaching, standards, content and pedagogy, and fuses it with technology to create new learning environments where students are engaged in daily instruction.
- 2. AUDIO ENHANCEMENT**
- 3. MOBILEMIND:** MobileMind's differentiated and time-conscious virtual training builds capacity and helps drive adoption of technology usage
- 4. STEM FUSE:** Discover the best STEM-based Curriculum software.
- 5. ZSPACE:** The ZSpace ultimate virtual reality learning experience improves student outcomes and increases student engagement through fearless learning.

### OUTSIDE REP

EMAIL

PHONE

INSIDE REP

EMAIL

PHONE



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**HTPP**

# HTPP

## Howard Technical Partnership Program

### Fast, Flexible, and Free

Howard Technology Solutions realizes that many organizations handle basic hardware service and support in one of two ways: they either make a significant investment in establishing and maintaining a group of local service providers, or they use their own internal support staff. For this reason, we have developed the Howard Technical Partnership Program (HTPP) so we can satisfy either option by facilitating timely, cost-effective, quality service in conjunction with our high standards for customer satisfaction.

Managed by our 100% US-based support engineers and technicians, HTPP is an integral part of our strategy to establish direct, personal relationships with our customers to ensure we meet all of their organizations' needs. Participation is easy; simply complete an HTPP application online at [www.howardcomputers.com/support](http://www.howardcomputers.com/support).

*"Howard's Technical Partnership Program is an integral part of our strategy to establish direct, personal relationships with our customers to ensure we meet all of their organizations' needs."*



#### Program Highlights

- No subscription fee or certification requirements
- Labor reimbursement for authorized repairs
- Expedited service and/or replacement part ordering
- Free consultation to determine your optimal parts inventory with on-site parts inventory available to qualifying organizations
- You NEVER pay for defective parts and shipping is FREE!

#### Howard System and Technology Advancement Updates

Receive frequent updates highlighting our new technologies; system improvements; and information on the latest Howard desktops, notebooks, servers, and much more.

**HOWARD**

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[www.howardcomputers.com](http://www.howardcomputers.com)

## Program Details

By participating in HTPP, you will enjoy the benefits listed below:

- **No annual subscription fee.** We do not charge any fee for participating in HTPP.
- **No certification requirements.** We do not require you to have or maintain any type of professional certifications such as COMPTIA A+, COMPTIA Network, or Microsoft® certifications. However, we do encourage you to obtain certifications as appropriate and do weight these certifications when reviewing your application.
- **Labor reimbursement.** Receive labor reimbursement for qualified repairs performed on Howard branded systems during the on-site warranty maintenance period. The labor reimbursement is for touch-labor on a per incident basis regardless of the number of components or subassemblies replaced. The reimbursement amount is dependent upon geographic location and negotiated prior to execution of the Howard Technology Solutions Warranty Service Agreement.
- **Expedited spare parts ordering.** You may order spare parts via email or the web directly from the factory without any requirement to call us. As an HTPP member, we are assured your organization has the skilled, technical staff to properly troubleshoot and diagnose system problems and issues. Your technical staff is only required to provide exact error message and accurate diagnostic steps in determining the actual problem of the faulty hardware.
- **Recommended spare parts list.** We will provide a recommended spare parts list to assist your organization in maintaining the correct number and types of spare parts. This will help you keep spare parts costs to an absolute minimum. And because we maintain an exhaustive history of all ordered parts, we can provide you with a very precise spare parts inventory recommendation.



- **On-site consignment spare parts inventory.** For qualifying organizations, we will enable you to maintain a spare and a replacement part(s) inventory on-site so that you can re-stock your inventory with the replacement part(s).
- **Centralized inventory of spare parts.** Howard Technology Solutions maintains an abundant inventory of spare and replacement parts at our manufacturing facility to ensure that when you need a spare part, it is readily available.
- You must contact us to obtain a Return Material Authorization (RMA) number whenever you encounter a defective part.
- We will send you the replacement part. With Howard Technology Solutions, you NEVER pay for defective parts as long as the warranty claim is valid.
- A shipping label(s) is included with the replacement part to return the defective part.
- You return the defective part using the shipping label(s) so that you avoid additional costs.

For additional information please contact our Technical Support Department at 888.323.3151 or 601.399.5774 (fax).

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## Custom Imaging





With our Custom Imaging program you can,  
**CLONE ONE OF YOUR OWN**



**T**he next time you receive a shipment of computers, wouldn't it be nice to simply remove them from their boxes, plug them into your network and a power source, and begin using them right away? It can happen, and it's a FREE service from Howard. With our Custom Imaging program, we'll save you the countless hours usually spent installing software and configuring systems requirements. We do it for you! Not only that, but we store your custom images onsite, so that we can replicate them as directed by you on all future orders. It's just another way we demonstrate our commitment to our customers and their needs.

**Here is how the program works...**

1. You take a shipment of a single unit which you use to customize to your specific requirements including software loads, group policy, and other customizations.
2. Once you have tailored the hard drive to your specific needs, return it to us.
3. Upon receipt, our expert team of engineers will review the custom image you've created on the hard drive before replicating it on all remaining units in your order.
4. Finally, we will test these systems to ensure there are no issues before we ship them to you.

For more information, contact a Howard Sales representative at 888.912.3151 or visit us online at [www.howard.com](http://www.howard.com).

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## Warranty Information

## Howard Computer Systems Standard Limited Warranty

### What are the terms of the Limited Warranty?

Every time you purchase a Howard Technology Solutions branded product in the U.S. you receive a Limited Warranty that provides you with a comprehensive service and support program for the term of the warranty. To determine the warranty type and duration that is included with your purchase, see your packing slip or order confirmation. Alternately, you may email your questions or description of the problem to Technical Support Center at: [tech@howardcomputers.com](mailto:tech@howardcomputers.com).

*Note: Warranty service may be fulfilled by shipping user replaceable parts, such as the keyboard, mouse, cables, monitors, speakers, or similar devices directly to you.*

The product you have purchased is warranted by Howard Technology Solutions to be free of defects in materials and workmanship under normal use for the duration of the terms as stated in the Limited Warranty. The warranty begins the day we ship your Howard Technology Solutions branded product. As an added convenience, Howard Technology Solutions keeps track of this date for you. Your product's Limited Warranty is non-transferable and will not be honored if the ownership of the product changes. For the duration of the Limited Warranty, Howard Technology Solutions will repair or replace defective parts with new or serviceable parts, which meet or exceed the performance of new parts.

### What is not covered by this Limited Warranty?

1. Products located and/or operated outside the 50 states
2. Products purchased from anyone other than Howard Technology Solutions or an authorized reseller/agent
3. Expendable parts (Note: Batteries provided for your notebook are covered for (1) year from the date we ship your system)
4. Accessories or peripherals not sold as part of a Howard branded system. The only accessories and peripherals covered that are sold as part of a Howard branded system are the monitor, mouse, and keyboard.
5. Software products
6. Routine cleaning, cosmetic, and mechanical wear
7. On-site support for monitor, keyboard, mouse, and speakers
8. Damage from the following:
  - Misuse, abuse, neglect, acts of God, fire, vandalism, civil disturbances, or war
  - Use outside of the product's design usage or parameters • Use of non-Howard Technology Solutions manufactured or sold parts.
  - Installation of parts not approved by Howard Technology Solutions
  - Repair or replacement by a non-Howard Technology Solutions authorized service partner



## How do I get warranty service and support for my Howard Technology Solutions?

Depending on the terms of your agreement, you will receive a combination of one or more of the following: telephone support, parts-only replacement, carry-in service, or on-site service.

## How do I get technical support?

With Howard Technology Solutions, you receive FREE telephone technical support 24/7, 365 days a year for as long as you own your Howard Technology Solutions product. Our friendly, US-based team of experts will answer your questions about the product, hardware setup, or installation and with telephone hold times typically less than 1 minute. To expedite our service to you, please gather the following information before calling our Technical Support Center at (888) 323-3151:

- Product serial number(s) - on the side or bottom of machine
- Add-on boards of hardware installed on the product
- Third-party software installed on the product
- Operating system type and revision level
- Content of any error messages
- Explanation of the problem and/or detailed, specific questions

## Howard Industries, Inc. Technology Division Limited Warranty

### 1. Limited Warranty and/or Next Business Day (NBD) On-site Response:

Howard Industries, Inc. (hereinafter "Howard") warrants that the Howard branded product(s) purchased by you will be free from defects in materials and/or workmanship under normal use for the purchased warranty period starting from the date of product shipment with the following EXCEPTIONS:

- a. Defective CDs, DVDs, diskettes or other software media that are delivered with your product will be replaced by Howard or its suppliers for twenty-one (21) days from the date you receive your product.
- b. Howard DOES NOT WARRANT ANY SOFTWARE PRODUCTS, INCLUDING THE OPERATING SYSTEMS PREINSTALLED BY HOWARD TECHNOLOGY SOLUTIONS.
- c. Defective accessories or peripherals bundled with a Howard branded product (limited to the monitor, keyboard, and mouse) are subject to the terms of the warranty duration and type purchased from Howard Technology Solutions. All other defective accessories or peripherals, other than software, that are delivered with your product will be replaced by Howard or its suppliers for twenty-one (21) days from the date you received your product. Manufacturers' warranty applies after initial twenty-one (21) days.
- d. If purchased, next business day on-site warranty service is provided for the time period listed on the packing slip or invoice and begins the date of product shipment for the Howard Technology Solutions' products. The hours of next business day on-site warranty service will be provided Monday – Friday from 8:00 AM to 5:00 PM local time excluding Howard Technology Solutions' holidays as published on the Howard Technology Solutions' website at [www.Howard.com](http://www.Howard.com). Second business day response at times may be required in case of delays beyond Howard Technology Solutions' control (such as acts of God or calls reported to Technical Support after 3pm, Central Standard Time). A Howard authorized third party vendor may provide on-site service. Note: Some repairs may require the unit be returned to Howard for depot service at an authorized service center.

e. On-site warranty service is not available for Field Replaceable Units (FRU) such as monitors, keyboards, modular hard drives, mice or similar external components of the product.

To obtain service under this limited warranty, you must contact Howard Technical Support within the warranty period. Technical Support personnel will work to resolve issues professionally and quickly, however, you must provide reasonable assistance in order to facilitate and/or receive support services. If Howard Technical Support is unable to correct the problem they may authorize a replacement part or parts, on-site service or a product replacement. ON-SITE SERVICE AND PRODUCT REPLACEMENTS ARE CONSIDERED OPTIONS OF LAST RESORT. All replaced parts must be returned to Howard. You will be invoiced for defective replacement parts not returned to Howard within two (2) weeks of receipt of the replacement parts.

Howard does not warrant damages or defects to the Howard product under the following conditions: misuse, abuse, neglect, acts of God, fire, vandalism, civil disturbances, or war, unauthorized service or repair of the Howard products, damage from electrical power problems, usage of parts or components not supplied by Howard, failure to follow product instructions and guidelines, unauthorized changes to the Howard, shipping damage (other than during original shipment from Howard), failure to perform preventative maintenance, or damage caused by peripherals or software or from other external causes.

Howard will, under the warranty period, repair or replace defective parts with new or serviceable used parts. This determination will be at the sole discretion of Howard. Howard owns all removed and repaired parts from the Howard product. The repair or replacement of a Howard product does not extend the warranty of said computer product. Spare parts are warranted to be free from defects in material or workmanship for twenty-one (21) days or for the remainder of the Limited Warranty Period (whichever is longer) of the Howard product in which they are installed.

This limited warranty is extended only to the original purchaser and is non-transferable. In addition, this warranty is only valid within the United States of America. For this warranty to be valid, the product must have been purchased directly from Howard or from an authorized representative of Howard.

THE WARRANTIES SET FORTH HEREIN ARE IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. HOWARD DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. EXCEPT FOR THE OBLIGATIONS SET FORTH IN THIS WARRANTY STATEMENT HOWARD SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR LOSSES IN PROFITS, LOSSES IN REVENUE, LOSSES IN SAVINGS, LOSSES OF DATA, DOWNTIME, COSTS OF CAPITAL, COST OF REPLACEMENT EQUIPMENT (TEMPORARY OR PERMANENT), COSTS OF TIME, THIRD PARTIES' CLAIMS OR INJURY TO PROPERTY.

The limit of the liability of Howard to repair its computer product after a reasonable amount of time and a reasonable number of attempts shall be the replacement of the Howard product or a refund of the original purchase price of the computer product. The decision regarding replacement versus refund shall be at the sole discretion of Howard. The above options are the only remedies for any perceived breach of warranty by Howard.

In states that do not allow limitations on implied warranties or on the length of implied warranties, the above limitations may not apply to you. In states that do not allow for the exclusion or limitation of

incidental and consequential damages, the above limitations and exclusions may not apply to you. This warranty gives you specific legal rights. To determine other rights you may have, review your applicable state laws.

## **2. Warranty Extensions and Upgrades**

Howard Technology Solutions currently offers various options to extend or upgrade the Limited Warranty of the Howard branded product. This extension is only available for purchase during the first year warranty coverage period from Howard Technology Solutions. Call 1-888-912-3151 for pricing and availability.

## **3. Post-Warranty Parts Availability:**

Howard is available to assist with parts acquisition after the warranty period. Call 888.912.3151 for post-warranty assistance.

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P.O. Box 1590 • Laurel, MS 39441



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888.323.3151 *technical support*  
[www.Howard.com](http://www.Howard.com)

## Vendor Disclosure Form



# State of Alabama Disclosure Statement

(Required by Act 2001-955)

ENTITY COMPLETING FORM

Howard Technology Solutions, a division of Howard Industries, Inc.

ADDRESS

P O Box 1590

CITY, STATE, ZIP

Laurel, MS 39441

TELEPHONE NUMBER

( 888 ) 912.3151

STATE AGENCY/DEPARTMENT THAT WILL RECEIVE GOODS, SERVICES, OR IS RESPONSIBLE FOR GRANT AWARD

Alabama Community College System

ADDRESS

135 South Union Street, Suite 137

CITY, STATE, ZIP

Montgomery, AL 36104

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
Athens State University	Desktops and Monitors	\$3,965.00
Troy University	Software Renewals	\$39,045.75
Jefferson Davis Community College	Network Equipment	\$24,617.00

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
-------------------------	--------------------	-----------------

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
----------------------------------	---------	-------------------------

Not Applicable

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
-----------------------	---------	---	--

Not Applicable

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
----------------------------------	---------

Not Applicable

**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.**

Rebecca Deakman  
Signature

2/12/19  
Date

Regina D. Parker  
Notary's Signature

2-11-19  
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.



FORM FOR SECTIONS 9 (a) and (b) BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT; CODE OF ALABAMA, SECTIONS 31-13-9 (a) and (b)

AFFIDAVIT FOR BUSINESS ENTITY/EMPLOYER /CONTRACTOR

(To be completed as a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees)

State of Mississippi

County of Jones

Before me, a notary public, personally appeared Rebecca Dearman (print name) who, being duly sworn, says as follows:

As a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees, I hereby attest that in my capacity as Bids/Contracts Manager (state position) for Howard Technology Solutions (state business entity/employer/contractor name) that said business entity/employer/contractor shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien.

I further attest that said business entity/employer/contractor is enrolled in the E-Verify program. (ATTACH DOCUMENTATION ESTABLISHING THAT BUSINESS ENTITY/EMPLOYER/CONTRACTOR IS ENROLLED IN THE E-VERIFY PROGRAM)

Rebecca Dearman Signature of Affiant

Sworn to and subscribed before me this 13<sup>th</sup> day of February, 2019.

I certify that the affiant is known (or made known) to me to be the identical party he or she claims to be.

Regina D. Parker Signature and Seal of Notary Public



**Author:** Jean Brown

**Statutory Authority:** Code of Alabama, sections 31-13-9 (a) and (b), Section 31-13-9 (h).

**History: New Rule:** Filed December 12, 2011; effective December 12, 2011



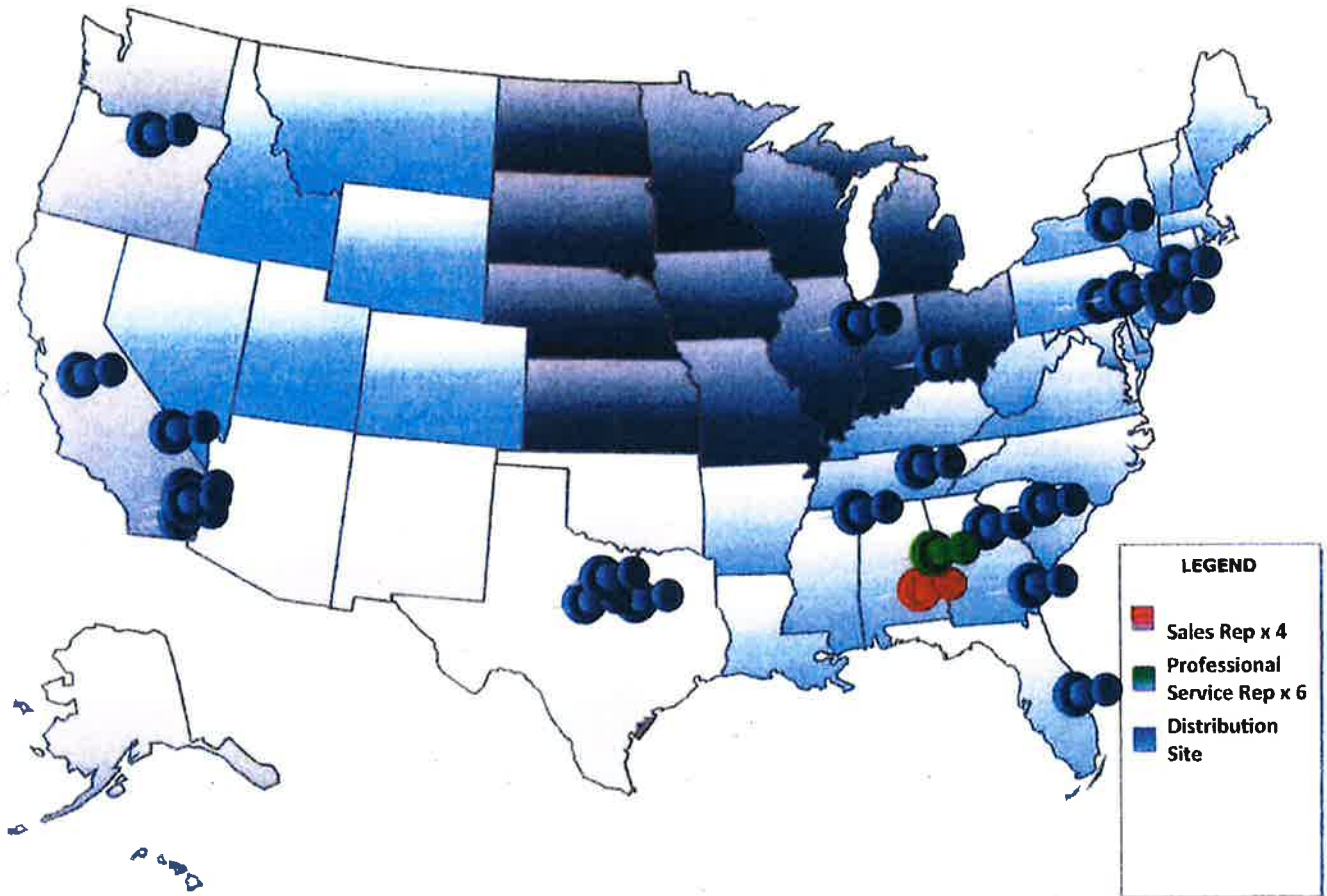
36 Howard Drive • Ellisville, MS 39437  
P.O. Box 1590 • Laurel, MS 39441



888.912.3151 *general* • 601.399.5077 *fax*  
888.323.3151 *technical support*  
[www.Howard.com](http://www.Howard.com)

## **Sales, Service, and Distribution Map**

### Sales, Service, and Distribution Map for ACCS Contract





7C Marlen Drive, Robbinsville, NJ 08691  
Phone(609) 587-5500 Fax(609) 587-6660

# INVOICE

DATE	INVOICE NO.
2/4/2019	32261

BILL TO:

Howard Industries, Inc.  
Accounts Payable  
P.O. Box 249  
Ellisville, MS 39437

SHIP TO:

County of Essex  
Supt. of Elections  
465 Dr. MLK Blvd  
Room 417 A  
Newark, NJ 07102

P.O. NUMBER	TERMS	REP	SHIP	VIA	F.O.B.	PROJECT	
758972	Upon Receipt	MTM	2/4/2019	Delivered	6048		
QUANTITY	ITEM CODE	DESCRIPTION				PRICE EACH	AMOUNT
20	Support	Support Hours				127.00	2,540.00
						<b>TOTAL</b>	\$2,540.00