

Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement

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

Deliver To:

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


Prepared By:

ProSys Information Systems, Inc.
Jeff Baldwin
Account Executive

Due February 15, 2019

ORIGINAL

Authorized Signature


Matthew R. Girardot – VP of Legal

February 14, 2019

*ProSys releases the contents of this response for public access **with the exception of client reference information**. The contents of this bid are to be used for the sole purpose of the client to determine a provider of goods and/or services described.*

Letter of Transmittal

Each response must be accompanied by a letter of transmittal. The letter of transmittal MUST:

We are pleased to offer our response to the Request for Bid for the Alabama Community College Joint purchasing agreement. We are including the Letter of Transmittal information organized as required by the RFB below:

- A. Identify the submitting organization

ProSys Information Systems, Inc.

- B. Identify the name and title of the person authorized by the organization to contractually obligate the organization

ProSys Response: Matthew R. Girardot – Vice President of Legal

- C. Identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization

ProSys Response: Matthew R. Girardot – Vice President of Legal – 888-337-2626

- D. Identify the names, titles and telephone numbers of persons to be contacted for clarification

ProSys Response: Jeff Baldwin – Account Executive – 334-546-7537

- E. Explicitly indicate acceptance of the Conditions Governing the Procurement

ProSys has read, understands and will comply

- F. Be signed by the person authorized to contractually obligate the organization

ProSys Response: ProSys has complied with this requirement via Matt Girardot's signature on the lead page of our submittal.

- G. Acknowledge receipt of any and all amendments to this RFB.

ProSys Response: ProSys has complied with this requirement.

If any additional information is requested, please contact Jeff Baldwin at jeff.baldwin@prosysis.com or via telephone at 334.546.7537.

Sincerely,

Jeff Baldwin
ProSys Information Systems

Appendix E - Evaluation Submission form

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

Vendor Contact Information

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

Vendor Name: ProSys Information Systems Last Updated: February 2019

JPA Website Address:

	Name(s)	Phone Number(s)	E-mail Address(s)
Primary Contract Executive(s)	Louis Bell	205.243.6788	Louis.bell@prosysis.com
Sr. Account/Sales Manager(s) (by region if necessary)	Jeff Baldwin	334.546.7537	Jeff.baldwin@prosysis.com
Account/Sales Manager(s) (by region if necessary)	Tricia Wilson	859.887.8356	Tricia.wilson@prosysis.com
Technical Support	Jason Stepp	502.322.5900	Jason.stepp@prosysis.com

Bid Information Index

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

	Document Name	Page Number(s)
Product and Services Delivery Overview	This document	Page 8
Geographic Coverage	This document	Page 29
Availability of Technical Support	This document	Page 17-18
Problem Resolution	This document	Page 9
Customer Satisfaction	This document	Page 9
Value Added Services	This document	Page 9
Reporting	This document	Page 11
Electronic Commerce	This document	Page 12
Breadth of Offering	This document	Page 12
Primary Account Representative	This document	Page 13
References	This document	Page 13
Pricing Level and Guarantee	This document	Page 15

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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.

ProSys Response: ProSys is ISO-9001 compliant, but not certified. We are a Value-added reseller and not a manufacturer of products. By being ISO-9001 compliant, should we have an issue that would require shut down to resolve as a certified organization, ProSys can resolve the issue without shutting down to maintain our configuration and shipping productivity. Our manufacturing partners are ISO-9001 compliant.

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.

ProSys Response: ProSys has complied.

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).

ProSys Response: Acknowledged

3.4 Serving Sub-Contractors

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

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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 any agreement with 30 days written notice.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

3.11 Governing Law

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

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

3.20 Insurance

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

KIND OF INSURANCE MINIMUM LIMITS OF LIABILITY

Worker's Compensation Statutory – Alabama

Employer's Liability \$2,000,000 (each employee, each accident and policy limit)

Commercial General Liability:
 \$2,000,000
 Each Occurrence
 Personal and Advertising Injury \$2,000,000
 Products/Completed Operations \$2,000,000
 General Aggregate \$3,000,000
 Automobile Liability \$2,000,000 each accident - combined
 single limit

These policies shall contain a thirty- (30) day written notice to the System before cancellation, 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 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.

ProSys Response: Acknowledged. ProSys has provided an Evidence of Insurance Certificate in the Attachments section of this proposal.

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.

ProSys Response: Acknowledged

SPECIFICATIONS

3.22 Product and Services Delivery Overview

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

ProSys Response: ProSys specializes in IT solution design, planning, complete asset procurement, and integration and implementation expertise with the best technology available. We have been doing business in the information technology space since 1997 when the company was founded in Atlanta Georgia. Today we have over 300 employees, and upward of \$720M in annual revenue. Over twenty of our clients are represented in the Fortune 100, and our client base represents a diverse cross section of public sector, commercial, and enterprise organizations. We hold the premier level manufacturer authorizations and certifications, are a Top 20 Cisco partner and top three HP US Partner. Our portfolio of products encompasses over 130 technology companies.

Our areas of technical expertise include data center collaboration, mobility, networking, virtualization, and data security, and we provide a full suite of consulting and implementation services surrounding those

technical areas.

ProSys is a portfolio company of Pivot Technology Solutions, a \$1.4B annual revenue organization that is traded publicly on the TSX. As a portfolio company, we have access to Pivot’s vast support infrastructure, and have 99% customer satisfaction rate for our support services, as well as, a 98%+ problem resolution without escalation.

Our staff in Alabama is comprised of two engineers, Vice President of Sales for the Gulf States, and two Account Executives. Should a customer problem or complaint arise, all sales staff are directly accessible for escalation to the proper channel of resolution.

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

ProSys Response: ProSys, depending on the products involved, will either engage engineering resources familiar with a deployed project and/or involve manufacturer technical support as needed to resolve covered issues. In the event that a situation has not been addressed to the satisfaction of a customer, the primary contact will escalate through both the sales and operations organizations to bring the correct solutions to bear.

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

ProSys Response: ProSys has won multiple awards from our manufacturing partners for our customer service focus. As an example, we maintain a better than 98% customer satisfaction rating with Cisco customers throughout our region.

Awards

2018

- CRN Solution Provider 500 #46
- Cisco Customer Experience Partner of the Year

2017

- CRN Solution Provider 500 #48

2016

- CRN Solution Provider 500 #55

2015

- CRN Solution Provider 500 #42

2014

- Cisco South Area Partner of the Year – US South
- Cisco Architectural Excellence in Enterprise Networking, US Nationals
- Cisco Excellence in Customer Satisfaction, Gold Star Recognition
- Included in CRN’s “Tech Elite 250” of IT Solution Providers
- Ranked 49th on CRN’s Solution Provider 500 List

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.

ProSys Response: ProSys maintains the highest-level certifications for Cisco, HP, and other major manufacturers. These certifications dictate that we have engineer staff certified and trained in the latest technologies. In addition to the core engineer staff, we have highly skilled technicians that are certified and trained in areas concerning the deployment of hardware and software of our primary manufacturing partners. Our engineer/technical staff, ProSys specific are housed in, Alabama, Georgia, Kentucky, and Tennessee. As part of the Pivot family, we also have the opportunity to draw upon technical specialists that are located

throughout the United States.



3.23 Reporting

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

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

ProSys Response: ProSys agrees to provide reporting as required.

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.

ProSys Response: ProSys has the ability to present electronic commerce capabilities to ACCS customers. We look forward to working with the ACCS organization to customize our E-Commerce site to meet the requirements of member organizations.

Our E-Commerce offering provides:

- **InterConnect is the name of our B2B ecommerce system**
- **We can configure and maintain dedicated custom buying portals for our customers**
- **Catalogs can be locked down to a set group of part and prices to ensure no deviation outside of defined ESS**
- **Catalogs can have custom categories, to reflect our customer's own business preferences or they can default to our out-of-the-box categorizations**
- **Users can drill into products to view their images, specifications and supporting material**
- **Portal home pages can contain specific buying instructions, if required**
- **Users can create quotes, place orders and be subject to approval workflows, depending on their configuration**
- **Users can be configured to view their orders, including status, tracking, ETA and invoice details**
- **InterConnect also has standard B2B ecommerce integration capabilities, including various punch-out technologies (CXML, OCI, etc.) and EDI support (e.g. 850, 856, 810, etc.)**

3.25 Breadth of Offering

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

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)
 Servers
 Printers
 Monitors
 Storage
 Networking Equipment
 Audio and Video Conferencing Equipment
 Multimedia Hardware
 VOIP/Unified Communications Solutions
 Video Surveillance Solutions
 Key and Access Control Equipment
 Software
 Professional Services
 Other

ProSys Response: ProSys is responding to servers via HP and Cisco, printers and monitors via HP, Storage via DELL/EMC, Networking equipment via Cisco as well as VOIP/Unified Communications Solutions, Software via each manufacturer listed. Professional services from the manufacturer if desired or via ProSys certified engineers. Firewall technology via Palo Alto Systems as well as Cisco.

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

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

Printers
Monitors
Storage
Networking Equipment
Audio and Video Conferencing Equipment
Multimedia Hardware
VOIP/Unified Communications Solutions
Video Surveillance Solutions
Key and Access Control Equipment
Software
Other

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

ProSys Response: ProSys is responding with the full enterprise/SLED lines of our manufacturing partners. Operating systems will be the latest available as of the shipment of products unless specifically ordered otherwise.

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

ProSys Response: Acknowledged

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

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices).
Servers
Networking Equipment
Audio and Video Conferencing Equipment
VOIP/Unified Communications Solutions
Key and Access Control Equipment
Other

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

ProSys Response: ProSys is responding with the full enterprise/SLED lines of our manufacturing partners. Operating systems will be the latest available as of the shipment of products unless specifically ordered otherwise.

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

Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices).
Servers
Networking Equipment
Audio and Video Conferencing Equipment
VOIP/Unified Communications Solutions
Video Surveillance solutions
Key and Access Control Equipment
Other

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.

ProSys Response: ProSys is responding with the full enterprise/SLED lines of our manufacturing partners. Operating systems will be the latest available as of the shipment of products unless specifically ordered otherwise.

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

- Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)
- Servers Printers Monitors Storage
- Networking Equipment
- Audio and Video Conferencing Equipment
- Multimedia Hardware
- VOIP/Unified Communications Solutions
- Video Surveillance solutions
- Key and Access Control Equipment
- Other

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

ProSys Response: The ProSys Operations group continuously provides core engineering staff with access to manufacturer training to both maintain proficiency and to secure high-level certifications required to deploy the latest technologies. We have direct-dial support for certain product lines as well as engineering support in addition to standard technical assistance calls to manufacturers. ProSys, as an organization, provides customers with the ability to introduce multiple best-practice manufacturer products into their organizations to best serve organizational needs. This requires our engineering staff to be cognizant of multiple operating systems and hardware and be able to successfully troubleshoot projects we deploy.

Our technical services portfolio contains solutions architects, core specialist engineers, generalist engineering, and a variety of deployment services technicians. We provide customers with the opportunity to have the right mix of engineering and technical expertise that is specific to their projects. ProSys knows that in today's world, one-size-fits-all engineers are not feasible for our customers complex information technology environments. We have the depth of talent across our company to properly address our customers' needs.

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.

ProSys Response: Jeff Baldwin is the primary account representative and is located in the Montgomery, Alabama area. Louis Bell, VP of Gulf States is located in Birmingham. John Little is the marketing supervisor.

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.

ProSys Response:

Reference #1 - Auburn University
Richard Dale
Network Manager
daleric@auburn.edu
334.844.9366

ProSys assists Auburn with the design and deployment of core network and network security products. We have an ongoing relationship with Auburn involving multiple engineering staff on a weekly basis.

Reference #2 - MAX Credit Union

Kathy Cobb
VP Technology
katcobb@mymax.com
334.215.4850

ProSys has designed and deployed a comprehensive network upgrade, deployed and assists in maintaining the voice platform including the contact center, branch deployments, and special third-party products to increase the business efficiency of the credit union.

Reference #1 - U.S Pipe

Mike Findley
Network Manager
mfindley@uspipe.com
205.417.8393

ProSys provides core network design/hardware and implementation services for multiple U.S. Pipe locations.

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.

ProSys Response: ProSys is submitting discounts off list price of the primary manufacturers. The manufacturer catalogs represent thousands of lines on spreadsheets. We have included on our jump drive the catalogs along with discounts associated with general categories within the catalogs. Wherever feasible, we are providing a single discount, however, to provide the best pricing opportunity to ACCS, we have provided category discounts within manufacturer catalogs.

ProSys Pricing Catalog

As of February, 2019

Products	Hourly List Price	ACCS % off list price
Cisco		
Classic		38%
Compute (UCS)		57%
Smartnet		15%
Palo Alto		
Products/Hardware		24%
Products Subscriptions		24%
Premium Support		10%
Professional Services		0%
Dell/EMC		
Enterprise Storage (ExtremIO, PowerMax, VMA)		55%
Storage Area Network (Unity, Compellent, or SC)		55%
Data Protection Storage solutions (Data Domain, AVAMAR)		55%
Converged Infrastructure Storage solutions (ex. VBlock)		44%
HyperConverged infrastructure Storage (VXRack, VXRail)		44%
HP		
Computers (desktop, workstation, laptop, tablets)		15%
Monitors, displays, projectors		15%
HP Enterprise		
Servers (entry level)		21%
Data Center networking		28%
Enterprise Storage and Hyperconverged (Nimble, SimpliVity, 3Par, 3Par Svcs)		35%
Pure		
Hardware		40%
Services		7%
ProSys Professional Services Catalog		
Network Architect	\$225/hour	20%
Senior Consultant	\$225/hour	20%
Systems Engineer	\$165/hour	20%
Field Technician	\$90/hour	20%
Project Management	\$195/hour	20%

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

3.32 Title Passage

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

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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:

ProSys Response: Acknowledged

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.0

ProSys Response: Acknowledged

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.

ProSys Response:

C. Invoices

Invoices shall be submitted to the procuring entity.

ProSys Response: Acknowledged

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).

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

3.38 Price Guarantees

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

ProSys Response: Acknowledged

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.

ProSys has read and acknowledged. We have a toll-free number for our support services, however, the individual manufacturers we resell will be responsible for maintaining their own toll-free numbers for support as ProSys does not manufacture products.

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.

ProSys had read and acknowledges with the following caveat – product will be shipped as quickly as the manufacturer can provide the products. In some cases, items have ship dates that exceed the 30-day requirement above. In these cases, ProSys will advocate with the manufacturer to provide product on an expedited basis as close to the 30-day desired receipt as possible.

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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).

ProSys Response: Acknowledged

3.44 Indemnification

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

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

omissions of the System, or its officers, agents, or employees.

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

ProSys Response: Acknowledged

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.

ProSys Response: 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.

ProSys Response: Acknowledged

3.47 Replacement Parts

Replacement parts may be refurbished with agreement of procuring entity.

ProSys has read and acknowledged. ProSys will assist ACCS organizations to work within the manufacturer's return/replacement policies to provide replacement parts.

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

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.

ProSys Response: Acknowledged

3.53 Vendor Disclosure Statement

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

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

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

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

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

ProSys Response: Acknowledged

Attachments

Disclosure Statement



State of Alabama Disclosure Statement

Required by Article 3B of Title 41, Code of Alabama 1975

ENTITY COMPLETING FORM

ProSys Information Systems

ADDRESS

6025 The Corners, Suite 120

CITY, STATE, ZIP

Norcross, GA 30092(Headquarters)

TELEPHONE NUMBER

334.546.7537

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

Alabama Community College System

ADDRESS

135 South Union Street Suite 135

CITY, STATE, ZIP

Montgomery, AL 36130

TELEPHONE NUMBER

(334) 293-4500

This form is provided with:

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

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

☒ Yes ☐ No

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

STATE AGENCY/DEPARTMENT	TYPE OF GOODS/SERVICES	AMOUNT RECEIVED
Auburn University	Professional Svcs	>\$85000
ALEA	Professional Svcs	>\$5,000

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

☐ Yes ☒ No

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

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

NAME OF PUBLIC OFFICIAL/EMPLOYEE	ADDRESS	STATE DEPARTMENT/AGENCY
N/A		

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

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

N/A


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

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

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

NAME OF PAID CONSULTANT/LOBBYIST	ADDRESS
----------------------------------	---------

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

 February 14, 2019
Signature Date

 February 14, 2019
Notary's Signature Date



Article 3B of Title 41, Code of Alabama 1975 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.

About ProSys

ProSys is an IT Solutions Provider headquartered in Norcross, Georgia. Originally founded in 1997 in Atlanta, ProSys was created to deliver customized IT solutions backed by comprehensive engineering expertise and best-in-class products.

Today, ProSys employs approximately 350 people in locations across the United States. With a near 2:1 ratio of Services Personnel to Account Executives, we continue to strive to be your trusted IT advisor.

ProSys serves enterprise, mid-market, public sector and educational organizations. We assess, design, acquire, implement and support IT hardware and software solutions for our clients. Our goal is to help our clients minimize their cost structure, increase the effectiveness of their supply chain, secure their network, improve communications and develop a customized storage management solution. As a leading national provider, ProSys is a trusted, independent advisor with cross-platform expertise, providing technology and business consulting, value-added reseller services, leasing, and maintenance that help organizations manage cost and risk.

About ProSys Bullet Points

Facts & Figures

- Founded 1997
- Headquartered in Atlanta, Georgia
- 320+ employees
- More than 138,000 sq. ft. Integration Center
- InterConnect B2B eCommerce platform
- Nationally certified woman-owned diversity business
- 20+ clients in the Fortune 100

Solid Relationships

- Premier manufacturer authorizations & certifications
- HQ & regional multi-vendor solution labs
- Top 20 Cisco partner
- Top 3 HP US partner
- Partner & collaborate with 130+ technology companies

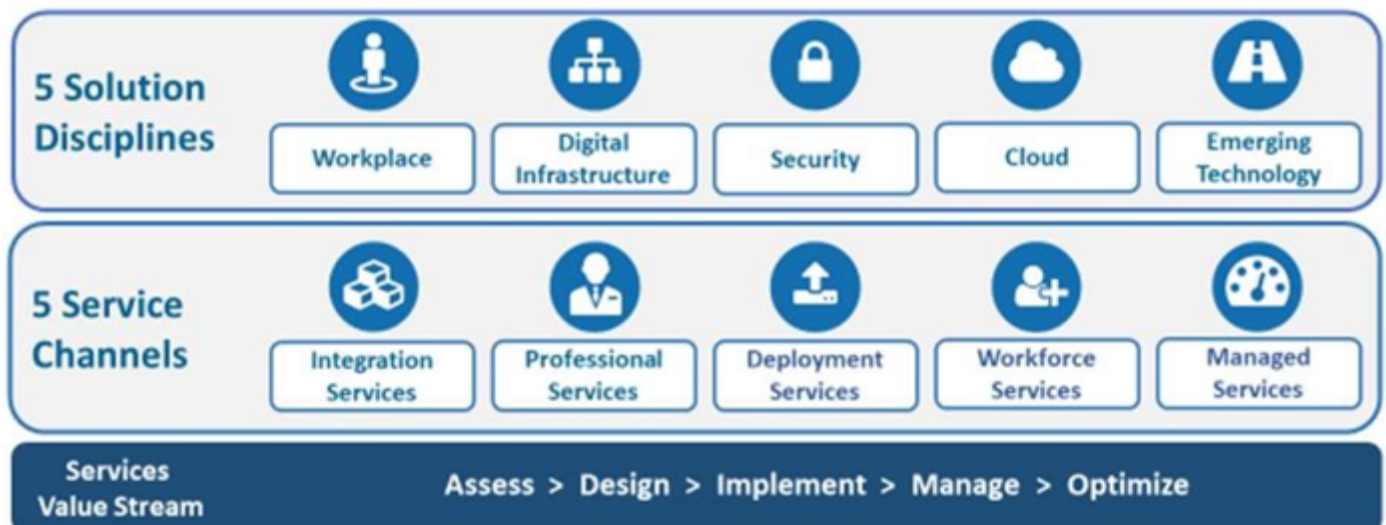
Vast Experience

- Engineering expertise & top certifications
- 12,000+ systems integrated annually
- Thousands of technology solutions designed annually
- Customers representing a cross-section of Public Sector, Commercial and Enterprise organizations

Service Offering

Below is an overview of our Services Portfolio, our Solution Disciplines and our Service Channels to give you a high-level understanding of the IT areas where ProSys focuses.

ProSys Services Portfolio 5 x 5



ProSys Mission, Vision, Values

Our Mission

ProSys solves customer business issues through independent and innovative solutions by leveraging focused architectures, tailored professional services and a blend of financial options.

Our Vision

ProSys is recognized by our clients and partners as an innovative organization known for its stellar customer service as a result of our customized solutions that meet our specific client needs as it relates to Digital Transformation and Cloud Migration Services.

Our Values

Our people are key to our unique culture and their passion drives our success. Innovation and excellence are the foundation of our unmatched ability to deliver results for our customers, partners and shareholders.

Our values center on the following key areas:

Integrity-We believe in winning the right way while being honest and ethical at all times.

Innovation-We believe that innovation leads to results. We create, adapt and continuously enhance our tools and processes to enable our customers' success without sacrificing quality.

Accountability-We are accountable to our employees, customers and partners by transforming our commitments into reality.

Results-We strive for excellence by delivering results that provide superior value and service that exceed both customer and shareholder expectations.

Customer Focus—being customer focused means making a commitment to our clients, proposing valuable solutions, being consistently responsive, and exceeding expectations in meaningful ways. This applies to both our external and internal customers.

For our customers, we aspire to:

- Be innovative and adaptable in our customization of client solutions
- Produce solutions-based deliverables that meet or exceed established objectives
- Be a proactive partner in achieving clients' goals while maintaining a sense of scope
- Prioritize the client experience at every stage of the process to foster a lasting relationship

Long-term Strategy

Technology is woven into the fabric of nearly every aspect of business today, with information technology fast becoming a primary driver of market differentiation, business growth, and profitability. That is why we believe that understanding the technology trends that are changing the world as we know it extends well beyond the realm of IT executives—to CEOs, COOs, and even down to the end-users. As industry leaders, it is our collective responsibility to grasp the importance of technology and to use it to deliver tangible business results for our stakeholders.

Gartner has coined a phrase for what they see as the new era of computing and the forces driving the change. They call them the “Nexus of Forces – Cloud, Mobile, Social and Information.” They suggest that to remain relevant, every business must become a digital business, and we see it as a forecast for business, not merely technology. We know the important technology trends affecting organizations both domestically and abroad, and we suggest that these changes signal a broader transformation in the role of technology and in the business models that will be required for success.

The time for leadership to act is now in terms of recognizing the power of new technologies and having the foresight to adopt them. We see organizations using the technologies described to adapt to a rapidly changing environment, to transform their relationships with customers, to further differentiate themselves in the marketplace, and to expand their global footprint.

Our strategy is to help our clients transform and align their business and technologies to build a digital business that 1) is capable of responding to the Nexus of Forces and 2) leverages IT as a competitive weapon, to deliver a sustainable competitive advantage.

To accomplish this, we have redesigned our service portfolio to meet the current and future needs for IT services and are making purposeful investments to rapidly scale our game-changing and proven offerings such as Persona Service Management, Cloud, Security, and Analytics services to help customers reduce costs and increase agility and business effectiveness. Together, they deliver a more efficient and cost-effective lifecycle management approach in service delivery.

Roadmap

ProSys has an interest in maintaining a competitive edge by paying close attention to the trends and ideas that lead to cutting-edge solutions. Key components of ProSys' current business development plans include continually building on our core products and services business, expanding our services capabilities and portfolio, executing a client-focused commercial transformation, and optimizing our cost structures to deliver high-quality offerings at the most competitive prices for our customers.

In terms of our overall portfolio, we're continuing to invest in people, process, and technologies that will enhance our capabilities in our four different Solution Discipline areas (End User Computing, Networking, Data Center and Collaboration) and our six Services Channels (Fulfillment, Professional, Deployment, Workforce, and Managed Services). This includes investing in the internal creation of disruptive technology solutions and acquisition opportunities that will continue to expand, enhance, optimize, or differentiate us from our current market position.

Our customer-focused commercial transformation includes our new and expanded offerings, implementing a customer-centric solution management process, and putting enhanced account management and measurement processes in place to track progress with our customers. As part of this customer-focused transformation, we expect our value to customers to increase and become evident in our overall company performance.

As part of annual planning, we develop a comprehensive list of key objectives based on inputs from our sales and solution teams, direct customer feedback, internal operations teams, market analyst inquiries, and information from our OEM Partners. We use a scoring mechanism to prioritize those objectives over a 12 to 18-month period based on key areas such as operational optimization, compelling to customers/market, improved execution, enhanced employee morale, expanded capability and market differentiation. These objectives are reviewed each quarter and reprioritized as needed based on market conditions.

At a high level, our current future development plans include the following:

- Continue to enhance and expand our Service Portfolio with a focus on cost optimization, market differentiation, and delivering a customer-first experience.
- Maintain our current strategic partner and OEM relationships while continuing to identify emerging products and partners that will enable our sales teams to offer our customers a variety of vendor-independent technology enablement options.
- Continually review acquisition opportunities that will either strengthen our existing market positions or add capability that will create market differentiation and/or meet new customer demands because of technology shifts or trends.
- Drive organic growth by leveraging our Portfolio Delivery frameworks of a Customer-First approach, Radical Solution Transparency and delivering transformational Technology Innovation to provide best-in-class offerings to our existing customer base.

Locations and Contact Information

Our headquarters are located in the bustling tech-hub suburb of Norcross, Georgia, but our imprint is far-reaching. We serve the Southeastern, Central, Mid-Atlantic, and New England states, as well as stretching across to Texas and Washington.

ALPHARETTA, GA (WAREHOUSE/INTEGRATION CENTER)
5985 Cabot Parkway
Alpharetta, GA 30005

ATLANTA, GA (CORPORATE OFFICE/HEADQUARTERS)
6575 The Corners Parkway, Suite 300
Norcross, GA 30092

AUSTIN, TX
162 Brentwood Dr.
Georgetown, TX 78628

BIRMINGHAM/MONTGOMERY, AL
4000 Eagle Point Corporate Drive
Hoover, AL 35242

INDIANAPOLIS, IN
12336 Hancock St.
Carmel, IN 46032

LOUISVILLE, KY
10200 Forest Green Blvd, Suite LL3
Louisville, KY 40223

MIAMI, FL
9725 NW 117th Ave, Suite 420
Miami, FL 33178

NASHVILLE, TN
6 Cadillac Drive, Ste. 150
Brentwood, TN 37027

SEATTLE, WA
11807 North Creek Parkway S., Suite 108
Bothell, WA 98011

ProSys Leadership

Meet a leadership team that manages by allowing their teams to do what they do best—put their customers first, be solid partners and deliver world-class technology solutions.

It's a dynamic group of individuals with strong business acumen, years of tech and sales experience, plus the spirit to get things done.

Michelle Clery, President and Founder

Michelle Clery co-founded ProSys in 1997 and has served on the Board of Directors and as President since its inception. Critical to the company's operations and growth trajectory, Michelle is a vital leader within ProSys and respected advisor within the industry. Prior to ProSys, she worked for VanStar Corporation and Entex Information Systems in both global and national account executive roles.

She holds a Bachelor of Science in economics from Wesleyan University in Middletown, Connecticut. Michelle is also a mentor for the GA100 and the Governor Mentor-Protégé Program in Atlanta for the development of minority- and women-owned businesses.

Scott Ballantyne, Vice President, Pacific Northwest Territory

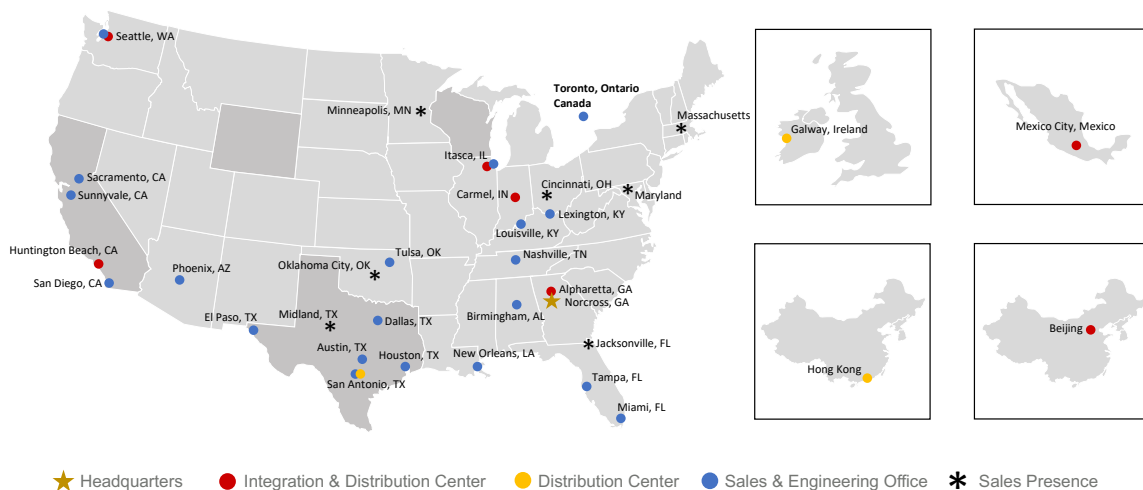
Scott Ballantyne came to ProSys with a varied background in technology delivery. His career started 30 years ago with personal computers as they began to make inroads into people's homes and businesses. Scott followed on his technology path to more complex offerings including networking and corporate deployments. His experience includes military systems, real-time applications and large retail deployments. Prior to ProSys, Scott enjoyed success with his own company in San Jose, California with one of the first RAID systems commercially available from Baydel North America. Previous to that, he was selling DEC-compatible storage systems at System Industries throughout North America. Scott is an accomplished sales executive with extensive expertise in strategic sales and senior account management.

Liz Spivack, Area Vice President of Sales, Florida

As Area Vice President of Sales for Florida, Liz Spivack is responsible for driving sales and services to more than 100 customers in the Florida market. Liz has a track record of creating and developing high-performance sales and customer-focused organizations. She has experience bringing value to large Enterprise, Commercial and SLED customers by addressing their business needs with relevant technology solutions. She has more than 20 years' experience in the industry. Prior to joining ProSys in 2006, Liz was General Manager for CompuCom Systems (formerly Entex Information Services).

Geographic Coverage

Global Coverage



Evidence of Insurance

Client#: 439708		PIVOTTECHN		DATE (MM/DD/YYYY) 1/03/2019	
ACORD™ CERTIFICATE OF LIABILITY INSURANCE					
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer any rights to the certificate holder in lieu of such endorsement(s).</p>					
PRODUCER Marsh & McLennan Agency LLC Marsh & McLennan Ins. Agency LLC 1 Polaris Way #300 Aliso Viejo, CA 92656			CONTACT NAME: Anna Ji PHONE (A/C, No, Ext): 949 540-6912 FAX (A/C, No): 858 210-3939 E-MAIL: Anna.Ji@MarshMMA.com ADDRESS:		
INSURED ProSys Information Systems, Inc. 6025 The Corners Pkwy, Ste. 120 Norcross, GA 30092			INSURER(S) AFFORDING COVERAGE INSURER A : Berkley National Insurance Company NAIC # 38911 INSURER B : Berkley Regional Insurance Company 29580 INSURER C : INSURER D : INSURER E : INSURER F :		
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:	
<p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>					
INSR LTR	TYPE OF INSURANCE	ADOL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> DED: NIL GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:		TCP700779113	12/30/2018	12/30/2019
					EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$15,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMPIOP AGG \$2,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY		TCP700779113	12/30/2018	12/30/2019
					COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$NIL		TUL700779313	12/30/2018	12/30/2019
					EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000 \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	TWC700779413	12/30/2018	12/30/2019
					<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) **AUTO PHYSICAL DAMAGE - ALL OWNED AUTOS, HIRED AUTOS: COMPREHENSIVE: ACTUAL CASH VALUE OR COST OF REPAIR, WHICHEVER IS LESS, SUBJECT TO \$1,000 DEDUCTIBLE COLLISION: ACTUAL CASH VALUE OR COST OF REPAIR, WHICHEVER IS LESS, SUBJECT TO \$1,000 DEDUCTIBLE EVIDENCE OF COVERAGE.					
CERTIFICATE HOLDER			CANCELLATION		
ProSys Information Systems Inc. (EVIDENCE ONLY) 6025 The Corners Pkwy, Ste. 120 Norcross, GA 30092			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 		

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WOYPD