Response to: **Bid Number: ACCS-2019-01**  
Administrator, Alabama Community College System & Alabama Higher Education Joint Purchase Agreement Initiative

February 14, 2019

**Prepared by:**  
David West, VP of Growth Operations  
Rebecca Betts, Director of Business Development  
**M3 Technology Group, Inc.**

**Submitted to:**  
135 South Union Street, Suite 137  
Montgomery, AL 36104

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**M3 Technology Group**

Nashville Headquarters  
925 Airpark Center Drive  
Nashville, TN 37217  
615-227-0717

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10613 Braden Dickey Lane  
Knoxville, TN 37932  
865-691-1124

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3144 Stage Post Rd. Suite 104  
Bartlett, TN 38133  
901-512-5527

A. LETTER OF TRANSMITTAL

LETTER OF TRANSMITTAL

February 14, 2019

Administrator, Alabama Community College System
Joint Purchase Agreement Initiative
135 South Union Street Suite #135
Montgomery, Alabama 36104


Dear Administrator:

M3 Technology Group is pleased to present a response to the Alabama Community College System and Alabama Higher Education (ACCS) for its Joint Purchasing Agreement RFb# ACCS-2019-01. M3 accepts the Conditions Governing Procurement as written in Section 2 of the RFB and acknowledges receipt of any and all amendments.

Jason Taylor, CEO, is authorized to make contractual obligations for M3, and is authorized to negotiate this contract on behalf of M3. Mr. Taylor can be contacted for clarification to any part of this response as follows:

Jason Taylor, CTS-D, CTS-I
Chief Executive Officer
M3 Technology Group, Inc.
E: jasontaylor@m3techgroup.com
P: 615-227-0717

[Signature]

Authorization Signature

Respectfully submitted,

Rebecca Betts
Director of Business Development
M3 Technology Group, Inc.
P: 877-227-0717 | M: 615-202-1179
E: rebeccabetts@m3techgroup.com

Encl/RRB
B. EVALUATION SUBMISSION FORM

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

Vendor Contact Information

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

Vendor Name: M3 Technology Group, Inc. Last Updated: 2/14/2019 JPA Website Address: m3techgroup.com

<table>
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<tr>
<th>Role</th>
<th>Name(s)</th>
<th>Phone Number(s)</th>
<th>E-mail Address(s)</th>
</tr>
</thead>
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<tr>
<td>Primary Contract Executive(s)</td>
<td>David West, VP of Growth Operations</td>
<td>615-227-0717</td>
<td><a href="mailto:davidwest@m3techgroup.com">davidwest@m3techgroup.com</a></td>
</tr>
<tr>
<td>Sr. Account/Sales Manager, all regions</td>
<td>Rusty Howell, VP of Sales</td>
<td>615-227-0717</td>
<td><a href="mailto:rustyhowell@m3techgroup.com">rustyhowell@m3techgroup.com</a></td>
</tr>
<tr>
<td>Account Manager</td>
<td>Mike Hatfield, Account Manager, Huntsville</td>
<td>256-783-0220</td>
<td><a href="mailto:mikehatfield@m3techgroup.com">mikehatfield@m3techgroup.com</a></td>
</tr>
<tr>
<td>Technical Support</td>
<td>M3 Help Desk</td>
<td>800-227-0717</td>
<td><a href="mailto:service@m3techgroup.com">service@m3techgroup.com</a></td>
</tr>
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Please complete the following form to assist the Evaluation Committee in finding specific information as related to your bid response.

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D. Bid Summary

A bid summary may be included by vendor to provide the Evaluation Committee with an overview of the technical and business features of the response; however, this material will not be used in the evaluation process unless specifically referenced from other portions of the vendor’s response.

M3 Technology Group: Bid Summary Omitted

E. Response to 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.

M3 Technology Group: Read and Understood. M3 does not manufacture hardware or products and accordingly does not hold ISO9001 certification. A partial selection of ISO certifications from M3’s manufacturing partners is provided as Appendix 2 – Manufacturer ISO 9001 Certificates at the end of this document. Additional certification can be gathered as required.

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.
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).

M3 Technology Group: Read and Understood

3.4 Serving Subcontractors

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

M3 Technology Group: Read and Understood

3.5 Amended Bids

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

M3 Technology Group: Read and Understood

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.

M3 Technology Group: Read and Understood

3.7 Bid Offer Firm

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

M3 Technology Group: Read and Understood

3.8 Disclosure of Bid Contents

The bids will be kept confidential until the contracts are awarded. At that time, all bids and documents pertaining to the bids will be open to the public.
All responses become a matter of public record at award. The System accepts no responsibility for maintaining confidentiality of any information submitted with any response whether labeled confidential or not.

**M3 Technology Group: Read and Understood**

### 3.9 No Obligation

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

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

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

**M3 Technology Group: Read and Understood**

### 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.

**M3 Technology Group: Read and Understood**

### 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-of-law 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.

**M3 Technology Group: Read and Understood**

### 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.

**M3 Technology Group: Read and Understood**
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.

M3 Technology Group: Read and Understood

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.

M3 Technology Group: Read and Understood

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.

M3 Technology Group: Read and Understood

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.

M3 Technology Group: Read and Understood

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.

M3 Technology Group: Read and Understood.

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.
M3 Technology Group: Read and Understood.

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.

M3 Technology Group: Read and Understood

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:

<table>
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<th>KIND OF INSURANCE</th>
<th>MINIMUM LIMITS OF LIABILITY</th>
</tr>
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<tr>
<td>Worker's Compensation</td>
<td>Statutory – Alabama</td>
</tr>
<tr>
<td>Employer’s Liability</td>
<td>$2,000,000 (each employee, each accident and policy limit)</td>
</tr>
<tr>
<td>Commercial General Liability:</td>
<td></td>
</tr>
<tr>
<td>Each Occurrence</td>
<td>$2,000,000</td>
</tr>
<tr>
<td>Personal and Advertising Injury</td>
<td>$2,000,000</td>
</tr>
<tr>
<td>Products/Completed Operations</td>
<td>$2,000,000</td>
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<tr>
<td>General Aggregate</td>
<td>$3,000,000</td>
</tr>
<tr>
<td>Automobile Liability</td>
<td>$2,000,000 each accident - combined single limit</td>
</tr>
</tbody>
</table>

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

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

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

M3 Technology Group: Read and Understood

3.21 New Products

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

M3 Technology Group: Read and Understood

SPECIFICATIONS

This section contains specifications and relevant information vendors should use for the preparation of their responses.

Vendors should respond as described to each specification. The responses along with the required supporting material will be evaluated and awarded points accordingly.

3.22 M3 Product and Services Delivery Overview

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

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

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.

M3 Technology Group: Read and Understood. M3 offers the following overview of product and Services Delivery

M3 Company Background

- M3 Technology Group, Inc. is a leading provider of networked audio-visual, videoconferencing, telephone and IP camera systems, AV/IT managed services, and structured cabling and IT network solutions. M3 is an authorized reseller of over 200 video, audio and ITS product lines, with GSA access.
• M3 offers consultation, design and project planning, as well as comprehensive technology design, installation and support services for both AV systems and IT networks.

• Since 2002 M3 has completed hundreds of system deployments (project values from $10,000 to over $3M) for clients in education, corporate, healthcare, house of worship, entertainment, military, government, and hospitality markets throughout the Southeast and Continental US.

• M3 maintains General Contractor licenses in the states of Tennessee, Alabama and Kentucky.

• Over 60% of M3’s technical staff is AVIXA (formerly InfoComm) CTS, CTS-D or CTS-I certified, plus BICSI RCDD and technician certified, and industry trained in programming, testing and installation practices by various manufacturers. M3 was one of the first three Avixa APEX accredited companies and is a corporate member of NSCA and BICSI. M3 follows standard practices and procedures for the fixed installation of Audio-Visual Systems as developed by AVIXA, and for ITS systems and infrastructure in accordance with BICSI.

• M3 is known for delivering outstanding customer service and expertise, and takes pride in a strong reputation for integrity, and for consistently exceeding client expectations.

• M3 is a privately held TN corporation and a registered Tennessee Drug Free Workplace.

### M3 Summary of Capabilities and Offered Services

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<td>Design</td>
<td>Corporate</td>
<td>Boardrooms/Conference rooms</td>
<td>Knoxville TN</td>
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<td>Managed services</td>
<td>Construction</td>
<td>Medical/Healthcare</td>
<td>Training facilities</td>
<td>Memphis TN</td>
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</table>

### M3 Service Delivery Approach

M3 Technology Group delivers consultation, system design/engineering, control programming, dedicated project management, mock-up, installation, testing, commissioning and training as required for project completeness. M3 also include miscellaneous items such as cable, connectors, equipment rack hardware, travel, freight, documentations as well as required pricing for optional service plans.

M3 regularly works as part of a project team, collaborating with owner, architect, general contractor and related trades. Below is an overview of M3’s standard project flow process, which will include any additional steps deemed necessary to fulfill the scope of work outlined for a given project.
M3 Staff, Office and Service Locations Map

M3 staff of 118 includes full-time sales and administrative personnel; industry accredited design engineers, project managers and programmers; and AV and IT installation and service technicians that support all regional M3 offices and the entire M3 client base.

M3 Technology Group delivers sales, engineering and technical support on all products and services to customers throughout the continental US with a concentration on the below Southeastern states:

**Nashville HQ: 92**
- AV/IT Sales Service, Operations
- 8 sales
- 12 Eng/Pgm
- 52 Techs
- 20 Operations

**Knoxville Branch: 18**
- AV/IT Sales Service, Operations
- 4 sales
- 11 Techs/Eng/PM
- 3 operations

**Memphis Branch: 6**
- AV/IT Sales Service
- 1 Sales
- 3 Techs/Eng/PM
- 2 Operations

**Huntsville Branch: 2**
- AV/IT Sales
- 2 sales
M3 Industry Certifications & Associations

M3’s AV and ITS staff are among the most highly accredited, experienced, and certified professionals in the AV and IT industries. M3 was one of the first three companies to receive AVIXA (InfoComm) APEX accreditation in 2015, plus over 60% of M3 technical staff are CTS, CTS-D or CTS-I-certified.

M3 is fully certified/accredited by dozens of top manufacturers for programming, installation and service:

- Aerohive partner
- AMX Certified (ACE Expert) Programming, NAM-Programming 1
- AllWorx VoIP certified business partner
- Axis certified business partner
- Belden copper/fiber and IBDN designer certified
- BiAmp Audio DSP Design/Installation Certification, Tesira Certification
- BICSI, RCDD Certified, Technician & Installer Level Certified
- Cambridge Sound Management, Certified Masking Expert
- Certified Wireless Technology Specialist (CWTS) on staff
- Chief Certified Partner
- Cisco Select Partner, Express Video Specialization; US Federal Specialization; Small-Midsize Business Specialization; Cisco Meraki Partner
- Clearone Professional Audio Conferencing Specialist
- Commscope business partner
- Corning Fiber Certified Installer, Network Preferred Installer (NPI)
- Crestron Advanced Programming, DMC-D, DMC-E, DMC-T Certification, DMC-T-4K, DMC-D-4K, CTI-P201 Core System Programming
- Extron AV Technology Design, Configurable Control Systems Certification, ECP Certification
- General business partner, copper/fiber certified
- Hubbell business partner, Premise Wiring’s Mission Critical® certified
- OCC business partner, copper/fiber certified
- NICET Video Surveillance Design Certified
- Panduit business partner; certified installer/warranty provider; copper/fiber certified
- Planar Clarity Matrix LCD Video Wall System Certified
- Polycom Certified Video Conferencing Technologies, ATX Certified, IVOT200, IVOS100, Federal Certification FSIST300, RealPresence Platform Technical Certifications: (technical) RPP0T200, (Collaboration server) RPPCSOS103, (CloudAXIS Suite) RPCAES0102, (Assessment/platform Level 1) RPPEXOT104, (Video Endpoints) RPEOT200
- Yamaha Commercial Audio partner

Performance Awards

- 2014, 2016, Nashville Business Journal Top Work Place
- 2014, 2015, 2016, Top Work Place, The Tennessean - based upon employee feedback
- 2015, Top CIO, Nashville Business Journal – Chris Montini named
- 2017, Top 40 under 40, Commercial Integrator – 3 staff members selected
M3 Customer Satisfaction Assurance

M3 Customer Care

Customer satisfaction is the core objection of M3 Technology Group. We live with and by customer satisfaction and employ numerous satisfaction-enabling measures to monitor and ensure that we exceed our client expectations at every opportunity.

We maintain a full-time Help Desk for offering remote support with technical issues; customer order resolution and help line support on product orders, and our projects are structured with a complete team of technical and service personnel to ensure any concerns are promptly addressed, commitments fulfilled, and obligations met according to schedule and expectations.

Satisfaction Surveys

M3 conducts a variety of ongoing customer care activities during and after all installation and service projects. Customer satisfaction is paramount to M3, and the basis for our ongoing success. At right is an example of one forms of customer survey we administer.

We provide ongoing support with technology deployment, and dedicated Account Managers assure top attention to the needs of all parties of their clients' accounts.

Emergency and Non-Urgent Technical Support

Should a technical issue arise, M3 has an escalation process by which any support needs are addressed promptly and worked until the issue is fully resolved.

Customers can access our fully-manned Help Desk for live operator support and account assistance, through which remote diagnostics can be administered, or technical support technicians can be dispatched.
M3 Facilities

M3 Technology Group maintains fully equipped warehousing, staging, service and installation facilities at each branch, with complete technical staffing, tools and supplies necessary to perform all functions associated with integrated AV system, ITS and structure cabling installation and service activities.

M3 warehousing facilities are used for equipment procurement and job storage

M3 staging facilities are used for system pre-fabrication and testing

M3 maintains a fleet of 23 fully equipped installation and service vehicles deployed in Nashville, Knoxville and Memphis.

A note about documentation

All system design - build documentation is provided in standard CAD formats in accordance with industry standards of practice. Sample drawings can be furnished upon request.

Comprehensive system testing is performed during both pre-staging and final system commissioning.
Workmanship

M3 Technology Group technicians are expertly trained in all aspects of system assembly, including rack wiring, equipment programming and on-site cabling and equipment installation.

M3 delivers precision rack wiring and clear equipment labelling to ensure that system users can easily navigate equipment racks.

Complex mechanical assemblies like this rear-screen projection system assembly are common challenges for M3's technicians.

M3 performs control system programming, installation of wall-mounted displays and system infrastructure configuration.
System Integration Process Overview

M3 Technology Group delivers AV System design and installation, and IT structured cabling infrastructure for connectivity of voice, data, video, and building management systems. M3 services are administered by industry-accredited professional who follow standards of practice as defined by InfoComm International and BICSI. M3 services are delivered by phase, with the following standard project flow process. Any additional steps outlined in a given project specification or deemed necessary to fulfill the scope of work outlined for the project are performed.

Planning/Programming/Design Phase: M3 sales, engineering and installation specialists will conduct and attend project meetings and site surveys; Work with project personnel to establish project schedules and produce a comprehensive project package.

Construction Phase: M3 procures, inspects and assembled project equipment and systems; conducts necessary programming; Project managers coordinate with in-field personal pre-Installation.

Installation Phase: Infrastructure, cabling and building provisions are confirmed; M3 Installation Team begins equipment and system deployment, cable terminations, in-field programming, and system testing. M3 ensures the job site is maintained in a clean format throughout all phases of Installation.

Commissioning: Equipment and system operation is verified; Test reports and punch lists are generated. Outstanding issues are resolved, documented, reported to M3.

Handover/Training/Warranty: M3 provides comprehensive technical training and instruction on all system with project personnel; Functionality is demonstrated. User proficiency is ensured; As-built system drawing/documentation package is presented; manufacturer warranty cards are provided; M3 System Warranty period begins. Additional customer service programs are activated according to selection.

M3 Differentiators & Value-Add Services

Higher Educations Specialists

M3 Technology Group designs, builds, and installs AV systems for K-12 and in particular, for higher education facilities throughout the Southeast. M3 works with leading colleges and universities including the Tennessee Board of Regents (TBR), technology procurement vehicle for Higher Education entities in TN, and helps educators stay abreast of the latest technological solutions so they can provide better learning environments for their students.

AV Design Services

M3 Technology Group features one of the most qualified and highly accredited AV and video design teams in the Southeast. Our engineers have years of field experience and practical knowledge to visualize a project from inception through completion. M3’s staff holds an array of industry certifications, endorsements, and accreditation. Our engineers stay abreast of advancements in technology and design methodology to bring the latest concepts and solutions to the table in problem solving with clients.

Our sales team is also highly technical and possesses thorough familiarity with each of the technologies M3 sells. This practical know-how strengthens the partnership between M3’s sales
and engineering departments, and further benefits clients when exploring best equipment options, and when formulating a design approach.

M3 engineers work smoothly with project architects and facility planners to generate technology designs that meet the needs of the client, and that make sense. From base building specifications to architectural details, to system design and programming, M3 possesses the technical savvy and practical experience to design highly effective, user-friendly technology spaces.

**LVC/ITS Design Services**

M3 delivers the vital resources, tools and expertise to provide a complete, cost-effective and dependable structured cabling infrastructure for connectivity of voice, data, video, and building management systems including security, energy, and monitoring. M3 structured cabling design services are delivered by BICSI Registered Communication Distribution Designer (RCDD) professionals.

With the convergence of AV and IT technologies, dependability and performance of your support infrastructure is crucial. M3 is expertly positioned to deliver complete turnkey solutions for both AV and IT systems, and offers a variety of cabling options to support your needs, including:

- Voice/Data/Video/Audio
- Telecommunications
- CCTV & CATV
- CAT5e, CAT5E, CAT6, CAT6a
- Fiber Optic/Coax/RF Distribution
- Plenum/Riser-rated

We work with architects and project planners during the design phase to develop logical cabling plans and thorough riser diagrams and build documentation. M3 also provides comprehensive project management to ensure each project is handled professionally, efficiently, and with full coordination between all trades and job site personnel. Our ITS design services are comprehensive, and include:

- Consultation, site surveys
- Assessment, planning, design
- CADD engineering and documentation
- Implementation and integration
- Labeling, record keeping and circuit identification
- Testing and certification
- Maintenance, service, support

**AV System Staging**

Before any system ever reaches a customer’s facility, M3 technicians meticulously inspect, inventory, and assemble system equipment, racks, and clearly label and neatly bundle all cabling.

Our engineering department works seamlessly with our installation department at every stage of a project build out. Programmable devices are configured to design specifications, and technicians
ensure everything operates correctly in staging. We prepare a comprehensive testing report and drawing package to accompany the system to the install site, helping to ensure a smooth transition to deployment. This approach provides M3 customers Better project management and schedule compliance; Greater quality control and faster resolution to any equipment problems; Improved system performance and success rates upon final deployment.

M3's fully-equipped AV staging lab and extensive testing processes ensure that all systems are pre-built to the highest standards, operate as designed, and deliver total peace of mind to our clients upon final installation.

**AV System Installation**

M3 Technology Group was founded on the basis of excellence in installation. We have an unparalleled reputation that speaks to the level of commitment we consistently deliver to our valued clients. M3's highly-trained installation staff includes certified technicians and project managers who work closely with our sales and engineering departments, as well as on-site trades and client representatives to ensure an expert and meticulous system installation.

M3 systems are carefully managed from design through final installation, with clear channels of communication between all parties. Design/build documentation, testing reports, and training programs are standard M3 deliverables. In addition to manufacturer equipment warranties, each or our AV systems is backed by a comprehensive M3 Technology Group workmanship warranty, which guarantees every component to operate as specified, and assures that help from M3 is just a phone call away.

From design, to build, to installation, M3 adheres to strict industry standards and best-practices in AV system construction to deliver the absolute highest quality workmanship and system performance on every project, every day.

**Managed Services**

Today, AV and video system deployment is commonplace in virtually all professional settings — educational, corporate, healthcare, or beyond. Equipment performance and reliability are vital to work flow and productivity.

At M3 Technology Group we understand, which is why we offer a range of service programs to maintain smooth operation of your technology investment. M3’s service specialists have years of experience with in-field troubleshooting and critical issue resolution, s when trouble strikes, they have the know-how to get you back online quickly, and confidentially.

Whether you seek full- or part-time, remote or on-site support, or even proactive asset management to avoid unexpected down time, M3 has a service plan that’s right for you. Let us show you how having M3 as your trusted service partner can bring you peace of mind and confidence in operating and maintaining your AV equipment and systems. M3’s Managed Services Feature:

- 9-5 live help-desk, 24/7 technical support access
- Field service and scheduled maintenance
- On-site managed services
- Cisco & Polycom videoconferencing service
- Custom Service Level Agreements (M3 Basic and Premier plans)
- Active system monitoring
- Asset management (predicted failure/proactive maintenance)
- Remote configuration and programming
- System operation training/retraining
- System documentation and training collateral

**Network Operations Center – M3 Service Hub**

M3 Technology Group delivers superior AV, Video, ITS and security solutions to customers throughout the Southeast. With fast-paced advances in technology, M3 dedicates itself to being in the forefront of the industry, providing customers with exceptional service and the best equipment and infrastructure solutions to fulfill their operational and budgetary goals. Part of M3’s award-winning customer commitment is demonstrated through its modern **Network Operations Center (NOC)** based in Nashville.

The NOC serves at the core of all technical support services for each of M3’s branch locations, enabling expert staff to deliver critical, real-time support to customers when needed most. NOC team specialists provide customers with efficient, centralized full-time help on routine as well as emergency service calls.
• Full-time live operator help desk support
• Emergency service
• Real-time remote troubleshooting & equipment monitoring
• Proactive equipment maintenance
• Service contract management
• GPS tracking and dispatch of field technicians and service fleet
• Warranty help, vendor escalation support, loaner equipment

M3 Technical Service & Support Services

Standard Warranty Coverage

Manufacturers' warranties are supported by M3; M3's Standard Workmanship Warranty guarantees system installations to be free of defects in hardware, cables, connectors (materials) and workmanship for a predefined period according to a given project's specification. Warranty services are performed by M3 certified staff technicians and/or approved, accredited service partners in accordance with the manufacturer and/or project specifications. M3 offers a variety of fully customizable Preventive Maintenance & Service Contracts.

Preventative Maintenance Plans

M3 offers Preventative Maintenance Plans (PMP) that deliver priority service, maintenance and training, and give customers an additional layer of security and protection with new systems. Preventative Maintenance Plans include features like:

• Complete system inspections; equipment cleaning; battery replacement; minor adjustments a/r
• New User training sessions
• Loaner equipment
• Unlimited troubleshooting

Various plan features and their options are summarized as follows:

<table>
<thead>
<tr>
<th>Service Task</th>
<th>Standard Warranty Plan</th>
<th>Preventive Maintenance Programs</th>
<th>Customizable Service Level Agreement</th>
<th>On-site Managed Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>8-5 Live Help Desk</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Remote Troubleshooting</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Loaner Equipment</td>
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<td>✓</td>
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<tr>
<td>Standard shipping on warranty equipment</td>
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</tr>
<tr>
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<td>Equipment inventory database</td>
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<tr>
<td>Remote support</td>
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<td>✓</td>
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<tr>
<td>Preventive Maintenance</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Emergency On-site response time</td>
<td>ASAP</td>
<td>Priority</td>
<td>1 Day</td>
<td>3 - 10 Year</td>
</tr>
<tr>
<td>Training (in-house for new users)</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Discounted Equipment upgrade (PLC, MCB)</td>
<td>5%</td>
<td>7%</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td>Contract Duration</td>
<td>90 - Day</td>
<td>1 Year</td>
<td>1 - 3 Year</td>
<td>3 - 3 Year</td>
</tr>
</tbody>
</table>
Emergency Service & Service Program Options

- **M3 Help Desk**: M3 provides all warranted customers with on-call technical support during normal business hours. M3 additionally employs an emergency escalation process and resource team for critical service needs outside of the regular business hours in accordance with the customer’s selected Service Plan, the provisions of which are outlined below.
  - Initial customer outreach is responded to immediately via phone or email contact to the M3 Help Desk, Main Service Center, Nashville, TN, 8am - 5pm (CST) Monday – Friday. Contact info: **800-227-0717** or **service@m3techgroup.com**
  - Initial remote diagnosis is conducted, or on-site technician engaged.
  - Service escalation process in invoked in 2-hour response increments as needed: Help Desk – Telephone Support – Field Tech/On-site, up to top level service management personnel.

- **Field Service & Maintenance**: M3 provides fast, reliable technical support and a range of service programs to keep your AV and video systems performing as expected. Even the best designed systems and best-in-class equipment will likely experience trouble at some point. M3’s service plans are intended to deliver performance reliability and peace of mind.

  Our 24/7 tech support line and 9-5 live help desk are manned by knowledgeable, friendly technicians who understand the critical nature of your call. Our experts can often resolve problems right over the phone, but if needed, a field service specialist can be dispatched to quickly resolve the issue on site.

  Whether you want to establish a regular schedule of system maintenance, user training, or need help with equipment failure or warranty management, M3 has the right program to protect and optimize your technology assets. M3 field service and maintenance plans include:

  - Customized service level agreements
  - 9-5 live help desk support & 24/7 help line
  - Customized response times/escalated emergency response
  - Training & documentation creation
  - Serial number and asset tag management
  - Warranty and end-of-life management
  - Loaner equipment

- **Remote Monitoring**: M3’s remote monitoring and management provide real-time AV system control, diagnostics and programming. Remote monitoring can provide cost-saving benefits by reducing the frequency of field service calls. From our Nashville Monitoring Center, we detect, diagnose, and resolve many issues before they even become apparent to our customers. We can reduce troubleshooting time and handle many regular service activities with ease through network connectivity and cloud-based solutions from our manufacturers.

  We monitor and control IP devices, as well as many RS-232 based devices. This means we can track projectors, cameras, video switchers, DVRs, and more. With tie in to our central system, equipment and system data is logged, analyzed and reported on each client account. M3’s remote monitoring services include:

  - Active system monitoring
• **On-site Managed Services**: M3 can provide expert technicians at your location to manage all of your AV equipment and systems — from routine maintenance and troubleshooting to room configuration or operator assistance.

Sometimes it just makes sense to have reliable, on-site technical assistance, particularly with multiple enterprise-wide technology systems, and many different users of varying degrees of technical ability. M3’s certified service representatives are available for full- or part-time deployment at your facility, ready to swiftly handle your tech support and system maintenance needs. Our specialists provide expert personal attention, performance accuracy, and system reliability. M3’s on-site managed services include:

- Room setup and scheduling
- Meeting support and room operation
- Routine preventative maintenance checks
- System design support
- Training and documentation services
- AV project management
- Serial number and asset tag management
- Warranty and end-of-life management

### 3.23 Reporting

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

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

**M3 Technology Group**: Read and Understood. M3 will provide quarterly reporting to the System based upon the schedule and minimum content as described in this request. A sample of one such report is shown below. Additional details and customization will be provided according to the needs of the customer.
Quarterly usage example report

With respect to installation projects, M3 provides weekly progress reports outlining work accomplished and planned with respect to the report date, and also presenting any issues encountered and whether they will or will not have an impact on the overall timeline. This information is maintained within the project’s Schedule of Implementation. Sample report follows.

Additional details and customization will be provided according to the needs of the customer.

Project plan example report

Progress Report example

XYZ Boardroom A/V Upgrade

3.24 Electronic Commerce

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

**M3 Technology Group:** Read and Understood. M3 fully supports the ability to accept and process purchase orders electronically. M3 maintains all sales and product data in its cloud-based in-house system and furnishes pricing, order tracking, ESS, product specifications and options through automated reporting, and via the customer’s designated Account Manager.


### 3.25 Breadth of Offering

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

**M3 Technology Group is providing equipment and services in the following categories:**

- Audio and Video Conferencing Equipment
- Multimedia Hardware
- Video Surveillance Solutions
- Professional Services

Vendors must provide a comprehensive list of the models or variations available in each of the following categories for which a vendor offers products. M3 Technology Group is providing a list of all product models offered in **Attachment 1 – MSRP pricing for M3 Manufacturer Partners**

- Audio and Video Conferencing Equipment
- Multimedia Hardware
- Video Surveillance Solutions

Vendors must provide, at a minimum, a licensed operating system with each type of processor, where applicable. Vendors must provide a list of the operating systems for each of the following categories of processors:

- Audio and Video Conferencing Equipment

**Narrative:**

M3 Technology Group is offering Audio and Video Systems and Control products. These products include proprietary software with each manufacture. Each product listed below is used in an AV System to allow a single point of operation for all products including video displays, video projectors, video conference system, audio speakers and microphones, room lighting and window shade control. These products are normally chosen based on existing equipment in the facility, recommended equipment based on desired performance or client preference.

These products include:

- Crestron – AV Control
- Extron – AV Control
- AMX – AV Control
- QSC – Audio Processing and Control
- Biamp – Audio Processing and control

As noted in Section 3.22 Services Overview, M3 Technology provides turn-key integration which includes system design, installation and control programming services on all products offered in
Attachment 1. We also offer Service Level Agreements providing systems service beyond the installation warranty period.

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

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

Note: M3’s proposed offering is proprietary to the AV product listed. No general-purpose software is included.

Audio and Video Conferencing Equipment

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

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

Audio and Video Conferencing Equipment
Video Surveillance Solutions

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

M3 Technology Group: Read and Understood. M3 illustrated its range of technical support services and breadth of offerings above (in blue) and throughout Section 3.22, Services Overview.

Product offerings are illustrated in Attachment 1 – MSRP pricing for M3 Manufacturer Partners, attached with this document. Such pricing is provided as an electronic format for various products from the included manufacturers as provided with this submittal.

Educational discounts provided by any respective manufacturer shall apply to the System. Additional discounts may be extended depending upon the scope of the project. MRSP pricing is supplied for the following M3 manufacturing partners:

- Allen & Heath
- AMX
- Biamp Systems
- C2G (MAP)
- Chief
- Christie Digital
- Comprehensive
- Crestron
- Da-Lite
- Danley
- Epson
- Extron
- FSR
- JBL
- Lab Gruppen
- L’Acoustics
- LG
- Martin
- Midas
- Middle Atlantic Products
- NEC
- Panasonic
- Planar
- Polycom
- QSC
- Samsung
- Shure
- Smart Technologies
- Spectrum
- Tannoy
- Vaddio
3.26 Primary Account Representative

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

M3 Technology Group: Read and Understood. Primary ACCS account representative:

Account Representative: Mike Hatfield
Account Manager
O: 877-227-0717 | M: 256-658-1151
E: mikehatfield@m3techgroup.com
M3 Technology Group, Inc.

Contract Supervisor: David West
VP of Growth Operations
O: 615-227-0717 | M:615-925-9326
davidwest@m3techgroup.com
M3TechGroup.com

3.27 References

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

M3 Technology Group: Read and Understood. Project references are provided below.

Related AV and ITS Project Reference

M3 Technology Group provides technologies and AV systems for K-12 and in particular, higher education facilities throughout the Southeast. M3 works with leading colleges and universities including The Tennessee Board of Regents (TBR), the technology procurement vehicle for Higher Education entities in TN – helping educators stay abreast of the latest technological solutions so they can provide better learning environments for their students.

M3 helps to maximize the value of technology investment by guiding educators with technologies that will enhance the learning process while minimizing the impact on their bottom line. Our educational systems are robust, versatile, and easy to use. They are designed to:

- improve communication among students, faculty, and staff
- increase interaction through collaborative technologies
- expand visual and auditory learning

Partial Client List, Higher Education

Art Institute of Tennessee, Pittsburgh PA
Austin Peay State University, Clarksville TN
Belmont University, Nashville TN
Berea College, Berea KY
Bridgepoint Education, San Diego CA
Calhoun Community College, Tanner AL
Chattanooga State Community College, Chattanooga TN
Columbia St Community College, Columbia TN
Cumberland University, Lebanon TN
Jackson State Community College, Jackson TN
King University, Bristol TN
Lee University, Cleveland TN
Lipscomb University Nashville, TN
Lincoln Memorial University, Harrogate TN
Meharry Medical College, Nashville TN
Middle Tennessee School of Anesthesia, Madison TN
Middle Tennessee State University, Raleigh NC
Motlow State Community College, Lynchburg TN
Nashville School of Law, Nashville TN
Northeast State Community College, Blountville TN
Oak Ridge Associated Universities, Oak Ridge TN

South College, Knoxville TN
Southern Adventist University, Collegedale TN
Southwest Tennessee Community College, Bartlett TN
Tennessee College of Applied Technology, Nashville TN
Tennessee Law Institute, Knoxville TN
Tennessee State University, Nashville TN
Tennessee Technology Center, Morristown TN
Trevecca Nazarene University, Nashville TN

Union College Technology Services, Barbourville KY
University Health Systems, Inc. (UT), Knoxville TN
University of Alabama Huntsville, Huntsville AL
University of Kentucky, Lexington KY
University of Louisville, Louisville KY
University of So. Alabama Health System, Mobile AL
University of Tennessee, Knoxville TN
University of The South, Sewanee TN
UT Knoxville, UTIA Marketing & Communications, Knoxville TN
Vanderbilt University, Nashville TN
Volunteer State Community College, Gallatin, TN
Walters State Community College, Morristown TN
Western Kentucky University, Bowling Green KY

<table>
<thead>
<tr>
<th>Project</th>
<th>Belmont University – Johnson Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>1900 Belmont Boulevard, Nashville TN 37212</td>
</tr>
<tr>
<td>Contact Name</td>
<td>Steve Bunner, User Services</td>
</tr>
<tr>
<td>Project</td>
<td>Vanderbilt University School of Medicine Eskind Biomedical Library</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>--------------------------------------------------------------------------</td>
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<tr>
<td>Address</td>
<td>2209 Garland Ave Nashville, TN 37232</td>
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<tr>
<td>Contact</td>
<td>B.C. Hatchett – Vanderbilt, Mike Schneider – Messer Construction</td>
</tr>
<tr>
<td>AV Design by</td>
<td>M3 Technology Group</td>
</tr>
<tr>
<td>Contract Amount</td>
<td>$865,000</td>
</tr>
<tr>
<td>Scope of Work</td>
<td>Design and Installation of Networked Audio/Visual System</td>
</tr>
<tr>
<td>Owner</td>
<td>Vanderbilt University</td>
</tr>
<tr>
<td>General Contractor</td>
<td>Messer Construction</td>
</tr>
<tr>
<td>Completion Date</td>
<td>July 2018</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project</th>
<th>University of Memphis, Community Health Facility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Memphis, TN</td>
</tr>
<tr>
<td>Contact</td>
<td>Chris Potter, Hoar Construction, CM; <a href="mailto:cpotter@hoar.com">cpotter@hoar.com</a>; 615-376-3991</td>
</tr>
<tr>
<td>AV Design by</td>
<td>The Sextant Group</td>
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<tr>
<td>Contract Amount</td>
<td>$2,669,729.00</td>
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<tr>
<td>Scope of Work</td>
<td>Provided AV systems designed by The Sextant Group to include technology enabled spaces supporting the instruction of communications science, nursing and health sciences including interventional spaces, labs, standardized patient and manikin simulation spaces, classrooms and meeting/conference rooms. Several spaces include video conferencing, capture and live streaming of classes, events and clinics.</td>
</tr>
<tr>
<td>Owner</td>
<td>University of Memphis</td>
</tr>
<tr>
<td>General Contractor</td>
<td>Hoar Construction</td>
</tr>
<tr>
<td>Completion Date</td>
<td>September 2015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Project</th>
<th>University of Tennessee, Knoxville, University Center Phase 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Knoxville, TN</td>
</tr>
<tr>
<td>Contact</td>
<td>Nick Lawrence 865-546-2440 <a href="mailto:nsiawrence@rentenbach.com">nsiawrence@rentenbach.com</a></td>
</tr>
</tbody>
</table>
3.28 Pricing Level and Guarantee

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

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

**M3 Technology Group:** Read and Understood. See Attachment 2 – MSRP Discount Table. M3 will provide to the System all available manufacturer educational discounts on products sold by M3 to ACCS customers. Additional discount levels may be applied depending upon the scope of the project.

### M3 Labor rates:

<table>
<thead>
<tr>
<th>Code</th>
<th>Regular Rate</th>
<th>Overtime Rate</th>
<th>Hourly Minimum</th>
<th>Travel and Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Installation</td>
<td>$85.00</td>
<td>$127.00</td>
<td>0</td>
<td>Billed as incurred</td>
</tr>
<tr>
<td>Installation</td>
<td>$100.00</td>
<td>$150.00</td>
<td>0</td>
<td>Billed as incurred</td>
</tr>
<tr>
<td>Project management</td>
<td>$125.00</td>
<td>$187.00</td>
<td>0</td>
<td>Billed as incurred</td>
</tr>
<tr>
<td>Engineering</td>
<td>$125.00</td>
<td>$187.00</td>
<td>0</td>
<td>Billed as incurred</td>
</tr>
<tr>
<td>Training/Documentation</td>
<td>$85.00</td>
<td>$127.00</td>
<td>2</td>
<td>Billed as incurred</td>
</tr>
<tr>
<td>Field service technician</td>
<td>$85.00</td>
<td>$127.00</td>
<td>2</td>
<td>Billed as incurred</td>
</tr>
<tr>
<td>Programming</td>
<td>$150.00</td>
<td>$210.00</td>
<td>0</td>
<td>Billed as incurred</td>
</tr>
</tbody>
</table>
3.29 Oral Presentation and Demonstration

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

M3 Technology Group: Read and Understood.

3.30 Equipment and Services Schedule

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

M3 Technology Group: Read and Understood. Provided as Attachment 1 – MSRP pricing for M3 Manufacturer Partners

3.31 Scope of Work

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

M3 Technology Group: Read and Understood.

3.32 Title Passage

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

M3 Technology Group: Read and Understood.

3.33 Quantity Guarantee

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

M3 Technology Group: Read and Understood.

3.34 Order of Precedence

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

A. the terms and conditions of this RFB
B. exhibits to this agreement  
C. the list of products and services contained in the purchase order;  
D. vendor’s response  
M3 Technology Group: Read and Understood.  

3.35 Payment Provisions

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

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

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

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

C. Invoices  
Invoices shall be submitted to the procuring entity.  

M3 Technology Group: Read and Understood.

3.36 Shipment and Risk of Loss

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

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

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

Unless otherwise agreed upon by the procuring entity, the vendor is responsible for the pick-up of returned equipment. Software and documentation will be returned via U.S. Mail at the expense of the procuring entity.
Unless otherwise arranged between the procuring entity and vendor, all shipments of products shall be by vendor truck, UPS, or Federal Express Second Day (or other way, specify).

**M3 Technology Group:** Read and Understood.

### 3.37 Warranties

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

**M3 Technology Group:** Read and Understood. Warranty periods begin at the time of delivery for product not provided by or installed by M3. For integrated product items, warranty period begins upon installation completion. See Standard Warranty Coverage for additional details.

### 3.38 Price Guarantees

The procuring entity shall pay the lower of the prices contained in the ESS or an announced promotion price, educational discount price, general price reduction or large order negotiated price. Only general price reduction decreases will apply to all subsequent orders accepted by vendor after the date of the issuance of the revised prices. Vendor agrees to maintain ESS product prices in accordance with the volume price discount guarantees filed. Prices set forth in the ESS are subject to decrease without prior notice.

**M3 Technology Group:** Read and Understood.

### 3.39 Technical Support

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

**M3 Technology Group:** Read and Understood. Toll free support is provided to customers during the system warranty period as described within M3 Standard Warranty. Support after the warranty period is provided only to customers who have purchased an additional M3 service plan as described in response to Section 3.22, Network Operations Center – M3 Service Hub.

M3 Technology Group delivers superior AV, Video, ITS and security solutions to customers throughout the Southeast. With fast-paced advances in technology, M3 dedicates itself to being in the forefront of the industry, providing customers with exceptional service and the best equipment and infrastructure solutions to fulfill their operational and budgetary goals. Part of M3’s award-winning customer commitment is demonstrated through its modern Network Operations Center (NOC) based in Nashville.

The NOC serves at the core of all technical support services for each of M3’s branch locations, enabling expert staff to deliver critical, real-time support to customers when needed most. NOC team specialists provide customers with efficient, centralized full-time help on routine as well as emergency service calls.

- Full-time live operator help desk support
- Emergency service
- Real-time remote troubleshooting & equipment monitoring
• Proactive equipment maintenance
• Service contract management
• GPS tracking and dispatch of field technicians and service fleet
• Warranty help, vendor escalation support, loaner equipment

M3 Technical Service & Support Services above.

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

M3 Technology Group: Read and Understood.

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

M3 Technology Group: Read and Understood.

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

M3 Technology Group: Read and Understood.

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

M3 Technology Group: Read and Understood.

3.44 Indemnification
The vendor shall indemnify and hold harmless the System from any loss, cost or expense suffered or incurred in connection with any claim, suit or proceeding brought against the System so far as it is based on defects in products provided to the System.
The vendor hereby covenants and agrees, at its sole cost and expense during the term of this agreement, to indemnify and hold harmless the System and its officers, agents and employees against and from any and all claims or demands by or on behalf of any person, firm, corporation or governmental authority, arising out of, attributable to or in connection with the use, occupation, possession, conduct or management of the vendor concerning the equipment or services performed and rendered hereunder, including, but without limitation, any and all claims for injury or death to persons or damage to property or any and all claims for Patent, Trademark, Copyright, Intellectual Property, or Trade Secret Infringement. The vendor also covenants and agrees, at its sole cost and expense, to hold the System and its officers, agents, and employees from and against all judgments, costs, counsel fees, expense and liabilities incurred in connection with any such claim and any action or proceeding brought thereon, and in case any action is brought against the System or against any of its officers, agents, or employees, by reason of any such claim, the vendor upon notice from the System will resist and defend such action or proceeding by qualified counsel. However, the provisions of this Section shall not apply to any claims arising from the negligent or willfully wrongful acts or omissions of the System, or its officers, agents, or employees.

**M3 Technology Group**: Read and Understood. M3 will indemnify the System, its officers, agents and employees against third party claims for damage, injury or death to persons or property caused by M3’s negligence provided the System provides proper notification, reasonable assistance and grants M3 sole control of the defense and settlement.

### 3.45 Website Maintenance

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

**M3 Technology Group**: Read and Understood.

### 3.46 Ethics

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

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

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

**M3 Technology Group**: Read and Understood.

### 3.47 Replacement Parts

Replacement parts may be refurbished with agreement of procuring entity.

**M3 Technology Group**: Read and Understood.
3.48 FCC Certification

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

M3 Technology Group: Read and Understood.

3.49 Site Preparation

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

M3 Technology Group: Read and Understood.

3.50 Assignment

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

M3 Technology Group: Read and Understood. M3 reserves the right to freely assign any payments received under this agreement, or any portion thereof, without prior written notice or consent by the procuring entity.

3.51 Survival

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

M3 Technology Group: Read and Understood.

3.52 Lease Agreements

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

M3 Technology Group: Read and Understood.

3.53 Vendor Disclosure Statement

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

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

M3 Technology Group: Read and Understood. See Appendix 3 – Vendor Disclosure Form
3.54 Immigration

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

M3 Technology Group: Read and Understood. See Appendix 4 - Business Entity Employer Contractor Compliance Form

3.55 Agreement does not Constitute a Debt

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

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

M3 Technology Group: Read and Understood.
Appendix Summary
The following items are appended to this document as individual PDF files:

Appendix 1 – Manufacturer Authorized Reseller letters
Appendix 2 – Manufacturer ISO 9001 Certificates
Appendix 3 - Vendor Disclosure Form
Appendix 4 - Business Entity Employer Contractor Compliance Form

ATTACHMENT
The following are included as a separate attachment to this document as PDF files. This information is provided electronically.

Attachment 1 – MSRP pricing for M3 Manufacturer Partners
Attachment 2 – MSRP Discount Table
February 8, 2019

M3 Technology Group, Inc
Mike Hatfield
925 Airpark Center Dr.
Nashville, TN 37217
615-227-0717
MikeHatfield@M3TechGroup.com

Subject: Reseller Authorization Letter – M3 Technology Group, Inc

To whom it may concern:

This letter is to certify that M3 Technology Group, Inc is an authorized dealer/reseller in good standing with Allen & Heath USA / American Music and Sound.

M3 Technology Group, Inc may promote, sell, install and support all products that Allen & Heath manufacturers.

M3 Technology Group, Inc has our authority to sell Allen & Heath's complete line of products within the United States, to U.S. agencies and political subdivisions, including institutions of higher education under the terms and conditions of any National or State Cooperative Purchasing Contract they have or maybe awarded.

Regards,

[Signature]

Kevin Madden
Eastern Regional Sales Manager
Allen & Heath USA/American Music and Sound
925 Broadbeck Dr.
Newbury Park, CA 91320
800-433-2609 ext 3511
kevin.madden@ah-usa.com
February 11, 2019

M3 Technology Group
925 Airpark Center Dr.
Nashville, Tn 37217

To whom it may concern,

Please be advised that M3 Technology Group is authorized to purchase and install all Biamp products. M3 Technology Group has participated in numerous training events as well as online classes on Biamp technology.

Please contact me directly if anyone has any questions.

Sincerely,

Robert Taylor
Regional Manager, Southeast
Biamp Systems
9300 S.W. Gemini Drive
Beaverton, OR 97008

Robert.Taylor@biamp.com
865 387 5422
February 8, 2019

M3 Technology Group
925 Airpark Center Drive
Nashville TN 37217

To whom it may concern,

RE: Letter of Authorization

This letter serves as confirmation that M3 Technology Group is an authorized reseller and Service provider of Comprehensive Connectivity products. Comprehensive Connectivity supports RnB Enterprises, Inc. proposal to sell Comprehensive Connectivity Audio Visual Hardware & Service products.

We will provide M3 Technology Group with commercially available products in sufficient quantities to meet the contracts requirements. Comprehensive Connectivity will also provide warranty on all our products based on the individual product; some products are covered under limited warranty.

For further information on our products and their features and applications, please visit our website at www.COMPREHENSIVECO.COM or contact us at # 800-526-0242

Sincerely,

Martin Fensterstock
National Sales Manager

Authorization Letter expires December 31st 2022
FEBRUARY 8, 2019

Authorized Dealer Status

To Whom It May Concern:
The intent of this letter is to confirm that M3 Technology Group, is an authorized Danley dealer for 2019. Should you or others requiring confirmation of this status have any questions; please contact me at the number below.

Warm regards,

[Signature]

Cooper Hedden

Territory Sales Manager,
MS, AL, GA, TN, NC, SC

770.535.0204
Cooper@danleysoundlabs.com
November 13, 2018

CC: M3 Technologies
925 Airpark Center Dr.
Nashville, TN 37217
(615) 227-0717

Subject: Authorized Dealer Confirmation

To Whom it May Concern—

Please accept this letter as confirmation that M3 Technologies is an authorized dealer and reseller for Music Group products, including, but not limited to Tannoy, Lab.gruppen, Midas, and Klark-Teknik. They are in good standing.

Respectfully,

Grant Brewer

Grant Brewer
Griffith Sales  Pro Audio/AV Division
Representative – Music Group
866-457-9227 ext 4       615-943-1070
grant@griffithsales.com
February 8, 2019

Letter of authorization for:

M3 Technology Group
925 Airpark Center Dr.
Nashville, TN, 37217

To Whom it may concern,

This letter is to confirm that M3 Technology Group is an authorized reseller of LG brand commercial products.

If you have any questions, please feel free to contact me through email at jeremy.dolby@lge.com & by phone @ 513-504-8016.

Regards,

Jeremy Dolby | Vertical Business Development
Education | Mission Critical Environments
Professional Displays | LG Electronics USA, Inc.
C 513-504-8016 | jeremy.dolby@lge.com
February 12, 2019

Alabama Community College System (ACCS)
Joint Purchase Agreement Initiative
135 South Union Street Suite#135
Montgomery, Alabama 36104


To whom it may concern:

This letter serves as confirmation from the Samsung Business Division of Samsung Electronics America, Inc. ("Samsung") that M3 Technology Group, Inc. is an authorized reseller of the Samsung Information Technology products listed below to Alabama Community College System (ACCS).

**Product Lines**

Displays/LFD's       Accessories       Extended Warranties

This confirmation is provided in connection with RFB #ACCS-2019-01 - Manufacturer Supplied Technology Equipment With Peripherals, Software, Networking, Equipment, Maintenance And Professional Support Services Bid.

Please note that Samsung shall supply M3 Technology Group, Inc. with these products in support of the referenced Bid opportunity. M3 Technology Group, Inc. purchases Samsung IT products through our authorized distribution network and, if awarded a Alabama Community College System (ACCS) contract, shall be responsible for satisfying all applicable requirements under the contract.

If you have any questions about this letter of authorization, please feel free to contact Dierdre Curran at 201-229-4782 or via email at d.curran@sea.samsung.com.

Sincerely,

Scott Sherrick
Director, Contracts and Proposals
Samsung Business Division
Samsung Electronics America, Inc.
M3 Technology Group
SILVER
CHANNEL PARTNER
2018

Tim Palmquist
Vice President Americas, Sales

Milestone Silver receller
Silver partner status is the entry level of the Milestone partner program.
Silver partners can sell Milestone products that serve basic to mid-size security installations.
February 8, 2019

M3 Technology Group
925 Airpark Center Drive
Nashville, TN 37217

To Whom It May Concern:

This letter is to serve as notification that M3 Technology Group with headquarters located in Nashville, TN is a reputable and duly authorized national reseller of the NEC Display Solutions of America, Inc. product line.

That the products offered and to be delivered are guaranteed to be first quality (NEC manufactured equipment, accessories and supplies).

The product line encompasses LCD Monitors, Large Format Display Monitors for Public Display, Projectors and accessories.

They are in good standing with NEC Display Solutions of America, Inc.

Sincerely,

[Signature]

Cathy Hussar
Manager of Business Operations
NEC Display Solutions of America, Inc.
630-467-4725
chussar@necdisplay.com
February 11, 2019

To Whom It May Concern:

This is to confirm that the reseller headquartered at the address listed below is an authorized dealer/reseller for Planar Systems, Inc., an Oregon corporation.

M3 Technology Group  
925 Airpark Center Drive  
Nashville, TN 37217

Planar Systems, Inc. provides its product warranties direct to the end customer. The applicable limited product warranties for Planar Systems, Inc. products are available at www.planar.com/support.

Sincerely,

[Signature]

Adam Schmidt  
Executive Vice President, Sales & Marketing Leyard and Planar, A Leyard Company
CERTIFICATION & SPECIALIZATION

February 8, 2019

To Whom It May Concern:

It is my privilege to inform you that Multi-Media Masters has been awardedRegistered Partner Status.

Furthermore, having met the requirements for Polycom Certification/Specialization, Multi-Media Masters company can sell the following Product(s) within the countries listed below.

<table>
<thead>
<tr>
<th>Certification</th>
<th>Expiration Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polycom Product Registration</td>
<td></td>
</tr>
<tr>
<td>Installed Voice Sales</td>
<td>01/26/2104</td>
</tr>
<tr>
<td>Video Endpoints</td>
<td>01/25/2104</td>
</tr>
<tr>
<td>RealPresence Platform</td>
<td>04/15/2019</td>
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<tr>
<td>Voice Endpoints</td>
<td>01/25/2104</td>
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<table>
<thead>
<tr>
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<th>Expiration Date</th>
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</thead>
<tbody>
<tr>
<td>US Federal/NATO</td>
<td>03/26/2020</td>
</tr>
</tbody>
</table>

Countries: United States.

Polycom Partners are recognized within the industry for their sales acumen and technical expertise. For further information or questions about Polycom Certification or Specialization achievement, please contact Multi-Media Masters.

Best Regards,

Nick Tidd
Vice President, Global Partner Organization
February 8, 2019

Re: Authorized Dealer

To Whom It May Concern,

This is to certify that M3 Technology Group, Inc (account number 21675) ("Dealer"), located at 925 Airpark Center Drive, Nashville, TN 37217 is currently an authorized dealer for QSC, LLC ("QSC") in the state of Tennessee.

Dealer is authorized to sell QSC products. QSC retains the right to revoke this authorization at any time. QSC is the sole owner of QSC product trademarks, patents, copyrights, QSC branded domain names and other intellectual property.

QSC will supply Dealer all technical information, service diagrams and spare parts to ensure a high standard of after sale service of the QSC Dealer line. For any further information or assistance regarding QSC products, please contact the Dealer.

This letter is valid for six (6) months from the date of this letter. If you have any questions or concerns, please contact QSC at 714-754-6175.

Best Regards,

Frank West
Sr. Director, Sales – Americas Systems
February 8, 2019

M3 Technology Group Inc
925 Airpark Center Drive
Nashville, TN 37217

To whom it may concern:

This letter is to inform you that M3 Technology Group Inc located in Nashville, TN is an authorized dealer of Shure products and is in good credit standing with our credit department. Should you have any questions, please feel free to call me at 512-288-3644.

Sincerely,

[Signature]

Kevin Smith
Director, Sales Integrated Systems
Shure, Inc.

KS: KB
February 8, 2019

Subject: Reseller Authorization Letter

To Whom It May Concern:

This letter is to certify that M3 Technology Group is authorized by Spectrum Industries, Inc. to purchase, promote, sell and service all products in the current Spectrum catalog.

M3 Technology Group
Nashville, TN
Phone: 256-783-0220
Web: www.m3techgroup.com
M3 Technology Group Contact: Michael Hatfield, Account Manager
M3 Technology Group Customer Number with Spectrum is: #9402360000

If you require any additional information, or have any questions, do not hesitate to contact me. I can be reached by phone at 407-242-6256 or via email at bjones@spectrumfurniture.com. Thank you for your consideration.

Sincerely,

Benjamin Jones
Vice President of Sales
CERTIFICATE

The Certification Body of
TÜV SüD América Inc.

hereby certifies that

Quality Musical Systems, Inc.
204 Dogwood Road
Candler, 28715 USA

has implemented a Quality Management System
in accordance with:

ISO 9001:2015

The scope of this Quality Management System includes:

Manufacture and Value-added Engineering
Support of Custom Loudspeaker Systems for
Large Venues, Houses of Worship, Movie
Theatres, Cruise Lines, and High End
Residential Theatres

Certificate Expiry Date: February 13, 2021
Certificate Registration No: 951 17 7397
Effective Date: February 14, 2018
25 January 2019

To whomever it may concern:

Dear Sirs,

This is to certify that all AMX products are manufactured at ISO certified facilities owned and operated by our contract manufacturing partners on a “Turnkey” basis. Turnkey in this context means, that the AMX partner is responsible for all aspects of the manufacturing of our products, which include material procurement, production, test, burn-in and quality assurance. All AMX products are manufactured and functionally tested to AMX’s specifications. All design/development and product verification/qualification activities are performed at our facility at Richardson, Texas, USA.

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

Sincerely

AV Thomas
Manager, Global Quality, Harman Professional
Certificate

Certificate Registr. No.: 01 100 127484

Certificate Holder:

SVI Public Company Limited
141-142 Moo 5, Bangkadi Industrial Park, Tiwanon Road,
Bangkadi, Muang, Pathumthani 12000, Thailand

Scope:
Manufacturing of Printed Circuit Board Assembly,
Box Build Products and Plastic Injection Parts

Proof has been furnished by means of an audit that the requirements of ISO 9001:2015 are met.

Validity: The certificate is valid from 2018-06-20 until 2021-06-19.
First certification 2012

2018-06-25

TÜV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

www.tuv.com

IAF

TÜVRheinland®
Precisely Right.
CERTIFICATE

The Certification Body of
TÜV SÜD AMERICA INC.

hereby certifies that

Quality Musical Systems, Inc.
204 Dogwood Road
Candler, 28715 USA

has implemented a Quality Management System
in accordance with:

ISO 9001:2015

The scope of this Quality Management System includes:

Manufacture and Value-added Engineering
Support of Custom Loudspeaker Systems for
Large Venues, Houses of Worship, Movie
Theatres, Cruise Lines, and High End
Residential Theatres

Certificate Expiry Date: February 13, 2021
Certificate Registration No: 951 17 7397
Effective Date: February 14, 2018

TÜV SÜD AMERICA INC • 10 Centennial Drive • Peabody, MA 01960 USA • www.TUVamerica.com
25 January 2019

To whomever it may concern:

Dear Sirs,

This is to certify that all AMX products are manufactured at ISO certified facilities owned and operated by our contract manufacturing partners on a "Turnkey" basis. Turnkey in this context means, that the AMX partner is responsible for all aspects of the manufacturing of our products, which include material procurement, production, test, burn-in and quality assurance. All AMX products are manufactured and functionally tested to AMX's specifications. All design/development and product verification/qualification activities are performed at our facility at Richardson, Texas, USA.

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

Sincerely

AV Thomas
Manager, Global Quality, Harman Professional
Certificate

Certificate Registr. No.: 01 100 127484

Certificate Holder:
SVI Public Company Limited
141-142 Moo 5, Bangkadi Industrial Park, Tiwanon Road,
Bangkadi, Muang, Pathumthani 12000, Thailand

Scope:
Manufacturing of Printed Circuit Board Assembly,
Box Build Products and Plastic Injection Parts

Proof has been furnished by means of an audit that the
requirements of ISO 9001:2015 are met.

Validity:
The certificate is valid from 2018-06-20 until 2021-06-19.
First certification 2012

2018-06-25

[Signature]
TÜV Rheinland Cert GmbH
Am Grauen Stein · 51105 Köln

www.tuv.com

IAF

DAkkS

TÜV Rheinland®
Precisely Right.
December 11, 2018

Earl Feb
Sr. Director, Corporate Quality Assurance
Crestron Electronics, Inc.
6 Volvo Drive
Rockleigh, NJ 07647

Re: ISO Certification

Dear Customer,

This letter attests to the fact that the factories that manufacture Crestron products are currently registered to ISO 9001:2015 and have controls and processes in place that meet the requirements of ISO 9001:2015.

To meet the production needs of Crestron we have engaged with Jabil Inc. and EPIC Technologies, LLC to produce our products in dedicated factories. This relationship is handled through Manufacturing Service Agreements with our CM’s as listed below. In addition, Crestron manages the quality of product from our Contract Manufacturers through on-site Crestron employees that review and approve all product produced in our factories.

Jabil
Document number = CM_T&C1247-002
Signed on June 2014

Neo
Document number = SA#626-003
Signed on April 2013, Daily

Please be assured that it is Crestron’s intent to deliver product that is best in class. I welcome further discussion regarding how we manage our quality to insure we meet the requirements under ISO 9001:2015.

Best regards,

Earl Feb
Sr. Director, Corporate Quality Assurance
Registration Schedule

SCOPE OF REGISTRATION

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

Company Name: Milestone AV Technologies, Da-Lite
Sites Registered: 3100 North Detroit Street, Warsaw, IN 46582, USA
EAC: 14, 17, 19
Certificate Number: AJA11/15198
Date of Re-Registration: August 17th 2017
Expiry Date: June 29th 2020
Next Re-Audit Due Date: April 29th 2020

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

Chief Executive - AJA Registrars Ltd
Registration Certificate

This is to certify that the Management Systems of

Milestone AV Technologies, Da-Lite

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

ISO 9001:2015

Certificate No. : AJA11/15198 Date of Original Registration : June 30th 2011
Expiry Date : June 29th 2020 Date of Re-Registration : August 17th 2017
Previous Expiry Date : June 29th 2017

Chief Executive - AJA Registrars Ltd

This certificate is issued in respect of the locations & scope of registration detailed in the Associated Registration Schedule.
This certificate is the property of AJA Registrars Ltd Unit 6 Gordano Court Gordano Gate Business Park Serbert Close Portishead Bristol UK BS20 7PS and must be returned on request. A member of the AJA Group of Companies.
30 January 2019

To whomever it may concern:

Dear Sirs,

This is to certify that all BSS, Crown products are manufactured at ISO certified facilities owned and operated by our contract manufacturing partners on a "Turnkey" basis. Turnkey in this context means, that the BSS and Crown partner is responsible for all aspects of the manufacturing of our products, which include material procurement, production, test, burn-in and quality assurance. All BSS and Crown products are manufactured and functionally tested to BSS and Crown specifications. All design/development and product verification/qualification activities are performed at our facility at Richardson, Texas, USA.

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

Sincerely

Erik Bowers
Director, Global Quality, Harman Professional Solutions
Quality Management System Certificate
ISO 9001:2015

We certify that the Quality Management System of the Organization:

LG ELECTRONICS REYNOSA S.A. DE CV.

Is in compliance with the standard UNI EN ISO 9001:2015 for the following products/services:

Manufacturing and assembly of LCD televisions, LED televisions, UHDTV and OLED televisions.

Chief Operating Officer
Giampiero Belcredè

The maintaining of the certification is subject to annual surveillance and dependent on the observance of Kiwa Cermet Italia contractual requirements.
This certificate is composed of 1 page.

LG ELECTRONICS REYNOSA S.A. DE CV.
Registered Headquarters
Carretera Matamoros y Brecha E-99, Reynosa, Tamaulipas, 88780, Mexico
Certified Sites
Carretera Matamoros y Brecha E-99, Reynosa, Tamaulipas, 88780, Mexico
Reg. Number 10317 - A
First issue date 2013-02-26
Valid From
Valid Until 2021-05-14
Last change date 2018-05-15
IAF Sector EA: 19

Quality Management System Certificate
ISO 9001:2015

We certify that the Quality Management System of the Organization:

LG ELECTRONICS MEXICALI S. A. DE C.V.

Is in compliance with the standard UNI EN ISO 9001:2015 for the following products/services:

The manufacturing and assembly of monitors, LCD televisions and LED televisions.

Chief Operating Officer
Giampiero Belcredi

The maintaining of the certification is subject to annual surveillance and dependent on the observance of Kiwa Cermet Italia contractual requirements.

This certificate is composed of 1 page.
Certificate US06/0462

The management system of

Middle Atlantic Products, Inc.

300 Fairfield Road,
Fairfield, NJ 07004, US

has been assessed and certified as meeting the requirements of

ISO 9001:2015

For the following activities:

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

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

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

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

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

Authorized by:

[Signature]

Ralph McLouth
Vice President of Accreditation, North America
SGS North America, Inc.
201 Route 17 North, Rutherford, NJ 07070, USA
(201) 598-3000 (201) 935-4555 www.us.sgs.com

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

Page 1 of 2

This document is issued by the Company subject to its General Conditions of Certification Services accessible at www.sgs.com/terms_conditions.htm. Attention is drawn to the limitations of liability, indemnification and jurisdictional issues established therein. The authenticity of this document may be verified at http://www.sgs.com/verified-clients-and-products/verified-client-directory. Any unauthorized alteration, forgery or falsification of the content or appearance of this document is unlawful and offenders may be prosecuted to the fullest extent of the law.
Certificate US06/0462, continued

Middle Atlantic Products, Inc.

ISO 9001:2015

Issue 9 : 19 February 2018

Additional facilities

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

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

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

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

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

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

Uitgereikt aan

Milestone AV Technologies B.V.
Franklinstraat 14, 6003 DK WEERT, Nederland

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

Norm

ISO 9001:2015
Toepassingsgebied

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

Initiële goedkeuringsdatum: 4 april 2003

Behoudens een voortdurende en bevredigende werking van het managementsysteem van de genoemde organisatie is dit certificaat geldig tot: 20 juni 2019

Om de geldigheid van dit certificaat te controleren kunt u bellen met nummer: +31 (0)88 450 55 00.
Verdere toelichting met betrekking tot de scope van dit certificaat en de toepasbaarheid van de managementsysteem eisen, kan worden verkregen door contact op te nemen met de gecertificeerde organisatie.

Certificaatnummer: NL016161-1 Datum van afgifte: 15 juli 2016

W. van der Ben
Certification Manager

RA
Translated to English:

Certification

Issued to

Milestone AV Technologies B.V.
Franklinstraat 14, 6003 DK WEERT, Netherlands

Bureau Veritas Certification declares that the quality management system of the above-mentioned organization has been assessed and found in accordance with the requirements of the norm as described below.

Norm

ISO 9001:2015
Scope of application

Design, fabrication and distribution of AV montage equipment and furniture, projection screens and display solutions for flat screens, projectors and speakers.

Initial approval date: April 4, 2003

The validity of this certificate is dependent on the continuous and satisfactory performance of the management system of the named organization. This certificate is valid until June 20, 2019.

To verify the validity of this certificate, you can call: +31 (0)88 450 55 00.
Further information about the scope of this certificate and the applicability of the management system requirements can be obtained by contacting the accredited organization.

Certificate number: NL016161-1 Date of issue: July 15, 2016

W. van der Ben
Certification Manager

RA
Сертификат
выдан компании

Milestone AV Technologies B.V.
Franklinstraat 14, 6003 DK WEERT, Голландия

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

СТАНДАРТ

ИСО 9001:2015

ОБЛАСТЬ ПРИМЕНЕНИЯ

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

Дата первоначального одобрения: 4 апреля 2003

Этот сертификат, при условии постоянного успешного функционирования Системы Менеджмента организации, действителен до: 20 июня 2019

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

Номер сертификата: NL016161-1 Дата: 15 июля 2016

W. van der Ben
Certification Manager

Kantoor behore: Bureau Veritas Inspection & Certification The Netherlands B.V.,
Computerweg 2, MBI AB Amsterdam, The Netherlands

RvA: C 248

MGMT. SYS.
Managementzertifikat

Ausgestellt für

Milestone AV Technologies B.V.
Franklinstraat 14, 6003 DK WEERT, Die Niederlande

Bureau Veritas Certification erklärt dass das Qualität Managementsystem des obengenannten Unternehmens geprüft wurde und die Anforderungen der folgenden Norm erfüllt.

Norm

ISO 9001:2015

Geltungsbereich

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

Genehmigungsdatum: 4. April 2003


Zur Überprüfung der Gültigkeit dieses Zertifikates wenden Sie sich bitte an folgende Telefonnummer: +31 (088) 450 55 00
Weitere Auskünfte über das Managementsystem und den Anwendungsbereich sind bei dem Unternehmen erhältlich.


W. van der Ben
Certification Manager

[Signatur]
Certification
Awarded to
Milestone AV Technologies B.V.
Franklinstraat 14, 8003 DK WEERT, The Netherlands

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

STANDARD

ISO 9001:2015

SCOPE OF SUPPLY

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

Original Approval Date: 4 April 2003

Subject to the continued satisfactory operation of the organisation's Management System, this certificate is valid until: 20 June 2019

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

Certificate Number: NL016161-1

Date: 15 July 2016

W. van der Ben
Certification Manager

Managing office: Bureau Veritas Inspection & Certification The Netherlands B.V., Commercence 2, 3821 AB Amstelveen, The Netherlands
Issuing office: Bureau Veritas Inspection & Certification The Netherlands B.V., Commercence 2, 3821 AB Amstelveen, The Netherlands
This is to certify that the Management Systems of

Milestone AV Technologies

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

ISO 14001:2015

Certificate No. : AJA17/18374  Date of Original Registration : March 26th 2014

Expiry Date : March 26th 2020  Date of Re-Registration : August 23rd 2017

Chief Executive - AJA Registrars Ltd

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

Schedule

SCOPE OF REGISTRATION

Manufacture of Vinyl Projection Screen Surfaces

Company Name: Milestone AV Technologies
Sites Registered: 11500 Williamson Road, Cincinnati OH 45241, USA
Standard: ISO 14001:2015
EAC: 14, 17
Certificate Number: AJA17/18374
Date of Re-Registration: August 23rd 2017
Expiry Date: March 26th 2020
Next Re-Audit Due Date: January 26th 2020

Chief Executive - AJA Registrars Ltd

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

SCOPE OF REGISTRATION

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

Company Name: Milestone AV Technologies, Da-Lite
Sites Registered: 3100 North Detroit Street, Warsaw, IN 46582, USA
Standard: ISO 14001:2015
EAC: 14, 17, 19
Certificate Number: AJA08/12495
Date of Re-Registration: August 17th 2017
Expiry Date: March 26th 2020
Next Re-Audit Due Date: January 26th 2020

Chief Executive - AJA Registrars Ltd

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

This is to certify that the Management Systems of

Milestone AV Technologies, Da-Lite

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

ISO 14001:2015

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

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

Previous Expiry Date : March 26th 2017

Chief Executive - AJA Registrars Ltd

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

This is to certify that the Management Systems of

Milestone AV Technologies

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

ISO 9001:2015

Certificate No. : AJA17/18373  Date of Original Registration : June 29th 2014

Expiry Date : June 29th 2020  Date of Re-Registration : August 23rd 2017

Chief Executive - AJA Registrars Ltd

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

SCOPE OF REGISTRATION

Manufacture of Vinyl Projection Screen Surfaces

Company Name: Milestone AV Technologies
Sites Registered: 11500 Williamson Road, Cincinnati OH 45241, USA
EAC: 14, 17
Certificate Number: AJA17/18373
Date of Re-Registration: August 23rd 2017
Expiry Date: June 29th 2020
Next Re-Audit Due Date: April 29th 2020

Chief Executive - AJA Registrars Ltd

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

This is to certify that

NEC PLATFORMS THAI COMPANY LIMITED
101/75 MOO 20 NAVA NAKORN INDUSTRIAL ZONE, PAHOLYOTHIN ROAD, TAMBOL KLONG NUENG, AMPHUR KLONG LUANG, PATHUMTHANI PROVINCE 12120, THAILAND

with the organizational units/sites as listed in the annex

has implemented and maintains a Quality Management System.

Scope:
The Manufacture of Telecommunication Equipment as follows.
- SINGLE LINE TELEPHONES, - KEY TELEPHONE SYSTEMS
- CORDLESS KEY TELEPHONE SYSTEMS, - TELEPHONE APPLICATION EQUIPMENT
- SDN TERMINAL, - ELECTRONIC PABX SYSTEMS
- LINE CORD AND HARNESS FOR KEY TELEPHONE SYSTEMS
THE MANUFACTURE OF PLASTIC MOLDING PRODUCTS.
THE MANUFACTURE OF PROJECTOR PRODUCTS.
THE MANUFACTURE OF ELECTRONIC CONTROL UNIT.

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

ISO 9001 : 2015

Certificate registration no. 50600181 QM15
Date of original certification 2017-04-07
Valid from 2017-02-28
Valid until 2020-02-27
Date of certification 2017-04-07

DQS Taiwan Inc.

Rock Chang
Managing Director

Accredited Body: DQS Taiwan Inc., 8F, 23, Yuan Huan West Road, Feng Yuan Dist., Taichung City, Taiwan 420
Annex to certificate
Registration No. 50600181 QM15

NEC PLATFORMS THAI COMPANY LIMITED

101/75 MOO 20 NAVA NAKORN INDUSTRIAL ZONE, PAHOLYOTHIN ROAD,
TAMBOL KLONG NUENG, AMPHUR KLONG LUANG, PATHUMTHANI PROVINCE 12120,
THAILAND

Location

50600182
NEC PLATFORMS THAI COMPANY LIMITED

Scope
THE ASSEMBLY OF LINE CORD AND HARNESS FOR KEY TELEPHONE SYSTEMS.
THE MANUFACTURE OF PROJECTOR PRODUCTS.

60/81 MOO 19 NAVA NAKORN INDUSTRIAL ZONE, PAHOLYOTHIN ROAD,
TAMBOL KLONG NUENG,
PATHUMTHANI PROVINCE 12120,
THAILAND (EXCEPT 2ND FLOOR)

This annex (edition: 2017-04-07) is only valid in connection with the above-mentioned certificate.
CERTIFICATE

This is to certify that

Planar Systems, Inc.
1195 NW Compton Drive
Beaverton, OR 97006
United States of America
Reference No. 10008756

7210 NW Evergreen
Hillsboro, OR 97124
United States of America
Reference No. 10009574

has implemented and maintains a Quality Management System.

Scope:
The design, manufacture, customer support and servicing of flat panel displays. The corporate office at 1195 NW Compton Drive, Beaverton, OR performs sales, engineering, human resources, corporate functions, document control, and customer support.

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

ISO 9001 : 2015

Certificate registration no. 10008756 QM15
Date of original certification 2010-02-12
Date of certification 2018-07-23
Valid until 2021-07-22

DQS Inc.

Brad McGuire
Managing Director

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

TUV Rheinland of North America, Inc.
295 Foster Street, Suite 100, Littleton, MA 01460

Hereby certifies that

QSC, LLC
1675 MacArthur Blvd.
Costa Mesa, CA 92626

has established and maintains a quality management system for the

Design and development, supply chain activities, production, and servicing of audio, video, and control products

An audit was performed and documented in Report No 4451. Proof has been furnished that the requirements according to

ISO 9001:2015

are fulfilled.

Further clarification regarding the scope of this certificate and the applicability of ISO 9001:2015 requirements may be obtained by contacting TRNA.

Certificate Registration No.

74 300 4451

Certificate Issue Date
September 6, 2018

Certificate Expiration Date
September 5, 2021

Reissue Date: 9/6/2018

Certification of Management Systems
CERTIFICATE

This is to certify that

SAMSUNG ELECTRONICS CO., LTD.
MOBILE COMMUNICATION DIVISION
302, 3Gongdan 3-ro
Gumi-si, Gyeongsangbuk-do, 39388
Republic of Korea

with the organizational units/sites as listed in the annex

has implemented and maintains a Quality Management System.

Scope:
(TL Scope) Hardware and software design and manufacture of cellular phones (mobile phones) and tablet PCs.

(ISO Scope) The design and manufacture of cellular phones (mobile phones), mobile internet devices (MID), wearable devices; personal computers including desktop, notebook, PC server, All-In-One, mobile PC; digital still cameras.

Product Categories:
6.2.1.2.2 Smart Phone Wireless Subscriber User Terminals

Through an audit documented in a report, in accordance with QuEST Forum Code of Practice for TL 9000 Registrars and ISO/IEC 17021 Conformity Assessment - Requirements for bodies providing audit and certification of management systems, it was verified that the management system fulfills the requirements of the following standards:

TL 9000-HS R6.0/R5.0 ISO 9001 : 2015

TL Id number       TL1172
Certificate registration no.  20002540
Date of certification  2017-07-13
Valid until  2020-07-12

DQS Inc.

Brad McGuire
Managing Director

Accredited Body: DQS Inc., 1130 West Lake Cook Road, Suite 340, Buffalo Grove, IL 60089 USA
Administrative Office: DQS Korea LLC., #302, ACE Techno Tower 10-cha, 196, Gasan digital 1-ri, Geumcheon-gu, Seoul, 08502, Republic of Korea
Annex to certificate  
Registration No. 20002540

SAMSUNG ELECTRONICS CO., LTD.  
MOBILE COMMUNICATION DIVISION  
302, 3Gongdan 3-ro  
Gumi-si, Gyeongsangbuk-do, 39388  
Republic of Korea

<table>
<thead>
<tr>
<th>Location</th>
<th>Scope</th>
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</table>
| 20004805  
Samsung Electronics Co., Ltd.  
Mobile Communication Division | Design and Development, Purchasing,  
Product planning |
| 129, Samsung-ro, Yeongtong-gu  
Suwon-si, Gyeonggi-do, 16677  
Republic of Korea |  |
| 20006326  
Samsung Electronics Co., Ltd.  
Mobile Communication Division | Sales and Marketing |
| 11, Seocho-daero 74-gil  
Seocho-gu, Seoul, 06620  
Republic of Korea |  |
SCS Indoor Advantage Gold Certification

Spectrum achieved the prestigious SCS Indoor Advantage certification in 2010. Over the past five years, Spectrum has maintained and expanded this certification to include many new product lines. Spectrum’s products are certificated to the prestigious Indoor Advantage Gold Level.

Spectrum set out to attain third-party verification of our environmentally safe products. The SCS Indoor Advantage certification verifies compliance to stringent ANSI-BIFMA Furniture Emissions Standards. This
certification also qualifies Spectrum for an increasing number of large construction projects that strictly adhere to the LEED point system. Moreover, indoor air quality certification proves that Spectrum products provide safer and healthier work environments for students, workers, and other product users.

ISO 9001:2015 Certification

In October 2008, Spectrum was awarded ISO 9001:2000 certification.

In February 2010, Spectrum was awarded ISO 9001:2008 certification.

In October 2017, Spectrum was awarded ISO 9001:2015 certification

ISO Certification requires a quality management system where an organization demonstrates its ability to consistently provide products that meet customer and applicable regulatory requirements, and aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable regulatory requirements.

ISO (International Organization for Standardization) is an independent, non-governmental membership organization and the world’s largest developer of voluntary international standards.

Intertek ETL Listed Device Carts

Certain carts that Spectrum has developed have been ETL Certified by Intertek to UL 60950-1 listing. This standard specifies requirements intended to reduce risks of fire, electric shock, or injury for the user who may use the equipment. It takes into account all the normal operating conditions of the equipment, but also looks at likely fault conditions, consequential faults, foreseeable misuse, and external influences such as temperature, altitude, pollution, and moisture. This standard also applies to components such as power supplies, power strips, and timers.
State of Alabama
Disclosure Statement
Required by Article 3B of Title 41, Code of Alabama 1975

ENTITY COMPLETING FORM
M3 Technology Group, Inc.

ADDRESS
925 Airpark Center Drive

CITY, STATE, ZIP
Nashville, TN 37217

TELEPHONE NUMBER
615-227-0717

STATE AGENCY/DEPARTMENT THAT WILL RECEIVE GOODS, SERVICES, OR IS RESPONSIBLE FOR GRANT AWARD
Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement

ADDRESS
135 South Union Street, Suite #135

CITY, STATE, ZIP
Montgomery, AL 36104

TELEPHONE NUMBER

This form is provided with:
☐ Contract ☐ Proposal ☐ Request for Proposal ☑ Invitation to Bid ☐ Grant Proposal

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

☑ Yes ☐ No

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

<table>
<thead>
<tr>
<th>STATE AGENCY/DEPARTMENT</th>
<th>TYPE OF GOODS/SERVICES</th>
<th>AMOUNT RECEIVED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama A &amp; M University</td>
<td>Audio-Video Systems Integration</td>
<td>$63,481.00</td>
</tr>
<tr>
<td>University of Huntsville Alabama</td>
<td>Audio-Video Systems Integration</td>
<td>$34,589.00</td>
</tr>
</tbody>
</table>

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

☐ Yes ☑ No

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

<table>
<thead>
<tr>
<th>STATE AGENCY/DEPARTMENT</th>
<th>DATE GRANT AWARDED</th>
<th>AMOUNT OF GRANT</th>
</tr>
</thead>
</table>

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

<table>
<thead>
<tr>
<th>NAME OF PUBLIC OFFICIAL/EMPLOYEE</th>
<th>ADDRESS</th>
<th>STATE DEPARTMENT/AGENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>n/a</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. List below the name(s) and address(es) of all family members of public officials/public employees with whom you, members of your immediate family, or any of your employees have a family relationship and who may directly personally benefit financially from the proposed transaction. Identify the public officials/public employees and State Department/Agency for which the public officials/public employees work. (Attach additional sheets if necessary.)

<table>
<thead>
<tr>
<th>NAME OF FAMILY MEMBER</th>
<th>ADDRESS</th>
<th>NAME OF PUBLIC OFFICIAL/PUBLIC EMPLOYEE</th>
<th>STATE DEPARTMENT/AGENCY WHERE EMPLOYED</th>
</tr>
</thead>
<tbody>
<tr>
<td>n/a</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

<table>
<thead>
<tr>
<th>NAME OF PAID CONSULTANT/ LOBBYIST</th>
<th>ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>n/a</td>
<td></td>
</tr>
</tbody>
</table>

By signing below, I certify under oath and penalty of perjury that all statements on or attached to this form are true and correct to the best of my knowledge. I further understand that a civil penalty of ten percent (10%) of the amount of the transaction, not to exceed $10,000,000, is applied for knowingly providing incorrect or misleading information.

[Signature]
[Seal]

Date: 2-14-19

Notary’s Signature
[Seal]

Date: 2-14-19

Article 3B of Title 41, Code of Alabama 1975 requires the disclosure statement to be completed and filed with the notaries, bids, contracts, or grant proposals to the State of Alabama in excess of $5,000.

Page 2 of 2
FORM FOR SECTIONS 9 (a) and (b) BEASON-HAMMON ALABAMA TAXPAYER AND CITIZEN PROTECTION ACT; CODE OF ALABAMA, SECTIONS 31-13-9 (a) and (b)

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

State of _______ Tennessee _______
County of _______ Sumner _______

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

As a condition for the award of any contract, grant, or incentive by the State of Alabama, any political subdivision thereof, or any state-funded entity to a business entity or employer that employs one or more employees, I hereby attest that in my capacity as _______ CEO _______ (state position) for _______ M3 Technology Group _______ (state business entity/employer/contractor name) that said business entity/employer/contractor shall not knowingly employ, hire for employment, or continue to employ an unauthorized alien.

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

_________________________________________ Signature of Affiant

Sworn to and subscribed before me this _______ 14th _______ day of February _______ 2019 _______.

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

_________________________________________ Signature and Seal of Notary Public

Author: Jean Brown
Statutory Authority: Code of Alabama, sections 31-13-9 (a) and (b); Section 31-13-9 (h).
History: New Rule: Filed December 12, 2011; effective December 12, 2011