http://www.InCareTechnologies.com



## Alabama Community College System & Higher Education Joint Purchasing Agreement

Request for Bid # ACCS-2019-01

Submitted By:

The InCare Team

Led by

Barry Stracner

205-314-7841 BStracner@InCareTechnologies.com

#### Transmittal Letter

Incare is pleased to respond to the Request for Bid for the Alabama Community College System Joint Purchasing Agreement. We believe we have complied with all the terms of the RFB and are including the requested information below.

- A. Submitting Organization InCare Technologies, Inc. 600 Lakeshore Parkway Birmingham, Al. 35209
- B. Person authorized to obligate organization: Brian Walker, CEO
- C. Person authorized to negotiate contract: Brian Walker
- D. Person to be contacted for clarification: Barry Stracner
- E. Acceptance of Terms and Conditions: InCare Technologies, Inc. accepts all the terms and conditions of the RFB

F.

Signature: //

Brian Walker, CEO

Date: 2/11/2019

G. InCare acknowledges receipt of no amendments to the Request for Bid.

## **Request for Bid**

# Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement

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

January 16<sup>th</sup>, 2019 Bid #: ACCS-2019-01

Return by: February 15th, 2019 at 4:00 PM CST

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#### INTRODUCTION

#### 1.1 Purpose of This Request for Bid

The Alabama Community College System (ACCS) is partnering with other Alabama Higher Education entities to request bids from technology equipment manufacturers and/or dealers on behalf of the System institutions and other authorized entities. The ACCS is comprised of the twenty-three (23) community colleges, two (2) technical colleges, one (1) military institution, and the Alabama Technology Network (Appendix A). Any institutions or programs that may be acquired or added to the ACCS during the life of this contract will automatically be added as entities eligible to procure products from the contract. Any four-year institution or K-12 district/system which wishes to join during the life of this contract may be added as an eligible entity. Additionally, the public K-12, two, and four-year institutions listed in Appendix A are also eligible to purchase from this contract.

Each entity will generate its own purchase orders, payments, etc., and delivery must be made according to the instructions on the purchase order. The intent of this request is to establish an annual contract for technology related equipment to be purchased on an as needed basis for the listed entities as needs arise during the contract period.

The purpose of this Request for Bid (RFB) is to establish a contract on a competitive basis with qualified technology equipment suppliers, distributors, and/or manufacturers who shall directly supply technology equipment and value-added professional services, including software and peripherals, and maintenance and support services to qualified purchasers. Peripheral and computer component manufacturers are excluded from this procurement.

This RFB is not designed to meet the E-Rate requirements specified by the Universal Service Administrative Company. The Alabama Community College System shall not negotiate on behalf of any party with a Letter of Agency. The System shall not certify an FCC Form 470, nor receive and evaluate bids, nor negotiate with service providers of E-Rate products and services.

The Alabama Community College System reserves the right to negotiate with vendors for a product or product line that was not available at the time of the Request for Bid.

The thrust of the RFB is to obtain greater volume price discounts by combining the volume of purchases from participating entities within the State of Alabama with administrative savings that will result from the maintenance of a single, comprehensive contract for each selected vendor.

This RFB is prepared under the authority of ACT No. 2003-392.

This procurement will result in a multiple source award.

Term – Bid awards issued under this Request for Bids shall be for an initial period of one year to renew automatically for one additional year if not canceled by The System prior to the one-year anniversary date of the award letter. The System shall have the option to extend awards for an additional (third) year by giving notice of such extension prior to the two-year anniversary of the award letter.

#### Summary Scope of Work

The selected vendor(s) shall accept purchase orders from and deliver technology equipment, including general-purpose software and peripherals, to authorized procuring entities. Vendors are required to provide maintenance services on equipment that is purchased. Optionally, vendors may provide installation, training and support services directly related to the efficient use or operation of the purchased equipment.

#### 1.2 Scope of Procurement

The scope of procurement includes a wide range of manufacturer supplied technology equipment, including peripherals, general-purpose software, maintenance, professional consulting services, and support services. Vendors shall not provide any form of application development services under the terms and conditions of the contract. Educational offerings including special purpose educational software and hardware configurations are included

#### **Definition of Terminology**

This section contains definitions that are used throughout this procurement document, including appropriate abbreviations.

"Contract" means an agreement for the procurement of items of tangible personal property or services.

"Desirable" includes terms such as "may", "can", "should", "preferably", or "prefers" to identify a sought-after, but discretionary, item or factor.

"Equipment" refers to all technology-related equipment, including but not limited to desktop and laptop computers, servers, workstations, printers, displays, peripherals, LAN hardware, video-conferencing systems, multimedia and computer related hardware components and spare parts.

145	"Evaluation Committee" means a body appointed to perform the evaluation of vendor responses.
146	"Finalist" is defined as a vendor who meets all the mandatory specifications of the Request for Bid and
147 148	whose score on evaluation factors is sufficiently high to qualify that vendor for further consideration by the Evaluation Committee.
149 150	"General purpose" includes, but is not limited to, the following classes of software: operating systems, report generators, spreadsheets, word processing, workgroup management, database, project

management, messaging and electronic mail, graphics construction and presentation, publishing, data communications, statistical and/or analysis, imaging, compilers and interrupters, utilities, programmer productivity tools, office productivity tools. Educational software designed for System usage is included.

"Local-Area-Network" ("LAN) refers to a high-speed communications system optimized for connecting information-processing equipment within a building or group of buildings. The communications devices that are required to transmit data between buildings via a public or private network are included.

"Mandatory" includes terms "must", "shall", "will", "is required", or "are required" to identify a compulsory item or factor. Failure to meet a mandatory item or factor will result in the rejection of the vendor's bid.

"Manufacturer" means the company that designs, assembles and <u>lor</u> markets technology equipment including servers, workstations, desktop and/or laptop personal computers.

"Vendor" is a technology equipment manufacturer who chooses to submit a bid.

"Request for Bid" or "RFB" means all documents, including those attached or incorporated by reference, used for soliciting bid.

"Responsible vendor" means a company who submits a responsive bid furnishing, when required, information and data to prove that financial resources, production or service facilities, personnel service reputation and experience are adequate to make satisfactory delivery of the services or items of tangible personal property described in the bid.

"System" means any and all entities comprising the Alabama Community College System or any other eligible entity.

"Universal Resource Locator" or "URL" means a standardized addressing scheme for accessing hypertext documents and other services using the WWW browser.

#### CONDITIONS GOVERNING THE PROCUREMENT

#### 2.1 <u>Explanation of Events</u>

The following paragraphs describe the activities listed in the sequence of events.

#### 2.1.1 Issue of RFB

This RFB is being issued by Alabama Community College System (the "System").

#### 2.1.2 Clarification and Responses

Potential vendors may submit written requests (letter, fax or email) as to the intent or clarity of the RFB. Requests for clarification are to be addressed to the Joint Purchase Agreement Administrator as follows:

Alabama Community College System

Attn: ITS

Post Office Box 302130 Montgomery, AL 36130-2130

Email: JPA-Notification@accs.edu

Phone: 334-293-4507 Fax: 334-293-4605

#### 2.1.3 Deadline to Submit Written Questions

Potential vendors may submit written questions as to the intent or clarity of the RFB until close of business on January 25th, 2019.

#### 2.1.4 Response to Written Questions/RFB Amendments

Written responses to written questions and any RFB amendments will be posted online at <a href="https://www.accs.edu/index.cfm/jpa2019/">https://www.accs.edu/index.cfm/jpa2019/</a>.

#### 2.1.5 Submission of Bid

Two (2) paper copies and an electronic copy (CDROM or USB drive) of the bid responses are required with a completed Evaluation Submission form (Appendix E). The electronic copy of the bid response should be a single PDF file that mirrors the bound, paper copies. Each copy of the response should be placed in a single volume where practical. All documents submitted with the response should be in that single volume. One copy "must" be marked as "original" with the company officer's signature.

Vendors may attend the bid opening, but no information or opinions concerning the ultimate contract award will be given at the bid opening or during the evaluation process. The results will not be available

to vendors until after an award is made. Bid results and tabulations will not be made available by telephone or mail. Information pertaining to complete files may be secured by visiting the System Office of the Alabama Community College System during normal working hours.

The bid opening will be held on Monday, February 18th, 2019 at 10:00 AM CST in the Board Room at the System Office of the Alabama Community College System (135 South Union Street, 5th Floor, Montgomery, Alabama 36104).

Sealed bids are to be addressed to the physical mailing address in the following manner:

Alabama Community College System

Joint Purchase Agreement Initiative

135 South Union Street Suite#135

Montgomery, Alabama 36104

It is expected that this request will be complete and unambiguous. However, vendors seeking clarification to this request should deliver inquiries in writing to the Administrator as noted per section 2.1.3.

Written replies of general significance will be posted online. Prospective vendors acknowledge that no other source is authorized to provide information concerning this request.

All information shall be entered in ink or typewritten in the appropriate space on the bid. Mistakes may be crossed out, corrected and initialed in ink by a company representative. An authorized individual must sign all bids in ink; failure to do so will result in rejection of response.

#### 222 2.1.6 Bid Evaluation

An Evaluation Committee will perform the evaluation of bids.

#### 2.1.7 <u>Selection of Finalists</u>

The Evaluation Committee will select finalists. Only finalists will be invited to participate in the subsequent steps of the procurement. The schedule for the oral presentations or equipment demonstrations will be determined at this time (if deemed necessary).

#### 2.1.8 Clarification from Finalists

Finalists may be asked to submit clarification to their bids (if deemed necessary).

#### 230 2.1.9 Contract Award

After review of the Evaluation Committee, the System will award contracts to the most advantageous vendors.

Bids that are deemed most advantageous, taking into consideration the evaluation factors set forth in the RFB will be selected for award. No minimum or maximum number of awards has been predetermined. The System shall make reference to prices quoted by successful vendors on the Alabama State Department of Education Joint Purchase Agreement to determine the reasonableness of prices quoted in response to this Request for Bids.

#### 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.

#### 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.

#### 251 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).

#### 255 3.4 Serving Sub-Contractors

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.

#### 3.5 <u>Amended Bids</u>

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.

#### 3.6 Vendors' Rights 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.

#### 3.7 <u>Bid Offer Firm</u>

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

#### 3.8 <u>Disclosure of Bid Contents</u>

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.

#### 3.9 <u>No Obligation</u>

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 any agreement with 30 days written notice.

#### 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.

#### 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

#### 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.

#### 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.

#### 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.

#### 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.

#### 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.

#### 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.

#### 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.

#### 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.

#### 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 Employer's Liability	Statutory – Alabama \$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

These policies shall contain a thirty- (30) day written notice to the System before cancellation, 357 reduction or other modification of any kind to the required coverage. 358

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 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.

#### **New Products** 371 3.21

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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.

#### **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.

#### Product and Services Delivery Overview 383 3.22

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.

Vendors must thoroughly describe their procedures for resolving customer problems and complaints including timelines and escalation measures. 393

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

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.

#### 400 3.23 Reporting

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

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

#### 6.5 Appendix E - 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 <a href="mailto:JPA-Notification@accs.edu">JPA-Notification@accs.edu</a>.

Vendor Name: InCare Technologies. Inc.	Last Updated: _	2/12/2019	
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JPA Website Address: www.incaretechnologies.com/ache

A Website Address:www.inc	Name(s)	Phone Number(s)	E-mail Address(s)			
Primary Contract Executive(s)	Brian Walker	205-314-7732	bwalker@Incare-it.com			
Sr. Account/Sales Manager(s) (by region if necessary)	Barry Stracner	205-314-7841	bstracner@incare-it.com			
Account/Sales Manager(s) (by region if necessary)						
Technical Support	NOC	800-788-4021	support@incare360.com			

#### **BID INFORMATION INDEX**

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

	Document Name	Page Number(s)					
Product and Services Delivery							
Overview							
Geographic Coverage	Response Gen Reg	2 and 3					
Availability of Technical							
Support	Response Gen Req	4					
Problem Resolution	Response Gen Req	4					
Customer Satisfaction	Response Gen Req	4					
Value Added Services	Response Gen Req	5					
Reporting	Response Gen Req	5					
Electronic Commerce	Response Gen Req	6					
Breadth of Offering	Response Gen Req	6					
Primary Account Representative	Response Gen Req	6					
References	Response Gen Req	7					
Pricing Level and Guarantee	Response Gen Req						

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

**Response to General Requirements and Specifications** – InCare Technologies, Inc is providing our response to each subsection to provide assurance that we understand and agree with the Bid Request.

- **3.1** Acceptance of Conditions Governing the Procurement All of the equipment we are bidding comes from manufacturers who are ISO certified. We have included the manufacturer certifications for your information.
- 3.2 Incurring costs Agreed.
- 3.3 Vendor Responsibility Agreed.
- 3.4 Serving Subcontractors Agreed.
- 3.5 Amended Rights Agreed.
- 3.6 Bidder's Rights to Withdraw Bid Agreed.
- 3.7 Bid Offer Firm Agreed.
- 3.8 Disclosure of Bid Contents Agreed.
- 3.9 No Obligation Agreed.
- 3.10 Legal Review Agreed.
- 3.11 Governing Law Agreed.
- 3.12 Basis for Bid Agreed.
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- 3.18 Bid Terms Agreed.
- 3.19 Fiscal Funding Agreed.
- 3.20 Insurance Agreed. We have enclosed Certificate of Insurance
- 3.21 New Products Agreed.

**3.22 Product and Services Delivery Overview** – inCare is positioned to provide all of the products and services we have proposed throughout the state. For over 10 years, our company has served schools from both our Birmingham and Montgomery offices.

Birmingham Office - 600 Lakeshore Parkway, 35209

CEO/Contract Admin/Inside Sales/Warehouse/Purchasing

Installation Project Management

**Sales Consultants** 

Certified Technicians/NOC

Montgomery Office 1772 Taliferro Trail, 36117

Inside Sales/Warehouse/Purchasing

Certified Technicians

Sales Consultants

#### Products and services offered -

Switches, Wireless STATEWIDE

Network Power, Battery Backup STATEWIDE

Installation - From planning through implementation STATEWIDE

Support/Maintenance – This includes plans offered by the manufacturer as well as onsite support and services offered by InCare certified technicians STATEWIDE

**Geographic Coverage** – We have provided a map indicating our office locations and the areas we serve. We are able to provide ALL of the products and services we have proposed to any location within the State at the same prices. In addition, at either our Montgomery or Birmingham facilities, we can stage products for the customer so that when we deliver them to the site they are ready to install and use. This may be especially helpful for large deployments where the school does not have room for storage and where, by reduced travel, we can perform services at our facilities and save the customer money.



Availability of Technical Support — InCare has staff in Birmingham and Montgomery available to serve the schools. All services, from site survey/evaluation, installation, training/professional development, certified engineers, cabling, maintenance, are available from either of these locations on a statewide basis. These services are arranged and managed by a project manager, and service dispatch overseer, to make sure that the customer expectations are exceeded each time. We will make sure that there is a clear understanding of the services being performed, and that those equipment/products are thoroughly tested before the technician leaves, and that the customer is kept in the loop in regards to the status of the project. Our guarantee is to treat every customer as our best customer. Our goal is to serve every customer repeatedly and create a sense of being an extension of your staff.

Problem Resolution – InCare has a 24x7 Network Operation Center located in Birmingham. The NOC is managed by a VP level employee, and is manned by individuals with deep experience and high levels of certification. We log every call as it comes in to ensure that it gets the follow-up it needs, and that it is addressed in a timely manner. Our NOC resolves 92% of the calls on the phone, and we keep a full cadre of engineers available to respond onsite to problems as well. Because of our certification levels, we also have direct access to Tier Three technical support from our manufacturer partners to quickly bring them in to help as needed. We also keep similar equipment on hand to be able to duplicate problems you may encounter. At our Birmingham and Montgomery warehouses we keep spare parts on hand, as necessary, to be able to respond to hardware issues on a timely basis.

**Customer Satisfaction** – InCare Technologies on our customer satisfaction survey on a scale of 1-5 is rated at a 4.7.

Value Added Services – In addition to the products we can provide, InCare is a full-service value add provider. We offer a number of services, many of which are free, to our clients. Below is a summary description.

Local Sales Consultants – InCare has Sales Consultants located in North, Central, And South areas of the state to meet with you to determine your needs, including the ability to survey buildings and/or classrooms to determine the specific needs.

Inside Sales – InCare has Inside Sales assistants who are at their phone and computer every day to respond to your needs. We pride ourselves on being knowledgeable about the products and services, and being able to get you the best price in your hands as quickly as possible.

Installation Coordination – InCare as a full-time person who organizes and manages every installation. From the tracking of the order, to the scheduling of the technicians, interfacing with you and the technicians while they are on-site, all of the way through testing the equipment being implemented. We are there 100% of the way to ensure your satisfaction.

- 3.23 Reporting InCare will provide a quarterly report similar to your example that provides the information you need.
- **3.24 Electronic Commerce** InCare will provide a website similar to A⊔P's website. This website will include the following functionality at a minimum:

InCare Contact Information for sales and support

**Product information pages** 

**Pricing Pages** 

Links to manufacturer websites

Manufacturer Support contact information

- **3.25 Breadth of Offering** inCare is providing a number of product and service offerings. We will provide price schedules provided by the manufacturer, as well as pricing for all services to ensure a complete installation. Our desire is to be able to provide a completed solution, including on-going support for our clients. We will use our field sales team to meet with clients to determine your needs and develop solutions that are specific to each situation.
- **3.26 Primary Account Representative** Barry Stracner, Senior Account Executive will be the primary person responsible for this agreement. However, as stated earlier, we have sales consultants located throughout the state and will work with you locally to meet your needs.

References- InCare has been providing technology to clients in Alabama and Mississippi for over 10 years. Please feel free to contact the following references.

Decatur City Board of Education Emily Elam Emily.elam@dcs.edu 256-337-9991

Lauderdale County Board of Education Jason Truett <u>Jason.truett@lcschools.org</u> 256-443-2987

Madison County Board of Education Mark Wilson mawilson@mcssk12.org 256-852-2557 **3.28 Pricing level and Guarantee** – InCare is proposing price lists for each product line provided to us by the manufacturer. We will be glad to provide contacts for each manufacturer. We have provided discounts with our price lists consistent with our other clients. These prices are not to exceed prices and will be examined based on each opportunity. We will continue to update price lists and maintain the discount structure with new pricing as we move forward.

Networking Equipment – Extreme, Vertiv (Liebert)

Professional Services - InVault Pro

- 3.29 Oral Presentation and Demonstration Agreed.
- 3.30 Equipment and Services Schedule Agreed.
- 3.31 Scope of Work Agreed.
- 3.32 Title Passage Agreed.
- 3.33 Quality Guarantee Agreed.
- 3.34 Order of Precedence Agreed.
- 3.35 Payment of Precedence Agreed.
- 3.36 Shipment of Risk and Loss Agreed.
- 3.37 Warranties Agreed.
- 3.38 Price Guarantee Agreed.
- 3.39 Technical Support Agreed.
- 3.40 Product Delivery Agreed.
- 3.41 Impracticality of Performance Agreed.
- 3.42 Records and Audit Agreed.
- 3.43 Use of Subcontractors Agreed.
- 3.44 Indemnification Agreed.
- 3.45 Website Maintenance Agreed.
- 3.46 Ethics Agreed.
- 3.47 Replacement Parts Agreed.
- 3.48 FCC Certification Agreed.
- 3.49 Site Prep Agreed.

- 3.51 Survival Agreed.
- 3.52 Lease Agreements Agreed.
- **3.53** Vendor Disclosure Statements Agreed.
- 3.54 Immigration Agreed.



Matt Fancher Channel Accounts Manager

Joe Powell & Associates Vertiv – Liebert Products & Services 221 Applegate Trace Pelham, AL 35124

T (205) 444-9192 F (205) 444-9196 mfancher@joepowell.com

February 2, 2019

To: Barry Stracner

Re: Vertiv/Liebert Authorization

Barry,

InCare Technologies located at 600 Lakeshore Parkway, Birmingham, AL 35209 is an authorized reseller of Vertiv products and services. InCare is a member in good standing of the Vertiv Partner Program!

Please advise if you require further information.

Regards,

Matt Fancher

Channel Accounts Manager

Matter J. Sand

## MANAGEMENT SYSTEM CERTIFICATE

Certificate No: CERT-08932-2006-AQ-HOU-ANAB Valid: 27 September 2018 - 27 September 2021

This is to certify that the management system of

**Vertiv Corporation** 

1050 Dearborn Drive, Columbus, OH, 43085, USA and the sites as mentioned in the appendix accompanying this certificate

has been found to conform to the Quality Management System standard: **ISO 9001:2015** 

This certificate is valid for the following scope:

The Design, Manufacture and Service of Racks, Devices and Systems that Support and Protect Computers and other Sensitive Electronic Processes. These Devices Provide Environmental Control, Power Protection, Power Distribution, Power Conditioning, and Site Monitoring.

Place and date: Katy, TX, 27 September 2018



For the Issuing office:
DNV GL - Business Assurance
1400 Ravello Drive, Katy, TX, 77449-5164,
USA

M

John Stefan Management Representative



Certificate No: CERT-08932-2006-AQ-HOU-ANAB Place and date: Katy, TX, 27 September 2018

## **Appendix to Certificate**

**Vertiv Corporation** 

Locations included in the	e certification are as follows:	
Cita Nama	Site Address	

Site Name	Site Address	Site Scope
Vertiv Corporation (HQ)	1050 Dearborn Drive, Columbus, OH, 44229, USA	Design, Assembly, Electrical Testing Calibration, Shipping, Warehouse, Training, Planning, Failure Analysis, Purchasing
Vertiv Corporation	3040 South 9th Street, Ironton, OH, 45638, USA	Manufacturing Operations
Vertiv Corporation	Ave. Industrial Reynosa 11-A, Reynosa Center, CP 88780, Reynosa, Mexico	Manufacturing Operations
Vertiv Corporation	4991 Corporate Drive, Huntsville, AL, 35805, USA	Management, Assembly, Design, receiving, shipping, QA, QC, Sales/Customer Service, HR, Purchasing
Vertiv Corporation	One Dambrackas Way, Sunrise, FL, 33351, USA	Software Development, Purchasing, Maintenance, Calibration, Training, Test.
Vertiv Corporation	Avocent House, Shannon Free Zone, Shannon, Co. Clare, Ireland	Assembly, Sales, Purchasing, Warehouse, Inspection, calibration, training, tes

ALIP2019 ITB ALIP Price Listing

Opdachel servery 13, 2019

Vendor Nobes:

Proposed Product Line Liebert PROPOSAL Submission Proposeling Company Name: Verifix Proposeling Contacts AIM Username:

	being Company Name:	Veritiv							_	_
Part					xx.xx (Exemple:5.68)	ı	Calculated Column H (	olimni "Column K.)		
1,100,000,000,000,000,000,000,000,000,0	Hacturer Model Number	Bedrier SKU	Product Name	Description/Specifications of Product	Base price from Base Price Source Proposed	Proposed Discount(%)	Price UoM (Calculated)	ALJP C. tegory (REQUIRED)		
17,000,000   1,0	PPA015C231	PPAD15G231	Liebert PPC	Liebert 15kVA PPC Bottom Entry/Exit with Transformer SqD 54 pole Panelboard and VPMP Montecting (480:2697/170)	13,390.00		\$ 11,381.50	UPS		
1,000,000,000,000,000,000,000,000,000,0	PPA030C231	PPA030C231	Unibert PPC	Lebert 30kVA PPC Bottom Entry/Ext with Transformer SqD S4 pole Parisibosed and VPMP Mondoring (480,208Y/120)	13,972,00			-		
1,000,000   1,00	PPA050C231	PPA050C231	Casteri PPC	Lebert 50kVA PPC Bottom Entry/Exit with Trendomer SQD 54 pole Penelboard and VPMP Mandarine, 4480 2487(19)	14,384.00			SAN		
1,10,100   1,000   1	PPA075C231	PPA075C231	Lebert PPC	Lebert SAVA PPC Bottom EntryExt with Transformer. Sqn D4 pole Pereliboerd and VPMP Monitoring (480 2087/120)	\$ 14,909.00			Sdn		7
PRAYENCECOT   Laborat PROC   Transferring and Value   20,102.00   1,000.00	PPA:00C231	PPA100C231	Day PPC	Liebert 100kVA PPC Bottom Entry/Exit with Transformer, SqD 64 pole Panelboard and VPMP Mondoring (480 2087/120)	\$ 15,893 00		13,509.05	San		
PRINCECCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC	PPA125C231	PPA12BC231	Lebert PPC	Liebert 125kv/A PPC Bottom Entry/Exit with Transformer, SQD 54 pole Panelboard and VPMP Monkoring (480:2087/120)	20					
PRINCECCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC	PPA160C331	PPA150C331	Lisbert PPC	Lisbert 150kVA PPC Boltom Enlry/Exit with Transformer, SqD 54 pole Panetboard and VPMP Monitoring (480 208Y/120)	\$ 20,152.00			nPS		
PRINCECCO   Libert PDC   Transform Stock Postmontaria MWB   Stock Pos	PPA200C331	PPAZ00C331	ebert PPC	Liebert 200kVA PPC Bottom Entry/Exit with Transformer. SQD 54 pole Parelboard and VPMF Mondoring (480.208Y/120)	\$ 22.325.00			$\rightarrow$		
PRESIDENCE   Labort PPC	PPAZZECIĞI	PPAZZEC331	Liebert PPG	Liebert 226KVA PPC Bottom Entry/Extt with transformer, SqD 54 pole Parelboard and VPMI Monitories (260 200 K130)	v	April 1				
PRESCRIPTION   Transferror Sold For Delance find Wallh   State   11,878.20   1598.2   11,878.20   11	PPBO15G231	PPB315C231	Liabert PPC	Lebert 15KVA PPL Bottom Entry/Ext with Transformer, SQID 54 pole Parnelboard and VPM Monitoring (600 208Y/120)	*		**			
PRESIDENCE   Labort PPIC   Transformer Sol D State Parameters and VPAR \$ 14,304.00   15%, \$ 12,205.40   15	PPB030C231	PPB030C231	Liobert PPC	Liebert 30kVA PPC Bottom Entry/Exit with Trensformer SqD 54 pole Penesboard and VPMI Mendonina (600 2087/120)	47		**			
PPB126C231   Labort PPC	P#B050C#31	PPB050C231	Debut Mc	Liebert 50kVA PPC Bottom Entry/Exk with Transformer, SQD 54 pole Peneliberd and VPMIP Monitoring (600 208Y/120)	v)					
PPB100C231   Labort PPC   Transforms 500 September 100 PPuPP	PPB075C231	PPB075C231	Lebert PPC	indext 75kVA PPC Bottom Entry/Exit went Transformer SqD 54 pole Perelioued and VPM Monitorina (900 208V/120)	w					
PPB126C231	PPB100C211	PPB100C231	Lebert PPG	Liebert 105WA PPC Bottom Entry and with Transformer SQD 54 pole Perrelibeard and vPMI Monitoring (600.2087/R20)	•			SUPS		
PPB1500C331   Labort PPC   Taradomic Stot Set Operations and VPlate \$ 20,152.00   15% \$ 17,129.20   17,129.20	PPB126C231	PPB126C231	Liebert PPC	Liebert 125xVA PPC Bottom Entry/Exit with Transformer, SqD 54 pole Panetboard and VPM Mentioning (800 2087/120)				_		
Lubert 2000/47 PPC Bellotte Eury/Edd with   \$ 22,355 00 1 15% \$ 18976.25   18976.25	PPB150C331	PPB150C331	Lebert PPC	Liebert 150kVA PPC Bottom Entry/Exit with Transformer, SQD 54 pole Pereliboard and VPM Monidoring (800,208Y/120)				SAD		T
Liabert PinC   Transformer Sig0 Set Parks   Packs	PPB200C331	PPB200C331	Libert PPC	Liebert 200k/A PPC Bollom Entry/Extl with Transformer, SqD 64 pole Penetboard and VPM Monitoring (800:208Y/129)	••					
PPC0316C231	PPB225C331	PPB225C331	Liebert PIIC	Liabert 225AVA PPC Bottom Entry/Exit with Transformer SqD 54 pole Penelboard and VPM Maniforing (500:208Y/120)		1 (5)		Sen		T
## PPC030C231 Labort PPC Transformer 340 54 per Pendiboard and VPMP \$ 14,312.00 1 15% \$ 12,165.20    Labort PPC   Transformer 340 54 per Pendiboard and VPMP \$ 14,734.00 1 15% \$ 12,853.00   PPC035C231 Labort PPC   Transformer 340.54 per Pendiboard and VPMP \$ 16,792.00 1 15% \$ 19,803.00   PPC100C231 Labort PPC   Transformer 340.54 per Pendiboard and VPMP \$ 16,792.00 1 15% \$ 14,814.10   PPC100C231 Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 14,814.10   Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 14,814.10   Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 14,814.10   Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 14,814.10   Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 14,814.10   Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 14,814.10   Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 14,814.10   Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 14,814.10   Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 14,814.10   Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 14,814.10   Labort PPC   Transformer 350.54 per Pendiboard and VPMP \$ 11,245.00 1 15% \$ 11,870.55	PPC015C231	PPC016C231	Depert PPC	Transformer, SqD 54 pole Paraboard and VPM Transformer, SqD 54 pole Paraboard and VPM Monitoring (208.2087/120)	**					
PPC05902231   Liebert PPC   Transformer SAD 54 pole Perubberis and VPMP \$ 14,734.00 1 15%, \$ 12,803.00	PPC030C231	PC030C231	Liebort PPG	Lebert 30kVA PPC Bottom EntryfExit with Transformer. SqD 54 pole Panelboard and VPM Monitoring (208:208Y/120)	*	159		-		
PPC125C231   Liebert PPC   Transformer SBVA PPC Bottom Entry/Exit with 16,302 00 1 15%, \$   15%, \$	PPC060C231	PPC050C231	Luibert PPC	Liebert SOKVA PPC Bottom Entry/Exit with Transformer SqD 54 pole Perellboard and VPM Workforing (208,208Y) (20)			60			
	PPC075C231	PPC075C231	Lebert PPC	Liebert 75kVA PPC Bottom EntryfExt with Transformer, SqD 54 pole Panelboard and VPM Monitoring (208:208Y/120)	•		67	0 UPS		
PPC1250231 Labort PPG (tendiormer, SqD 54 pole Parestoard and VPMP \$ 19,683.00 1 15%, \$ 15%, \$	PPC100C231	PPC100C231	Lebert PPC	Llebert 100kVA PPC Bottom Entry/Exit with Transforme, SqD 54 pole Panelboard and VPM Moniforing (208.208Y)120)		Henri Lives	40	San o		
	PPC125C231	PPC1250231	Deld Legen	Liebert 125kVA PPC Bottom EnlzyfExit with fransformer, SqD 54 pole Panelboard and VPN Michiging (208 208 V/120)	vs			5 UPS		

20,128 00 UPS	10,78650 UPS	11,281.20 UPS	11,631.40 UPS	12,077.65 UPS	12.9 * 05 UPS	13,960.40 UPS	16,534.20 UPS	18,381,25 UPS	19,169.20 UPS	10,786,50 UPS	11.281.20 UPS	11,631 40 UPS	12,077 85 UPS	12 814 05 UPS	13 960 40 UPS	16,534.20 UPS	18,381.25 UPS	19,169.20 UPS	10 834.05 UPS	11.570.20 UPS	11,828.90 UPS	13,338.20 UPS	14,319.10 UPS	16,135,55 UPS	19.533.00 UPS	13,798.06 UPS	
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Transformer SqD 54 pole Panelboard and VPMP \$ Monitoring (208.2087/120)	Lebert 15kVA PPC Bottom Entry/Exd with Transformer, SqD 54 pole Panelboard and No \$ Mondoring (480 208Y/120)	Liebert 30kVA PPC Bottom Entry/Est with Transformer, SqD 64 pole Penal board and No \$ Mondoring (489,208Y/120)	Lebert 50kVA PPC Bofton EntryExt with Transformer, SqD 64 pole Paneltoent and No. \$ Mondoring (480 208Y/120)	Liebert 76kVA PPC Bottom Entry/Ext with Transformer, SQD 64 pole Panelboard and No \$ Monitoring (480:208Y) 20)	Liebert 100kVA PPC Bottom Entry/Exit with Transformer, SqD 54 pole Panelboard and No \$ Mondoring (480 2087/120)	Liabert 125kVA PPC Boltom EntryFXII with Transformer, SqD 54 pole Panelboard and No \$ Monitoring (480, 206Y/120)	Lieber 150k/A PPC Bottom EntrytExit with Transformer, SqD 54 pole Panelboard and No \$ Mondoring (480.2087/120)	Liebert 200kVA PPC Boltom Entry/Exit with Trensformer, SqD 54 pole Panelboard and No \$ Mondoring (480.208Y/120)	Lieber 225kVA PPC Bottom Entry/Exit with Tansformer, SqD 54 pole Panelboeru and No Mondoring (480 208Y/120)	Liebert 16kVA PPC Bottom EntryrExit with Transformer, SqD 64 pole Penelboard and No \$ Monitoring (600:208V/120)	Lisibert 30xVA PPC Bottom Entry/Exit with Transformer, SqD 64 pole Panelboard and No Moniforing (800 209Y/120)	Liebert 50kVA PPC Bottom Endryfizet with Transformer, SqD 64 pole Paraitboard and No 8 Mandrofring (900.2087/120)	Liebert 75kVA PPC Bottom Entry/Exit with Transformer Sqt 54 pole Paneboard and No \$ Movement (880 2087/170)	Lieber 100kVA PPC Boltom Entry(Exit with Transformer, SqU 64 pole Panel board and No. \$ Mondoring (800 208Y) 20	Liebert 125kVA PPC Bottom Enty/Eult with Transformer, SqD 54 pole Panetboard and No \$ Mondoring (600.2087/120)	Liebert 150kvA PPC Boltom Entry/Exit with Transformer, SqD 54 pole Parestboard and No \$ Monitorine (800 208VA 20)	Liebert 200kVA PPC Bottom Entry/Exit with Transformer, SqD 64 pole Panelboard and No \$ Monttoring (800:208Y/120)	Liebert 225kVA PPC Bottom Entrylesit with Transformer, SqD 54 pole Panelboard and No \$ Manifesting (800-208Y)120)	Listoert 15kVA PPC Bottom Entry fizsk with Transformer, SQLD 54 pole Panelboard and No. \$ Mondoring (208 208Y/120)	Labort 30IVA PPC Bottom Entry/Exit with Transformer, SeD 54 pole Panebourd and No \$ Monitoring (208,208Y/120)	Liebert 50kVA PPC Bottom Entry/Exit with Transformer, SqD 64 pole Parelboard and No \$ Monitoring (208.2087/120)	Pater	Liebert 100kVA PPC Bottom Enby/Exit with Transformer. SqD 54 pole Penelboard andNo \$ Monitorno (208-208Y/120)	Liebert 125KVA PPC Bottom Entry/Exit with Transformer, SqD 54 pole Penebbard and No \$ Mondaring 72th 2004/19201	Liebart 150kVA PPC Bottom Entry/Ext with Transformer, SqD 54 pole Pameboard and No \$ Monitaring (208,208Y/120)	Labort 15NVA PPC Bottom Entry/Exit with Transformer. SqD 56 pole Beneboard and VPMP \$ with LDMF Mondoring (480 2087/120)	Lebert 30NVA PPC Bottom Entry/Ext with Transformer, SQD 54 pole Parentboard and VPMP \$
abert PPC	Liebert PPC	Liebert PPC	Liebert PPC	Lebert PPC	Lebert PPC	Lisbert PPC	Debert PPC	Lisbert PPC	Liebert PPC	Labert PPC	Lebert PPC	Liebert PPC	Liebert PPC	Lebert PPC	Lebert PPC	Lisbert PPC	Lebert PPC	Lebert PPC	Labort PPC	Labort PRC	Lighart PPC	Lebert PPC	Lisbert PPC	Lebert PPC	Lebert PPC	Labart PPC	Odd hadai
PPC150C331	PPA015C230	PPA030C230	PPA050C230	PPA875C230	PA100230	PPA125C230	PI-A 150C330	PPA2000330	PPA225C330	PPB015C230	редоссия	PPBGGGZZ00	PPB075C230	PPB100C230	PPB125C230	PPB160C330	PPB200C330	PPB225C330	PPC@150230	PPC030C230	PPC050C230	PPC075C230	PPC100C230	PPC125C230	PPC150C330	PPA015C222	NO AND
PPC150C331	PPA015C230	PPAG30C230	PPA050C230	PPA075C230	PPA100C230	PPA125CZ30	PPA150C330	PPA200C330	PPA225C330	PPB015C230	PB030C230	PPB060C230	PP8075C230	PPB100C230	PB1/25C230	PPB160C330	PPB200C330	PP6225C330	PPC015G230	PPC030C230	PPC0560CP30	PPC075C230	PPC100CZ30	PPC-125C230	PPC150C330	PPA016C232	

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14 842 86 UPS	15.089.20 UPS	15 925.80 UPS	6.871.85 UPS	19,546.75 UPS	21,302.80 UP\$	22,180 75 UPS	13,788 ts UPS	14,292,75 UPS	14,642.85 UPS	15,089.20 UPS	16,925.80 UPS	16,971.95 UPS	10,545.75 UPS	21,392.80 UPS	22 180 75 UPS	13,846.50 UPS	14,581.76 UPS	14 940 45 UPS	16 349 75 UPS	17,330.66 UPS	18,147.10 UPS	22,544.86 UPS	6,246 60 UPS	16,743.30 UPS	
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Liebert PPC	Lebert PPC	Liabert PPC	Lebert PPC	Cabert PPC	Lebert PPC	Liebert PPC	Lebert PPC	Liebert PPC	Liabert PPC	Lebert PPC	Labert PPC	Liebart PPC	Lebert PPC	Lebert PPC	Lebert PPC	Liebert PPC	Lebert PPC	Lisbert PPC	Lebert PPC	Lebert PPC	Lebert PPC	Liebert PPC	Lebert PPC	Labert PPC	in a second
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Lebert 75kVA PPC Bolton Entry/Exit with Transformer, SqD 54 pole Panelboard and VPMP \$ with LDMF and SkeScen Interface (490 208Y/120)	Leber 100k/A PPC Bottem Entry(Ext with Transformar, SqD 54 pole Panelboard and/PMP \$ with LDMF and Ste Scan Inhertece (480.2087/120)	Lebert 125kVA PPC Bollom Entry(Exd with Transformer, SqD 54 pole Panelboard and VPMP \$ with DMF and SteScan Interface (480-209Y/120)	Lebert 150kWA PPC Bottom Entry(Exit with Transformer, SqD 54 pole Penelboard and VPMP \$ with LDMF and SraScen Interface (480:2087/120)	Lebert 200kVA PPC Bottom Entry/Exit with Transformer SqD 54 pole Pervebband and VPMP \$ with LDMF and SteScen Inferface (490 209Y)(20)	Liebert 22:NA PPC Botto: EntryE34 with Transformer, SQD 54 pole Penelboard and VPMP \$ with DMF and SteScen Interfece (480:208Y) 120	Liebert 16KVA PPC Bottom Entry/Exit with Transformer, SqD 54 pote Panelboard and VPMP \$ with LDMF and SteScen interface (800:208Y/120)	(#bbat 30NA) PPC Bottom Entry(Exit with Transformer SqD 54 pole Parelboard and VPMIP \$ with LDMF and SkeScan Interface (600:208Y) 20	Liebert 50kVA PPC Bottom Entry/Exd with Transformer, SqD 54 pole Paneltoperd and VPMP \$ with LDMF and S465can Interface (600:2087/120)	Lebert 75kVA PPC Bottom Entry/Exit with Transformer SqD 54 pole Panelboard and VPNP \$ with LDMF and SkoScen Interface (600:2087/120)	Lebert 100kVA PPC Bottom Entry/Exit with Trensformer, SqD 54 pole Plemalboard and VPAIP \$ with LDMF and SteScen Interface (500 206Y/120)	Liebert 125kVA PPC Bottom Entry/Exit with Transformer, SqD 54 pole Parelboard and VPMP \$ with LDMF and SteScen Inferface (900:208Y120)	Liebert 160kVA PPC Bodom Enty/Exil with Transformer, SqD 54 pole Panelboard and VPNIP \$ with LDMF and SNeScen Interfece (800.208Y/120)	Leibert, 2004/A PPC Bottem Entry/Exit with Transformer, SqD 54 pole Panelboard and VPMP - \$ with LDMF and SeeScan fritedace (900:208Y/120)	Liebert 226kVA PPC Bottom Entry@ckl with Transformer SQD 54 gode Panetboard and VPMP \$ with LDMF and SkeScan Interface (900:208Y/120)	Lebert 15kVA PPC Bottom EntryExit with Transformer, SQD 54 pole Pereliberard and VPMP \$ and LDMF Monitoring (208.208Y/120)	Liebert 30NVA PPC Bottom Entry/Ext with Transformer, SigD 54 pole Pamelboard and VPMIP \$ with LDMF and SteScen Intertoce (208.206Y/120)	Liebert SORVA PPC Bottom EntryExt with Transformer, SqD 54 pole Perrelboard and VPMP \$ with LDMF and StaScan Inferface (20E208V120)	Labort 7BkVA PPC Bottom Entry/Ead with Transforms, SqD 54 pale Parabboard and VPAIP \$ with LDMF and S4eScan Interface (208208Y1720)	Listent 100kVA PPC Bottom Entry/Exit with Transformer, SqD 54 pole Perelboard and VPMP \$ with LDMF and SkeScan Interface (208:208Y/120)	Leibert 125k/VA PPC Bottom Entry/Exit with Trenstormer, SqD 54 pole Pendboard and VPMP \$ with TME and SubScent Information (208.7020)
Liebert PPC	Lebert PPC	Liebert PPC	Linbert PPC	Lisbert PPC	Lebert PPC	Lebert PPC	Ded PPC	Liebert PPC	Lebert PPC	Liebert PPC	Liebert PPC	Labert PPC	Lebert PPC	Lebert PPC	Liebert PPC	Lisbert PPC	Lisbert PPC	Lebert PPC	Labert PPC	Liebert PPC
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PPA075C233	PPA108C233	PPATZSCZZB	PPA150C333	PPA200C300	PPAZZ6C333	PPB015C233	PPBG30C230	PP9050C233	PPINOTSC233	PPB160C238	PPB125G233	PPB160CS30	PPB200C330	PP625C333	PPC015C239	PPC030C230	PPO569C730	PPCGFSCZXI	PPC100C233	PPOTENCIAL

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Liebert 1904/A PFC Bossein Errlytzur with Transformer, SqD 54 pole Prinelboard and VPMP s with LDMF and Stelsoen Interfaceg (208.20897/120)	Labort 15kVA PPC Bottom Entry/Exit with Transformer, SqD 54 pole Panetboard and VPMP \$ with Current Plus (490 208Y/120)	Lebert 30VA IPPC Bottom EntryExt with Transformer SqD S4 pole Paramiboard and VPMP \$ with Current Plus (480 208V/120)	Liebert SolkVA PPC Bottom Entry/Ext with Transformer, SQD 54 pole Panelboard and VPMP \$ with Current Bure (480 706/V120)	Lebert 76kVA PPC Bottom Entry(Ext with Transformer, SQD 54 pole Pareshoard and VPMP \$ with Carrent Plus (490 2089) (20)	Limbert 100kVA PPC Bottom Entry/Exit with Transformer SQD 54 pode Pervelboard and VPMP * with Current Plue (480-2087/120)	Liebert 125kVA PPC Bottom Entry/Exk with Trensformer, Sql. 54 pole Penelboard and VPMP \$ with Current Plus(480 208Y/120)	Liebert 150kVA PPC Bottom Entry/Exit with Transformer, SqD 64 pole Penelbound and VPMP 4 with Current Plus (489 208V/120)	Liebert 201kVA PPC Bottom Entry/Exit with Transformer Sql 54 pole Prelibered and VPMP \$ with Carrent Plus (480 2087/120)	Liebert 225kVA PPC Bottom Entry/Exit with Transformer, SqD 54 pole Painsboard and VPMP \$  with Current Plus (480 208Y/120)	Lebert 15NVA PPC Bottom Entry/Exit with Transformer, S405 54 pole Pareliboard and VPMP \$ with Current Plus (900.2087/120)	Liebert 30kVA PPC Bottom Entry/Ext with Transformer, SqD 54 pole Panethoend and VPMP \$ with Current Plus (800:208V)120)	Lebert SOKVA PPC Bottom Entry/Exit with Transformer SQD 64 pole Panelboard and/PMP \$ with Current Plus (690:2009/110)	Liebert 764VA PPC Bottom Enfry/Exid with Transformer 3qD 54 pole Pareutboard enro/PMP \$ WHY Carriert Place (500 2087/1/20)	Liebert 100kVA PPC Boltom Entry/Exit with Transformer, SqD 54 pole Pervetboard and VPMP \$ with Current Pus (800, 208Y/120)	Liebert 125AVA PPC Bottom Entry(Est) with Transformer SQD 64 pole Panelloand and VPMP \$ with Current Place (1800-209Y/120)	Liebert 150kVA PPC Bottom EnfryfExd with Trensformer 500 54 pole Pamelboard and/PMP \$ with Current Plus (800: 2089/120)	Liebert 2001/VA PPC Bottom EnbyrEdf with Transformer SqD 54 pole Panelboard and VPMP \$	Lebent 226/VA PPC Bottom Entry Ext with Trensformer, SqD 54 pole Paramiticand and/PMP \$ with Current Plus (600, 2089/1/20)	Liebert 15kVA PPC Boftom Entry(Exd with Transformer, SqD 54 pole Paneboard and VPMP \$ with Current Plats (20th 2087/1721)	Lebert 30kVA PPC Bottom Entry/Exit with Transformer 30 64 pole Paraelboard and VPMP \$ with Current Plus (208 208Y/120)	Liebert 50KVA PPC Bottom Entry Exil with Transformer, SqD 54 pole Panelboard and VPMP \$ with Current Plus (208 2087/120)	Lebert 75kVA PPO Bottom EntryExt with Transformer, SqD 54 pole Perselboard and VPMP \$ with Current Plus (208:208Y/120)	Leber 100kVA PPC Borlom Entry/Eod with Transformer, SqD 54 pole Peneboard and/PMP \$		Liebert 150kVA PPC Battom Entry/EXIt with Transformer. SqD 54 pole Pamelboard and VPMP 18	Lebert PPC 15kVA K20 Transformer Option		lebert PPC 76xVA K20 Transformar Option	Liebert PPC 100kVA K20 Transformer Option \$ Liebert PPC 125kVA K20 Transformer Option \$
Lebert PPC	Liebert PPC	Lebert PPC	Liebert PPC	Lebert PPC	Liebart PPC	Lebert PPC	Liebert PPC	Lebert PPC	Liebert PPC	Lebert PPC	Liebert PPC	Lebert PPC	Lisbert PPC	Lubert PPC	Lebert PPC	Lisbert PPC	Lebert PPC	Liebert PPC	Liebert PPC	Liebert PPC	Liebert PPC	Labert PPC	Liebart PPC	Liebert PPC	Liebert PPC	Liebert PPC	Liebert PPC	Lobert PPC	Liebert PPC
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Liebert PPC 200kVA K20 Transformer Option \$  Liebert PPC 225kVA K20 Transformer Option \$	7	ert PPC 430kVA K20 Transformer Option	Liebert PPC BOOKVA K20 Transformer Option P	Lebert Distribution Monttoring (LDMF)  (per penelboard)  (Require Liebert InfettStot Card for Famole	Communications  Liebert Distribution Montoring Display  \$	Liebert LDMF SteScen Montioring Interface (Requires Verbix Services Montioring Startup, Int. 8		Liebert Lightning/Surge Artester \$	Liebert Spika Suppresson Module \$	Liebert ACV120Y200RK Surge Suppression 5	Liebert GE 42 pole 226A penelibeard (each) s	Labert GE 54 and 4004 parelboard (each) \$	Liebert SqD 72 pole 400.A parelboard (each) s (exchable on 15-225/NA)	Lebert solated Ground Busber (per penelboard) \$ (available on 15-25kVA 32" and 44" frame)	Liebert Transient Suppression Plate (evellable on \$ 15-226kVA 32" and 44" frame)	Letent Additional Panelboard (15-125AVA Bottom Entry/Exit units enty)	Liebert increase Frame to 44 Inch (15-125kVA s Yop Entry/Ext unds only)	Liebert Subfeed Breeker LDMF Monitoring (each) \$	Liebert Square DiriLine Penelboard Breaters (available on 150, 200, 2004 80° frame and 300-	Limbert 100, 125, 150, 175, 200 & 225A (sech) \$	Liebert Low Voltage Junction Box and Cable \$	Lebert Paint Color	Beduck Tower on the Country	Lebert PPC 15kVA (208V) \$	Liebert PPC 30kVA (208V) \$	Liebert PPC 75kVA (208V) \$	Liebert PPC 100kVA (208V) 5	Liebert PPC 150kVA (208V) \$	Liebert PPC 30kVA (460V) \$		Liebert PPC 100kVA (480V)	Liebert PPC 125kVA (480V) \$	Lebert PPC 150KVA (480V)	Lebert PPC 200kVA (480V)	Liebert PPC 15kVA (800V) 5	Liebert PPC SONVA (B00V) \$	Liebert PPC 75XVA (600V)	Uebert PPC 125kVA (900V) \$	Lebert PPC 150kVA (800V) \$	Liebert PPC 200KVA (600V) 5	Liebert EXC (2081) 100 Frame, One Penalboard,	Liebert EXC (208V) 100 Farms, Two Petrelboard,	Liebari EXC (208V) 200 Frame, One Penaboard.	Liebert EXC (208V) 200 Frame, Two Penelboard.	Lebert EKC (208V) 200 Frame, Two Permitboard, s	Liebert EXC. (2087) 300 Frame, One Panelboard.
Lebert PPC	Liebert PPC	Liebart PPC	Liebert PPC	Liebart PPC	Liebert PPC	Liebert PPC	On Parket	Liebert PPC	Liebert PPC	Lebert PPC	Liebert PPC	Lebert PPC	Liebert PPC	Liabart PPC	Liebert PPC	Liebert PPC	Liebert PPC	Liebert PPC	Lighart PPC	Liebert PPC	Lebert PPC	Lebert PPC	Liebert PPC	Lisbert PPC	Lister PPC	Liebert PPC	Liabert PPC	Lebert PPC	Liebert PPC	Liebert PPC	Liebert PPC	Liebert PPC	Liebert PPC	Liebert PPC	Lisbert PPC	Lebert PPC	Labort PPC	Labert PPC	Liebert PPC	sebert PPC	Lebert EXC	Liebert EXC	Labert EXC		CAC STREET	LWORLEXC
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MACABOR	RXCAB07	RXCAB24	RXCAB2F	RXCAB2C	RXCA82E	RXCABZZ	RXCAB21	RXCABIN	RXCAB25	RXCAB28	RXCAB28	RXCAB29	RXCAB27	RXWS804	RXMSBOF	RXMSB0C	RXMSBOL	RXMSB02	RXMSB01	RXMSB03	RV4MSB05	FPA01C217V	FPA03C217V	FPA05C217V	PAGECATIV	FPA01C211V	FPA08C417V	FPA10C217V	IPA11C417V	#PA12C217V	PAIRCAIN	
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PS37248VXRBKUT	isheri PSI	Inbert Replacement Battery Kit for special programmer and programm	303.00	15% \$	257 55	55 UPS
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		Lebert PSI PSI DOORTS-120XR and 230XRW1	34.00			
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1WEPS1500RT3XR	Lebert PSI	Liebert PSI PSI b500 I 3-120 XR and ZSUXRVV I S Year Ext Warranty	28.00	15% \$	23 80	80 UPS
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HEL OSSESSION OUT		Lishert PSI PS3000RTS-120XR and Z30XRWT	1			
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1WEPS1000RT3	000RT3	Lebert PSI	Lebert PSI PSI CONT'S-LO and 230 1 Year Ext s	18.00	15% \$	16.15	
1WEPS1500RT3	500RT3	Liebert PSr	Liebert PSI PSI500RT3-120 and 230 1 Year Ext s	2400 1	16% \$	20.40	UPS
1WEPS2200RT3	ZOORT3	Liebert PSE	rebert PSI PS2200RT3-120 and 230 1 Year Ext s	34.00	15% \$	28.90	UPS
1WEPS3000RT3	000RT3	Lebert PSr	Liebert PSI PS3000RT3-120 and 230 1 Year Ext s	4300 1	15% \$	36.55	UPS
3WEPS1000RT3	000RT3	Liebert PSu	Liebert PSI PS1000RT3-120 and 230 3 Year Ext s	254 00 1	15% \$	215.90	UPS
3WEPS1500RT3	500RT3	Liebert PSI	Liebert PSI PS1500RT3-120 and 230 3 Year Ext s	320 00 1	15% \$	272.00	SdD
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		100	Liebert PSI PS3000RT3-120 and 230 3 Year Ext s	622 00	200	620 70	
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PS14-35	PS14-350MT120	Liebert PST4	Liebert 500 VA / 200 W \$	85.00	15% \$	80.75	80.75 UPS
PST4-86	PST4-660MT128	Linbert PST4	Liebert 680 VA / 400 W \$	123.00	15% 6	104.55	CPS SO
PST4-85	50MT120	Liebert PST4	Liebert 850 VA / 500 W	162.00	15.94	73.80	200
1WEPST.	1WEPST4-350120	Liebert PST4	Liebert PST4-350Mil 120 1 Year Ext Warranty 5	3600 1	15% \$	32.30	Sun
1WEPST	WEPST4-860120	Lebert S74	Lebert PST4-660MT120 1 Year Ext Werramy \$	52.00	15% \$	44.20	Sen
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GVG310R	<b>GVG310R1WRK3WE</b>	Liebart GXT3 500-3000 VA 120V	Liebert TAA Compliant GXT3 1000VA 120V s RM KIT/WEBCAR D/3/RWARR	2,025 no 1	15% \$	1,721.25	SAN
GVG316A	GVG316R1WRK3WE	Liebert GXT3 500-3000 VA 120V	Lisbert TAA Complient GXT3 1500VA 120V \$ RAILCTANEBCARD/3YRWARR	2,535 00 1	15% \$	2,154.75	c ups
GVG320R	GVG320R1WRK3WE	Liebert GXT3 500-3000 VA 120V	Lisbert TAA Compliant 2000/A/1850W, 120 VAC, w/ rack slide kft IS-WEBCARD, 3 year Ext Swinship	2,975,00	15%	2,528.75	Squ s
GVG330R	GVG330R1WRK3WE	Liebert GXT3 500-3000 VA 120V	Liebert TAA Cormpliant 3000VA2700W, 120VAC, w/ reck slide kil, 15-WEBCARD, 3 year Ext. \$	4,335 00 1	16%	3,684 75	S UPS
9VG3-4	GVG3-48VBATT	Liebert GXT3 910-3000 VA 120V	Lebert TAA Complement 5XT3 48V Extended	1 00 008	15% \$	680 00	uPs uPs
r cono	PRICEATY	VOCT AV OTTO STOR STORY AND TOTAL	Liebert TAA Complant GXT3 72V Extended s	1,000 000,1	106	OU OSA	
- CANAS	OVOS-ZYBOY I	100000000000000000000000000000000000000	Bettory Cetanet Inheri TAA Complete GXT3 144V Extended	- 100 C 1			
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M-ESAD	GVG3-9A72BATKIT	Liebert GXT3 500-3000 VA 120V					
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			i	* 00'00'	1		-
GVG3-8	GVG3-8000RT2082	Liebart GXT3 500-3000 VA 120V	Output (2) L6-20R. (2) 5-15/20R T-elot		15% \$	5 185.00	San o
GVG3-84	GVG3-8000RT2088	Liebert GXT3 500-3000 VA 120V	Liebert, rpul: L14-30P Cutput: (2) L6-30R, (4) 5-15/20R T-slot	6,100.00	15% \$	5,185.00	S O UPS
GVG3-8K	GVG3-6000RT2084	Liebert 0XT3 500-3000 VA 120V	Lebert Input: 114-30P S	0.100.00	15% S	5,185.00	O UPS
OVG3-84	GVG3-6000R12085	Liebert GXT3 500-3000 VA 120V	Lebert rout: L14-30P	6,190.00	15% \$	5,185.00	O UPS
		And a distance many company	Culput (2 Losaw, 14 Losaw Liebert Input, L14-30P	6 100 00 1		1	
GVG3-6	GVG3-6000RT2066	Liebart GXT3 500-3000 VA 120V				6,186.00	SATO BE
0.003-6	GVG3-6000RT2087	Liebert 0XT3 508-3000 VA 120V	Output, (2) 4-20R, (2) L5-20R	6,100.00	15% \$	6,185.00	Sdn 00
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15% \$ 158.10 UPS	15% \$ 212.50 UPS	16% s 26.50 UPS	15% \$ 26.80 UPS		15% 1 42.50 UPS	15% \$ 144.50		15% \$ 204.00	15% \$ 280.50	15% \$ 3M.00 UPS	15% \$ 314.50 UPS	15% \$ 25.50 UPS	15% S 34.00 UPS	15% \$ 238.00 UPS	15% \$					15% \$ 10.25 UPS	15% \$ 374 00 UPS	15% \$	\$ 540.25	15% \$ 667.25 UPS	1 15% \$ 1,262.25 UPS	15% \$ 399 SO UPS	15% \$ 561.00 UPS	15% \$ 561.00 UPS	16% s 561.00 UPS	1 15% \$ 561.00 UPS	15% \$ 561.00 UPS		\$ 561.00	18% \$ 561.00 UPS		\$ 8,312.15	16% \$ 366.50 UPS	15% \$ 1,038.40 UPS	300
186 00 1	250.00 1	30 00	30.00	1 00:00	50.00	17600 1	200.00	240 00 1	330.00	40000	370.00	30.00	40.00	280 00 1	460.00	5000	11200 1	165.00	100.001	165.00	1 00 011	550.00	645 00 1	785.00 1	1,485 00 1	470.00	1 00 090	00 099	00 000	1 00:089	1 00 099	000000	00 099	00 099	00 099	0,779.00	430 00	1,924.00	423.00
ebert Wall Mount Bracket holds 1) GXT 2U sproduct, stamless steel	Liebert Replacement battery kit for GXT3-1000MT \$	Liebert 1 Year Extended Werrenty for GXT3- \$ 1000RT120	Lebert 1 Year Extended Warranty for GKT3- \$ 1500RT120	Liebert 1 Year Extended Warramy for GXT3- \$ 2000R120	Liebert 1 Year Extended Westanty for GXT3- \$ 3000RT120	Liebert 3 Year Extended Westerity for GXT3- s	Liebert 3 Year Extended Warranty for GXT3- \$	Limbert 3 Year Extended Warranty for GXT3- \$ 2000RT120	Liebert 3 Year Extended Wernanty for GXT3- \$ 3000RT120	Liebert 1 Year Extended Warranty for GXT3- \$ 1000MT120	Lebert 3 Year Extended Warranty for GXT3- \$ 1000MT120	Liebert 1 Year Exhanded Warranty for GXT3- \$ 48VBATT	Liebert 1 Year Extended Warrenty for GXT3- §	Lebert 3 Year Extended Wementy for GXT3- \$ 45VBATT	Liebert 3 Year Extended Warranty for GXT3- \$ 72YBATT	Liebert by ExtWarr MPHZ 1ph Month 5	Liebert 3 yr ExtWerrenly MPHZ 1ph Mork \$	Liebert 3 yr ExtWarranty MPHZ 3ph Mont	Lebert 1yr ExtWarr MPH2 3ph Contr \$	Liebert 3 yr ExtWarranty MPH2 3ph Cort 5 Liebert 3 yr ExtWarranty MPH2 1ph Cort 5	Lebert Replacement Battery Kit for GXTZ-500RT. \$ GXTZ-700RT, GXTZ-1000RT and GXTZ-1500RT	Liebert Replacement Bettery K4 for GXT2- \$ 2000RT	Liebart Replacement Battery Kit for GXT2-3000RT s	Liebert GXT2 6kVA Internet 144 VDC Battery Kit \$	Liebert GXT2 6kVA Internal 240 VDC Battery Krt. \$	Liebert GXT3 5/8kVA 208V POD, Hardwired, § Herdwired futout, w/Ment. Bypass	Liebert GXT3 5/6/VA POD, Prug-n-Play L14-30P, 5 208/120, (4)6-20 (1) L14-30 (1) L6-30R	Liebert GXT3 5/6kVA POD, Plug-n-Play L14-30P, \$ 208V/120V, (2) 5-70R, (2) L6-20R	Liebert GXT3 6/8kVA POD, Plug-n-Pley L14-30P. \$ 208V/120V, (4) 6-20R, (2) L6-30	Liebert GXT3 5/6kVA POD, Plug-n-Play L14-30P s 206V/120Y, (4) L5-20R, (2) L5-30R	Linbert GXT3 648KVA POD. Plug-n-Pluy L14-30P s 208V/120Y, (4) L5-20R, (2) L6-30R	\$ \$	Liebert GXT3 568KVA POD, Plug-n-Pluy L14-30P. s		Liberat Power Output Distribution (POD) for Liberat Rich-BookenT20, SATS-BOOKENT20 bills SATS-BOOKENT20 bills Systems, with (8) IEC30-C13. (1) IEC306-22A	Liebert GXT3 10000 VA Tower Model 8	Liebert 1 year extended warranty to: GXT3- s	Liebert 3 year extended werranty for GXT3- \$ 100007230	Liebart 1 year extended warranty for GXT3-
Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 509-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Lighert GXT3 500-3000 VA 120V Lighert GXT3 500-3000 VA 120V	Liebart GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebart GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 500-3000 VA 120V	Liebert GXT3 10000VA	Lubart GXT3 10000VA	Liebert GXT3 10000VA	
WMBKT2U-SS	GXT3-1MTBATKIT	1WEGXT3-1000120	1WEGXT3-1500120	1WEGK73-2000120	1WEGXT3-3000120	3WEGXT3-1000120	3WEGXT3-1500120	3WEGXT3-2000120	3WEGXT3-3000120	1WEGXT3-1KMT120	3WEGXT3-1KMT120	1WEGXT3-48VBATT	1WEGXT3-72VBATT	3WEGXT3-48VBATT	3WEGXT3-72VBATT	WEMPHB1PH	3WEMPHB1PH	3WEMPHB3PH	1WEMPHC3PH	ЗМЕМРНСЭРН	GXT2-7A48BATKIT	GXT2-9A48BATK!T	GXT2-9A72BATKIT	GXT2-144BATKIT	GXT2-240BATIGT	PDZ-HDWR-MBS	PO2-001	PD2-002	PD2-003	PO2-004	PD2-005	PD2-006	PD2-007	PD0-203	PD2-360	GXT3-100001230	1WEGXT3-10KT230	3WEGXT3-10KT230	
WMBKT2U-SS	GXT\$-IMTBATKIT	WEGXT3-1000120	1WEGXT3-1500120	1WEGXT3-2000120	1WEGXT3-3000120	3WEGXT3-1000120	3WEGXT3-1500120	3WEGXT3-2000120	3WEGXT3-3000120	IWEGXT3-IKMT120	3WEGXT3-IKMT120	IWEGXT3-48VBATT	IWEGXT3-I2VBATT	3WEGXT3-48VBATT	3WEQXT3-72VBATT	1WEMPH81PH	3WEMPHB3PH 3WEMPHB3PH	змемрнвэрн	1WEMPHC3PH	змемрнозен	GXT2.7A48BATKIT	GXT2-9A4BBATKIT	GXT2-9A72BATHUT	GXT2-144BATKIT	GXTZ-240BATKIT	PD2-HDWR-MBS	P02-001	PD2-002	PD2-003	PD2-804	P02-005	PO2-006	PD2-007	PG2-203	D60-204	CALT2-100001230	IWEGXT3-IBKT230	3WEGXT3-10KT230	

		A COURT & SOCIETY	2 GINTALISM NO TO THE PRODUCT AND INC.	1 638 00 1	15% \$	1,392.30 UPS	
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POLICIAL V	DAPCKT-18/30/DMV	Liebert GXT3 10000VA	Liebert PAPGXT UP TO 3K WSTARTUP RMV	388	800		
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ACCUSE TO SECOND	CHENT 4K3K	Labor GXT3 10000VA	Liebart STAR UP GXT UP TO 3KVA 7X24 \$	903.00	- P.CI	000.00	
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ALCOURT BUILDAN	MINDYTHRAD	1 inhard GXT3 10000VA	Liebert Basic Liebert GXT3 - 5 - 6 KVA 5	1 0000/	0 00	4	

# **CERTIFICATE**

Certificate Number: 112020,00

The Quality Management System and implementation of:

# InCare Technologies, Inc.

600 Lakeshore Parkway Birmingham, AL 35209 **United States** 

meets the requirements of the standard:

ISO 9001:2015

Scope:

The delivery, installation and maintenance of managed service product, networking products and services.

Certificate Expires:

January 31, 2022

Certificate Issued:

February 1, 2019

Dr. Cem O. Onus President / Managing Director DEKRA Certification, Inc. 1120 Welsh Road, Suite 210 North Wales, PA 19454 USA (215) 997-4519 www.dekra.us/en/audits







February 8, 2019

To Whom It May Concern:

**RE: InCare Technologies** 

Extreme Networks, Inc. (Extreme) hereby states that as of the date of this letter, InCare Technologies is an authorized and certified Gold level reseller of Extreme Networks products and services in the US. This level is valid until June 30, 2019. Extreme Networks validates partner level status on an annual basis.

InCare Technologies has the knowledge and skills to sell, install and maintain Extreme Networks equipment as defined by Extreme Networks according to their signed agreement.

Thank you for considering InCare Technologies and Extreme Networks products and services.

Sincerely,

**Bob Gault** 

Chief Revenue & Services Officer

**Extreme Networks** 

### **Extreme ACCS Pricing Agreement**

Below is Extreme's price structure offering to the partners for the Alabama Community College System (ACCS) contract for the 2019 Joint Purchasing Agreement. Also attached is the Authorized Partner letter.

Below are the suggested discounts for the partners. These take into consideration that 1) partners will ultimately buy through Extreme authorized distributors and 2) the partners will set the final contractual end user price in their proposals to compete for award.

- Product, Software and Licenses @ 30% off LP (Network Hardware, Network Software, Networking Licenses)
- Cables @ 2% off LP
- Standard distribution discounts levels will apply for maintenance and professional services

The price offer will be valid for the term of the ACCS contract and is premised on:

- The partner remaining in good standing in our channel partner program
- The partner obtains/continues to maintain channel partner program certifications we require of them to resell our products/services
- When buying via distribution, resellers must purchase only through our authorized Extreme distributors.
- This price structure is only valid and applicable to quoting under the ACCS 2019 Joint Purchasing Agreement.





# **CERTIFICATE**



This is to certify that

# Extreme Networks, Inc.

HQ

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

with the organizational units/sites as listed in the annex

has implemented and maintains a Quality Management System.

Scope:

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

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

ISO 9001: 2015

10014949 QM15 Certificate registration no.

Date of original certification 2016-08-23

2018-11-02 Date of revision

Date of certification 2017-11-17

2020-11-16 Valid until





DQS Inc.

Brad McGune

**Brad McGuire** Managing Director







# Annex to certificate Registration No. 10014949 QM15

# Extreme Networks, Inc.

HQ

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

Location 10014949 Extreme Networks, Inc. 6480 Via Del Oro San Jose, CA 95119 United States of America

10014950 Extreme Networks, Inc. 2121 RDU Center Drive Morrisville, NC 27560 United States of America

10014951 Extreme Networks, Inc, Temple Steps, 8th Floor, 184-187 Anna Salai, Saidapet Chennai, 600015 India

10014952 Extreme Networks, Inc. 9 Northeastern Boulevard Salem, NH 03079 United States of America

10014953
Extreme Networks, Inc.
55 Commerce Valley Drive West
Suite 300
Thornhill, ON L3T 7V9
Canada

### Scope

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

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

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

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

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







# Annex to certificate Registration No. 10014949 QM15

# **Extreme Networks, Inc.**

HC

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

### Location

10014954
Extreme Networks, Inc.
Shannon Industrial Estate
Co. Clare
Ireland

10014955
Extreme Networks, Inc.
C/O Expeditors
Unit 3 Beechpark
Smithstown Shannon
Ireland

10016504
Extreme Networks, India
AMR Tech Park II, #23 & 24 Hongasandra
Hosur Main Road
Bangalore - 560068
Karnataka
India

10016507
Extreme Networks, India
RMZ Eco Space, Campus 3B, 2nd Floor,
Sarjapur, Outer Ring Road
Devaradisana Halli, Varthur Hobli
Bangalore- 560103
Karnataka

### Scope

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

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

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

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







Prepared for:

Richard Fiore
Alabama Community college System
135 S Union St
Suite 137
Montgomery, AL 36104
United States

Prepared by:

Barry Stracner
InCare Technologies
600 Lakeshore Parkway, Birmingham, Al 35209,

Date Prepared:

2/12/2019

# - Proposal and Agreement InCare TECHNOLOGIES 600 Lakeshore Parkway, Birmingham, Al 35209, 205-278-8100



### STANDARD FEATURES

- Snapshots with integrity check protect your data in near real-time and largely eliminate any chance of data loss with one year backup retention
- Standby server readiness is checked on a weekly basis
- Offsite replication of server data to bi-coastal data centers protects against total disaster
- No charge for file restoration
- Flat rate server virtualization, bare metal recovery, and disaster recovery gives you peace of mind when things go wrong
- Rapid Recovery (R2) standby server capability built into InVault Pro R2 Appliance provides for a
  premises-based, pre-staged standby server that can boot up and be placed into service in minutes,
  even in the case of a complete server failure
- Offsite standby server capability in remote data center with DR accessibility testing available (includes one test per year)
- Granular recovery of Microsoft Exchange and SharePoint data
- Additional offsite storage optional for E(xpandable) units
- Priority restoration and disaster recovery services available
- Money back guarantee We can restore your data when you need it or you get your money back
   (Please refer to the contract attached for details)

### 2/12/2019

Richard Fiore Alabama Community college System 135 S Union St Suite 137 Montgomery, AL 36104 United States

Dear Richard:

Here is the quote you requested.

Within this proposal you will find the following:

- Our company's mission statement
- · A total solution summary
- Additional services we offer
- Agreement

Upon review, if you would like us to modify any of the contents of this proposal please feel free to contact me and I will address your requests.

Best Regards,

Barry Stracner
InCare Technologies
bstracner@incaretechnologies.com

### **About Us**

For over 20 years, we've been dedicated to providing and managing the technological and communication needs of SMB, mid-market, local government, and K-12 customers. Our mission statement is as follows:

# - MISSION STATEMENT -

We are devoted to enhancing clients' business through the usage of technology. Our mission is to provide products and services which simplify the use of technology while providing long-term trusted advisory relationships. We motivate, encourage, and guide clients to achieve technical efficiency through products and services based upon two principals:

Best Practice and Best-of-Breed.



# Solution Summary ICTQ37788

QTY	DESCRIPTION	UNIT PRICE	TOTAL PRICE
1	IVP X1 Setup	\$215.00	\$215.00
1	IVP B1000 Appliance: 4 servers, 1TB Capacity, 1 year retention	\$425.00	\$425.00
•	offsite storage, upgradeable to 2TB storage.		
	NON-RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Pricing Based on a per month fee for 36 months.		
1	IVP 1000 Appliance Setup	\$485.00	\$485.00
1	IVP P1000 Appliance: 4 servers, 1TB Capacity, 1 year retention	\$465.00	\$465.00
	offsite storage, upgradeable to 5TB storage.		
	NON-RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Pricing Based on a per month fee for 36 months.		
1	IVP B2000 Appliance: 5 servers, 2TB Capacity, 1 year retention	\$905.00	\$905.00
•	offsite storage.		
	NON-RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and up,		
	and CentOS 6 and 7.		
	Pricing Based on a per month fee for 36 months.		

1	IVP P2000 Appliance: 5 servers, 2TB Capacity, 1 year retention	\$1,145.00	\$1,145.00
•	offsite storage, upgradeable to 5TB.		
	RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and up,		
	and CentOS 6 and 7.		
	Pricing Based on a per month fee for 36 months.		
1	IVP 2000 Appliance Setup	\$1,165.00	\$1,165.00
4	IVP B3000 Appliance: 7 servers, 3TB Capacity, 1 year retention	\$1,150.00	\$1,150.00
1	offsite storage, upgradeable to 5TB.	<b>4</b> 1,100700	***
	RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and up,		
	and CentOS 6 and 7.		
	Pricing Based on a per month fee for 36 months.		
1	IVP 3000 Appliance Setup	\$1,250.00	\$1,250.00
1	IVP P6000 Appliance: 10 servers, 6TB Capacity, 1 year rentition	\$1,845.00	\$1,845.00
'	offsite storage.		
	RACK MOUNT		
	Rentition schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and up,		
	and CentOS 6 and 7.		
	Pricing Based on a per month fee for 36 months.		

1	IVP P4000 Appliance: 10 servers, 4TB Capacity, 1 year rentition	\$1,495.00	\$1,495.00
	offsite storage, upgradeable to 36TB		
	RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and up,		
	and CentOS 6 and 7.		
	Pricing Based on a per month fee for 36 months.		
	Frieling based on a per monen rec for 50 mentals		
1	IVP 4000 Appliance Setup	\$1,495.00	\$1,495.00
1	IVP P10000 Appliance: 12 servers, 10TB Capacity, 1 year	\$2,125.00	\$2,125.00
•	retention offsite storage, upgradeable to 36TB		
	RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and up,		
	and CentOS 6 and 7.		
	Pricing Based on a per month fee for 36 months.		
1	IVP - P10000 Appliance Setup	\$2,125.00	\$2,125.00
1	IVP Nas 2000 Appliance: 2TB Capacity, 1-year retention offsite	\$465.00	\$465.00
	storage.		
	NON-RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and up,		
	and CentOS 6 and 7.		
	Pricing Based on a per month fee for 36 months.		
1	IVP - NAS 2000 Appliance Setup	\$465.00	\$465.00

1	IVP Nas 3000 Appliance: 3TB Capacity, 1-year retention offsite	\$555.00	\$555.00
	storage.		
	NON-RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and up, and CentOS 6 and 7.		
	Pricing Based on a per month fee for 36 months.		
1	IVP - NAS 3000 Appliance Setup	\$555.00	\$555.00
1	IVP Nas 1000 Appliance: 1TB Capacity, 1-year retention offsite	\$375.00	\$375.00
	storage.		
	NON-RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and up, and CentOS 6 and 7.		
	Pricing Based on a per month fee for 36 months.		
1	IVP - NAS 1000 Appliance Setup	\$375.00	\$375.00
1	IVP 6000 Appliance Setup	\$1,845.00	\$1,845.00
1	IVP X2 Appliance: 2 servers, 2TB Capacity, 1 year retention	\$580.00	\$580.0
	offsite storage.		
	NON-RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Pricing Based on a per month fee for 36 months.		
		\$580.00	\$580.0

1	IVP P12000 Appliance: 12 servers, 12TB Capacity, 1 year	\$2,365.00	\$2,365.00
•	retention offsite storage, upgradeable to 36TB		
	RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month		
	Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and	up,	
	and CentOS 6 and 7.		
	Pricing Based on a per month fee for 36 months.		
1	IVP - P12000 Appliance Setup	\$2,125.00	\$2,125.00
1	IVP E18000 Appliance: 12 servers, 18TB Capacity, 1 year	\$2,975.00	\$2,975.00
	retention offsite storage, upgradeable to 36TB		
	RACK MOUNT		
	Retention schedules:		
	intra-dailies to dailies after 3 days		
	dailies to weeklies after 2 weeks		
	weeklies to monthlies after 1 month	Lun	
	Linux agent supports Fedora 20, 21 and 22, Ubuntu 12.04 and and CentOS 6 and 7.	т ир,	
	Pricing Based on a per month fee for 36 months.		
	Fricing based on a per month ree for 50 months.		
1	IVP - E18000 Appliance Setup	\$2,975.00	\$2,975.00
		SUBTOTAL	\$0.0
		SALES TAX	\$0.0
		TOTAL (ONE TIME)	\$0.0
		MONTHLY COMMITMENT	\$0.00

<sup>\*</sup> Pricing is based on current hardware, software, and support licensing costs and is reflective of the current number of users.

Pricing may increase automatically on January 1st each calendar year with a maximum annual increase of 5% each year to cover changes in vendor costs.

## Specifically excluded from this subscription:

- > Additional project work of any kind (initial project deployment is quoted herein).
- The cost of any parts, equipment or shipping charges of any kind
- > The cost of any additional software, licensing, or software renewal/upgrade fees of any kind
- > The cost of any 3<sup>rd</sup> party vendor/manufacturer support or incident fees of any kind
- > Failure due to acts of God, building modifications, accidents, fire, power failures, Client misuse or other adverse environmental conditions or factors
- > Local workstation support unless chosen as an option within the agreement
- Backup of local client data outside of what is stored or provided by the MSP cloud services
- Network cable installation and testing of network cables
- Any pre-existing condition, as may be noted by MSP or the Client

### **Potential Fees:**

- In the event of a server failure, InCare Technologies will restore the latest server backup available on the appliance to a virtual server environment on the InVault Pro Appliance for a fee of \$350 per server virtualization. Client understands that the InVault Pro Appliance has fixed system resources and virtualized servers are intended for business continuity and may not provide equivalent performance and capacity as the failed physical server(s). Performance of the Disaster Recovery environment is on a best effort basis, and InCare Technologies will work with client to maximize utility of the provided environment.
- If the client needs to restore the virtualized server to new physical hardware, or to the repaired hardware, the fee for this service shall be \$500 if the server hardware is purchased from InCare Technologies. If the server hardware is purchased from another provider restoration shall be performed on a time and materials basis at prevailing rates at the time of the incident.

### Additional Services We Offer

InBox MANAGED GROUPWARE SERVICE  Get the Microsoft Exchange experience WITHOUT Exchange	<ul> <li>Access your mail with Rich Outlook Web Access Interface via your internet browser</li> <li>Full Exchange calendaring and meeting request capability through OWA</li> <li>Your own e-mail domain gives you a professional image (address@yourcompany.com)</li> <li>Includes DNS Management</li> <li>Access your mail with Outlook 2010/2013/2016, or via your Apple, Windows Mobile, or Google Android Smartphone</li> <li>Public folders for sharing information amongst your users</li> <li>Automatic disclaimers and custom e-mail signatures</li> </ul>
Reduced downtime Improved network performance Asset and inventory management	<ul> <li>24x7 monitoring of hundreds of aspects of your infrastructure and workstations</li> <li>State-of-the-art trouble ticketing system</li> <li>Priority dispatch</li> <li>Remote support</li> <li>Complete performance monitoring</li> <li>Desktop cleanup agent</li> <li>Dedicated onsite engineer (with InCare Plus)</li> <li>Full hardware and software inventory and reporting</li> <li>Full Microsoft patch management (with InCare Plus)</li> </ul>
InCare  Total Technology Management  360-degree care provides complete support and management of your technology	<ul> <li>Flat fee support calculated per employee for easy IT budgeting</li> <li>Scale up or down as your business changes without having to renegotiate your contract</li> <li>Includes all hardware, platform software, office applications, and more</li> <li>24/7 help desk</li> </ul>
InSite  Maintain your Web presence without a programming degree	<ul> <li>Clean, professional website design</li> <li>Simple online editing available for maintaining your content</li> <li>Responsive design adjusts columns and structure to fit screen, tablet, and phones</li> <li>Web maintenance time bundled with your monthly hosting</li> </ul>

# Scope of Agreement

InCare Technologies offers the only complete cohesive Backup and Disaster Recovery Solution (BDR) designed to backup multiple Microsoft Windows 2003-current Servers. This solution will replace management intensive, error-prone tape backups while providing much more. It's completely automatic. In fact, you may even forget it's working. Most businesses put their lives on the line every night and don't realize it. With businesses depending more and more on the data stored in their servers, proper backups with data being moves off-site is becoming much more critical.

The total BDR Solution is fully monitored and managed 24x7 by our Network Operations Center. The data is verified automatically by testing the Mountability of a snapshot as it is received by the InVault Pro appliance one per day to verify the integrity of the data. In the event of server failure, we can have your organization up and running in hours versus days. In the case of catastrophe, you can have a fully functional server environment remotely within 24 hours.

### 1. Services Provided

- a. Server Monitoring of the Servers being backed up.
- b. An on-site Network Attached Storage (inVault Pro Appliance) unit that provides fast server file restore capabilities.
- In the event of server failure, appliance based virtualization for all enterprise level appliances.
- d. Secure Remote (Off-site) Storage provided at two hardened Data Centers.
- e. Day to day data restoration and full recovery in the event of catastrophe.
- f. Full management of the InVault Pro Appliance and remote storage.
- g. Server Virtualization for enterprise agreements will be provided by premise based appliance or provided via the cloud (datacenters).

### 2. Server Monitoring

- a. 24x7 monitoring by our Network Operations Team
- b. Asset Tracking of Software and Hardware
- c. Preventative Maintenance
- d. Categorization and problem analysis by our expert team
- e. Remediation of issues related to faulty backups

### 3. Security

- a. Data is encrypted before it leaves your servers with an encryption key held by solution provider. The data is then encrypted again for its transit over the Internet. Files are then stored, in encrypted form, on multiple servers in high security facilities.
- b. Each file is encrypted using encryption technology. Encrypted data cannot be read without the corresponding keys, so encrypted data cannot be misused, even if it's stolen.
- c. In addition, our software communicates with the remote servers using SSL (Secure Socket Layers) technology. As a result, the online backup of data is encrypted twice. It is encrypted at all times using the built in encryption, and it is encrypted again while it's being sent over the Internet.
- d. Your data is never hosted in unencrypted form at the remote Data Center. This is done because we do not want anyone to have access to the data, for security purposes.

### 4. Definition of Agreement

This Service Level Agreement serves as an addendum to the inCare Technologies Master Services Agreement (MSA) executed between client and solution provider. This Service Level Agreement serves to extend and amplify the provisions outlined in the Master Services Agreement (MSA). By executing this agreement Client agrees that they have reviewed and accepted the InCare Technologies Master Services Agreement (MSA) and the terms therein.

### 5. Guarantee

If Client's data is successfully backed up to the InVault Pro Appliance and is within the defined archive retention thresholds, we guarantee availability of that data when it is needed or your money back. In the event we are unable to provide the requested backup data, InCare Technologies will refund up to one year's service fees for the InVault Pro Appliance.

### 6. Backup Frequency

Our service can protect your data as frequently as every 15 minutes; however, we use the industry standard one hour's time for all services initially. This provides hundreds of additional backup copies vs. tape backup allowing multiple restore points to recover the most current version of your data just prior to the data loss event. Off-site backup frequencies will be dependent on image sizes and internet bandwidth available.

### 7. Smart Data Transport

Data transmission can easily be configured to minimize bandwidth consumption. The InVault Pro Appliance leverages Adaptive Bandwidth Throttling, which allows us to set a limit on outbound bandwidth used. (E.g. assuming a 768Kpbs outbound connection, adaptive bandwidth throttling can be set with a maximum at 512Kpbs). We can therefore exercise fine control over the data imaging and transmission processes. If adequate bandwidth is not available at the time of installation, we need to limit the upload of offsite data to an afterhours timeframe. Please verify your actual upload bandwidth with your internet services provider.

### 8. Remote Storage provided at two high availability Data Centers in disparate geographic locations.

- a. Highly redundant storage with backup images stored at the data centers on a SAN at the primary facility, then replicated to the secondary facility.
- b. Connectivity provided by multiple providers with automatic fallover capabilities.
- c. Facilities provide two fiber optic network drops for our backbone.
- d. Full physical security at each facility including security cameras, and key card access.
- e. Network is secured with high-end redundant, automatic failover firewalls.
- Fire suppression and environmental control provided.
- g. Automatic backup power provided by on-site generators.

### 9. Remote Storage and Base Remote Backup Image Creation

- a. Your data is stored (in encrypted form) in two secure online data backup centers, located hundreds of miles apart from each other.
- b. The BASE IMAGE will be copied to an external hard drive and sent to the primary data center. It then must be loaded onto the remote archive servers. Synchronization of changes to the remote datacenter will NOT take place until the entire base image has been received off-site. Until this time, while local backups will exist on the InVault appliance, restoration from off-site data will NOT be possible.

### 10. Recovery Time Objective (RTO)

- a. The Solution Provider will log all backup and retrieval activities from the Client.
- b. The Solution Provider will attempt to resolve access, backup, or retrieval problems over the phone on first call within 2 hours within business hours of the first request or within 4 hours if the request is made outside of business hours. We can restore a file, file folder, email or an entire mailbox as needed. Please call our help desk for assistance.
- c. In a disaster, where you should lose your entire office, we will have a new InVault Pro Appliance imaged, with the most current backup information. It will be shipped out via next-business day air transportation to a location of your choice. When the InVault Pro Appliance arrives, it is ready to be used as a virtual server.
- d. The InVault Pro Appliance can also be used to perform a bare metal restore to dissimilar hardware which means that when a new server arrives, the InVault Pro Appliance can be used to restore the most current data to that new server regardless of the server hardware.

### 11. Ownership of the Data

The Backup data being stored on the InVault Pro Appliance and at the Data Center remains the sole property of the Client. If the Client chooses to terminate services, Solution Provider will assist Client in the orderly termination of services. This could involve copying the backup image to an external drive. Client agrees to pay Solution Provider the actual costs of rendering such assistance.

### 12. Term of Agreement

This Agreement is effective upon the date signed, and shall remain in force for a period of three years. The Service Agreement automatically renews for a subsequent one year term beginning on the day immediately following the end of the Initial Term unless either party gives the other sixty days' prior written notice of its intent not to renew this Agreement.

- a. This Agreement may be terminated by either Party upon sixty (60) days' written notice if the other Party:
  - i. Fails to fulfill in any material respect its obligations under this Agreement and does not cure such failure within thirty (30) days' of receipt of such written notice.
  - ii. Breaches any material term or condition of this Agreement and fails to remedy such breach within thirty (30) days' of receipt of such written notice.

- III. Terminates or suspends its business operations, unless it is succeeded by a permitted assignee under this Agreement.
- b. In addition this Agreement may be terminated by Client within the first sixty (60) days from the date of installation if the client is not satisfied the service performs materially as outlined in this agreement.
- c. If either party terminates this Agreement, Solution Provider will assist Client in the orderly termination of services, including timely transfer of the services to another designated provider. Client agrees to pay Solution Provider the actual costs of rendering such assistance.
- d. If the Client terminates the agreement for any reason other than stated above, then the balance of payments due under the agreement are due and payable within 30 days of termination of services.

### 13. Fees and Payment Schedule

- a. Fees for local onsite backup, full warranty of the InVault Pro Appliance, and management of the backup will be as outlined in the attached price schedule for the options selected and invoiced to Client on a monthly basis, and will become due and payable net 20 day terms. Services will be suspended if payment is not received within 5 days following date due. Client understands and agrees they will be invoiced for the first and last month of service at contract execution.
- b. Fees for off-site remote storage at the two data centers along with management of those backups will be included based upon the signed agreement. However, additional space can be purchased for minimum monthly increase. Due to its architecture InVault Pro is not capable of selective backup at the directory or file level. Average storage space used monthly is calculated and invoiced to Client on a monthly basis, and will become due and payable net 20 day terms. Services will be suspended if payment is not received within 5 days following date due. Client understands that a specific quantity of off-site storage is not contracted for as part of this agreement. InCare Technologies will adjust billing based on usage, and client agrees to pay for space used at the rate specified above.
- In the event of a server failure, InCare Technologies will restore the latest server backup available on the appliance to a virtual server environment on the InVault Pro Appliance for a fee of \$350 per server virtualization. Client understands that the InVault Pro Appliance has fixed system resources and virtualized servers are intended for business continuity and may not provide equivalent performance and capacity as the failed physical server(s). Performance of the Disaster Recovery environment is on a best effort basis, and InCare Technologies will work with client to maximize utility of the provided environment.
- d. If the client needs to restore the virtualized server to new physical hardware, or to the repaired hardware, the fee for this service shall be \$500 if the server hardware is purchased from InCare Technologies. If the server hardware is purchased from another provider restoration shall be performed on a time and materials basis at prevailing rates at the time of the incident.
- e. In the event of a catastrophe, fees for the "Fixed DR Service" will be \$1,000 plus all applicable freight and shipment costs to deliver a new InVault Pro Appliance that will contain the most current data loaded at the Data Center. Additionally, any service required to provide access to that data is included. The fees noted in section 15 will remain in effect and cover the costs associated with the new InVault Pro Appliance.
- f. The Backup data being stored on the InVault Pro Appliance and at the Data Center remains the sole property of the Client. If the Client chooses to terminate services, Solution Provider will assist Client in the orderly termination of services. This could involve copying the backup image to an external drive. Client agrees to pay Solution Provider the actual costs of rendering such assistance.

It is understood that any and all Services requested by Client that fall outside of the terms of this Agreement will be considered Projects, and will be quoted and billed as separate, individual Services.

### 14. Excluded Services

Service rendered under this Agreement does not include:

- a. Excluding the InVault Pro Appliance, hardware replacement cost and the cost associated with hardware replacement falls outside this agreement.
- Local data may reside on your desktop and laptop machines. This agreement encompasses only Windows 2000, 2003, 2008, and 2012 Servers.
- c. Data located on volumes or servers that are not clearly identified to InCare Technologies for service. In the event a new volume or data store is added, we must be notified and allowed to configure the InVault PRO appliance to back up the new location. InVault PRO does not automatically identify newly created volumes or data stores. This must be done in writing and sent to <a href="mailto:support@incaretechnologies.com">support@incaretechnologies.com</a>

### 15. Loaned Equipment

The Client agrees that the InVault Pro Appliance unit utilized by the Solution Provider, in the execution of this service shall remain the sole property of the Solution Provider, and must be returned if requested. Client further agrees to cease the use of any technology that remains the property of the Solution Provider upon termination of this agreement. If the inVault Pro Appliance unit is stolen, damaged, destroyed or fails to be returned upon the termination of this contract, the client must pay \$1000 per Non-Enterprise Appliance, \$6000 per Enterprise Appliance.

### 16. Passwords

The Solution Provider acknowledges that it must have access to any and all systems and resources to perform their duties under this agreement. As such, it must have access to any and all passwords. Bear in mind that the backup data will always be encrypted and not accessible to anyone who does not have the password.

### 17. Entire Agreement

- a. This Agreement is the exclusive statement of the agreement of the parties with respect to its subject matter and supersedes all prior agreements, negotiations, representations, proposals, and awards, written or oral, relating to its subject matter.
- b. The Client and the Solution Provider agree that in the event any term, covenant or condition herein contained is held to be invalid or void by any court of competent jurisdiction, the invalidity of any such term, covenant or condition shall in no way affect any other term, covenant or condition herein contained. Headings, titles and paragraph captions are inserted in the Agreement for convenience, are descriptive only and shall not be deemed to add to or detract from or otherwise modify the meaning of the paragraphs.

### Signatures

By signing this Contract, the Parties hereto agree to all terms, conditions and covenants contained herein, as well as the terms of the InCare Technologies Master Services Agreement (MSA), and that they are authorized to make such decisions for their respective organizations. The Parties acknowledge that this is a legally binding Contract and the Parties fully acknowledge that they each have accepted this Contract of their own free will and that the signing of this document was not the result of coercion or duress and that both Parties sought and received, or had the opportunity to seek and receive, the advice of legal counsel, of their choice, prior to signing this Contract.

IN WITNESS WHEREOF, the parties hereto have caused this Service Agreement to be signed by their duly authorized representatives as of the date set forth below

### **ICTQ37788**

InCare Technologies	Alabama Community college System	
Signature:	Signature:	
Name:	Name:	
Title:	Title:	
Date:	Date:	



# Master Services Agreement (MSA)

### **Parties**

The Parties entering into this agreement are

InLine (Client)

with headquarters located at

1772 Taliaferro Trail, Montgomery, AL 36117

and

InCare Technologies (Solution Provider)

with headquarters located at

600 Lakeshore Parkway, Birmingham, AL 35209 USA

### Statement of Confidentiality

This document contains trade secrets and information that is company sensitive, proprietary, and confidential, the disclosure of which would provide a competitive advantage to others. Therefore, this document shall not be disclosed, used, or duplicated, in whole or in part, for any purpose other than to evaluate the requirements herein.

InCare Technologies offers a broad set of products and services to satisfy the needs of diverse clients of many sizes and across many industries and sectors. This document serves as the framework for the delivery of those services and establishes the terms and conditions under which they are delivered. In and of itself it places no obligation on the client to purchase any service or for any specific term of service.

### 1. Definition of Agreement

This Master Service Agreement ("MSA") serves as the master agreement for all services rendered and applies to Client's and its Affiliates' purchases from Solution Provider or any of its Affiliates of services ("Services"), as well as licenses for software, hardware, support and maintenance services, and/or subscription services (collectively, "Products"). For purposes of this Agreement, "Affiliate" means any entity that, directly or indirectly through one or more intermediaries, controls or is controlled by or is under common control with Client or Solution Provider, as the case may be. Products provided under this MSA will be pursuant to Solution Provider's written or electronic order form, and Services will be provided pursuant to a Statement of Work or Addendum (each, an "Order") all of which must be executed by both parties.

### 2. Term of Agreement and Termination

This MSA is effective upon the date signed and shall remain in force for the longer of the following 1) the original or renewal term of any Order; OR 2) if no Orders are outstanding, until either party gives the other sixty (60) days' prior written notice of its intent to terminate this MSA.

- a. If either party terminates this MSA, Solution Provider will assist Client in the orderly termination of services, including timely transfer of services to another designated provider. Client agrees to pay Solution Provider the actual costs of rendering such assistance.
- b. Individual Orders may carry their own term and/or termination procedures that apply to that specific contracted service or engagement, and in such case, such term and procedures shall govern that Order only.

### 3. Taxes

It is understood that Services and Products are generally proposed exclusive of any Federal, state or local taxes, as applicable, which shall be added to each invoice for services or materials rendered under this MSA. Client shall pay any such taxes unless a valid exemption certificate is furnished to Solution Provider for the state of use.

### 4. Allocation of Risk

Although the Solution Provider strives to perform its services with excellence and in accordance with established industry practices, Client understands that the many variables, multiple vendors, and dynamic nature of information technology make it impossible to unequivocally guarantee a specific outcome. Based on the understanding of this fact Client accepts the following allocation of risk.

- a. Disclaimer of Damages: Neither party, nor its affiliates and licensors, are liable to the other party, or its affiliates or licensors, for any special, indirect, incidental, punitive, or consequential damages arising out of or relating to this MSA, the Services, or the Products (including, without limitation, lost profits, lost computer usage, and damage or loss of use of data), even if that party has been advised of the possibility of such damages, and irrespective of the negligence of either party or whether such damages result from a claim arising under tort or contract law.
- b. Limitation of Liability: Solution Provider's liability for direct damages arising out of or relating to this MSA shall not exceed the total amount paid by Client to the Solution Provider over the preceding 12 months for the Products and/or Services directly related and giving rise to the Claim.
- c. Mutual Indemnity: Each party will indemnify, defend, and hold harmless the other party from all claims, liabilities or expenses for physical damage to real property or tangible personal property and bodily injury, including death, to the extent caused by the gross negligence or willful misconduct of the indemnifying party's employees or contractors arising out of this MSA and while at the Client's premises. The foregoing indemnities are contingent upon the party seeking indemnity giving prompt written notice to the indemnifying party of any claim, demand or action, and cooperating with the indemnifying party in the defense or settlement of any such claim, demand or action.

### d. Force Majeure & Malicious Acts

This agreement is designed to cover the support needs of the Client during normal operating conditions. The Solution Provider shall not be liable for damages, delay, or default in performance if such delay or default is caused by conditions beyond its control including, but not limited to, acts of God, government restrictions

(including the denial or cancellation of any export or other necessary license), wars, insurrections, fire, flood, electrical surges, deliberate malicious acts, theft, and/or any other cause beyond the reasonable control of either party.

### 5. All Necessary Rights

If, as part of Solution Provider's performance of Services, Solution Provider is required to use, copy or modify any third party system (hardware, software, or other technology) provided or licensed to Client, then prior to Solution Provider's performance of such Services, Client will acquire all rights necessary for Solution Provider to perform such Services. Additionally, by providing access, content or information to Solution Provider, Client is warranting to Solution Provider that Client has the rights and permission to grant such access or the use of such content. Client shall indemnify and hold Solution Provider harmless for any claim arising out of or relating to a breach of this warranty.

### 6. Equipment & Facilities

The Client agrees that the Solution Provider may utilize certain items of the Client's equipment and may require access to certain Client facilities. The Client retains title and ownership in all of the Client's equipment owned by the Client and utilized by the Solution Provider and grants authority for the Solution Provider to access the Client's equipment and facility. Facility access may be rescinded or denied for any reason at any time; however, if access to equipment or facilities is denied, the Client understands that the Solution Provider may be unable to perform their duties adequately. If such a situation should exist, the Solution Provider will be held harmless and will be released from any warranty.

### 7. Limited Warranty

Solution Provider warrants that the Services performed will be of a quality conforming to generally accepted practices that are standard within the technology services industry for a period of ninety (90) calendar days from completion of the Services. Client's exclusive remedy and Solution Provider's entire liability under this warranty will be for Solution Provider to re-perform any non-conforming portion of the Services within a reasonable period of time. If Solution Provider cannot remedy the breach during such reasonable time period, Service Provider shall refund the portion of the fee paid by Client to Solution Provider which is attributable to such non-conforming portion of the Services. This warranty will not apply to the extent Client, its contractors or agents have modified any deliverable, failed to update any deliverable, or used the deliverable in any unauthorized manner or with other deliverables, in each case unless otherwise authorized by Solution Provider in writing. THIS WARRANTY AND CONDITION IS IN LIEU OF ALL OTHER WARRANTIES AND CONDITIONS RELATING TO THE SERVICES, PRODUCTS OR THIS MSA. THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. All hardware and software warranties or guarantees will be from the respective manufacturers and will pass through to the Client subject to manufacturer terms and conditions.

### 8. Recruiting Expense

The Solution Provider strives to maintain the best technical and other available talent in the area to service our clients. The Client understands that in order to achieve this goal, the Solution Provider makes a substantial investment, both direct and indirect, in the recruiting, training, and retention of its team members. Because the Client understands and values this investment by the Solution Provider, should the Client employ or contract with any of the Solution Provider's current or previous employees at anytime within a period of six (6) months from their last date of employment with Solution Provider, Client agrees to pay Solution Provider a recruiting fee to help offset these expenses. This recruiting fee shall be equal to fifty percent (50%) of the employee's first-year salary with the Client in the case of employment, or fifty percent (50%) of the contract fees for each of the first six (6) months of the contract in the case of an independent contractor arrangement. Solution Provider may, at its sole option, waive or reduce this recruiting fee based on circumstances and/or mutually agreed upon negotiation.

### 9. Dispute Resolution

Solution Provider's first intent is always to solve any dispute through constructive negotiation. Therefore, the parties agree that in the case of any controversy, dispute, or claim, arising out of, or relating to, this MSA, or breach thereof, shall first be settled through good faith negotiation. Project representatives from Solution Provider and Client agree to first work toward resolution. If, within ten (10) business days, the issue cannot be resolved, it will be escalated to a designated member of executive management for each company who agree to meet within five (5) business days to address the issue.

Page 3 of 8 Confidential Initials: \_\_\_\_\_

If it cannot be settled through negotiation, any dispute or claim arising out of, or relating to, the Services, Product, and/or this MSA shall be subject to arbitration administered under the commercial arbitration rules of the American Arbitration Association in Birmingham, Alabama or such other location as the parties may mutually agree. The parties shall mutually select an arbitrator who shall be a licensed member of the Alabama state bar with at least ten (10) years of experience with intellectual property law and commercial contracts, including, if possible, software industry contracts. If the parties cannot mutually agree on an arbitrator, the parties shall request from the Birmingham Bar Association's arbitration committee a list of three (3) qualified arbitrators, and each party may strike one (1) member of the panel; the remaining member of the panel shall be the arbitrator. No pre-hearing discovery shall be permitted unless specifically authorized by the arbitrator. The arbitrator shall apply the laws of the State of Alabama, without reference to its conflicts of law provisions. The award and any findings of the arbitrator must be filed within thirty (30) calendar days of the arbitration hearing; such judgment shall be issued in writing and based upon legal principles. Judgment on any award rendered by the arbitrator may be entered in any court having jurisdiction thereof. The parties further agree that the arbitrator shall have no authority to award non-monetary or equitable relief, and any monetary award shall not include punitive damages. Nothing contained in this section will limit either party's ability to seek injunctive relief in any court. The parties will mediate and arbitrate disputes in confidence. Each party shall bear its own costs incurred in connection with the arbitration. Other costs will be allocated as the arbitrator directs.

### 10. Miscellaneous / Other Provisions

- a. Entire Agreement: This MSA is the exclusive statement of the agreement of the parties with respect to its subject matter and supersedes all prior agreements, negotiations, representations, proposals, and awards, written or oral, relating to its subject matter.
- b. Payments: All payments are due and payable upon receipt of the Solution Provider's invoice. Amounts unpaid forty-five (45) business days after the date of the invoice shall bear interest at the rate of one and one-half percent (1.5%) per month. Solution Provider reserves the right to suspend any services until such unpaid amounts are paid in full. For any unpaid balances resulting in collection efforts by the Solution Provider, the Client agrees to pay any and all actual collection costs, court costs, and actual and reasonable attorney's fees.
- c. Creative Works: Unless expressly superseded by a specific Order executed by the Solution Provider and the Client, all proposals, creative and custom works performed by the Solution Provider, including their code, documentation, appearance, structure, and organization, are proprietary products of the Solution Provider and are protected by copyright and other laws. Title to the works, or any copy, modification, or merged portion of the works, shall at all times remain with the Solution Provider.
- d. **Severability:** The Client and the Solution Provider agree that in the event any term, covenant, or condition herein contained is held to be invalid or void by any court of competent jurisdiction, the invalidity of any such term, covenant, or condition shall in no way affect any other term, covenant, or condition herein contained.
- e. **Titles:** Headings, titles and paragraph captions are inserted in the MSA for convenience, are descriptive only, and shall not be deemed to add to or detract from or otherwise modify the meaning of the paragraphs.
- f. Notices: Unless otherwise provided, notices to either party will be in writing to the address indicated above, or as later amended, and deemed effective when received.
- g. Assignment: Client may not assign this MSA or any rights granted in this MSA to any non-affiliated third party, except with the prior written consent of Solution Provider.
- h. No Waivers: Failure of a party to require performance by the other party under this MSA, will not affect the right of such party to require performance in the future. A waiver by a party of any breach of any term of this MSA will not be construed as a waiver of any continuing or succeeding breach
- Modification: This MSA, and each Order, may be modified only in a mutually signed writing between Client and Solution Provider. In the event of a conflict between this MSA or an Order, the terms of the Order will control, followed by the terms of this MSA.
- j. Superseding Terms: Client agrees that the terms of this MSA supersede any terms or conditions included in purchase order, purchase contract, or other document or instrument of purchase provided by Client to Solution Provider.
- k. Referencing: Client agrees that Solution Provider and its Affiliates may refer to Client as a customer of Solution Provider, both internally and in externally published media.
- I. Survival: Sections 4, 5, 7, 8, 9, and 10b will survive the termination or expiration of this MSA.
- m. e-Discovery: Should client request or should solution provider be compelled by court order to provide information or testimony in regards to litigation in which client is a party, client agrees to indemnify solution provider and to reimburse solution provider for any legal expenses it might incur in the process of responding to such request or subpoena. Client also agrees that it will reimburse solution provider for any professional services time required to gather and convey the requested or subpoenaed information at the rates outlined in solution provider's prevailing professional services rate schedule. Client further agrees that it alone is responsible for notifying solution provider should a litigation hold or any

other special actions be required with regards to any client information that Solution Provider may manage or hold in connection with any litigation to which client is a party except in the case in which Solution Provider is itself served with a subpoena or court order in which case solution provider will take whatever steps it feels is necessary to comply with its obligation therein.

This MSA is executed under the laws of the State of Alabama, United States of America, and the Parties hereto stipulate and submit themselves to the jurisdiction of the Alabama courts and venue in Jefferson County, Alabama, and that the laws of the State of Alabama (excluding any conflicts of law provisions) shall govern any controversy hereunder. TO THE EXTENT EITHER PARTY SHALL SEEK RELIEF FROM A COURT OF COMPETENT JURISDICTION FOR ANY CLAIM OR DISPUTE, THE PARTIES HEREBY IRREVOCABLY WAIVE ALL RIGHT TO TRIAL BY JURY IN ANY COURT IN ANY ACTION FOR THE ADJUDICATION OF SUCH CLAIM OR DISPUTE.

### Signatures

By signing this MSA, the parties hereto agree to all terms, conditions and covenants contained herein and that they are authorized to make such decisions for their respective organizations. The parties acknowledge that this is a legally binding contract, and the parties fully acknowledge that they each have accepted this contract of their own free will and that the signing of this document was not the result of coercion or duress and that both parties sought and received, or had the opportunity to seek and receive, the advice of legal counsel of their choice prior to signing this MSA.

IN WITNESS WHEREOF, the parties hereto have caused this MSA to be signed by their duly authorized representatives as of the date set forth below.

InCare Technologies	InLine
Signature:	Signature:
Name:	Name:
Title:	Title:
Date:	Date:

Page 5 of 8 Confidential Initials:



### **Attachment A**

### **New Customer Information Form**

Company Name:	InLine			
Physical Address:	Street Name	City	State	Zip
Billing Address:	Street Name	City	State	Zip
Primary Phone:	(xxx) xxx - xxxx			
Primary Fax:	(xxx) xxx - xxxx			
Corporation:	□ Yes □ No			
Tax ID #:		Type of Business:		
DUNS NO. #:				
Date Established:		Tax ID # (If Applicable):	Attach Cer	tificate
Sales Tax Jurisdiction	n(s):			

Please Verify/Complete this Form if you are a NEW Customer of InCare Technologies and Correct any Inaccurate or Incomplete Information

Page 6 of 8 Confidential Initials: \_\_\_\_\_



# Attachment B

# **Trade Credit Application and Payment Information**

	ppiicantincine			<u> </u>	<del>_</del>
Accounts Pay	yable Contact Information		st Name	E-mail Address	-
Billing Addre	ess:				
_	Street Name		City	State	Zip
Credit Line R	equesting/Terms:	Type Tel	rms (Credit Card, Bank Draft,	Net, etc.)	
(Optional if (	Credit Card Terms Request			•	
Credit Card:	Visa	MasterCard	AN	1EX	_
Card#:			Expiration Date: _		<u>.                                      </u>
Name on car	rd:		Authorized Signatu	ıre	
Process:	On Demand	or			
		Banking Ref	erences		
Name:		. Phone #:	FA	X:	
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	Acct.#:				
-	tact:		2		
	ation:				
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		Trade Refe	<del></del>		
Acct. #:	<del></del>		_ Contact:	<u></u>	<del></del>
Name:		_ Phone #:	FA	X:	
Address:	<u>.</u>				
Acct. #:		<u>.</u>	_ Contact:	<del> </del>	
w for the Company s lest other documents	that everything in this Agreems shown above. I understand that s or references from us. Our no ount balances to become immed	t InCare Technolog It complying, or if a diately due and pa	ies may investigate Comp anything turns out to be u	any's financial status f	urther, and
Print Nume 6	x Tiue	Autho			2010
/IDUAL PERSONAL GUA	RANTEE (Optional – could be reques	ted for credit limits o	ver \$10,000)		
AME)	SOCIAL SECURITY#	RE	SIDING AT (ADDRESS)		_ FOR AND
INSIDERATION OF YOU	R EXTENDING CREDIT AT MY REQUES	ST TO		(COMPANY) (H	
MENT AT COMPANY. 1 H	EREBY AGREE TO BIND MYSELF TO F	PAY YOU ON DEMAN	D ANY SUM WHICH MAY BECO	ITEE SHALL BE A CONTINU	COMPANY ING AND
NEVER THE COMPANY S VOCABLE GUARANTEE A	AND INDEMNITY FOR SUCH INDEBTE ENT TO ANY MODIFICATION OF RENE	DNESS OF THE COMP	ANY. I DO HEREBY WAIVE NO		MENT AND
NEVER THE COMPANY S VOCABLE GUARANTEE A	AND INDEMNITY FOR SUCH INDEBTE	DNESS OF THE COMP	ANY. I DO HEREBY WAIVE NO		MENT AND

Confidential

Initials: \_\_\_\_\_



### **Attachment C**

### **Professional Services Rate Schedule**

Tier 1 Support \$95/Hour

(Includes Help Desk Support, PC/Printer Break/Fix, Graphic/Web Design, and Project Administration )

Tier 2 Support \$125/Hour

(Includes Server Support, Network Engineering, Custom Programming, Project Management, Senior Graphic/Web Design, and Fiber/Wireless Technician )

Tier 3 Support \$150/Hour

(Includes Advanced Systems Support, WAN Engineering, Microsoft Certified Senior Engineer Support)

Tier 4 Support \$175/Hour

(Includes Solutions Architect, Systems Consulting, Senior Programming, Software Design, Storage/Virtualization Architect, and V-CIO)

Cabling Technician \$80/Hour

Cat 5 Cabling Drops (up to 300 ft, subject to inspection) \$140 ea

### **Time Billing Policies**

- The standard rates above may be adjusted by preferred rate arrangements provided by certain maintenance, retainage, or contracted project agreements executed between Client and Consultant
- > Regular Support is Billed at the published rate with a minimum of 1 hour. After the first hour time is rounded to the next 15 minute increment.
- > Remote Support is Billed at the published rate with a minimum of 15 minutes and thereafter is billed in 15 minute increments
- > After Hours Support (from 6p 7a Monday through Friday and anytime Saturday and Sunday) is billed at 150% of the published rate with a minimum of 1 hour. After the first hour time is rounded to the next 15 minute increment
- > Holiday Support (Work performed on a designated InCare Technologies holiday, for example New Years Day, Christmas Day, Thanksgiving Day, Easter, or Independence Day) is billed at 200% of the published rate with a minimum of 2 hours. After the 2nd hour time is rounded to the next 15 minute increment
- > Travel time within one of InCare Technologies Metropolitan Service Areas (defined as a 25 mile radius of any InCare Technologies Servicing Office) shall be billed in one direction, and with a maximum of 1/2 hour
- > Travel time outside one of InCare Technologies Metropolitan Service Area shall be billed at full rate for actual travel time incurred bi-directionally
- > This rate schedule may be adjusted at anytime upon written notice to Client

Page 8 of 8	Confidential	Initials:
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### CERTIFICATE OF LIABILITY INSURANCE

INCA-T1

OP ID: PS

02/08/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

CONTACT John R. Prewitt, III				
PHONE (A/C, No. Fyt): 205-933-9207 (A/C, No. 205-930-045				
E-MAIL ADDRESS: jprewitt@jrprewitt.com				
INSURER(S) AFFORDING COVERAGE NA				
INSURER A: ACE Property & Casualty	20699			
	20303			
	19682			
	22667			
INSURER E :				
INSURER F:				
_	NAME: SOITH K. Prewitt, III  PHONE (AIC, No, Ext): 205-933-9207  E-MAIL ADDRESS: jprewitt@jrprewitt.com  INSURER(S) AFFORDING COVERAGE  INSURER A: ACE Property & Casualty  INSURER B: Great Northern  INSURER C: Hartford Fire Insurance Compan  INSURER D: ACE American Insurance Company  INSURER E:			

COVERAGES

CERTIFICATE NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

ISR TR	TYPE OF INSURANCE			SUBR	POLICY NUMBER (MM/DDYYYY) (MM/DDYYYY) LIM		LIMIT	ŝ		
A A	Y	COMMERCIAL GENERAL LIABILITY	INSD	WYD.	POLIOT NUMBER			EACH OCCURRENCE	\$	1,000,000
~	_				TECALD943570933N	08/14/2018	08/14/2019	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$	1,000,000
		CLAIMS-MADE A OCCUR					1	MED EXP (Any one person)	\$	5,000
	-							PERSONAL & ADV INJURY	\$	1,000,000
	لبيا	L'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	\$	2,000,000
	GER	POLICY PRO-						PRODUCTS COMP/OP AGG	\$	2,000,00
	$\vdash$					i l	:		\$	
	ΔUI	OTHER:	1					COMBINED SINGLE LIMIT (Ea accident)	\$	1,000,000
В	X	ANY AUTO			(18) 7360-48-87	08/14/2018	08/14/2019	BODILY INJURY (Per person)	\$	
	<del> `</del>	ALL OWNED SCHEDULED						BODILY INJURY (Per accident)	\$	
		AUTOS AUTOS NON-OWNED						PROPERTY DAMAGE (Per accident)	\$	
		HIRED AUTOS AUTOS							\$	
A	x	UMBRELLA LIAB X OCCUR	-		UMBALD943571473N	08/14/2018	08/14/2019	EACH OCCURRENCE	\$	5,000,00
	^	EXCESS LIAB CLAIMS-MADE						AGGREGATE	\$	5,000,00
		DED X RETENTIONS	ji						\$	
С	WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory In NH)		1		21WECAB6RHA	08/14/2018	08/14/2019	PER OTH- STATUTE ER		
			N/A					E.L. EACH ACCIDENT	\$	1,000,00
								E.L. DISEASE - EA EMPLOYEE	\$	1,000,00
	lit ve	s, describe under CRIPTION OF OPERATIONS below			1			E.L. DISEASE - POLICY LIMIT	\$	1,000,00
D	Professional Liab				DGTTCHD9435710A	08/14/2018	08/14/2019	Limit		1,000,00
				L.			<u>L</u>			<u> </u>
DES	CRIP	TION OF OPERATIONS / LOCATIONS / VEHIC	CLES (A	<b>ACOR</b>	D 101, Additional Remarks Schedule	, may be attached if mo	re space is requi	red)		

CERTIFICATE HOLDER		CANCELLATION
CERTIFICATE HOLDER	ALAB-PE	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE

Alabama Dept of Postsecondary Education Attn: ITS P.O. Box 302130

P.O. Box 302130 Montgomery, AL 36130-2130

The Societ II

ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN

# CERTIFICATE

Certificate Number: 112020.00

The Quality Management System and implementation of:

# InCare Technologies, Inc.

600 Lakeshore Parkway Birmingham, AL 35209 United States

meets the requirements of the standard:

ISO 9001:2015

### Scope:

The delivery, installation and maintenance of managed service product, networking products and services.

Certificate Expires: January 31, 2022 Certificate Issued: February 1, 2019

Dr. Cem O. Onus
President / Managing Director
DEKRA Certification, Inc.
1120 Welsh Road, Suite 210
North Wales, PA 19454 USA
(215) 997-4519
www.dekra.us/en/audits



