



# 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.

**ORIGINAL**

**Bid Due Date:**

**Friday, February 15<sup>th</sup>, 2019 at 4:00 PM CST**

**Certificate of Responsibility: 48602**

**Tab 1**

## Section A – Letter of Transmittal



February 15, 2019

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

**Subject: ACCS-2019-01 - Manufacturer Supplied Technology Equipment with Peripherals, Software, Networking, Equipment, Maintenance and Professional Support Services Bid.**

Dear ACCS Joint Purchasing Agreement Members:

Thank you for allowing Synergetics DCS, Inc. to respond to the bid for the Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement. Synergetics has been in business for 26 years, focusing on educational institutions. We offer turnkey solutions designed to best fit each school or university.

I, David Palmer, am the Chief Executive Officer and I am able to contractually obligate Synergetics DCS, Inc. and am authorized to negotiate on behalf of the organization.

If you require any clarification to the RFB, you may contact me using the contact information below, or you may contact Jim Raines, our President and Chief Technology Officer. Jim may be reached at 662-461-0102 or [jraines@synergeticsdcs.com](mailto:jraines@synergeticsdcs.com).

Synergetics acknowledges acceptance of the Conditions Governing the Procurement. We acknowledge the receipt of all of the amendments and the questions and answers to this RFB.

Please let us know if there is anything else we may do for you.

Sincerely

A handwritten signature in blue ink, appearing to read "David Palmer", written over a circular blue stamp.

David Palmer  
CEO  
Synergetics DCS, Inc.  
Direct Phone: 662.461.0103  
Direct Fax: 662-461-0183  
[dpalmer@synergeticsdcs.com](mailto:dpalmer@synergeticsdcs.com)

CREATING SYNERGY BETWEEN PEOPLE AND TECHNOLOGY

P.O. Box 80264 ♦ 501 HWY 12 WEST, SUITE 100 ♦ STARKVILLE, MS 39759

PHONE: (662) 323-9484 • FAX: (662) 324-1876

[WWW.SYNERGETICSDCS.COM](http://WWW.SYNERGETICSDCS.COM)

# Tab 2



## Section B – Evaluation Submission Form (Appendix E)

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:Notification@accs.edu).

Vendor Name: Synergetics DCS, Inc. Last Updated: 12 February 2019

JPA Website Address: <http://accs.syndcs.com>

	<b>Name(s)</b>	<b>Phone Number(s)</b>	<b>E-mail Address(s)</b>
Primary Contract Executive(s)	David Palmer (CEO) Jim Raines	(662) 461-0103 (662) 461-0102	<a href="mailto:dpalmer@synergeticsdcs.com">dpalmer@synergeticsdcs.com</a> <a href="mailto:jraines@synergeticsdcs.com">jraines@synergeticsdcs.com</a>
Sr. Account/Sales Manager(s) (by region if necessary)	Kay Hall	(205) 909-1095	<a href="mailto:khall@synergeticsdcs.com">khall@synergeticsdcs.com</a>
Account/Sales Manager(s) (by region if necessary)	Jessica Keel Shelby Pace Kat Eddy	(662) 461-0113 (662) 461-0121 (662) 461-0109	<a href="mailto:jkeel@synergeticsdcs.com">jkeel@synergeticsdcs.com</a> <a href="mailto:space@synergeticsdcs.com">space@synergeticsdcs.com</a> <a href="mailto:keddy@synergeticsdcs.com">keddy@synergeticsdcs.com</a>
Technical Support	Joel Hussenet Kristi Jennings Farrel Honea	(877) 825-6602 (662) 461-0104 (662) 461-0117 (662) 461-0135	<a href="mailto:service@synergeticsdcs.com">service@synergeticsdcs.com</a> <a href="mailto:jhussenet@synergeticsdcs.com">jhussenet@synergeticsdcs.com</a> <a href="mailto:kjennings@synergeticsdcs.com">kjennings@synergeticsdcs.com</a> <a href="mailto:fhonea@synergeticsdcs.com">fhonea@synergeticsdcs.com</a>

## 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	Section E, 3.22	15-24
Geographic Coverage	Section E, 3.22	16-18
Availability of Technical Support	Section E, 3.22	19-20, 22-24
Problem Resolution	Section E, 3.22	19-20
Customer Satisfaction	Section E, 3.22	20-22
Value Added Services	Section E, 3.22	22-24
Reporting	Section E, 3.23	24-25
Electronic Commerce	Section E, 3.24	25
Breadth of Offering	Section E, 3.25	25-29
Primary Account Representative	Section E, 3.26	29
References	Section E, 3.27	29
Pricing Level and Guarantee	Section E, 3.28	29-32

**Tab 3**

## Section C - Table of Contents

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Section B - Appendix E - Evaluation Submission Form.....	Tab 2
Section C - Table of Contents .....	Tab 3
Section D - Bid Summary.....	Tab 4
Section E - Response to General Requirements and Specifications.....	Tab 5
Section F - Attachments.....	Tab 6
<ul style="list-style-type: none"><li>• Attachment 1 - ISO 9001 Certificates</li><li>• Attachment 2 - Sample Quarterly Report</li><li>• Attachment 3 - References</li><li>• Attachment 4 - Alabama Vendor Disclosure Statement</li><li>• Attachment 5 - Synergetics E-Verify Memorandum of Understanding</li></ul>	

# Tab 4

## Section D – Bid Summary

Synergetics is pleased to respond to this RFB for the Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement. Synergetics is a very active vendor for the state of AL and currently participates in the Alabama K-12 JPA, as well as a number of AL Department of Finance state contracts for IT equipment. Synergetics provides turnkey solutions to AL customers through its strong manufacturer relationships and its broad depth of service personnel located in the state and in the region.

Synergetics was founded by James Raines in 1992 as an Information Systems Consulting Company in Starkville, MS. Synergetics provides service to educational, governmental, and commercial clients throughout the Southeastern United States. Synergetics has a 26 year history serving Educational Clients in this geography. Synergetics is focused on establishing long term, mutually beneficial relationships with clients that are based on exceptional customer service.

Synergetics offers a vast array of technology equipment, software and services that allow clients to procure complete solutions in a turnkey manner from a single vendor. Synergetics provides thousands of quality products from the industry leading manufacturers including Cisco, Dell, Microsoft, Extreme, Brocade, Aruba, Crestron, HP, Lenovo, Lightspeed, ShoreTel, Promethean, and SMART Technologies – just to name a few. A more complete listing of product offerings under this JPA can be found in Section 3.25.

Synergetics operates a 103,000 sq. ft. office & distribution facility in Starkville, MS. Product orders are fulfilled from Synergetics' distribution center and/or directly from manufacturers' or distributors' distribution centers. Fulfillment can be completed quickly under this JPA due to the close proximity of these facilities to AL customers.

### Product/Service Profile:

- Sales – All major brands of hardware and software with a vendor-neutral policy.
- Network Solutions – Assessments, design, installation, maintenance and remote monitoring of your network.
- Network Maintenance Agreements – Additional discounts for annual contracts for ongoing Network Maintenance and/or Technical Services.
- Structured Cabling – Design, certification and installation of structured cabling including Cat3, 5e, 6, and 7 copper & fiber optic cabling. Services include trenching and boring, as well as aerial installation.
- VOIP, Paging, and Intercom Solutions – Industry leading VOIP solutions including integration with existing systems and paging/intercom solutions.
- Repair & Maintenance – Service and repair on all types of IT Equipment.

- CCTV Surveillance, Building Access Control, and Emergency Notification Systems – Design, installation and support of surveillance and emergency notification systems.
- Training and Professional Development – Customized training based on your technology needs, including onsite courses, Technology Facilitation, and embedded Technology Coaches.
- Managed Services – Synergetics can provide virtually all of our product/service offerings as a Managed Service, including complete networks, VIOP, and WiFi solutions.

Synergetics provides services utilizing its highly trained and certified sales and technical staff located throughout the Southeastern United States. Details on these staff members and their geographical locations are provided in Section 3.22 of this RFB response.

Synergetics provides each ACCS member with a dedicated account team for this JPA which include the following:

- Outside Sales Executive
- Inside Sales Account Manager
- Customer Service Representative
- Service Manager

This dedicated and technically proficient team ensures each ACCS member gets the right solution at the best possible price.

Synergetics is fully committed to Education and to the State of AL. Our offerings for this JPA are vast and include hundreds of manufacturer partners and hundreds of thousands of product offerings. Synergetics' high quality service offerings and value added services are bundled with these products to provide complete solutions for ACCS JPA customers. Synergetics provides exceptional customer service and establishes long term relationships with its customers. We are very pleased to provide this RFB response and to be of service to ACCS JPA customers.

# Tab 5



## Section E – Responses 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.

**Synergetics accepts the Conditions Governing the Procurement section in the letter of transmittal. Synergetics is systems integrator / reseller and does not manufacture hardware products. Please see Tab 6, Attachment 1 for Synergetics DCS, Inc.'s ISO 9001:2015 Affiliate Relationship and for Manufacturer ISO 9001 Certifications for products offered for resell.**

### 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.

**Acknowledged and Agreed.**

### 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).

**Acknowledged and Agreed.**

### 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.

**In general, Synergetics performs all work and therefore does not utilize subcontractors. In the event subcontractors are used, those subcontractors will not directly accept purchase orders or payments for products or services from procuring entities under the terms and conditions of the contract.**

### 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.

**Acknowledged and will comply in the event Synergetics needs to amend its bid.**

### 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.

**Acknowledged and will comply in the event Synergetics needs to withdraw its bid.**

### 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.

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed.**

### 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

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed. Synergetics' ESS website may be found at <http://accs.syndcs.com>. Synergetics will keep the schedule current and correct and will reflect any changes in technology as they occur.**

### 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.

**Acknowledged and Agreed. Synergetics will pass on any price reductions to procuring entities under the terms and conditions of the contract.**

### 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.

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed.**

### 3.20 Insurance

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

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

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.

**Acknowledged and Agreed. A copy of this insurance policy may be found on the following page.**



SYNEDCS-02

DLLOYD

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
1/23/2019

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

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must 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 rights to the certificate holder in lieu of such endorsement(s).

PRODUCER License # 15013767 GCM Insurance - Columbus P.O. Box 9670 Columbus, MS 39705-0021	CONTACT NAME: Danielle Lloyd PHONE (A/C, No, Ext): (662) 328-0492 FAX (A/C, No): (662) 329-3938 E-MAIL ADDRESS: danielle.lloyd@gcm-insurance.com
INSURED  Synergetics DCS, Inc. P.O. Box 80264 Starkville, MS 39759	INSURER(S) AFFORDING COVERAGE INSURER A: The Travelers 19046 INSURER B: Berkley National Insurance Company 38911 INSURER C: INSURER D: INSURER E: INSURER F:

## COVERAGES

CERTIFICATE NUMBER: 1

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:	X	X	ZLP15P0805A	6/2/2018	6/2/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 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 checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	X	X	BA6232X61A	6/2/2018	6/2/2019	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 checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	X	X	CUP6K95816A	6/2/2018	6/2/2019	EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ 3,000,000 \$
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OR PARTNER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/>	N/A	UB0L483932	6/2/2018	6/2/2019	<input checked="" type="checkbox"/> PER STATUTE <input checked="" 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
B	Leased/Rented Equip.			MIM100709053	6/2/2018	6/2/2019	Limit 60,000
A	Professional E&O			ZPL15T85383	6/2/2018	6/2/2019	Limit 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Blanket Additional Insured and Waiver of Subrogation applies to the above-mentioned General Liability Policy - Form #CG D4 17 01 12 attached.

Blanket Additional Insured and Waiver of Subrogation applies to the above-mentioned Automobile Liability Policy - Form #CA T3 53 02 15 attached.

Blanket Waiver of Subrogation applies to the above-mentioned Workers' Compensation Policy - Form #WC 00 03 13 (00)-001 attached. The State of Alabama is covered under the above-mentioned Workers' Compensation Policy.

SEE ATTACHED ACORD 101

## CERTIFICATE HOLDER

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

## CANCELLATION

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

ACORD 25 (2016/03)

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The ACORD name and logo are registered marks of ACORD

### 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.

**Acknowledged and Agreed. Synergetics will offer only new, never previously used products under this JPA. All products warranties are per the terms of the manufacturers' standard warranty terms and conditions. All products are supplied in the manufacturers' packaging, including all cabling and connectors as defined in the manufacturers' specifications for each product.**

## SPECIFICATIONS

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

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

### 3.22 Product and Services Delivery Overview

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

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.



## **Synergetics DCS, Inc.**

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## **Products and Services**

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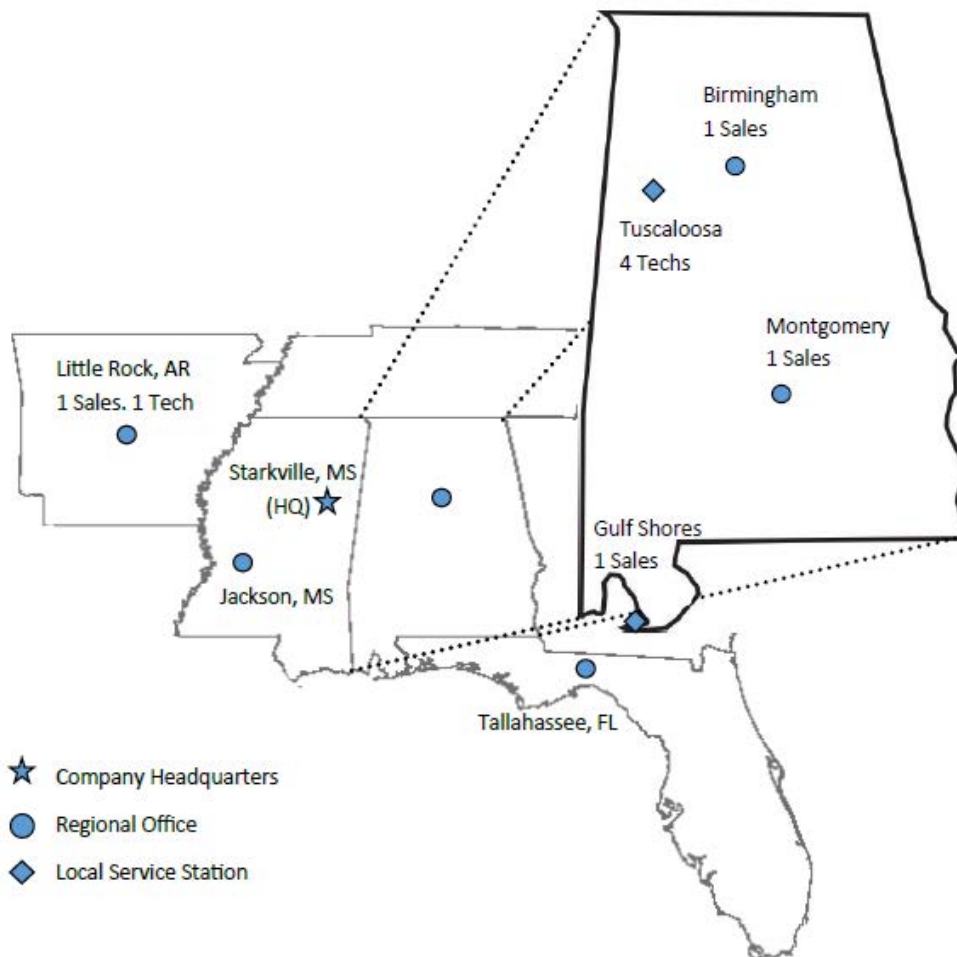
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### **Product/Service Profile:**

- **Sales** – All major brands of hardware and software with a vendor-neutral policy.
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- **Network Maintenance Agreements** – Additional discounts for annual contracts for ongoing Network Maintenance and/or Technical Services.
- **Structured Cabling** – Design, certification and installation of structured cabling including Cat3, 5e, 6, and 7 copper & fiber optic cabling. Services include trenching and boring, as well as aerial installation.
- **VOIP, Paging, and Intercom Solutions** – Industry leading VOIP solutions including integration with existing systems and paging/intercom solutions.
- **Repair & Maintenance** – Service and repair on all types of IT Equipment.
- **CCTV Surveillance, Access Control, and Emergency Notification Systems** – Design, installation and support of surveillance and emergency notification systems.

- **Training and Professional Development** – Customized training based on your technology needs, including onsite courses, Technology Facilitation, and embedded Technology Coaches.
- **Managed Services** – Synergetics can provide virtually all of our product/service offerings as a Managed Service, including complete networks, VIOP, and WiFi solutions.

**Synergetics provides services utilizing its highly trained and certified technical staff located throughout the Southeastern United States. Synergetics has approximately forty highly skilled technical staff located in this service area that provide both on premise and remote service & support to customers on a daily basis. The map provided below provides a more detailed overview of Synergetics' technical and other staff members. As indicated by the map, Synergetics has ample technical staff to service the geography of this JPA.**



Starkville, Mississippi—8 Sales, 6 Admin/Management, 26 Technical

Jackson, Mississippi—1 Sales, 4 Technical

Little Rock, Arkansas—1 Sales, 1 Technical

Birmingham, Alabama—1 Sales

Tuscaloosa, Alabama—4 Technical

Montgomery, Alabama—1 Sales

Gulf Shores, Alabama—1 Sales

Tallahassee, Florida—1 Sales

## **Problem Resolution**

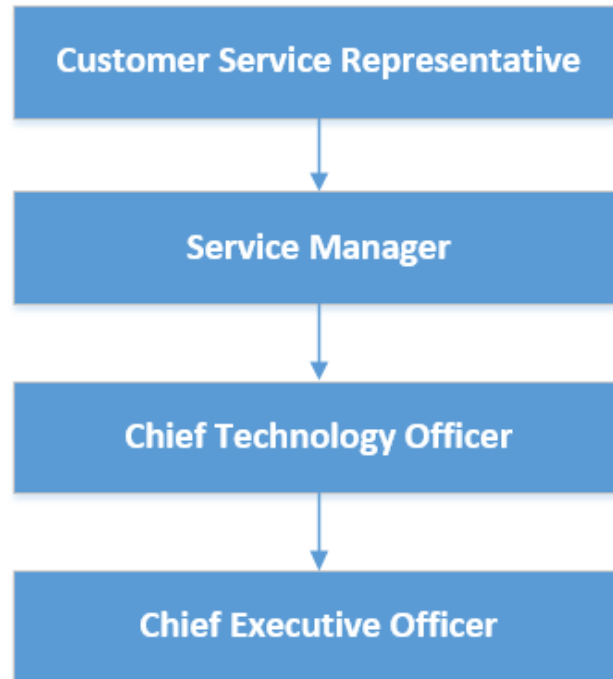
**Any customer problems or complaints are managed by Synergetics' Customer Service Department. Synergetics' Customer Service Department utilizes an electronic help desk, allowing service calls to be electronically entered and prioritized for levels of urgency. This ensures that customer problems or complains are resolved in a timely manner and that there is a historical record of any issues experienced.**

**The customer service department operates from 8 a.m. to 5 p.m., Monday – Friday. During normal hours of operation, the contact for the desk is (877) 825-6602 or via email at [service@synergeticsdcs.com](mailto:service@synergeticsdcs.com). Contact for service support after normal business hours is through Joel Hussenet, Service Manager, at 662-769-1000 and/or Jim Raines, Chief Technology Officer, at 662-418-3726.**

**Support requests go to assigned customer service representatives to determine service needs and dispatch the appropriate technical support staff. Once a request is received from an authorized customer point of contact, a return call from the service department will be received within 2 hours (if not immediately answered). The request will then be entered into the Service Management System and the appropriate technician will be assigned to the request. The technician will either provide support remotely or on-site as required to resolve the issue. If remote assistance is applicable the customer will receive this support within 2 hours of the service call. If on-site service is required, the customer will receive service within 6 hours for identified critical requests, and within 24 hours for non-critical requests. Customer will also receive the cell phone numbers for all assigned staff to the project for their convenience.**

**Once the technician reports the issue has been resolved, the customer point of contact will receive a follow-up phone call from the service department to ensure the customer is satisfied with the resolution. Once the customer confirms that the problem has been resolved the service request call will then be closed in the Service Management System.**

Escalation is achieved using the following hierarchy:



Synergetics has a system of internal controls in place to guarantee high levels of quality customer service. Quality surveys are completed each month from randomly selected projects and contract reviews keep Synergetics focused on changing customer needs.

#### **Customer Satisfaction**

Exceptional Customer Service is the DNA of Synergetics. Synergetics and its manufacturer partners conduct routine Customer Satisfaction Surveys and Outreach to ensure that we are meeting our high standards for service and reliability.

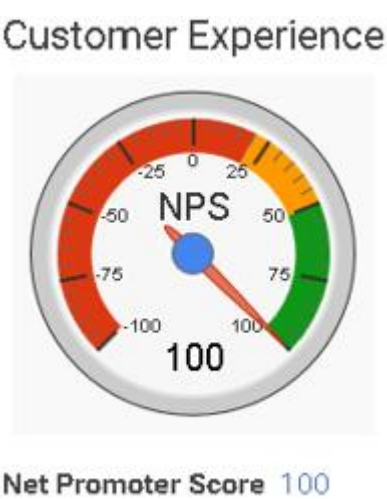
As mentioned above, Synergetics conducts monthly quality surveys. Each month, Synergetics surveys the three largest projects completed as well as three other completed projects that are randomly selected. In customer surveys conducted by Synergetics from 2002 to present, Synergetics has a 94% overall customer satisfaction rating.

In addition, our partners conduct independent quality surveys of Synergetics' customer service as it relates to our mutual customers. Cisco Systems is one such

partner. Synergetics has historically exceeded all Cisco Customer Satisfaction targets, from 2002 to present. In the past two years, Synergetics has 5.0/5.0 for 100% Customer Satisfaction rating.

2016	
Quick View For SYNERGETICS DIVERSIFIED COMPUTER SERVICES, INC. (USA)	
View by: 2014	GO
Your Overall Satisfaction	5.00
Theatre Objective	4.45
Total Responses from All Sources	10
2017	
Quick View For SYNERGETICS DIVERSIFIED COMPUTER SERVICES, INC. (USA)	
View by: 2015	GO
Your Overall Satisfaction	5.00
Theatre Objective	0.00
Total Responses from All Sources	3

ShoreTel, Inc. is another Synergetics partner that conducts independent quality surveys of Synergetics’ customer service as it relates to our mutual customers. Synergetics has a 100% Net Promoter Score (100% Customer Satisfaction) for 2017 and a 95% Customer Satisfaction rating since becoming a ShoreTel partner.



These surveys are administered directly by ShoreTel with the customer. Synergetics receives a copy of the survey results, but has no involvement in the surveys. The surveys include a free form in which Synergetics customers can provide written feedback. A sampling of such feedback is provided below:

- Prompt, fast, and correct service
- Response time and knowledge is excellent

- Easy to work with, always does a great job, always quick
- Their customer service is 'EXCEPTIONAL'!
- Excellent service, installation, etc.
- Service. They are always one phone call away when we need anything. They handle our entire IT department from computers & servers to now our phone system. They are quick, well prepared, and always willing to go the extra mile to make sure our office is up and running!
- Great technical expertise and very attentive
- Service and technical knowledge

Please note that Mitel acquired ShoreTel at the end of Q3 2017. Synergetics is a Mitel partner and can sell legacy ShoreTel products now branded Mitel, as well as Mitel branded products. Synergetics is authorized and certified in both product lines.

Numerous other partners conduct surveys on Synergetics as well. We have provided only a small sampling here. In all results, Synergetics ranks in the highest percentile on customer satisfaction, as we are truly committed to customer service and the success of our customers.

### **Value Added Services**

Synergetics is a service company and as a result offers a myriad of value added services to ACCS JPA customers. All of Synergetics' value added services are available anywhere in the State of Alabama. Many of our value added services were described in the Products and Services paragraphs above. In the paragraphs that follow, we will further describe a number of Synergetics value added services for ACCS JPA customers.

#### **Installation/Configuration:**

Synergetics has professional, industry-certified installers, technicians, and engineers that can provide design, installation, configuration, support and training for all of the products that Synergetics sells. Synergetics' technical staff have completed thousands of turnkey deployments over its 26 year history.

#### **Flexible Service Delivery:**

Synergetics also offers ongoing service options to assist universities and colleges with network maintenance and technical support. This ongoing service can be purchased using flexible service offerings such as hourly rates, blocks of time or service contracts.

**Hourly Rate:** Best for one-time service calls, small projects, or when service volumes are not enough to merit utilization of a block time or service contract.

**Block of Time:** Utilized when maintenance extends beyond small projects or one-time service calls but does not require a 12 month service contract. A block of time establishes a more formal relationship with Synergetics. Service is provided as requested by the customer. The blocks of time are prepaid service hours that expire six months from date of purchase and include discounts over hourly rates.

**Service Contract:** You not only achieve the greatest cost savings when utilizing a maintenance service contract, but you also establish the strongest relationship with a Synergetics technician. Our technical staff works at your location to provide you with proactive maintenance of your computer or network to help you avoid costly downtime due to breakdowns. Service follows a routine schedule set by the customer.

#### **Training:**

Synergetics provides full service professional development for educational technology needs. These services can be provided through Full and Half Day Training Classroom Based Courses. These courses are conducted on site and can be customized to meet your school and technology resource needs. Courses include:

- Interactive Whiteboard Training (SMART/Promethean/Many Others)
- Google Apps for Education
- iPad and Tablet Training
- Microsoft Office Training
- Curriculum Integration Training
- And many, many more

Embedded Technology Facilitators and Educational Coaches are also provided by Synergetics. In addition, Synergetics' Engineers can instruct technology staff on configuration, management and maintenance of intricate IT systems.

#### **Project Management:**

For large or complex projects, Synergetics can provide project management services to ensure a complete and thorough execution of desired results. Our project management team is involved from the initiation of the project until the project completion. Once the contract is signed, or a purchase order is received, a specific project manager will be assigned to the project. The responsibilities of the project manager are as follows:

- **Communication**
  - The project manager will regularly create status reports for the project. Generally, the status reports are provided weekly or every other week. The



frequency of the report varies depending on the complexity, duration and size of the project and will be confirmed at the project kick-off meeting.

- **Project Scope and Timeline**
  - The project manager will be responsible for adhering to or changing the scope of work. All deviations (change orders) will be approved in advance by the customer and tracked by the project manager. He or she will also create and maintain the timeline for completion of tasks and subtasks.
- **Project Execution and Control**
  - The project manager work closely with all resources to determine that work is completed as scheduled. He or she will also be responsible for ensuring that the project meets the standards and specifications required of the tasks. Any concerns with project quality or execution should be directed to the project manager.
- **Project Completion**
  - The project manager will coordinate all of the deliverables to the customer, including quality test results and certifications, cabling and network diagrams and relevant warranty documents that are provided to the customer.
- **Project Close Out**
  - At the end of the project, the project manager will meet with the customer at a close out meeting to confirm that all work has been completed.

**Overall, Synergetics is well positioned to provide products and value added services through this ACCS JPA.**

***All locations in Alabama may be provided any of our value added services.***

### 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.

**Acknowledged and Agreed.** Synergetics will submit reports to the administrator with the quarters coinciding with the calendar year. Reports may be mailed or emailed depending on administrator preference. A sample report may be found in Tab 6, Attachment 2 – Sample Quarterly Report.

### 3.24 Electronic Commerce

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

**Acknowledged and Agreed.** Synergetics has provided an Internet website that contains the complete ESS, as well as product specifications and options. It may be accessed by navigating to <http://accs.syndcs.com>. This one link contains access to Synergetics' entire ESS for this JPA.

### 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

**Acknowledged and Agreed.** Synergetics provides all of the devices and technology listed above, along with others not listed. Our proposal contains all of the products that Synergetics sells.

Some of the brands offered through this ACCS JPA include:

Absolute	Acer	Adobe
AND	Alertus	Algo
APC	Asus	Axis
Barracuda	C2G (Cables to Go)	Chief
Cisco	Creston	Da-Lite
Da-Lite	Dell	Epson
ESET	Extreme	Google
HP Enterprise	HP Inc	Hubbell
InFocus	Kaspersky	Lenovo
Lexmark	Liebert	Lightspeed
Luxor	Mitel	Microsoft Hardware
Microsoft Software	Open Eye	Promethean
Samsung	Smart	Tripp-Lite
Unitrends	Vaddio	Valcom
Viewsonic	Vivitek	Watchguard

A full list of manufacturers and products available can be found at <http://accs.syndcs.com>.

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

**Synergetics acknowledges and agrees. We provide all of the technology above in the categories from multiple manufacturers. Please visit our website at <http://accs.syndcs.com> for the complete ESS offered for this JPA.**

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.

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

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

**Synergetics acknowledges and agrees. We provide operating systems for all of the technology above in the categories from multiple manufacturers. Please visit our website at <http://accs.syndcs.com> for a full list of all the operating systems available for each product line.**

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:

- Client Computers (Workstations, Desktops, Terminals, Laptops, Tablet, Notebook, Handheld Devices)
- Servers
- Networking Equipment
- Video Conferencing Equipment
- Other

**Synergetics acknowledges and agrees. Synergetics provides general-purpose software for all of the devices listed above. Please visit our website at <http://accs.syndcs.com> for a full list of software available.**

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

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

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

## Other

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

**Acknowledged and Agreed.** Synergetics offer a full range of technology integrations services. Below is a sampling of the specific services we can provide.

- **End User Devices** – Synergetics can craft a full scope solution to meet your user device needs. Synergetics can configure, install, image, troubleshoot on site or remotely, migrate data, upgrade components, connect to the network, and provide any other device support needed.
- **Servers** – Synergetics employees have experience working with Windows, Linux and Novell. Synergetics holds certifications through HP, Microsoft, CompTIA, Dell and Novell specifically for server support.
- **Printers** – Synergetics can install and configure, as well as service.
- **Monitors** – Synergetics can provide installation and support.
- **Storage** – Synergetics can install and configure storage units from individual computer backups to Storage Area Networks.
- **Networking Equipment** – Synergetics can install and configure all brands of networking equipment. Our Network Engineers have certifications through Aruba, Brocade, Cisco, Extreme, Enterasys, HP, Xirrus, and many others.
- **Video Conferencing Equipment** – Synergetics provides installation, configuration, troubleshooting and training for these devices.
- **Multimedia Hardware** – Synergetics technicians are certified installers through SMART and Promethean. Synergetics is an authorized warranty service provider for both.
- **Training** – Synergetics provides both technical and user based training for all of the above categories. Our trainings are custom designed to best suit your needs. Synergetics can do formal full day, half day or shorter trainings; one-on-one individual user trainings with our technical staff are also available.
- **Structured Cabling** – Synergetics offers a full range of structured cabling services. Synergetics has an entire department dedicated to low voltage cabling, including a full time RCDD on staff to assist with cabling and closet design. We have certifications for both fiber and copper cabling through BICSI, along with licensed electrical staff.
- **Telecommunications** – Synergetics can install, configure and route telecommunications equipment. Synergetics specializes in ShoreTel, but also has experience with Cisco, Avaya and Nortel systems.
- **Closed Circuit Television (CCTV) and Building Access Control** – Synergetics can install, configure and implement a CCTV system and Building Access Control Systems from the camera to the cabling to the card readers and door locks to the back up and storage both premise and cloud based.

- **General Service and Support – Synergetics provides industry-certified technical assistance customized to fit your needs through one of our service options: hourly rate, block of time, or service contract.**
- **Managed Services – Any of Synergetics’ product offerings can be provided as a managed service.**

**Please visit our website at <http://accs.syndcs.com> for the complete ESS offered for this JPA.**

### 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.

**Acknowledged and Agreed.**

**David Palmer, CEO, Starkville, Mississippi**

### 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.

**Acknowledged and Agreed. Please see Tab 6, Attachment 3 for References.**

### 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.

**Synergetics has provided baseline pricing in the form of MSRP that may be found at <http://accs.syndcs.com>. Baseline pricing is either a published Manufacturer MSRP price list OR a link to the Manufacturer’s web site which contains the current MSRP for all products. ACCS JPA price is defined as a specified percentage discount off the MSRP provided in Synergetics’ ESS. If categorical percentages apply, then product categories have been specified in the ESS as well as in the summary table provided below. Synergetics has provided a Firm Price. The initial quoted discount levels will**

remain constant throughout the term of this agreement, subject only to additional discounts as available.

MANUFACTURER / PROVIDER	CATEGORY	% OFF MSRP
Absolute	Software	15%
Absolute	Professional Services	1%
Acer	All Products	1%
Adobe	All Products	1%
Alertus	All Items	2%
Algo	Speakers	5%
APC	Networking	20%
Asus	Computers/Chromebooks	1%
Axis	Security Cameras	2%
Barracuda	Content Filtering	0-5%
C2G	Cables and Accessories	15-20%
Chief Manufacturing	Projector Mounts, Stands and Screens	15-20%
Cisco	All Products	15-20%
Cisco	Smartnet Services	0%
Crestron	Room Automation Control	37.5%
Da-Lite	All Products	15-20%
Dell	All Products	10%
Epson	Projectors and Mounts	25-27%
ESET	Antivirus Software	2%
Extreme Networks	Products	47%
Extreme Networks	Services	0%
Google	Chrome Management	10%
HP Inc	Laptops and Desktops	1%
HP Inc	Monitors	1%
HP Inc	Printers	10%
HP Enterprise	Networking and Servers	10%
Hubbell	Cabling Products	20%

<b>InFocus</b>	<b>Projectors and Mounts</b>	<b>10-25%</b>
<b>Kaspersky</b>	<b>Software</b>	<b>14%</b>
<b>Kaspersky</b>	<b>Services</b>	<b>3%</b>
<b>Lenovo</b>	<b>Computers (Excludes Topseller)</b>	<b>12%</b>
<b>Lenovo</b>	<b>Displays</b>	<b>0%</b>
<b>Lenovo</b>	<b>Accessories</b>	<b>3%</b>
<b>Lenovo</b>	<b>Serves and Storage</b>	<b>5%</b>
<b>Lenovo</b>	<b>Extended Warranties</b>	<b>3%</b>
<b>Lenovo</b>	<b>Topsellers and Other</b>	<b>0%</b>
<b>Lexmark</b>	<b>Printers</b>	<b>6%</b>
<b>Liebert</b>	<b>Power Backup Solutions</b>	<b>10%</b>
<b>Lightspeed</b>	<b>All</b>	<b>2%</b>
<b>Luxor</b>	<b>Storage/Charging Carts</b>	<b>30%</b>
<b>Mitel</b>	<b>VOIP Phone System</b>	<b>38%</b>
<b>Mitel</b>	<b>Partner Support</b>	<b>20%</b>
<b>Mitel</b>	<b>Other</b>	<b>15%</b>
<b>Microsoft</b>	<b>Hardware</b>	<b>5%</b>
<b>Microsoft</b>	<b>Software</b>	<b>1%</b>
<b>Open Eye</b>	<b>CCTV Security Cameras</b>	<b>20%</b>
<b>Promethean</b>	<b>Interactive Displays</b>	<b>27%</b>
<b>Samsung</b>	<b>Chromebooks</b>	<b>0-1%</b>
<b>Samsung</b>	<b>Displays</b>	<b>25%</b>
<b>Samsung</b>	<b>Laptops</b>	<b>20%</b>
<b>Samsung</b>	<b>Laptops Accessories and Warranty</b>	<b>5%</b>
<b>Tripp-Lite</b>	<b>All Products</b>	<b>25%</b>
<b>Unitrends</b>	<b>Hardware</b>	<b>10%</b>
<b>Unitrends</b>	<b>Software</b>	<b>15%</b>
<b>Vaddio</b>	<b>Conference/Web Cameras</b>	<b>10%</b>
<b>Valcom</b>	<b>All Products</b>	<b>20%</b>
<b>ViewSonic</b>	<b>All Products</b>	<b>5-15%</b>



<b>Vivitek</b>	<b>Projectors</b>	<b>7-22%</b>
<b>WatchGuard</b>	<b>Hardware</b>	<b>10%</b>
<b>WatchGuard</b>	<b>Renewals</b>	<b>2%</b>
<b>WatchGuard</b>	<b>Renewals</b>	<b>2%</b>
<b>Synergetics' Services</b>	<b>All Services</b>	<b>10%</b>

### 3.29 Oral Presentation and Demonstration

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

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed. The complete ESS may be found at <http://accs.syndcs.com>.**

### 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.

**Acknowledged and Agreed.**

3.32 Title Passage

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

**Acknowledged and Agreed.**

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.

**Acknowledged and Agreed.**

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

**Acknowledged and Agreed.**

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.

**Acknowledged and Agreed.**

**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).

**Acknowledged and Agreed.**

**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.

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed. All promotional prices, educational discounts, general price reductions, quantity discounts, and any other discounts available will be passed on to JPA customers immediately. Synergetics ESS will be maintained and will reflect all discounts available to customers. Any special pricing discounts offered by Synergetics after the award of bid will remain in effect for a minimum of 30 days.**

### 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.

**Acknowledged and Agreed. The Technical Support Telephone Number is (877) 825-6602.**

### 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.

**Acknowledged and Agreed.**

### 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.

**Acknowledged and Agreed.**

### 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.

#### **Acknowledged and Agreed.**

##### 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).

**Acknowledged and Agreed. In general, Synergetics performs all work and therefore does not utilize subcontractors. In the event subcontractors are used, Synergetics shall remain solely responsible for the performance of this agreement. In the event subcontractors are proposed, Synergetics will notify both ACCS and ACCS members in advance and obtain prior approval.**

##### 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.

**Acknowledged and Agreed.**

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.

**Acknowledged and Agreed.**

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.

**Acknowledged and Agreed.**

3.47 Replacement Parts

Replacement parts may be refurbished with agreement of procuring entity.

**Acknowledged and Agreed.**

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.

**Acknowledged and Agreed.**

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.

**Acknowledged and Agreed.**

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.

**Acknowledged and Agreed.**

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.

**Acknowledged and Agreed.**

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.

**Acknowledged and Agreed.**

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.

**Acknowledged and Agreed. The Vendor Disclosure Statement may be found in Tab 6, Attachment 4 – Alabama Vendor Disclosure Statement. Synergetics' E-Verify MOU and Beason-Hammon Compliance Form may be found in Tab 6, Attachment 5.**



# Tab 6

## Section F – Attachments

- Attachment 1 - ISO 9001 Certificates
- Attachment 2 - Sample Quarterly Report
- Attachment 3 – References
- Attachment 4 - Alabama Vendor Disclosure Statement
- Attachment 5 - Synergetics E-Verify Memorandum of Understanding and Beason-Hammon Compliance Form



# **ATTACHMENT 1**

## **ISO 9001 CERTIFICATES**



## **Synergetics DCS, Inc. ISO 9001:2015 Affiliate Relationship**

---

Per Section 3.1 *Acceptance of Conditions Governing the Procurement* beginning on page 7 of RFB ACCS 2019-01:

*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.*

AL and Federal Code further define affiliate as follows:

*2) AFFILIATE. A person who directly or indirectly owns or controls, is owned or controlled by, or is under common ownership or control with, another person. Solely for purposes of this definition, the terms "owns," "is owned" and "ownership" mean ownership of an equity interest, or the equivalent thereof, of ten percent or more, and the term "person" means an individual, partnership, committee, association, corporation, or any other organization or group of persons.*

Synergetics DCS, Inc. is an S-Corporation. Synergetics DCS, Inc.'s Articles of Incorporations are attached and attest to ownership as follows:

<b>Principal</b>	<b>Position</b>	<b>Ownership</b>
James Eckford Raines, Jr.	President	50% (50 Shares)
David Palmer	Secretary	50% (50 Shares)

Synergetics Properties, LLC is a Limited Liability Company. Synergetics Properties, LLC's Certificate of Formation is attached and attests to ownership as follows:

<b>Principal</b>	<b>Position</b>	<b>Ownership</b>
James Eckford Raines, Jr.	Member	35%
David Palmer	Member	35%
Synergetics DCS, Inc.	Member	35%



Synergetics Properties, LLC holds ISO 9001:2015 Certificate C0338012-IS1 as evidenced by the attached Certificate of Registration from NSF ISR. This Certificate may also be verified at:

<http://www.nsf-isr.org/eqmisrweb/nsfclientlisting/ClientListStandard.asp>

In the name field enter "Synergetics Properties, LLC" and in the standard field select "ISO 9001:2015" from the drop-down menu. The resulting search is shown below and indicates Synergetics Properties, LLC is a certificate holder in good standing:

← → ↻ 🏠 www.nsf-isr.org/eqmisrweb/nsfclientlisting/ClientListStandard.asp

Search			
FRS/Facility #	<input type="text"/>		
Name	<input type="text" value="Synergetics Properties, LLC"/>		
Standard	<input type="text" value="ISO 9001:2015"/>		
			<input type="button" value="Search"/> <input type="button" value="Clear"/>

Client List			
FRS/Facility #	Name	Address	Standard
C0338012	Synergetics Properties, LLC	501 Hwy 12 West, Suite 100 Starkville, Mississippi 39759 United States	ISO 9001:2015

Certificates with (\*) next to their name are currently in suspension status - Certificate is Temporarily Invalid

Therefore, it is evidenced that Synergetics Properties, LLC is an ISO 9001:2015 certificate holder. It is further evidenced that Synergetics Properties, LLC and Synergetics DCS, Inc. are *Affiliates* as per the codified definition by being under common ownership and common control.

**ARTICLES OF INCORPORATION**  
(Attach conformed copy)

☒ PROFIT                      ☐ NONPROFIT  
(Mark appropriate box)

The undersigned persons, pursuant to Section 79-4-2.02 (if a profit corporation) or Section 79-11-137 (if a nonprofit corporation) of Mississippi Code of 1972, hereby execute the following document and set forth:

1. The name of the corporation is

Synergetics Diversified Computer Services, Inc.

2. Domicile address is

302-B North Jackson Street

STREET

Starkville, Oktibbeha County, MS 39759

CITY/STATE/COUNTY/ZIP

3. FOR NONPROFITS ONLY: The period of duration is n/a years or n/a



4. (a) The number (and classes, if any) of shares the corporation is authorized to issue is (are) as follows (THIS IS FOR PROFIT ONLY)

Class(es)

No. of shares authorized

Common

100

(b) if more than one (1) class of shares is authorized, the preferences, limitations, and relative rights of each class are as follows:

n/a

5. The street address of its initial registered office is

302-B North Jackson Street

STREET

Starkville, MS 39759

CITY/STATE/ZIP

and the name of its initial registered agent at such address is

David Palmer

6. The name and complete address of each incorporator is as follows (PLEASE TYPE OR PRINT):

David Palmer

James Eckford Raines, Jr.

P. O. Box 80264

P. O. Box 80264

Starkville, MS 39760

Starkville, MS 39760

NAME/STREET ADDRESS/CITY/STATE/ZIP CODE

7. Other provisions: Purpose of corporation-Advanced information systems design,  
consulting, installation and training

Incorporators (Signatures)

MARK G. WILLIAMSON

ATTORNEY AT LAW

P. O. BOX 1545 • 201 SOUTH LAFAYETTE STREET  
STARKVILLE, MISSISSIPPI 39760-1545

Telephone (601) 323-4395

Facsimile (601) 323-4435

June 2, 1998

Office of the Mississippi  
Secretary of State  
P. O. Box 136  
Jackson, Mississippi 39205-0136

Re: Synergetics Diversified Computer Services, Inc.,  
Articles of Incorporation

Gentlemen:

Enclosed please find an original Articles of Incorporation to be filed in your office. I have also enclosed a check for \$50.00 to cover the cost of filing.

Thank you for your assistance.

Very truly yours,



Mark G. Williamson

MGW/jh  
enclosure

OFFICE OF THE MISSISSIPPI SECRETARY OF STATE  
P.O. BOX 136, JACKSON, MS 39205-0136 (601) 359-1333  
Certificate of Formation



The undersigned, pursuant to Senate Bill No. 2395, Chapter 402, Laws of 1994, hereby executes the following document and sets forth:

1. Name of the Limited Liability Company

Synergetics, LLC

2. The future effective date is  
(Complete if applicable)

3. Federal Tax ID



4. Name and Street Address of the Registered Agent and Registered Office is

Name

John W. Crowell

Physical  
Address

710 Main Street, Third Floor

P.O. Box

1111

City, State, ZIP5, ZIP4

Columbus

MS

39703 - 1111

5. If the Limited Liability Company is to have a specific date of dissolution, the latest date upon which the Limited Liability Company is to dissolve

December 31, 2060

6. Is full or partial management of the Limited Liability Company vested in a manager or managers? (Mark appropriate box)

☒ X

Yes

☐ No

7. Other matters the managers or members elect to include



OFFICE OF THE MISSISSIPPI SECRETARY OF STATE  
P.O. BOX 136, JACKSON, MS 39205-0136 (601) 359-1333  
Certificate of Formation



By: Signature

(Please keep writing within blocks)

Printed Name

David Palmer

Title

Member

Street and Mailing Address

Physical  
Address

327-A Highway 12 West

P.O. Box

City, State, ZIP5, ZIP4

Starkville

MS

39760 -

By: Signature

(Please keep writing within blocks)

Printed Name

Title

Street and Mailing Address

Physical  
Address

P.O. Box

City, State, ZIP5, ZIP4

# GHOLSON, HICKS & NICHOLS

A PROFESSIONAL ASSOCIATION

*Attorneys at Law*

AmSouth Bank, Third Floor  
710 Main Street  
Columbus, Mississippi 39701  
Telephone: (662) 243-7300  
Fax (662) 327-6217

HUNTER M. GHOLSON \*  
DEWITT T. HICKS, JR.  
AUBREY E. NICHOLS  
JOHN W. CROWELL \*\*  
J. GORDON FLOWERS  
KATHERINE S. KERBY  
DAVID B. JOLLY  
WILLIAM F. GILLIS  
P. NELSON SMITH, JR.  
MARC D. AMOS  
WILLIAM T. COOPER  
M. JAY NICHOLS  
JARRET P. NICHOLS  
SCOTT F. SINGLEY\*\*\*

\* Also admitted in District of Columbia  
\*\* Also admitted in Arkansas  
\*\*\* Also admitted in Alabama

MAILING ADDRESS:  
P.O. Box 1111  
Columbus, MS 39703-1111

Direct Telephone: 662.243.7308  
Direct Facsimile: 662.327.1485  
Direct E-Mail: [jcrowell@ghnlaw.com](mailto:jcrowell@ghnlaw.com)

April 26, 2002

Mississippi Secretary of State  
ATTN: LLC DIVISION  
P. O. Box 136  
Jackson, Mississippi 39205-0136

RE: Synergetics, LLC

Dear Sir:

Please find enclosed Certificate of Formation, in duplicate, for the above referenced entity. Also enclosed is our firm check in the amount of \$50.00 for the filing fee. Please file the Certificate in the appropriate records of your office and return a filed copy to this office.

Should you have any questions or if further information is needed, please contact me immediately at 662-243-7300.

Thank you for your assistance in this matter.

Sincerely yours,



John W. Crowell

JWC/lw  
enclosures

ac26250\003\sos-llc.wpd

OFFICE OF THE MISSISSIPPI SECRETARY OF STATE  
P.O. BOX 136, JACKSON, MS 39205-0136 (601) 359-1333  
Certificate of Amendment



The undersigned corporation, pursuant to Senate Bill No. 2395, Chapter 402, Laws of 1994, hereby executes the following Certificate of Amendment and sets forth:

1. Name of the Limited Liability Company

Synergetics, LLC

2. The future effective date is  
(Complete if applicable)

3. The amendment to the certificate is as follows

The company name will be changed to Synergetics Properties, LLC



By: Signature

*David Palmer*

(Please keep writing within blocks)

Printed Name

David Palmer

Title

Member

Street and Mailing Address

Physical Address

327-A Highway 12 West

P.O. Box

City, State, ZIP5, ZIP4

Starkville

MS

39760

This page conforms with the duplicate original filed with the Secretary of State.

*Eric Clark*  
Secretary of State

OFFICE OF THE MISSISSIPPI SECRETARY OF STATE  
P.O. BOX 136, JACKSON, MS 39205-0136 (601) 359-1333  
Certificate of Amendment



By: Signature  (Please keep writing within blocks)

Printed Name

Title

Street and Mailing Address

Physical  
Address

P.O. Box

City, State, ZIP5, ZIP4

This page conforms with the duplicate  
original filed with the Secretary of State.

*Eric Clark*  
Secretary of State

# GHOLSON, HICKS & NICHOLS

A PROFESSIONAL ASSOCIATION

*Attorneys at Law*

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Direct Telephone: 662.243.7308  
Direct Facsimile: 662.327.1485  
Direct E-Mail: [jcrowell@ghnlaw.com](mailto:jcrowell@ghnlaw.com)

May 13, 2002

David Palmer  
Synergetics Diversified  
Computer Services, Inc.  
P. O. Box 80264  
Starkville, Mississippi 39760

RE: Certificate of Amendment  
Synergetics Properties, LLC

Dear David:

Enclosed please find the filed certificate of amendment changing the name of the new company to Synergetics Properties, LLC.

Please call me should you have any questions.

Sincerely yours,



John W. Crowell

JWC/lw  
enclosure

**OPERATING AGREEMENT**  
**OF**  
**SYNERGETICS PROPERTIES, LLC**

**Under the Mississippi  
Limited Liability Company Act**

**Dated as of April 29, 2002**

**OPERATING AGREEMENT**  
**of**  
**SYNERGETICS PROPERTIES, LLC**  
**A Mississippi Limited Liability Company**

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**OPERATING AGREEMENT  
OF  
SYNERGETICS PROPERTIES, LLC  
A MISSISSIPPI LIMITED LIABILITY COMPANY**

This Operating Agreement of Synergetics Properties, LLC, ("Agreement") dated April 29, 2002, is adopted and agreed to by all the Members.

**ARTICLE I  
DEFINITIONS**

**1.01** As used in this Agreement, the following terms mean:

A. "Act" means the Mississippi Limited Liability Company Act, and any successor statute, as amended from time to time.

B. "Capital Contribution" means any contribution by a Member to the capital of the Company.

C. "Certificate" means the Certificate of Formation, the proper filing of which brought the Company into existence.

D. "Company" means Synergetics Properties, LLC,

E. "Interest" or "Interests" means a Member's percentage interest in the Company, including the capital, profits, losses and distributions. The Interest shall be adjusted from time to time to take into account contributions to and distributions from the Company, and sales and other transfers of an Interest.

F. "Manager" or "Managers" means Jim Raines and David Palmer as the initial Managers of the Company or any person later elected as a Manager of the Company as provided in this Agreement, but does not include any person who has ceased to be a Manager of the Company.

G. "Member" or "Members" means each of the parties who has executed this Agreement and each of the parties or persons who may later become Members as provided specifically in this Agreement. No assignee of an Interest in this Company shall become a Member except as provided in this Agreement, however, any person or entity who is an assignee of an Interest shall become bound by this Agreement, and this Agreement shall not be unenforceable by reason of its not having been signed by a person or entity who is an assignee.

H. "Permitted Transferee" means another Member, a lineal descendant of a Member, or a trust that has such a Permitted Transferee as its remainder beneficiary.

I. "Person" means any individual, partnership, corporation, trust, trustee of a trust, member of a limited liability company, a limited liability company, or other entity. Whenever the

term "his" or "its" is used in this Agreement, it shall be deemed to apply to any Person.

**1.02 Construction.** Whenever the context requires, the gender of all words used in this Agreement includes the masculine, feminine, and neuter. All references to articles and sections refer to articles and sections of this Agreement, and all references to exhibits are to exhibits attached, each of which is made a part of this Agreement for all purposes.

## **ARTICLE II ORGANIZATION**

**2.01 Formation.** The parties by executing this Agreement form Synergetics Properties, LLC under and pursuant to the Act. The Company shall be governed by its Certificate of Formation, as amended and restated and by any other written instrument or documents which are legally effective under the Act to bind the Members. In the event of a conflict between this Agreement and any other writing, instrument or document, the provisions of this Agreement shall control, except that in the event of a conflict with the provisions of the Certificate of Formation, the Certificate of Formation shall control.

**2.02 Name.** The name of the Company is "Synergetics Properties, LLC" and all Company business must be conducted in that name or other names that comply with the applicable law selected by the Managers from time to time.

**2.03 Registered Office; Registered Agent; Principal Office in the United States; Other Offices.** The principal place of business of the Company shall be located in Starkville, Mississippi, at the Company's office or at such other place as the Managers may from time to time designate by notice to the Members. The Company's Agent for Service of Process in the State of Mississippi shall be John W. Crowell, whose mailing address is 710 Main Street, Third Floor, P. O. Box 1111, Columbus, MS 39703-1111. The Company's Agent for Service of Process in the State of Mississippi may be changed as provided in the Act and the laws of the State of Mississippi, by a determination made by the Managers or the Members.

**2.04 Purposes.** The purposes of the Company are to acquire and manage real estate, and to carry on any other lawful business purpose or activity permitted under the Act and the Company shall possess and may exercise all of the powers and privileges granted by the Act or by any other law or by this Agreement, together with any incidental powers, so far as such powers and privileges are necessary or convenient to the conduct, promotion or attainment of the business, purposes or activities of the Company.

**2.05 Term.** The Company exists until December 31, 2060, unless sooner dissolved pursuant to this Agreement and applicable laws.

### **ARTICLE III**

#### **MEMBERSHIP; DISPOSITIONS OF INTERESTS**

**3.01 Initial Members.** The initial Members of the Company are the Persons executing this Agreement as Members. The membership of each initial Member is effective upon the execution of this Agreement or, if later, the beginning of the existence of the Company as determined under the Act.

**3.02 Representation and Warranties.** Each Member represents and warrants to the Company and each other that the Member has duly executed and delivered this Agreement; and the Member's authorization, execution, delivery, and performance of this Agreement does not conflict with any other agreement or arrangement to which that Member is a party or by which it is bound.

**3.03 Restrictions on the Disposition of an Interest.**

(a) A disposition of an Interest in the Company is ineffective except as specifically provided in this Section 3.03.

(b) A member may not transfer his or her interest in the Company to another person other than a Permitted Transferee as defined herein without first obtaining the written consent of a majority in interest of the other member(s).

(c) The members may enter into a membership interest purchase agreement by which the members set forth permissible transfers and terms and conditions of permissible transfers during lifetime and upon the death of a member.

**3.04 Additional Members.** Additional Persons may be admitted to the Company as Members and Interests may be created and issued to those Persons and to existing Members on such terms and conditions as the Members may unanimously determine. The terms of admission or issuance may provide for the creation of different classes or groups of Members having different rights, powers, and duties. The Managers shall reflect the creation of any new class or group in an amendment to this Agreement indicating the different rights, powers, and duties. Each new Member must comply with this Agreement and admission is effective only after the new Member has executed and delivered to the Managers a document including the new Member's notice address, its agreement to be bound by this Agreement, and its representation and warranty that the representation and warranties in Section 3.02 are true and correct with respect to the new Member. The provisions of this Section shall not apply to dispositions of a Member's Interest.

**3.05 Information.** In addition to the other rights specifically set forth in this Agreement, each Member is entitled to all information to which that Member is entitled pursuant to the Act.

**3.06 Liability to Third Parties.** No Member or Manager shall be liable for the debts,

obligations or liabilities of the Company, including under a judgment decree or order of a court.

**3.07 Lack of Authority.** No Member who is not a Manager has the authority or power to act on behalf of the Company, to make any commitment that would be binding on the Company, or to incur any expenditures on behalf of the Company.

#### **ARTICLE IV CAPITAL CONTRIBUTIONS**

**4.01 Initial Capital Contributions.** Each Member shall make the Capital Contributions at the time the Member executes this Agreement, or, if later, at the time the Company begins its existence. The amounts of the initial Capital Contributions are listed below:

<u>Name and Address of Each Member</u>	<u>Initial Capital Contribution of Each Member</u>	<u>Percentage</u>
Jim Raines	Per Schedule A	35%
David Palmer	Per Schedule A	35%
Synergetics Diversified Computer Services, Inc.	Per Schedule A	30%

**4.02 Adjustments to Capital Accounts.** Additional Capital Contributions may be contributed to the Company. The capital account of each Member shall initially be set as determined by the accountants for the Company based on the initial Capital Contributions, and shall, from time to time, be:

- (a) Increased by:
  - (i) any additional Capital Contributions of a Member; and
  - (ii) the Member's share of profits of the Company during each fiscal year, whether or not distributed; and
  - (iii) the agreed fair market value of any property (less liabilities assumed by the Company) contributed by a Member; and
- (b) Decreased by:
  - (i) all distributions to or for the account of a Member, whether from the capital or income of the Company (other than payments received by a Member in payment of any loan); and
  - (ii) a Member's share of losses of the Company determined during each

- fiscal year; and
- (iii) the agreed fair market value of any property (less liabilities assumed by the Member) distributed by the Company to a Member.

## **ARTICLE V PROFITS, LOSSES AND DISTRIBUTIONS**

**5.01 Profits and Losses.** All profits and losses of the Company, and each item of income, gain, loss, deduction and credit entering into the computation of profits and losses shall be allocated between the Members in accordance with their respective Interest in the Company.

**5.02 Distributions.** All distributions of cash or property by the Company to the Members shall be made according to their respective Interest in the Company in such amount and at such time as shall be determined by the Managers in their absolute discretion.

## **ARTICLE VI MANAGERS**

### **6.01 Management by Managers.**

(a) Except for situations in which the approval of the Members is required by this Agreement or by nonwaivable provisions of applicable law, and subject to the provisions of Section 6.02, (i) the powers of the Company shall be exercised by or under the authority of the Managers, (ii) the business and affairs of the Company shall be managed by the Managers; and (ii) the Managers may make all decisions and take all actions for the Company not otherwise provided for in this Agreement, including, without limitation, the following:

- (i) entering into, making, and performing contracts, agreements, and other undertakings binding the Company that may be necessary, appropriate, or advisable in furtherance of the purposes of the Company and making all decisions and waivers;

- (ii) opening and maintaining bank and investment accounts and arrangements, drawing checks and other orders for the payment of money, and designating individuals with authority to sign or give instructions with respect to those accounts and arrangements;

- (iii) maintaining the assets of the Company in good order;

- (iv) collecting sums due the Company;

- (v) to the extent that funds of the Company are available, paying debts and obligations of the Company;

(vi) acquiring, utilizing for Company purposes, and disposing of any asset of the Company;

(vii) borrowing money or otherwise committing the credit of the Company for Company activities and voluntary prepayments or extensions of debt;

(viii) selecting, removing, and changing the authority and responsibility of lawyers, accountants, and other advisers and consultants;

(ix) obtaining insurance for the Company;

(x) determining distributions of Company cash and other property as provided in this Agreement or by applicable law;

(b) Notwithstanding the provisions of Section 6.01(a), the Managers have a duty to protect the Interests of the Members who are not a Manager and may not cause the Company to do any of the following without complying with the applicable requirements set forth below:

(i) sell, lease, exchange or otherwise dispose of (other than by way of a pledge, mortgage, deed of trust or trust indenture) all or substantially all the Company's property and assets (with or without good will), other than in the usual and regular course of the Company's business, without complying with the applicable procedures set forth in the Act;

(ii) be a party to (1) a merger, or (2) an exchange or acquisition, without complying with the applicable procedures set forth in the Act, including, without limitation, any requirement regarding approval by the Members;

(iii) amend or restate the Certificate of Formation, without complying with the applicable procedures set forth in the Act, including, without limitation, any requirement regarding approval by the Members; and

(iv) amend or restate this Agreement.

## **6.02 Actions by Managers; Committees; Delegation of Authority and Duties.**

(a) The initial Managers shall be David Palmer and Jim Raines, and if either is unable or unwilling to serve as such, the other shall serve as sole Manager. Neither initial Manager shall be subject to removal by the Members except for (i) gross negligence, (i) wilful misconduct, or (iii) physical or mental incapacity of a nature that would render him or her incapable of performing the functions of a Manager, as determined and certified by his or her physician.

Either Manager may make any determination, decision, or action required to be made under this Agreement or Act concerning the conduct of the Company's business. In managing the business and affairs of the Company and exercising its powers, the Managers shall act (i) through meetings and

written consents pursuant to Section 6.05; and (ii) through the Managers to whom authority and duties have been delegated.

(b) Any Person dealing with the Company, other than a Member, may rely on the authority of any Manager in taking any action in the name of the Company without inquiry into the provisions of this Agreement, regardless of whether that action actually is taken in accordance with the provisions of this Agreement, unless the person dealing with the Company knows that the Manager does not have the authority.

**6.03 Number and Term of Office.** The initial Managers shall not be subject to removal by the Members other than as provided on Section 6.02 of this Agreement.. Any other Manager shall serve until substitutes are elected by the Members. Each subsequent Manager shall hold office for the term for which he is elected and thereafter until his successor has been elected and qualified, or until his earlier death, resignation or removal.

**6.04 Vacancies; Removal; Resignation.** Any vacancy occurring in the position of Manager may be filled by election at an annual or special meeting of the Members called for that purpose by a vote of the Members owning a majority of the Interest in the Company. At any meeting of Members at which a quorum of Members is present called expressly for that purpose, or pursuant to a written consent adopted pursuant to this Agreement, any Manager may be removed, with or without cause, by a vote of the Members owning a majority of the Interest in the Company.

#### **6.05 Meetings.**

(a) Unless otherwise required by law or provided in this Agreement, a majority of the total numbers of Managers fixed by, or in the manner provided in, the Certificate or this Agreement shall constitute a quorum for the transaction of business of the Managers, and the act of a majority of the Managers present at a meeting at which a quorum is present shall be the act of the Managers. A Manager who is present at a meeting of the Managers at which action on any Company matter is taken shall be presumed to have assented to the action unless his dissent is entered in the minutes of the meeting or unless he files a written dissent to such action with the Person acting as secretary of the meeting before the meeting is adjourned or delivers such dissent to the Company immediately after the adjournment of the meeting. No Manager who voted in favor of such action shall have a right of dissent.

(b) Meetings of the Managers may be held at such place or places as shall be determined from time to time by resolution of the Managers. At all meetings of the Managers, business shall be transacted in such order as shall from time to time be determined by resolution of the Managers. Attendance of a Manager at a meeting shall constitute a waiver of notice of such meeting, except where a Manager attends a meeting for the express purpose of objecting to the transaction of any business on the ground that the meeting is not lawfully called or convened.

(c) In connection with any annual meeting of Members at which Managers were elected,



the Managers may, if a quorum is present, hold a meeting for the transaction of business immediately after and at the same place as such annual meeting of the Members. Notice of such meeting at such time and place shall not be required.

(d) Regular meetings of the Managers shall be held at such times and places as shall be designated from time to time by resolution of the Managers. Notice of such regular meetings shall not be required.

(e) Special meetings of the Managers may be called by any Managers on at least twenty-four hours notice to each other Manager. Such notice need not state the purpose or purposes of, nor the business to be transacted at such meeting, except as may otherwise be required by law or provided for by the Articles of this Agreement.

**6.06 Approval or Ratification of Acts or Contracts by Members.** The Managers in their discretion may submit any act or contract for approval or ratification at any annual meeting of the Members, or at any special meeting of the Members called for the purpose of considering any such act or contract, and any act or contract that is approved or ratified by unanimous vote of the Members shall be as valid and as binding upon the Company.

## **ARTICLE VII MEETINGS OF MEMBERS**

**7.01 Meetings and Voting Rights.** An annual meeting of the Members shall be held each year on the second Monday of January. Notice of the meeting shall be delivered to each Member at least 20 days prior to meeting. Special meetings of the Members may be called by a Manager or by the Members as provided by law. Members owning a majority of the Interest in the Company entitled to vote shall constitute a quorum at any meeting. A Member may waive notice of any meeting and the Members may act without meeting to the extent permitted by law. Members are entitled to vote in proportion to their respective Interest in the Company. Whenever any action is to be taken by the Members, it shall, except as otherwise provided, be authorized by a vote of the Members owning a majority of the Interest in the Company.

## **ARTICLE VIII INDEMNIFICATION**

**8.01 Right to Indemnification.** Every Person (and the heirs, executors and administrators of such Persons) who serves, or has served as Manager, Member or employee of the Company, or any other entity when requested by this Company may, in accordance with the Act, be indemnified by the Company against any and all liability and reasonable expense that may be incurred by him in connection with or resulting from any claim, action, suit or proceeding (whether brought by or in the name of the Company or such other company or otherwise), civil or criminal, or in connection with an appeal relating thereto, in which he may become involved, as a party or otherwise, by reason of his being or having been a Manager, Member or employee of the Company

or such other entity, or by reason of any action taken or not taken by him in such capacity, while he continues to be such Manager, Member or employee at the time such liability an expense shall have been incurred, provided he acted in good faith in what he reasonably believed to be the best interest of the Company or such other entity, as the case may be, and, in addition, in any criminal action or proceeding, have no reasonable cause to believe that his conduct was unlawful.

**8.02 Indemnification Discretionary.** Any indemnification shall be made at the discretion of the Company, if the Managers shall find that such person has met the standard of conduct set forth in the preceding paragraph. If one or more of the Managers are parties to or interested in such claim, action, suit or proceeding, the regular counsel for the Company shall determine whether this person has met such standards.

**8.03 Advances.** Expenses, shall include but not be limited to, counsel fees and disbursements and amounts or judgments, fines or penalties against, in amounts paid and settlements filed for such person, and in the case of counsel fees and disbursements, may be advanced by the Company prior to the final disposition thereof upon receipt of an undertaking by or on behalf of such person to repay such amount.

## **ARTICLE IX TAXES**

**9.01 Tax Returns.** The Managers shall cause to be prepared and filed all necessary federal and state income tax returns for the Company. Each Member shall furnish to the Managers all pertinent information relating to Company operations that is necessary to enable the Company's income tax returns to be prepared and filed.

**9.02 Elections.** The Company shall elect to adopt the calendar year as the Company's fiscal year.

## **ARTICLE X BOOKS, RECORDS, REPORTS, AND BANK ACCOUNTS**

**10.01 Maintenance of Books.** The Company shall keep books and records of accounts and shall keep minutes of the proceedings of its Members, and its Managers. The books of account for the Company shall be maintained on a basis in accordance with the terms of this Agreement. The Company shall also maintain and keep any and all records and books required by the Act.

**10.02 Accounts.** The Managers shall establish and maintain one or more separate bank and investment accounts and arrangements for the Company funds in the Company name with financial institutions and firms that the Managers determine appropriate. The Managers may not commingle the Company's funds with the funds of any Member; however, Company funds may be invested in the same manner as the Manager's investment of its own funds.

## **ARTICLE XI**

## **DISSOLUTION, LIQUIDATION AND TERMINATION**

**11.01 Dissolution.** The Company shall dissolve and its affairs shall be wound up on the first to occur of the following:

- (a) the unanimous written consent of all the Members;
- (b) entry of a decree of judicial dissolution of the Company under the Act.

**11.02 Articles of Dissolution.** When the Company is dissolved pursuant to Section 11.01, the Managers (or such other Person or Persons as the Act may require or permit), shall file the appropriate Articles of Dissolution and take such other actions as may be necessary to terminate the Company.

**11.03 Liquidation and Termination.** On dissolution of the Company, the Managers shall act as liquidator or may appoint one or more Members as liquidator. The liquidator shall proceed diligently to wind up the affairs of the Company and make final distributions as provided herein and in the Act. The costs of liquidation shall be borne as a Company expense. Until final distribution, the liquidator shall continue to operate the Company properties with all of the power and authority of the Managers. The steps to be accomplished by the liquidator are as follows:

(a) As promptly as possible after dissolution and again after final liquidation, the liquidator shall cause a proper accounting to be made by a firm of certified public accountants of the Company's assets, liabilities, and operations through the last day of the calendar month in which the dissolution occurs or the final liquidation is completed, as applicable.

(b) The liquidator shall cause a notice to be mailed to each known creditor of and claimant against the Company in accordance with the Act.

(c) The liquidator shall pay, satisfy or discharge from Company funds all of the debts, liabilities and obligations of the Company or otherwise make adequate provision for payment and discharge thereof (including, without limitation, the establishment of a cash escrow fund for contingent liabilities in such amount and for such term as the liquidator may reasonably determine).

(d) All remaining assets of the Company shall be distributed to the Members as follows:

(i) The liquidator may sell any or all Company property, which may include sales to Members. Any resulting gain or loss from each sale shall be computed and allocated to the capital accounts of the Members.

(ii) With respect to all Company property that has not been sold, the fair market value of the property shall be determined and the capital accounts of the Members shall be adjusted to reflect the manner in which the unrealized income, gain, loss, and deduction inherent in property

that has not been reflected in the capital accounts previously would be allocated among the capital accounts if there were a taxable disposition of that property for the fair market value of that property on the date of distribution.

(iii) Company property shall be distributed among the Members in accordance with their positive capital account balances, as determined after taking into account all capital account adjustments for the taxable year of the Company during which the liquidation of the Company occurs (other than those made by reason of this clause); and those distributions shall be made by the end of the taxable year of the Company during which the liquidation of the Company occurs (or, if later, ninety days after the date of liquidation).

All distributions in kind to the Members shall be made subject to the liability of each distributee for costs, expenses, and liabilities previously incurred or for which the Company has committed prior to the date of termination and those costs, expenses and liabilities shall be allocated to the distributee. To the extent that a Member returns funds to the Company, it has no claim against any other Member for those funds.

## **ARTICLE XII GENERAL PROVISIONS**

**12.01 Offset.** Whenever the Company is to pay any sum to any Member, any amounts that the Member owes the Company may be deducted from that sum before the payment.

**12.02 Notices.** Except as expressly set forth to the contrary in this Agreement, all notices, requests, or consents provided for or permitted to be given under this Agreement must be in writing and must be given either by depositing that writing in the United States mail, addressed to the recipient, postage paid, and registered or certified with return receipt requested or by delivering that writing to the recipient in person, by courier, or by facsimile transmission; and a notice, request, or consent given under this Agreement is effective on receipt by the Person to whom it is sent. All notices, requests, and consents to be sent to a Member must be sent to or made at the address given for that Member below as that Member may specify by notice to the other Members.

Synergetics Diversified Computer Services, Inc.  
Post Office Box 80264  
Starkville, MS 39760

Jim Raines  
Post Office Box 80264  
Starkville, MS 39760

David Palmer  
Post Office Box 80264  
Starkville, MS 39760

Whenever any notice is required to be given by law, the Certificate or this Agreement, a written waiver thereof, signed by the Person entitled to notice, whether before or after the time stated therein, shall be deemed equivalent to the giving of such notice.

**12.03 Amendment.** The parties may amend, modify or supplement this Agreement in such manner as may be agreed upon, but only by an instrument in writing executed by the parties to this Agreement. Neither this Agreement nor any term or provision may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by the party against which enforcement of the change, waiver, discharge or termination is sought and then such change, waiver, discharge or termination shall be effective only for the time and to the extent set forth in writing.

**12.04 Survival of Warranties and Certain Agreements.** All the covenants, representations, warranties and agreements made in this Agreement shall survive the execution and delivery of this Agreement.

**12.05 Failure or Indulgence Not Waiver; Remedies Cumulative.** No failure or delay on the part of a party to this Agreement to exercise any power, right or privilege under this Agreement shall impair such power, right or privilege or be construed to be a waiver of any default or acquiescence therein nor shall any single or partial exercise of any such power, right or privilege preclude other or further exercise thereof or of any other right, power or privilege. All rights and remedies existing under this Agreement are cumulative to and not exclusive of any rights or remedies otherwise available.

**12.06 Severability.** In case any provision in or obligation under this Agreement shall be invalid, illegal or unenforceable in any jurisdiction, the validity, legality and enforceability of the remaining provisions or obligations, or of such provision or obligation in any other jurisdiction shall not in any way be effected or impaired.

**12.07 Headings.** Section and subsection headings in this Agreement are included for convenience of reference only and shall not constitute a part of this Agreement for any other purpose or be given any substantive effect.

**12.08 Applicable Law.** This Agreement shall be governed by and shall be construed and enforced in accordance with the laws of the state of Mississippi without regard to the principles of conflicts of laws.

**12.09 Successors and Assigns.** This Agreement shall be binding upon the parties and their respective successors, assigns, executors, administrators and others in privity.

**12.10 Consent to Jurisdiction.** All judicial proceedings concerning this Agreement shall be brought in any state or federal court of competent jurisdiction in the state of Mississippi and by

execution and delivery of this Agreement, the parties generally and unconditionally agree to the non-exclusive jurisdiction of the aforesaid court and irrevocably agree to be bound by any judgment rendered thereby in connection with this Agreement. The parties otherwise waive any objection based upon improper venue or forum non conveniens or to the conduct of any proceedings in any such court. Each party acknowledges and agrees that by executing and delivering this Agreement, it has had minimum contacts with and has transacted business in the state of Mississippi.

**12.11 Waiver of Jury Trial.** In any judicial proceeding brought with respect to this Agreement, right to trial by jury is waived.

**12.12 Counterparts; Effectiveness.** This Agreement and any amendments, waivers, or supplements may be executed in any number of counterparts and by different parties in separate counterparts, each of which when so executed and delivered shall be deemed an original, but all such counterparts together shall constitute but one and the same instrument. This Agreement shall become effective upon the execution of the counterpart by each of the parties.

**12.13 Exhibits.** All exhibits and attachments referred to in this Agreement are incorporated into the Agreement as completely as if they were copied verbatim in the body of it.

**12.14 Construction.** Words of any gender used shall be held to include any other gender and words in the singular number shall be held to include the plural, when the sense requires.

**12.15 Additional Documents.** The parties agree to execute and deliver such additional documents and instruments that are reasonably necessary or appropriate to enforce, effectuate, further the purposes of this Agreement or otherwise carry out its terms.

**12.16 Attorney's Fees.** A party defaulting under the terms of this Agreement shall pay all out-of-pocket expenses (including but not limited to fees and disbursements of counsel to nondefaulting party) incurred in connection with the enforcement of the rights of the nondefaulting party under the terms of this Agreement and the successful defense of any counter-claim, cross-claim or other cause of action asserted in connection with this Agreement.

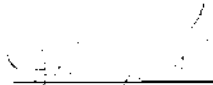
**12.17 No Third Party Beneficiary.** This Agreement is made for the sole and exclusive benefit of the parties and is not intended to benefit any third party. No such third party may claim any right or benefit or seek to enforce any term or provision of this Agreement.

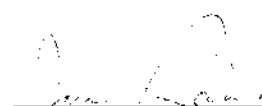
**12.18 Integrated Agreement.** This Agreement and the documents identified or contemplated in this Agreement constitute the final and entire agreement between the parties as to the subject matter contained therein.

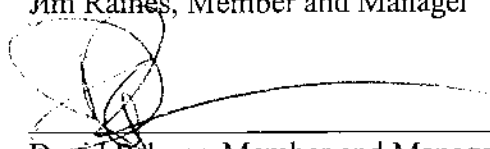
IN WITNESS WHEREOF, the Members have executed this Agreement as of the date first set forth above.

SYNERGETICS                      DIVERSIFIED  
COMPUTER SERVICES, INC.

By:

  
\_\_\_\_\_  
Jim Raines, President

  
\_\_\_\_\_  
Jim Raines, Member and Manager

  
\_\_\_\_\_  
David Palmer, Member and Manager

# SCHEDULE "A"

Jim Raines	\$2,500
David Palmer	\$2,500
Synergetics Diversified Computer Services, Inc.	\$2,143





# *Certificate of Registration*

This certifies that the Quality Management System of

## **Synergetics Properties, LLC**

501 Hwy 12 West, Suite 100  
Starkville, Mississippi, 39759, United States

has been assessed by NSF-ISR and found to be in conformance to the following standard(s):

### **ISO 9001:2015**

#### **Scope of Registration:**

Rental Services



Certificate Number:	C0338012-IS1
Certificate Issue Date:	13-JUL-2017
Registration Date:	12-JUL-2017
Expiration Date *:	11-JUL-2020

Carl Blazik,  
Director, Technical  
Operations & Business Units,  
NSF-ISR, Ltd.

#### **NSF International Strategic Registrations**

789 North Dixboro Road, Ann Arbor, Michigan 48105 | (888) NSF-9000 | [www.nsf-isr.org](http://www.nsf-isr.org)



## ACER INCORPORATED

NO.88, SEC.1, XINTAI 5TH RD., XIZHI, NEW TAIPEI CITY 221, TAIWAN

This is a multi-site certificate, additional site details are listed in the appendix to this certificate

*Bureau Veritas Certification Holding SAS – UK Branch certifies that the 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*

## ISO 9001:2015

*Scope of certification*

1. IT PRODUCTS BUSINESS, DIGITAL DISPLAY BUSINESS, SERVER PRODUCTS BUSINESS: DESIGN, MANUFACTURING, AND SUPPLY CHAIN MANAGEMENT, SALE, MARKETING AND SERVICE OF NOTEBOOKS, DESKTOPS, ALL-IN-ONE PCS, TABLET PCS, COMPUTER PERIPHERAL PRODUCTS, DISPLAYS, PROJECTORS, WORKSTATIONS, THIN CLIENTS, STORAGE SYSTEMS, AND SERVERS UNDER MULTIPLE BRANDS: ACER®, GATEWAY®, AND PACKARD BELL®.
2. GENERAL MANAGEMENT AND POLICY MAKING FOR ACER INC.

Original cycle start date: **29-November-2002**

Expiry date of previous cycle: **NA**

Certification / Recertification Audit date: **NA**

Certification / Recertification cycle start date: **02-November-2017**

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: **01-November-2020**

**Certificate No.: TWN4042331Q/E**

**Version:02**

**Revision date: 05-December-2018**

Certification body address: **5<sup>th</sup> Floor, 66 Prescott Street, London E1 8HG, United Kingdom**  
Local office: **3F-B, No.16, Nanjing E. Rd., Sec.4, Songshan District, Taipei 10553, Taiwan**

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.  
To check this certificate validity please call: **+886 2 2570 7655**



0008



**BUREAU VERITAS**  
Certification



**ACER INCORPORATED**

## ISO 9001:2015

*Scope of certification*

**XIZHI OFFICE:**

**IT PRODUCTS BUSINESS, DIGITAL DISPLAY BUSINESS, SERVER PRODUCTS BUSINESS: DESIGN, MANUFACTURING, AND SUPPLY CHAIN MANAGEMENT, SALE, MARKETING AND SERVICE OF NOTEBOOKS, DESKTOPS, ALL-IN-ONE PCS, TABLET PCS, COMPUTER PERIPHERAL PRODUCTS, DISPLAYS, PROJECTORS, WORKSTATIONS, THIN CLIENTS, STORAGE SYSTEMS, AND SERVERS UNDER MULTIPLE BRANDS: ACER®, GATEWAY®, AND PACKARD BELL®.**

<u>Site Name/Location</u>	<u>Site Addition Date</u>	<u>Site Address</u>	<u>Site Scope</u>
FUXING OFFICE	29-November-2002	RM.5, 7F., NO.369, FUXING N. RD., SONGSHAN DIST., TAIPEI CITY, TAIWAN	GENERAL MANAGEMENT AND POLICY MAKING FOR ACER INC.

**Certificate No.: TWN4042331Q/E**

**Version: 02**

**Revision date: 05-December-2018**

Certification body address: 5<sup>th</sup> Floor, 66 Prescott Street, London E1 8HG, United Kingdom  
Local office: 3F-B, No.16, Nanjing E. Rd., Sec.4, Songshan District, Taipei 10553, Taiwan

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.  
To check this certificate validity please call: +886 2 2570 7655



0008



# PERRY JOHNSON REGISTRARS, INC.

## *Certificate of Registration*

*Perry Johnson Registrars, Inc., has audited the Quality Management System of:*

***Digital Design Corp. (DDC)***  
***3820 Ventura Drive, Arlington Heights, IL 60004 United States***

*(Hereinafter called the Organization) and hereby declares that  
Organization is in conformance with:*

***ISO 9001:2015***

*This Registration is in respect to the following scope:*

***Design and Implementation of Software, Chips, Boards and Delivery of Custom Products***

*This Registration is granted subject to the system rules governing the Registration referred to above, and the  
Organization hereby covenants with the Assessment body duty to observe and comply with the said rules.*

Terry Boboige, President

Perry Johnson Registrars, Inc. (PJR)  
755 West Big Beaver Road, Suite 1340  
Troy, Michigan 48084  
(248) 358-3388



*The use of the UKAS accreditation symbol is in respect to the activities covered by the Accreditation Certificate Number 0105.*

*The validity of this certificate is dependent upon ongoing surveillance.*

*Effective Date:*  
August 20, 2016

*Revision Date:*  
October 3, 2018

*Expiration Date:*  
August 19, 2019

*Certificate No.:*  
C2016-02250-R1



This is to certify that the Quality Management System of:

## **Schneider Electric IT Corporation**

800 Federal Street  
Andover MA 01810  
United States of America

(See appendix for additional locations)

applicable to:

**Design and development of uninterruptible power supplies and other data availability solutions.**

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

### **ISO 9001:2015**

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

For and on behalf of NQA, USA



Certificate Number: 17339

EAC Code: 19

Certified Since: August 2, 1993

Valid Until: June 5, 2021

Reissued: June 6, 2018

Cycle Issued: June 6, 2018



Appendix to Certificate Number: 17339

**Includes Facilities Located at:**

**Schneider Electric IT Corporation**

Certificate Number 17339  
800 Federal Street  
Andover MA 01810  
United States of America

Design and test of uninterruptible power supplies and other data availability solutions

**Schneider Electric Co. LTD Shanghai Pudong Branch**

Certificate Number 17339  
4F, Building 9, No. 3000 Long Dong Ave  
Pu Dong, Shanghai 201203  
Peoples Republic of China

Design and test of uninterruptible power supplies and other data availability solutions.

**Schneider Electric IT Denmark APS**

Certificate Number 17339  
Silcon Alle'  
6000 Kolding DK  
Kingdom of Denmark

Research, development and design of secure power supplies, management software for datacenters and other data availability solutions

**Schneider Electric IT Business India Private Limited**

Certificate Number 17339  
Bearys Global Research Triangle, Sy.No  
63/3B, Gorvigere Village, Bidarahalli Hobli,  
Bangalore East Taluk, Whitefield Ashram Road  
Bangalore 560067  
INDIA

Design and development of uninterruptible power supplies and other data availability solutions and field quality engineering.

Certified Since: August 2, 1993

Valid Until: June 5, 2021

Reissued: June 6, 2018

Cycle Issued: June 6, 2018





Appendix to Certificate Number: 17339

**Includes Facilities Located at:**

**Schneider Electric IT Corporation**

Certificate Number 17339  
City East Business Park, Ballybrit  
Galway 1110  
Ireland

Shared Service site which includes the following;  
Software design, development and test, Technical  
support and monitoring of ITB installed products, Site  
internal services, ITB Global Supply chain planning  
and order fulfillment

**American Power Conversion Holdings Inc.  
Taiwan**

Certificate Number 17339  
Taiwan Design Center, 3F, No. 205, Sec. 3,  
Beixin Road, Xindian District  
New Taipei City 231 (R.O.C.)

Design and development of uninterruptible power  
supplies and other data availability solutions.

**Schneider Electric IT Corporation**

Certificate Number 17339  
1660 Scenic Avenue  
Costa Mesa CA 92626  
United States of America

Design, Engineering support, Test, and Customer  
support of uninterruptible power supplies and other  
data availability solutions & Cooling Products.

**Schneider Electric IT Corporation**

Certificate Number 17339  
801/807 Corporate Center  
O'Fallon MO 63368  
United States of America

Design and test of uninterruptible power supplies and  
other data availability solutions.

Certified Since: August 2, 1993

Valid Until: June 5, 2021

Reissued: June 6, 2018

Cycle Issued: June 6, 2018

# Certificate of Registration



global assurance

Appendix to Certificate Number: 17339

## Includes Facilities Located at:

### Schneider Electric IT Corporation

Certificate Number 17339

132 Fairgrounds Road

West Kingston RI 02892

United States of America

Engineering support, test, and customer support of uninterruptible power supplies and other data availability solutions.

nqa

Certified Since: August 2, 1993

Valid Until: June 5, 2021

Reissued: June 6, 2018

Cycle Issued: June 6, 2018



# 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**



0059

  
Chief Executive - AJA Registrars Ltd



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



# Registration Schedule

## SCOPE OF REGISTRATION

*Manufacture of Vinyl Projection Screen Surfaces*

Company Name: **Milestone AV Technologies**

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

Standard: **ISO 9001:2015**

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



0059

  
Chief Executive - AJA Registrars Ltd





America

# CERTIFICATE

The Certification Body of  
**TÜV SÜD AMERICA INC.**

hereby certifies that

**Cisco Systems, Inc.**  
170 West Tasman Drive  
San Jose, CA 95134-1706

(All facilities listed on Appendix)

has implemented a Quality Management System  
in accordance with:

## ISO 9001:2015

The scope of this Quality Management System includes:

**Design, Development, Manufacturing  
Operations, Sales, Services and Support for  
Networking, Data Center, Communications,  
Video, Collaboration and Security Products,  
Solutions and Services**

Certificate Expiry Date: February 19, 2021

Certificate Registration No: 951 00 0875

Effective Date: January 29, 2018



*Mark Alpert*  
Mark Alpert  
Vice President, Business Assurance







America

# CERTIFICATE

1,3	North America		3	North America
3	Canada: Calgary, Alberta		3	US: Oakland Park, FL (Fort Lauderdale)
3	Canada: Edmonton, Alberta		3	US: Oklahoma City, OK
3	Canada: Halifax, Nova Scotia		3	US: Omaha, NE
1	Canada: London, Ontario		3	US: Orlando, FL
1,2,3,4	Canada: Kanata, Ontario		3,4	US: Overland Park, KS
3	Canada: Montreal, Quebec		1	US: Pasadena, CA
3	Canada: Quebec		3	US: Pewaukee, WI
3	Canada: Ottawa		3,4	US: Phoenix, AZ
1,3,4	Canada: Toronto, Ontario		3	US: Pittsburgh, PA
1,3	Canada: Vancouver, British Columbia		3	US: Pittsford, NY
3	Canada: Winnipeg, Manitoba		3,4	US: Pleasanton, CA
3,4	Costa Rica: San Jose		3	US: Rancho Cordova, CA
3	Dominican Republic: Santo Domingo		3	US: Reno, NV
2,3,4	Mexico: Guadalajara		1,2,3,4	US: Research Triangle Park, NC
3,4	Mexico: Mexico City		1,2,3,4	US: Richardson, TX
2	Mexico: Juarez		1,2,3	US: Richfield, OH
3,4	Mexico: San Pedro Garza Garcia		3	US: Richmond, VA
3	Panama: Panama City		3	US: Ridgeland, MS (Jackson, MS)
3	Puerto Rico: San Juan		3,4	US: Rosemount, IL (Chicago, IL)
3	US: Albany, NY		3,4	US: Saint Petersburg, FL
3	US: Albuquerque, NM		1,3	US: Salt Lake City, UT
3	US: Anchorage, AK		3	US: San Antonio, TX
1,2,3	US: Allentown, PA		3	US: San Diego, CA
1	US: Alpharetta, GA		1,3	US: San Francisco, CA
3	US: Atlanta, GA		1,2,3,4	US: San Jose, CA
1,2,3,4	US: Austin, TX		1,3	US: Seattle, WA
3	US: Baton Rouge, LA		3	US: Southfield, MI
3,4	US: Bellevue, WA		3	US: Spokane, WA
3	US: Bentonville, AR		3	US: Tallahassee, FL
3	US: Birmingham, AL		3,4	US: Washington, DC
3	US: Bloomington, IL		3	US: West Des Moines, IA
3	US: Bloomington, MN		3	US: Woodcliff Lake, NJ
3	US: Boise, ID			Asia
3	US: Boston, MA		1	Armenia: Yerevan
1,3,4	US: Boulder, CO		3	Azerbaijan: Baku
1,2,3,4	US: Boxborough, MA		3	Bahrain: Al Manamah
3	US: Camp Hill, PA		3	Bangladesh: Dhaka
1	US: Carlsbad, CA		1,2,3,4	China: Beijing
3	US: Carmel, IN		3	China: Chengdu
3	US: Charlotte, NC		3	China: Chongqing
3	US: Chesterfield, MO		4	China: Dalian
3	US: Clovis, CA (Fresno, CA)		3	China: Fuzhou
3	US: Colorado Springs, CO		3,4	China: Guangzhou
1,3,4	US: Columbia, MD		3	China: Hangzhou
3	US: Columbia, SC		3	China: Nanjing
3	US: Cordova, TN		1,2,3,4	China: Shanghai
1,2,3,4	US: Costa Mesa, CA		2,3	China: Shenzhen
1,3,4	US: Denver, CO		1,2,3,4	China: Hong Kong
3	US: Dublin, Ohio		3	China: Wuhan
3,4	US: Englewood, CO		3	China: Xi'an
3	US: Farmington, CT		1,2,3,4	India: Bangalore
3	US: Franklin, TN (Nashville, TN)		3	India: Calcutta
3	US: Glendale, CA		1,3	India: Chennai
3	US: Grand Rapids, MI		3	India: Hyderabad
3	US: Greensboro, NC		3,4	India: Mumbai
1,3,4	US: Herndon, VA		3,4	India: Gurgaon
3	US: Honolulu, HI		1,3,4	India: Pune
1,2,3,4	US: Houston, TX		3,4	Indonesia: Jakarta
3	US: Irvine, CA		1	Israel: Jerusalem
3	US: Irving, TX		1,3,4	Israel: South Netanya
1,3,4	US: Iselin, NJ		3	Japan: Fukuoka
3	US: Jacksonville, FL		3	Japan: Nagoya
3	US: Knoxville, TN		3,4	Japan: Osaka
1,3	US: Lake Oswego, OR		3	Japan: Sapporo
3	US: Las Vegas, NV		3	Japan: Sendai
1,2,3,4	US: Lawrenceville, GA		2,3,4	Japan: Tokyo
3	US: Louisville, KY		3	Jordan: Amman
3	US: Madison, WI		3	Kazakhstan: Almaty
3	US: Mason, OH (Cincinnati, OH)		3	Kuwait: Kuwait City
3	US: Malvern, PA		3	Lebanon: Beirut
3	US: Melville, NY		2,3	Malaysia: Bayan Lepas
3,4	US: Miami, FL		3,4	Malaysia: Kuala Lumpur
3,4	US: Moorestown, NJ		3	Pakistan: Islamabad
1,3,4	US: New York, NY		3	Pakistan: Karachi
3	US: Norwalk, CT			
3	US: Norwalk, CT			

<http://www.tuvamerica.com/cisco/9001/>

[http://www.cisco.com/web/about/ac50/ac208/ac243/about\\_cisco\\_quality\\_certifications\\_home.html](http://www.cisco.com/web/about/ac50/ac208/ac243/about_cisco_quality_certifications_home.html)

Appendix 1 - Certificate 951 00 0875

TÜV SÜD AMERICA INC • 10 Centennial Drive • Peabody, MA 01960 USA • [www.TUVamerica.com](http://www.TUVamerica.com)





America

# CERTIFICATE

Asia	Europe
3 Oman: Muscat	3 Belarus: Minsk
3,4 Philippines: Makati	1,2,3,4 Belgium: Kortrijk
3,4 Qatar: Doha	3 Bosnia and Herzegovina: Sarajevo
3,4 Russia: Moscow	3 Bulgaria: Sofia
3 Russia: Novosibirsk	3 Croatia: Zagreb
3 Russia: Saint Petersburg	1,3,4 Czech Republic: Prague
3 Saudi Arabia: Dhahran	3 Denmark: Aabyhoj
3 Saudi Arabia: Jeddah	3 Denmark: Copenhagen
3,4 Saudi Arabia: Riyadh	3 Finland: Espoo
1,2,3,4 Singapore: Singapore	3 France: Mougins
3 South Korea: Daegu	3 France: Cesson Sevigne
3 South Korea: Pusan	1,3,4 France: Issy les Moulineaux
3,4 South Korea: Seoul	3 France: Lyon
3 Sri Lanka: Colombo	3 France: Strasbourg
2,3 Taiwan: Taipei	3 France: Toulouse
2,3,4 Thailand: Bangkok	3 Germany: Berlin
3 Turkey: Ankara	3 Germany: Bonn
3,4 Turkey: Istanbul	3,4 Germany: Dusseldorf
3,4 United Arab Emirates: Dubai	3,4 Germany: Eschborn
3 Vietnam: Hanoi	1,3 Germany: Munich
3 Vietnam: Ho Chi Minh City	3 Germany: Hamburg
Australia/New Zealand	1 Germany: Kassel
3 Australia: Adelaide	3 Germany: Mannheim
3 Australia: Brisbane	1 Germany: Nuremberg
3,4 Australia: Canberra	3 Germany: Ratingen
3,4 Australia: Melbourne	3 Germany: Stuttgart
3,4 Australia: North Sydney	3 Greece: Athens
3 Australia: Perth	3,4 Hungary: Budapest
1,2,3,4 Australia: St. Leonards	3 Iceland: Reykjavik
3 New Zealand: Auckland	3,4 Ireland: Dublin
3 New Zealand: Wellington	1,3 Ireland: Galway
South America	3,4 Italy: Rome
3,4 Argentina: Buenos Aires	1,2,3,4 Italy: Vercate
3 Brazil: Brasilia	3 Latvia: Riga
3,4 Brazil: Rio De Janeiro	3 Lithuania: Vilnius
2,3,4 Brazil: Sao Paulo	3 Luxembourg: Luxembourg
3,4 Chile: Santiago	3 Macedonia: Republic of: Skopje
3,4 Colombia: Bogota	1,2,3,4 Netherlands: Amsterdam
3 Columbia: Medellin	1,2,3,4 Norway: Oslo
3 Ecuador: Quito	3,4 Poland: Warsaw
3 Peru: Lima	2,3,4 Poland: Krakow
3 Venezuela: Caracas	3,4 Portugal: Lisbon
Africa	3 Romania: Bucharest
3 Algeria: Algiers	3 Serbia: Belgrade
3,4 Egypt: Cairo	3 Slovakia: Bratislava
3 Senegal: Dakar	3 Slovenia: Ljubljana
3 Kenya: Nairobi	3,4 Spain: Barcelona
3 Mauritius: Quatre-Bornes	3,4 Spain: Madrid
3 Morocco: Casablanca	3 Sweden: Goteborg
3 Nigeria: Lagos	1,3,4 Sweden: Stockholm
3 South Africa: Cape Town	3 Switzerland: Bern
3,4 South Africa: Johannesburg	1,3,4 Switzerland: Zurich
3 Tunisia: Tunis	3 Switzerland: Rolle
Europe	1 Switzerland: Ecublens
3 Austria: Salzburg	3,4 Ukraine: Kiev
3,4 Austria: Vienna	1,3 United Kingdom: Chandlers Ford
1,2,3,4 Belgium: Diegem	3 United Kingdom: Edinburgh
	1,2,3,4 United Kingdom: Feltham
	1,3,4 United Kingdom: Glasgow
	1,3,4 United Kingdom: London
	3,4 United Kingdom: Manchester
	1,3,4 United Kingdom: Reading
	1 United Kingdom: Staines
	1,3 United Kingdom: Swindon
	1 United Kingdom: Uxbridge
	4 United Kingdom: Watford

Scope Activities - 1=Design and Development 2=Manufacturing 3=Sales 4=Services and Support

<http://www.tuvamerica.com/cisco/9001/>

[http://www.cisco.com/web/about/ac50/ac208/ac243/about\\_cisco\\_quality\\_certifications\\_home.html](http://www.cisco.com/web/about/ac50/ac208/ac243/about_cisco_quality_certifications_home.html)

Appendix 2 – Certificate 951 00 0875



# Registration Schedule

## SCOPE OF REGISTRATION

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

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

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

Standard: **ISO 9001:2015**

EAC: **14, 17, 19**

Certificate Number: **AJA11/15198**

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

Expiry Date: **June 29th 2020**

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



0059

  
Chief Executive - AJA Registrars Ltd





# Registration Certificate

This is to certify that the Management Systems of

**Milestone AV Technologies, Da-Lite**

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

**ISO 9001:2015**

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

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

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



0059

  
Chief Executive - AJA Registrars Ltd



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



# NSAI

## Certificate of Registration of Quality Management System to ISO 9001:2015

The National Standards Authority of Ireland certifies that:

**Dell Inc.**  
**One Dell Way**  
**Round Rock, TX 78682**  
**USA**

has been assessed and deemed to comply with the  
requirements of the above standard in respect of the scope of  
operations given below:

---

**The Design, Development, Manufacture, Procurement,  
Fulfillment, Delivery, Sales Operations, Customer Service,  
Take-Back & Recycling, Refurbishment and Supporting  
Functions of Computers, Storage and Server Products,  
Technology Products, Services and Solutions**

**Additional sites covered under this multi-site certification are listed on the  
Annex (File No. 19.5000)**

Approved by:  
Geraldine LarkinChief  
Executive Officer

Approved by:  
Lisa Greenleaf  
Operations Manager

---

Registration Number: 19.5000  
Certification Granted: Jan 25, 2011  
Effective Date: Jul 30, 2018  
Expiry Date: Jan 24, 2020



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National Standards Authority of Ireland, 20 Trafalgar Square, Nashua, New Hampshire, NH 03063, USA T +1 603 882 4412





**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Central Function, Design,  
Development, Manufacture,  
Procurement, Fulfillment, Delivery,  
Sales, Service, Take-Back &  
Recycling, Refurbishment, Supporting  
Functions

Dell Inc.  
One Dell Way  
Round Rock, TX 78682  
USA  
File No.: 19.5000

Manufacture, Fulfillment, Delivery,  
Refurbishment, Service, Support

Dell Computadores do Brazil Ltda.  
BRH1 Facility  
Av da. Emancipação, 5000  
Hortolândia, SP 13.184-654  
Brazil  
File No.: 19.5000/R1/A

Service, Support, Sales

Dell Computadores do Brazil Ltda.  
Avenida Industrial Belgraf, 400  
(Service and Support,  
Sales/Marketing and CC)  
Bairro Medianeira  
Eldorado do Sul – CEP 92990-000  
Brazil  
File No.: 19.5000/R1/B

Service, Support, Sales

Dell Inc.  
Reforma Plus  
Paseo de la Reforma 2620  
Floors 8, 11  
Suites 801-805, 1101-1105  
Mexico City  
Mexico  
File No.: 19.5000/R1/C



## **Annex to Certificate Number: 19.5000**

### **Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

#### **Activity**

#### **Location**

Service, Support, Sales

Dell Inc.  
Area Especial Economica Panama – Pacifico  
Avenida Bryant  
Building No. 255, Arraijan  
Panama City  
Panama  
File No.: 19.5000/R1/D

Design, Development, Delivery,  
Sales, Fulfillment, Service, Support

Dell Inc.  
One Dell Way  
Round Rock, Texas 78682  
USA  
File No.: 19.5000/R1/E

Sales, Service

Dell Inc.  
Federal Systems, L.P.  
One Dell Way  
Round Rock, Texas 78682  
USA  
File No.: 19.5000/R1/F

Design, Development

Dell Inc.  
Nashua 1 – EqualLogic  
300 Innovative Way  
Suite 301  
Nashua, New Hampshire 03062  
USA  
File No.: 19.5000/R1/K

Fulfillment, Delivery, Sales, Service,  
Support

Dell Inc.  
One Dell Parkway  
Nashville, Tennessee 37217  
USA  
File No.: 19.5000/R1/L



**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Service, Support, Sales

Dell Inc.  
Oklahoma Business Center - A & B  
3501 S.W. 15th Street  
Buildings A, B  
Oklahoma City, Oklahoma 73108  
USA  
File No.: 19.5000/R1/M

Service, Support, Sales, Marketing

Dell Canada  
155 Gordon Baker Road  
Suite 501  
North York, Ontario M2H 3N5  
Canada  
File No.: 19.5000/R1/Q

Design, Development, Support

Dell International Services India, Pvt. Ltd.  
Dell Networking Research and Development  
8th & 9th Floor  
Altius/Fortius Block  
Olympia Tech Park, Plot No: 1  
SIDCO Industrial Estate  
Guindy, Chennai  
Tamil Nadu 600032  
India  
File No.: 19.5000/R1/T3

Design, Development, Sales, Support,  
Service

Dell Inc. (Compellent)  
7615 Smetana Lane  
Eden Prairie, MN 55344-3712  
USA  
File No.: 19.5000/R1/Y



## **Annex to Certificate Number: 19.5000**

### **Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

#### **Activity**

#### **Location**

Design, Development, Sales, Support, Service

Dell Inc. (Copilot)  
7700 France Ave S.  
Suite 300  
Edina, MN 55435  
USA  
File No.: 19.5000/R1/Y2

Design, Development, Sales, Support, Service

Dell Inc. (Compellent)  
7625 Smetana Lane  
Eden Prairie, MN 55344-3712  
USA  
File No.: 19.5000/R1/Y3

Design, Development, Support

Dell Inc.,  
Dell Digital IT (DDIT)  
401 Dell Way  
Round Rock, TX 78682  
USA  
File No.: 19.5000/R1/Z

Support

Dell, Inc.  
Del Mall Real Cariari  
600 MTS N. Zona Franca America  
Costa Rica S.A.  
File No.: 19.5000/R1/GG

Design, Development, Customer Service, Support

Dell Silicon Valley Design Center (SVDC)  
5450 & 5480 Great America Parkway  
Buildings 1 & 2  
Santa Clara, CA 95054  
USA  
File No.: 19.5000/R1/JJ



## **Annex to Certificate Number: 19.5000**

### **Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

#### **Activity**

#### **Location**

Design, Development, Sales,  
Marketing

Dell Wyse  
5455 Great America Parkway  
Santa Clara CA 95054  
USA  
File No.: 19.5000/R1/KK

Design, Development, Deploy, and  
Support Security Software Products

Dell Inc. (Credant)  
2300 W Plano Pkwy  
Plano, TX 75075  
USA  
File No.: 19.5000/R1/LL

Design, Servicing, and Customer  
Support for Computer Storage  
Products

Dell Inc.  
176 South Street  
Hopkinton, MA 01748  
USA  
File No.: 19.5000/R1/MM

Manufacture and Supply

Dell EMC  
5800 Technology Drive  
Apex, NC 27539  
USA  
File No.: 19.5000/R1/QQ

Design, Servicing, and Training of  
Computer Products

Dell Inc.  
6801 Koll Center Parkway  
Pleasanton, CA 94566  
USA  
File No.: 19.5000/R1/SS

Design, Development, Servicing and  
Support of Storage Technology  
Products and Services

Dell Inc.  
505 1st Avenue South  
Seattle, WA 98104  
USA  
File No.: 19.5000/R1/UU



## **Annex to Certificate Number: 19.5000**

### **Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

#### **Activity**

#### **Location**

Manufacture and Supply

Dell EMC  
50 Constitution Blvd  
Franklin, MA 02038  
USA  
File No.: 19.5000/R1/VV

Training for Computer Storage Products

Dell Inc.  
55 Constitution Blvd  
Franklin, MA 02038  
USA  
File No.: 19.5000/R1/WW

Service, Support, Sales, Marketing

Dell N.V.  
Zone 3 Doornveld  
130 B-1731  
Asse-Zellik  
Belgium  
File No.: 19.5000/R2/A

Service, Support, Sales, Marketing

Dell A/S  
Arne Jacobsens Allé 15 -17  
Copenhagen  
Denmark  
DK-2300  
File No.: 19.5000/R2/C

Service, Support, Sales, Marketing

Dell S.A. (France)  
1 Rond Point,  
Benjamin Franklin 34938  
Montpellier 34000  
France  
File No.: 19.5000/R2/E

Service, Support, Sales, Marketing

Dell Inc.  
80 Quai Voltaire  
Ile-de-France  
Paris 95870  
France



File No.: 19.5000/R2/F

## **Annex to Certificate Number: 19.5000**

### **Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

#### **Activity**

#### **Location**

Service, Support, Sales, Marketing

Dell GmbH  
Unterschweinstiege 10  
60549 Frankfurt am Main  
Germany  
File No.: 19.5000/R2/H

Service, Support, Sales

Dell Halle GmbH  
Raffineriestraße 28  
06112 Halle (Saale)  
Germany  
File No.: 19.5000/R2/I

Design, Development, Service,  
Support, Sales, Marketing

Dell Inc.  
Innovation House  
Cherrywood Science & Technology Park  
Loughlinstown  
Dublin 18  
Ireland  
File No.: 19.5000/R2/J

Service, Support, Sales

Dell Limerick  
Raheen Business Park  
Limerick  
Ireland  
File No.: 19.5000/R2/K

Service, Support, Sales

Dell Italian Services  
Dell SpA  
Via Spadolini 5  
Lombardia  
Milano 20141  
Italy  
File No.: 19.5000/R2/L



**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Service, Support, Sales

Dell SAS  
Shore12  
Casaneashore Park  
1100 Bd Qods  
Sidi Maarouf  
20270 Casablanca  
Morocco  
File No.: 19.5000/R2/M

Service, Support, Sales

Dell B.V  
Transformatorweg 12  
38-72 1014, AK Amsterdam  
Netherlands  
File No.: 19.5000/R2/N

Service, Support, Sales

Dell AS  
Hoffsveien 1D, gnr.3  
bnr. 58 Oslo Kommun  
Oslo  
NO-0275  
Norway  
File No.: 19.5000/R2/O

Service, Support, Sales

Dell Corporation Ltd  
City Park  
368 Alexandra Parade  
Glasgow  
G31 3AU  
United Kingdom  
File No.: 19.5000/R2/R





**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Service, Support, Sales

Dell s.r.o.  
Fazulova 7  
811 07  
Bratislava, Slovak Republic  
File No.: 19.5000/R2/S

Service, Support, Sales

Dell Computers S.A. (South Africa)  
The Campus, Wembley Building, 2<sup>nd</sup> floor  
Cnr Main and Sloan Streets  
Braynston  
2021, Johannesburg  
South Africa  
File No.: 19.5000/R2/T

Service, Support, Sales

Dell AB  
Frösundaleden 2B  
169 26 Solna  
Sweden  
File No.: 19.5000/R2/U

Service, Support, Sales, Marketing

Dell SA  
Route de l'Aéroport 29-31  
Case postale 216  
1215 Genève 15  
Switzerland CH-1215  
File No.: 19.5000/R2/V

Service, Support, Sales

Dell Computer S.A. (Spain)  
Building Oasis B  
Basauri 17  
Madrid 28023  
Spain  
File No.: 19.5000/R2/W



**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Service, Support, Sales

Dell Corporation Ltd  
Dell House  
The Boulevard, Cain Road  
Bracknell, Berkshire RG12 1LF  
United Kingdom  
File No.: 19.5000/R2/X

Design, Development

Dell Technology & Solutions Israel Ltd  
7 Hamada Street  
Herzliya 46733  
Israel  
File No.: 19.5000/R2/Z

Sales

Dell International Services S.R.L.  
Bucharest Service Center  
10A Dimitrie Pompei Blvd  
Building C3, 5<sup>th</sup> Floor  
Bucharest 020337  
Romania  
File No.: 19.5000/R2/BB

Manufacture, Fulfillment

Dell Products (Poland) Sp. z.o.o.  
Informatyczna Street  
No 1, 92-410 Lodz  
Poland  
File No.: 19.5000/R2/DD

Manufacture and Supply

Dell EMC  
EMC Information Systems International  
Unit B IDA Industrial Estate  
Ovens  
Co. Cork  
Ireland  
File No.: 19.5000/R2/HH



## **Annex to Certificate Number: 19.5000**

### **Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

#### **Activity**

#### **Location**

Global Business Services (GBS)  
Pre-sales operations

Dell Inc.  
El-Swedey Building  
North 90th St Plot No 39  
5th District City Center  
Cairo, Egypt  
Arab Republic of Egypt  
File No.: 19.5000/R2/II

Service, Support, Sales

Dell Australia Pty Limited  
Forestridge Business Park  
Building 3, Level 2  
14 Aquatic Drive, Frenchs Forest  
Sydney, New South Wales  
Australia  
2086  
File No.: 19.5000/R3/A

Design, Development, Support

Dell International Services India, Pvt. Ltd.  
No.65, 2 Bagmane Tech Park  
Byra Sundra, C V Raman Nagar  
Bagmane Parin Katha  
Bangalore South Taluk  
Bangalore 560093  
India

File No.: 19.5000/R3/B

Service, Support, Sales

Dell International Services India Pvt. Ltd.  
No.12/1,12/2A,13/1A  
Divyasree Greens  
Challaghatta, Varthur Hobli  
Koramangala Inner Ring Road  
Domlur Post  
Bangalore 560071  
India  
File No.: 19.5000/R3/C



**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Manufacture, Delivery

Dell International Services India, Pvt. Ltd.  
Sriperumbudur Hi-Tech SEZ  
SIPCOT Industrial Park  
Sriperumbudur Phase-II  
Sunguvarchatram Post  
Sirumangadu Village  
Sriperumbudur Taluk  
Kancheepuram  
Tamil Nadu 602106  
India  
File No.: 19.5000/R3/E

Service, Support, Sales

Dell International Services India, Pvt. Ltd.  
Vipul Tech Square, Golf Course Road  
Sector - 43, Gurgaon  
Haryana 122 002  
India  
File No.: 19.5000/R3/F

Service, Support, Sales

Dell International Services India, Pvt. Ltd.  
Plot No. 42  
Hitec City Layout  
Madhapur, Hyderabad  
Telangana 500081  
India  
File No.: 19.5000/R3/G



**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Service, Support, Sales

Dell Inc.  
Kawasaki  
Solid Square East Tower 20F  
580 Horikawa-cho  
Saiwai-ku, Kawasaki-shi  
Kanagawa  
Japan  
212-8589  
File No.: 19.5000/R3/I

Service, Support, Sales

Dell Inc.  
Miyazaki  
Carino Miyazaki 5F  
4-8-1 Tachibana-dori-Higashi  
Miyazaki-shi  
Miyazaki, Japan  
880-0805  
File No.: 19.5000/R3/J

Service, Support, Sales

Dell Inc.  
Tokyo 1  
3-5-27 Mita  
Minato ku  
9th Fl., West Wing, Sumitomo Fudosan Mita  
Twin Bldg  
Tokyo  
Japan  
108-6309  
File No.: 19.5000/R3/K



**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Service, Support, Sales

Dell Inc.  
Cyberjaya 1  
Global Business Center  
2900 Persiaran APEC  
Floors 1-4  
63000 Cyberjaya  
Selangor Darul Ehsan  
Malaysia  
File No.: 19.5000/R3/L

Service, Support, Sales

Dell Global Business Center Sdn. Bhd.  
(742481-H)  
Plot P27, Bayan Lepas Industrial Zone  
Phase IV 11900  
Bayan Lepas  
Penang  
Malaysia  
File No.: 19.5000/R3/M

Service, Manufacturing, Fulfillment,  
Delivery

Dell Global Business Center Sdn Bhd (APCC)  
Plot 76, Mukim 11  
Bukit Tengah Industrial Park  
14000 Bukit Mertajam  
Penang  
Malaysia  
File No.: 19.5000/R3/N

Service, Support, Sales

Dell International Services Philippines, Inc.  
1800 Bldg, Eastwood Avenue  
Eastwood City Cyberpark  
188 E. Rodriguez Jr. Avenue  
Bagumbayan, Quezon City  
1110 Philippines  
File No.: 19.5000/R3/O



**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Service, Support, Sales

Dell (China) Co., Ltd.  
Beijing Branch  
Full Link Plaza  
18 Chao Wai Street  
Chao Yang District  
Suites 507A, 507B, 511, 512-515  
Beijing  
China 100020  
File No.: 19.5000/R3/P

Service, Support, Sales

Dell (China) Co., Ltd.  
Dalian Branch  
11 Floor, IC Building  
No. 56 Huoju Road  
Hi-Tech Industrial Zone  
Dalian  
China 116023  
File No.: 19.5000/R3/Q

Sales, Service, Design,  
Support

Dell Inc.  
Shanghai  
Shanghai Zhaofeng Multimedia Plaza  
999 Changning Road  
Changning District  
Suites 501, 502, 503, 603  
Shanghai  
China 200050  
File No.: 19.5000/R3/R

Manufacture, Fulfillment

Dell (Xiamen) Co. Ltd.  
No. 2366 Jinshang Road  
Information Photo-Electronic Park  
Xiamen Torch Hi-Tech Zone  
Fujian  
China 361011  
File No.: 19.5000/R3/T



**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Manufacture, Sales, Service, Support

Dell (China) Co. Ltd.  
No. 2388 Jinshang Road  
Information Photo-Electronic Park  
Xiamen Torch Hi-Tech Zone  
Fujian  
China 361011  
File No.: 19.5000/R3/U

Sales, Service, Support

Dell (China) Co. Ltd (CCC5)  
No. 613 Sishui Road  
Haicang Building #1  
Wuyuan Bay  
Business Operation Center  
Xiamen  
China 361015  
File No.: 19.5000/R3/U2

Design, Development, Service,  
Support

Dell (Taiwan) B.V.  
Taiwan Branch  
No. 216 and No. 218, Sec. 2  
Tun Hua S. Road  
Taipei  
Taiwan, R.O.C.  
File No.: 19.5000/R3/V

Service, Support

Dell International Inc. (Korea)  
Prudential Tower 11th, 12th Floors  
298 Gangnamdaero, Gangnam-Gu  
Seoul, Korea  
135-982  
File No.: 19.5000/R3/Y





**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Design, Development, Service,  
Support, Sales

Dell Global B.V. (Singapore Branch)  
Singapore Design Center  
2 International Business Park  
The Strategy Tower 2, #01-34  
Singapore 609930  
File No.: 19.5000/R3/Z

Service, Support

Dell Corporation (Thailand) Co., Ltd.  
22<sup>nd</sup> Floor Empire Tower  
1 South Sathorn Road  
Yannawa, Sathorn  
Bangkok 10120  
Thailand  
File No.: 19.5000/R3/BB

Manufacture, Fulfillment

Dell (Chengdu) Company Limited  
No. 800 Tianqin Road  
Hi-Tech Zone West  
Chengdu  
Sichuan  
China 611731  
File No.: 19.5000/R3/NN

Design

Dell International Services India Pvt. Ltd.  
Sigma Soft Tech Park, No. 7  
Whitefield Main Road  
Bangalore – 560 066  
India  
File No.: 19.5000/R3/OO



**Annex to Certificate Number: 19.5000**

**Scope of Registration:**

**The Design, Development, Manufacture, Procurement, Fulfillment, Delivery, Sales Operations, Customer Service, Take-Back & Recycling, Refurbishment and Supporting Functions of Computers, Storage and Server Products, Technology Products, Services and Solutions**

**Activity**

**Location**

Design

Dell (China) Co., Ltd.  
Beijing IT Branch  
2 Academy of Sciences South Road  
Raycom Infotech Park Tower C  
South Building, Beijing  
HaiDian District 100080  
China  
File No.: 19.5000/R3/PP

Design and Development of Data  
Protection Software

Dell Inc.  
77 Haenergia St, 1st Floor  
Building One  
Beer Sheva  
Israel  
File No.: 19.5000/R3/QQ

Design and Development of Data  
Protection Software

Dell Inc.  
36/40 Sredny pr. VO  
St-Petersburg 199004  
Russian Federation  
File No.: 19.5000/R3/RR

**Verified by:  
Operations Manager**

**BUREAU VERITAS**  
Certification



**EPSON ENGINEERING (SHENZHEN) LTD**  
5TH INDUSTRIAL DISTRICT WEST, NAN SHAN, SHENZHEN, CHINA

*Bureau Veritas Certification Holding SAS - UK Branch certifies that the 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*

**ISO 9001:2015**

*Scope of certification*

**MANUFACTURE AND SUPPLY OF LIQUID CRYSTAL PROJECTOR**

Original cycle start date: **03-MAY-1996**  
Expiry date of previous cycle: **NA**  
Certification / Recertification audit date: **NA**  
Certification / Recertification cycle start date: **01-JUL-2017**

Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on: **30-JUN-2020**

Certificate No.: **CNBJ195893-UK**

Version: **No.1**, Revision date: **22-JUN-2017**

**Signed on behalf of BVCH SAS UK Branch**



0008

Certification body address: 5<sup>th</sup> Floor, 66 Prescott Street, London E1 8HG, United Kingdom

Local office address: F22, Tower B, Beijing Global Trade Center, 36 North Third Ring Road East, Dongcheng District, Beijing, China, 100013.

Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organisation.

To check this certificate validity please call: (+86 10 59683663)

Certified organisation has to accept and pass regular surveillance audits, then this certificate can be continuously valid. Information of this certificate may be obtained by visiting CNCA website ([www.cnca.gov.cn](http://www.cnca.gov.cn)).

BUREAU VERITAS  
Certification



## 爱普生技术（深圳）有限公司

中国广东省深圳市南山区第五工业区西侧

必维认证集团认证控股有限公司英国分公司  
确证上述单位的管理体系已经评审  
并确认符合下列管理体系标准全部适用条款的要求

### ISO 9001:2015

#### 体系覆盖范围

多媒体液晶投影机的生产与供给

最初认证周期起始日期: 1996年5月3日  
上一周期的到期日: NA  
认证/再认证审核日期: NA  
本次认证/再认证周期起始日期: 2017年7月1日

在证书持有者之管理体系持续符合要求的运行条件下, 本证书至下述日期有效:  
2020年6月30日

证书号: CNBJ195893-UK

版本号: No.1, 批准日期: 2017年6月22日

必维认证集团认证控股有限公司英国分公司  
授权代表



0008

认证机构地址: 5<sup>th</sup> Floor, 66 Prescott Street, London E1 8HG, United Kingdom  
当地办公室地址: 中国北京市东城区北二环东路36号北京环球贸易中心B座22层, 邮编: 100013

需进一步澄清本证书认证范围及此管理体系要求的适用性, 可直接向持证者查询。  
要查证本证书之有效状态请电: (+86 10 59683663)  
获证组织必须定期接受监督审核并合格此证书方继续有效。本证书信息可在国家认证认可监督管理委员会官方网站([www.cnca.gov.cn](http://www.cnca.gov.cn))上查询。



Certificate SK18/2785

SGS

The management system of

**ESET, spol. s r.o.**

Einsteinova 24  
851 01 Bratislava, Slovakia



has been assessed and certified as meeting the requirements of

**EN ISO 9001:2015**

For the following activities

**Software sales and development, project management,  
information security services.**

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

This certificate is valid from 24 April 2018 until 23 April 2021  
and remains valid subject to satisfactory surveillance audits.

Re certification audit due before: 6 April 2021  
Issue 1. Certified with SGS since 24 April 2018



Authorised by

*R. Bodnár*

Ing. Róbert Bodnár  
Director

SGS Slovakia spol. s r. o.  
Kysucká 14, 040 11 Košice, Slovakia  
t +421 55 783 61 11 f +421 55 783 61 20, [www.sgs.com](http://www.sgs.com)

Page 1 of 1



This document is issued by the Company subject to its General Conditions of Certification Services accessible at [www.sgs.com/terms\\_and\\_conditions.htm](http://www.sgs.com/terms_and_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/clients/certified\\_clients.htm](http://www.sgs.com/clients/certified_clients.htm). 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



This is to certify that

## Extreme Networks, Inc.

HQ

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

with the organizational units/sites as listed in the annex

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

### Scope:

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

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

## ISO 9001 : 2015

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



**DQS Inc.**

Brad McGuire  
Managing Director



**Annex to certificate**  
**Registration No. 10014949 QM15**

**Extreme Networks, Inc.**

HQ

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

**Location**  
**10014949**

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

**Scope**

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

**10014950**

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

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

**10014951**

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

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

**10014952**

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

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

**10014953**

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

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



**Annex to certificate**  
**Registration No. 10014949 QM15**

**Extreme Networks, Inc.**

HQ

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



**Location**

**Scope**

**10014954**

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

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

**10014955**

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

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

**10016504**

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

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

**10016507**

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

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





# CERTIFICATE OF REGISTRATION

This is to certify that

**Hubbell Incorporated (Delaware)**

**Hubbell Wiring Systems**

40 Waterview Drive Shelton, Connecticut 06484 USA

Refer to Attachment to Certificate of Registration dated June 13, 2018 for additional certified sites  
operates a

**Quality Management System**

which complies with the requirements of

**ISO 9001:2015**

for the following scope of certification

**Manufacture, design and sales of industrial, institutional, commercial, residential, marine wiring devices and data communications, wiring and cable management product, fabricated components and accessories.**

Certificate No.: CERT-0120057  
File No.: 001718  
Issue Date: June 13, 2018

Original Certification Date: March 1, 1993  
Certification Effective Date: June 13, 2018  
Certification Expiry Date: June 12, 2021

Nicole Grantham  
General Manager SAI Global Certification Services



# ATTACHMENT TO CERTIFICATE OF REGISTRATION

These sites are registered under Certificate No: CERT-0120057 issued on June 13, 2018

## File No.

## Effective Date

001718

**Hubbell Incorporated (Delaware)**  
**Hubbell Wiring Systems**

June 13, 2018

40 Waterview Drive Shelton, Connecticut 06484 USA

Manufacture, design and sales of industrial, institutional, commercial, residential, marine wiring devices and data communications, wiring and cable management product, fabricated components and accessories.

003869

**Hubbell Incorporated (Delaware)**  
**Wiring Device-Kellems, Bryant, Premise Wiring**

June 13, 2018

14 Prospect Drive Newtown, Connecticut 06470-2338 USA

Manufacture, design and sales of industrial, institutional, commercial, marine electrical, datacommunications wiring devices, wiring and cable management products, fabricated components and accessories.

These registrations are dependent on Hubbell Incorporated (Delaware) Hubbell Wiring Systems (File No. 001718) maintaining their scope of registration to ISO 9001:2015

**BUREAU VERITAS**  
Certification



## **LENOVO GROUP, LTD.**

7001 DEVELOPMENT DRIVE  
MORRISVILLE, NC 27560 USA

This is a multi-site certificate, additional site details are listed on the next page(s)

*Bureau Veritas Certification Holding SAS certifies that the Management System of the above organization has been audited and found to be in accordance with the requirements of the management system standards detailed below*

### *Standards*

## **ISO 9001:2015**

### *Scope of certification*

**DESIGN, DEVELOPMENT, MANUFACTURING  
FULFILLMENT, MARKETING, SALES AND SERVICE OF  
LENOVO COMPUTER PRODUCTS AND DEVICES**

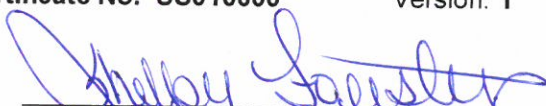
Certification cycle start date: **18 September 2017**

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: **30 June 2019**

Original certification date: **1 July 2016**

Certificate No. **US010600**

Version: **1**

  
**Signed on behalf of BVCH SAS**

Local office: Bureau Veritas Certification North America, Inc.  
16800 Greenspoint Park Drive, Suite 300S  
Houston, Texas USA  
[www.us.bureauveritas.com/bvc](http://www.us.bureauveritas.com/bvc)

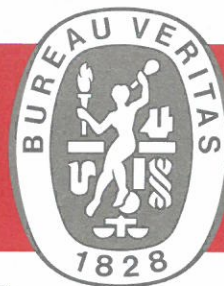


Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organization. To check this certificate validity please call **+(800) 937-9311**.

Certification body address: 67/71 Boulevard du Château - 92200 Neuilly-sur-Seine - France



**BUREAU VERITAS**  
Certification



## LENOVO GROUP, LTD.

Standards

### ISO 9001:2015

Certified Locations

Site	Address	Scope
Morrisville, NC - HQ	7001 Development Drive Morrisville, NC 27560	Responsibility of the company's overall QMS through the management of documentation/changes, management review, corrective actions, internal audit, planning/evaluation and compliance to applicable requirements.
Morrisville, NC	7001 Development Drive Morrisville, NC 27560	Design, development, fulfillment, marketing, sales, and service of Lenovo computer products and devices.
Indaiatuba - Sao Paulo, Brazil	Centro logístico indaiatuba – CLIN Estrada Municipal IDT-334 (Estrada dos Leites), nº 200, Módulos 5 a 11, Bairro Sapezal, Indaiatuba - SP	Manufacturing of Lenovo computer products and devices
Pondicherry, India	RS No. 19/1A & 2A Cuddalore Main Rd. Edayar Palayam Village	Manufacturing of Lenovo computer products and devices
Yokohama, Japan	Minatomirai Center Building 2F 3-6-1 Minatomirai, Nishi-Ku	Development of Lenovo computer products and devices
Apodaca (Monterrey), Mexico	Boulevard Escobedo No 316, Apodaca Industrial Park PO 66600	Manufacturing of Lenovo computer products and devices
Bratislava, Slovakia	Digital Park, Einsteinova 8510 01	Sales, marketing, services, logistics, operations, finance
Whitsett, NC	6540 Franz Warner Parkway Whitsett, NC 27377	Manufacturing of Lenovo computer products and devices

Certificate No. **US010600**

Version: 1

  
Signed on behalf of BVCH SAS

Local office: Bureau Veritas Certification North America, Inc.  
16800 Greenspoint Park Drive, Suite 300S  
Houston, Texas USA  
[www.us.bureauveritas.com/bvc](http://www.us.bureauveritas.com/bvc)



Further clarifications regarding the scope of this certificate and the applicability of the management system requirements may be obtained by consulting the organization. To check this certificate validity please call **+(800) 937-9311**.

Certification body address: 67/71 Boulevard du Château - 92200 Neuilly-sur-Seine - France

N° 2017/78156.1

Page 1 / 3

AFNOR Certification certifie que le système de management mis en place par :  
*AFNOR Certification certifies that the management system implemented by:*

## LEXMARK INTERNATIONAL INC

**pour les activités suivantes :**  
*for the following activities:*

**DESIGN, DEVELOPMENT, SALES AND MARKETING, MANUFACTURING AND LOGISTICS PLANNING  
AND MANAGEMENT, AND CUSTOMER SUPPORT OF A BROAD RANGE OF PRINTING, IMAGING  
AND WORKFLOW PRODUCTS, SOFTWARE, SOLUTIONS AND SERVICES.**

**a été évalué et jugé conforme aux exigences requises par :**  
*has been assessed and found to meet the requirements of:*

### ISO 9001 : 2015

**et est déployé sur les sites suivants :**  
*and is developed on the following locations:*

**740 West New Circle Road US- LEXINGTON KY 40550**

**Liste des sites certifiés en annexe(s) / List of certified locations on appendix(ces)**

Ce certificat est valable à compter du (année/mois/jour)  
*This certificate is valid from (year/month/day)*

**2018-02-05**

Jusqu'au  
*Until*

**2021-02-04**

SignatureFournisseur

**Franck LEBEUGLE**  
**Directeur Général d'AFNOR Certification**  
*Managing Director of AFNOR Certification*



*Flashez ce QR  
Code pour vérifier la  
validité du certificat*

Seul le certificat électronique, consultable sur [www.afnor.org](http://www.afnor.org), fait foi en temps réel de la certification de l'organisme. The electronic certificate only, available at [www.afnor.org](http://www.afnor.org), attests in real-time that the company is certified. Accréditation COFRAC n°4-0001, Certification de Systèmes de Management. Portée disponible sur [www.cofrac.fr](http://www.cofrac.fr).  
COFRAC accreditation n°4-0001, Management Systems Certification. Scope available on [www.cofrac.fr](http://www.cofrac.fr).  
AFAQ est une marque déposée. AFAQ is a registered trademark - CERTIF 0956.7/J11-2014

N° 2017/78156.1

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Annexe / Appendix n° 1

## LEXMARK INTERNATIONAL INC

Liste complémentaire des sites entrant dans le périmètre de la certification :  
*Complementary list of locations within the certification scope:*

**Lechner Fasor 8 3 HU-1095 BUDAPEST**

**Lechner Fasor 7 3 HU-1095 BUDAPEST**

**20, Route de Pre Bois ICC BLDG - Bloc A CH-1215 GENEVE 15**

**Highfield House Foundation Park 8 Roxborough Way GB-SL6 3UD MAINDENHEAD**

**Via Spadolini 5 Centro Leoni Torri A IT-20141 MILANO**

**BV Gooimeer NL-1411 NAARDEN**

**3B Rue Pierre Gilles de Gennes ILOT DE LA RAPE - IMM ORLEANS PLAZA FR-45910 ORLEANS CEDEX 9**

**15 Talavera Rd, Macquarie Park AU-NSW SYDNEY**

**C/ Rosario Pino,14-16 - Plta.9 ES-28020 MADRID**

N° 2017/78156.1

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Annexe / Appendix n° 2

**LEXMARK INFORMATION TECHNOLOGY Co Ltd (Shenzen Branch)**  
**利盟信息技术(中国)有限公司深圳分公司**

**Unified Social Credit Code / Code Crédit Social Unifié / 统一社会信用代码 : 914403006766555414**

**Détails of the activities carried out :**  
**Détail des activités mises en œuvre :**

**LEXMARK SUPPLY CHAIN OPERATION MANAGEMENT OF MANUFACTURING PRINTER,  
CARTRIDGE AND SERVICE PART**

**利盟打印机、碳粉盒与服务部件的供应链管理**

**Complementary list of locations within the certification scope:**  
**Liste complémentaire des sites entrant dans le périmètre de la certification :**  
**20/F and 4/F, Shenmao commercial Center N 59 Xinwen Road Futian District**  
**CN- 518000 SHENZHEN CITY, GUANGDONG PROVINCE**

**审核地址 : 中国广东省深圳市福田区新闻路59号深茂商业中心20楼及4楼**

**Management system assessed and found to meet the requirements of:**  
**Système de management évalué et jugé conforme aux exigences requises par :**

**ISO 9001 : 2015**

This appendix is valid from (year/month/day)  
Cette annexe est valable à compter du (année/mois/jour)

**2018-02-05**

until  
Jusqu'au

**2021-02-04**

This appendix may not be reproduced without the document to which it is attached. Cette annexe ne peut être reproduite sans le document auquel elle se rattache.  
本证书信息可在国家认监委网站WWW.CNCA.GOV.CN查询, The certificate information is available on www.cnca.gov.cn, L'information relative au certificat est disponible sur le site www.cnca.gov.cn The certified organization shall regularly approve any surveillance audit and be found to conform with the requirements of the standard for the certificate to be maintained. L'entreprise certifiée doit autoriser les audits de surveillance prévus et être jugée conforme aux exigences du référentiel pour que le certificat soit maintenu.  
获证组织必须定期接受监督审核并经审核合格此证书方继续有效 AFAQ is a registered trademark. AFAQ est une marque déposée. CERTI F 1493.6 - 10/2016



# Registration Certificate

This is to certify that the Management Systems of

**Promethean Ltd**

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

**ISO 14001:2015**

Certificate No. : **AJAEU/10/11915**

Date of Original Registration : **6th January 2010**

Expiry Date : **5th January 2022**

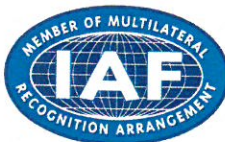
Date of Re-Registration : **10th October 2018**



0059

A handwritten signature in black ink, appearing to read "Daniel", written over a horizontal line.

Certification General Manager - AJA Registrars Ltd



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





# CERTIFICATE



This is to certify that

## **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-ro, 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

**Location**

**Scope**

**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**





# CERTIFICATE OF REGISTRATION

This is to certify that

## **SMART Technologies ULC**

3636 Research Road NW, Calgary, Alberta T2L 1Y1 Canada

operates an

## **Environmental Management System**

which complies with the requirements of

## **ISO 14001:2015**

for the following scope of certification

**The Environmental Management System for activities at the Smart Calgary office location including operation of the building, and the design and development of collaboration technology hardware and software.**

Certificate No.: CERT-0102156  
File No.: 011338  
Issue Date: May 8, 2017

Original Certification Date: July 29, 2014  
Certification Effective Date: July 28, 2017  
Certificate Expiry Date: July 27, 2020

Nicole Grantham  
General Manager SAI Global Certification Services



ISO 14001



Registered by:  
QMI-SAI Canada Limited (SAI Global), 20 Carlson Court, Suite 200, Toronto, Ontario M9W 7K6 Canada. This registration is subject to the SAI Global Terms and Conditions for Certification. While all due care and skill was exercised in carrying out this assessment, SAI Global accepts responsibility only for proven negligence. This certificate remains the property of SAI Global and must be returned to them upon request.  
To verify that this certificate is current, please refer to the SAI Global On-Line Certification Register: [www.qmi-saiglobal.com/qmi\\_companies/](http://www.qmi-saiglobal.com/qmi_companies/)

 **SAI GLOBAL**  
INFORM. INSPIRE. IMPROVE.



## Quality Management System Certificate of Approval

This is to certify that the QMS of

**Trippe Manufacturing Company**

1111 W. 35th Street, Chicago, IL, 60609, USA

Has been assessed and found to meet the requirements of

**ISO 9001:2015**

This certificate is valid for the following scope of operations:

**Design, Manufacture and Distribution of UPS Battery Back-Up  
Systems, Surge Suppressors, Line Conditioners, Power  
Inverting Equipment, Batteries, Cooling Systems, Racks, Rack  
Accessories and Connectivity Products**

Authorised by:

**Stan Wright**  
Chief Executive

**Date of Certificate Issue: 17 August 2017**

**Certificate Valid Until: 16 August 2020**

Recertification audit before 16 August 2020.

This certificate is the property of DAS Certification and remains valid  
subject to satisfactory annual Surveillance audits.

**SN Registrars (Holdings) Limited**

Registration House, 22b Church Street,  
Rushden, Northamptonshire,  
NN10 9YT, UK  
Tel: +44 (0) 1933 381859  
Email: [info@dascertification.co.uk](mailto:info@dascertification.co.uk)  
Web: [www.dascertification.co.uk](http://www.dascertification.co.uk)  
Company number: 07659067

**Certificate Number: DAS 77876318/39/Q**







THE INTERNATIONAL CERTIFICATION NETWORK

IQNet and NSAI hereby certify that the organization

**Lastar, Inc.  
d.b.a. C2G and Quiktron**

3555 Kettering Blvd., Moraine, OH 45439 USA  
925 Old Lenoir Rd., Hickory, NC 28601 USA  
21B Ave West, Albia, IA 52531 USA  
3599 Dayton Park Dr., Dayton, OH 45414 USA

for the following range of activities

**The design, manufacture, and distribution of fiber optic, copper, and audio/video cable assemblies for the telecommunications and data networking industries.**

has implemented and maintains a  
**Management System**

which fulfills the requirements of the following standard

**I.S. EN ISO 9001:2008**

**Registration Number: IE-19.4619/B**  
**Registration Date: Apr 12, 2011**  
**Last Amended on: Apr 12, 2014**  
**Remains valid until: Apr 11, 2017**

**Signed:**

René Wasmer  
President of IQNet

**Signed:**

Kevin D. Mullaney  
Chief Executive Officer - NSAI

**Issued on April 12, 2014**

The validity of this certificate is maintained through on-going surveillance inspections.

**National Standards Authority of Ireland, Santry, Dublin 9, Ireland**



**IQNet Partners\*:**

AENOR Spain AFNOR Certification France AIB-Vincotte International Belgium ANCE Mexico  
APCER Portugal CISQ Italy CQC China CQM China CQS Czech Republic Cro Cert Croatia  
DQS Holding GmbH Germany DS Denmark ELIT Greece FCAV Brazil FONDONORMA Venezuela  
HKQAA Hong Kong China ICONTEC Colombia IMNC Mexico Inspecta Certification Finland IRAM Argentina  
JQA Japan KFQ Korea MSZT Hungary Nemko AS Norway NSAI Ireland PCBC Poland Quality Austria Austria RR Russia SII Israel  
SIQ Slovenia SIRIM QAS International Malaysia SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia  
IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

\* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under [www.iqnet-certification.com](http://www.iqnet-certification.com)

IQNET\_9001:2008-NL-A4



# CERTIFICATE

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



Hereby certifies that



**1200 Technology Way  
Libertyville, IL 60048 USA**

has established and maintains a quality management system for the

## **Manufacture of Custom Server Appliances**

An audit was performed and documented in Report No 2856.  
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 2856**

Certificate Issue Date  
**June 19, 2018**



Certificate Expiration Date  
**June 04, 2021**

A handwritten signature in blue ink, reading "Robert Dymov".

Reissue Date: 6/19/2018

Certification of Management Systems

# CERTIFICATE

Management system as per  
**ISO 9001: 2015**

In accordance with TÜV NORD CERT procedures, it is hereby certified that

**VIEWSONIC CORPORATION**

Headquarter: 10 Pointe Drive, Suite 200, Brea, CA 92821-7620, USA  
GPS: 9F, No. 192, Lien Chen Road, Chung Ho District,  
New Taipei City, Taiwan



with the scope per sites according to the annex

applies a management system in line with the above standard for the following scope

**Design, Manufacturing Management, Sales, Marketing, Distribution and After  
Sales Servicing of Display Products, Computers and Computer Accessories**

Certificate Registration No. 44 100 092226  
Audit Report No. 2.5-8605/2018

Valid from 2018-04-21  
Valid until 2021-04-20  
Initial Certification 2009-04-21



Certification Body  
at TÜV NORD CERT GmbH

TÜV ASIA PACIFIC LIMITED  
Taiwan Branch  
Room A1, 9F, No.333, Sec.2,  
Tun Hua S. Rd.,  
Taipei 10669 Taiwan, R.O.C.  
2018-04-10

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH

Langemarckstrasse 20

45141 Essen

[www.tuev-nord-cert.com](http://www.tuev-nord-cert.com)



Deutsche  
Akkreditierungsstelle  
D-ZM-12007-01-01

# ANNEX

to Certificate Registration No. 44 100 092226  
ISO 9001: 2015


## VIEWSONIC CORPORATION

Headquarter: 10 Pointe Drive, Suite 200, Brea, CA 92821-7620, USA

GPS: 9F, No. 192, Lien Chen Road, Chung Ho District,  
New Taipei City, Taiwan

Certificate Registration No.	Location	Scope
44 100 092226-001	<b>ViewSonic Corporation</b> Headquarter: 10 Pointe Drive, Suite 200, Brea, CA 92821-7620, USA	Manufacturing Management, Sales, Marketing, Distribution and After Sales Servicing of Display Products, Computers and Computer Accessories
44 100 092226-002	<b>ViewSonic Corporation</b> GPS: 9F, No. 192, Lien Chen Road, Chung Ho District, New Taipei City, Taiwan	Design, Manufacturing Management, Sales, Marketing, Distribution and After Sales Servicing of Display Products, Computers and Computer Accessories
44 100 092226-003	<b>ViewSonic Corporation</b> 14035 Pipeline Ave Chino, CA 91710, USA	Warehouse

End of the list



Certification Body  
at TÜV NORD CERT GmbH

TUV ASIA PACIFIC LIMITED  
Taiwan Branch  
Room A1, 9F, No.333, Sec.2,  
Tun Hua S. Rd.,  
Taipei 10669 Taiwan, R.O.C.  
2018-04-10

This certification was conducted in accordance with the TÜV NORD CERT auditing and certification procedures and is subject to regular surveillance audits.

TÜV NORD CERT GmbH

Langemarckstrasse 20

45141 Essen

[www.tuev-nord-cert.com](http://www.tuev-nord-cert.com)



Deutsche  
Akkreditierungsstelle  
D-ZM-12007-01-01



# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Mitel Networks Corporation  
350 Legget Drive  
Kanata  
Ontario  
K2K 2W7  
Canada


Holds Certificate No:

**FS 508326**

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

The research, design, development, marketing, support, training, implementation and integration of hardware, software, and 3rd party components for telephone system solutions.

For and on behalf of BSI:

  
Carlos Pitanga, Chief Operating Officer Assurance – Americas

Original Registration Date: 2006-05-30

Effective Date: 2018-12-24

Latest Revision Date: 2018-12-05

Expiry Date: 2021-12-23



Page: 1 of 5

...making excellence a habit.™

Certificate No: **FS 508326**

Location	Registered Activities
Mitel Networks Corporation 350 Legget Drive Kanata Ontario K2K 2W7 Canada	The design, development, support, training, implementation and integration of hardware, software, and 3rd party components for telephone system solutions.
Mitel Networks Corporation 155 Snow Blvd. Concord Ontario L4K 4N9 Canada	The design, development, support, training, implementation and integration of hardware, software, and 3rd party components for telephone system solutions.
Mitel Networks Corporation 18301 Von Karman Ave., Suite 900 Irvine California 92612 USA	The design, development, support, training, implementation and integration of hardware, software, and 3rd party components for telephone system solutions.
Mitel Networks Corporation 1146 North Alma School Road Mesa Arizona 85201 USA	The design, development, support, training, implementation and integration of hardware, software, and 3rd party components for telephone system solutions.
Mitel Networks Corporation 350 Legget Drive Kanata Ontario K2K 2W7 Canada	Research, design, develop, market and support telecommunication products.
Mitel Networks Corporation 5850 Granite Parkway Plano Texas 75024 USA	The design, development, support, training, implementation and integration of hardware, software, and 3rd party components for telephone system solutions.

Original Registration Date: 2006-05-30

Effective Date: 2018-12-24

Latest Revision Date: 2018-12-05

Expiry Date: 2021-12-23

Page: 2 of 5

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

An electronic certificate can be authenticated [online](http://www.bsigroup.com/ClientDirectory). Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory). To be read in conjunction with the scope above or the attached appendix.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

Certificate No: **FS 508326**

Location	Registered Activities
Mitel Networks Corporation 10603 West Sam Houston Parkway North Houston Texas 77064 USA	Research, design, develop, market and support telecommunication products.
Mitel Networks Corporation 885 Trademark Drive Reno Nevada 89521 USA	Tier 1 and 2 Support, Customer Service, Billing.
Mitel Networks Corporation 2160 W Broadway Road Mesa Arizona 85202 USA	Research, design, develop, market and support telecommunication products.
Mitel Networks Corporation 1 Rue Arnold Schoenberg Guyancourt 78280 France	Research, design, develop, market and support telecommunication products.
Mitel Networks Corporation Arenavägen 63 Stockholm 121 77 Sweden	Research, design, develop, market and support telecommunication products.
Mitel Networks Corporation Telecomlaan 9 Brussels 1831 Belgium	Research, design, develop, market and support telecommunication products.
Mitel Networks Corporation Van Deventerlaan 30-40 Utrecht 3528 AE The Netherlands	Research, design, develop, market and support telecommunication products.

Original Registration Date: 2006-05-30

Effective Date: 2018-12-24

Latest Revision Date: 2018-12-05

Expiry Date: 2021-12-23

Page: 3 of 5

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Information and Contact: BSI, Kibemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

Certificate No: **FS 508326**

Location	Registered Activities
Mitel Networks Limited Castlegate Business Park Caldicot NP26 5AD United Kingdom	Research, design, develop, market and support telecommunication products.
Mitel Deutschland GmbH DeTeWe Communications GmbH Zeughofstraße 1 Berlin 10997 Germany	Research, design, development, marketing and support of telecommunication products.
Mitel Networks Corporation Ziegelmatzstrasse 1 Solothurn 4500 Switzerland	Research, design, develop, market and support telecommunication products.
Mitel Networks Corporation Schönbrunnerstrabe 6th Floor Vienna Austria	Research, design, develop, market and support telecommunication products.
Mitel Networks Corporation 9th Floor, Block M2, Madhuvan North Avenue Manyata Embassy Business Park, Nagavara Bangalore 560 045 India	Research, design, develop, market and support telecommunication products.
Mitel Networks Corporation 219-223 Castlereagh Street Sydney New South Wales 2000 Australia	Research, design, develop, market and support telecommunication products.
DeTeWe Communications GmbH A Mitel Company Ferdinand-Porsche-Strasse 45 Frankfurt 60386 Germany	Research, design, develop, market and support telecommunication products.

Original Registration Date: 2006-05-30

Effective Date: 2018-12-24

Latest Revision Date: 2018-12-05

Expiry Date: 2021-12-23

Page: 4 of 5

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

BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.

A Member of the BSI Group of Companies.

Certificate No: **FS 508326**

Location

Mitel Network Corporation  
960 Stewart Drive  
Sunnyvale  
California  
94085  
USA

Registered Activities

Research, design, develop, market and support  
telecommunication products.



Original Registration Date: 2006-05-30

Effective Date: 2018-12-24

Latest Revision Date: 2018-12-05

Expiry Date: 2021-12-23

Page: 5 of 5

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

An electronic certificate can be authenticated [online](http://www.bsigroup.com/ClientDirectory). Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory). To be read in conjunction with the scope above or the attached appendix.

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: +44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

AO Kaspersky Lab  
Leningradskoe sh. 39A bld.3  
Moscow  
125212  
Russian Federation

Holds Certificate No:

**FS 647124**

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

Global technical support of IT security solutions for corporate customers and consumers in the regions of:

- Europe
- Latin America
- North America
- Russia
- Africa
- Middle East

For and on behalf of BSI:



Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2016-03-03

Latest Revision Date: 2019-01-17

Effective Date: 2019-03-03

Expiry Date: 2022-03-02

Page: 1 of 4



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Certificate No: **FS 647124**

**Location**

**Registered Activities**

AO Kaspersky Lab  
Leningradskoe sh. 39A bld.3  
Moscow  
125212  
Russian Federation

Global technical support of IT security solutions for corporate customers and consumers in the regions of:

- Europe
- Latin America
- North America
- Russia
- Africa
- Middle East

Kaspersky Lab UK Ltd  
1st Floor, 2 Kingdom Street  
Paddington  
London  
W2 6BD  
United Kingdom

Global technical support of IT security solutions for corporate customers and consumers in the regions of:

- Europe
- Latin America
- North America
- Russia
- Africa
- Middle East

Kaspersky Lab France  
Immeuble l'Européen - Bâtiment C  
Rueil 2000 - 2, rue Joseph Monier  
RUEIL MALMAISON  
92500  
France

Global technical support of IT security solutions for corporate customers and consumers in the regions of:

- Europe
- Latin America
- North America
- Russia
- Africa
- Middle East

Kaspersky Labs GmbH  
Despag-Straße 3  
Ingolstadt  
85055  
Germany

Global technical support of IT security solutions for corporate customers and consumers in the regions of:

- Europe
- Latin America
- North America
- Russia
- Africa
- Middle East

Kaspersky Lab Italia s.r.l.  
Via Francesco Benaglia 13  
Roma  
00153  
Italy

Global technical support of IT security solutions for corporate customers and consumers in the regions of:

- Europe
- Latin America
- North America
- Russia
- Africa
- Middle East

Original Registration Date: 2016-03-03

Effective Date: 2019-03-03

Latest Revision Date: 2019-01-17

Expiry Date: 2022-03-02

Page: 2 of 4

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

BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.



Certificate No: **FS 647124**

Location	Registered Activities
Kaspersky Lab Italia s.r.l. Piazza Sigmund Freud, 1 Milano 20154 Italy	Global technical support of IT security solutions for corporate customers and consumers in the regions of: <ul style="list-style-type: none"><li>• Europe</li><li>• Latin America</li><li>• North America</li><li>• Russia</li><li>• Africa</li><li>• Middle East</li></ul>
Kaspersky Lab, Inc. 500 Unicorn Park Drive Woburn Woburn 01801 USA	Global technical support of IT security solutions for corporate customers and consumers in the regions of: <ul style="list-style-type: none"><li>• Europe</li><li>• Latin America</li><li>• North America</li><li>• Russia</li><li>• Africa</li><li>• Middle East</li></ul>
Kaspersky Lab, SLU Paseo del Club Deportivo nº1 Edificio 11, Planta 1 Izquierda 1 Pozuelo de Alarcón Madrid 28223 Spain	Global technical support of IT security solutions for corporate customers and consumers in the regions of: <ul style="list-style-type: none"><li>• Europe</li><li>• Latin America</li><li>• North America</li><li>• Russia</li><li>• Africa</li><li>• Middle East</li></ul>
Kaspersky Lab, LDA Alameda dos Oceanos, 142, 08 Sacavem Lisboa 1990-502 Portugal	Global technical support of IT security solutions for corporate customers and consumers in the regions of: <ul style="list-style-type: none"><li>• Europe</li><li>• Latin America</li><li>• North America</li><li>• Russia</li><li>• Africa</li><li>• Middle East</li></ul>
Kaspersky Lab bv Papendorpseweg 79 Utrecht 3528 BJ The Netherlands	Global technical support of IT security solutions for corporate customers and consumers in the regions of: <ul style="list-style-type: none"><li>• Europe</li><li>• Latin America</li><li>• North America</li><li>• Russia</li><li>• Africa</li><li>• Middle East</li></ul>

Original Registration Date: 2016-03-03

Effective Date: 2019-03-03

Latest Revision Date: 2019-01-17

Expiry Date: 2022-03-02

Page: 3 of 4

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

BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.

Certificate No: **FS 647124**

Location	Registered Activities
AO Kaspersky Lab 39A, Leningradskoe shosse Moscow 125212 Russian Federation	Global technical support of IT security solutions for corporate customers and consumers in the regions of: <ul style="list-style-type: none"><li>• Europe</li><li>• Latin America</li><li>• North America</li><li>• Russia</li><li>• Africa</li><li>• Middle East</li></ul>
Kaspersky Lab LatAm room 803 - Alto de Pinheiros Avenida Queiroz Filho, number 1.700 Tower A São Paulo City São Paulo 05319-000 Brasil	Global technical support of IT security solutions for corporate customers and consumers in the regions of: <ul style="list-style-type: none"><li>• Europe</li><li>• Latin America</li><li>• North America</li><li>• Russia</li><li>• Africa</li><li>• Middle East</li></ul>
Kaspersky Lab Middle East FZ, LLC Areco Tower Dubai Internet City, Office 2201, 22nd floor Dubai 502849 United Arab Emirates	Global technical support of IT security solutions for corporate customers and consumers in the regions of: <ul style="list-style-type: none"><li>• Europe</li><li>• Latin America</li><li>• North America</li><li>• Russia</li><li>• Africa</li><li>• Middle East</li></ul>
Kaspersky Lab South Africa Pty LTD Building 15, Thornhill Office Park Bekker Road, Vorna Valley Midrand South Africa	Global technical support of IT security solutions for corporate customers and consumers in the regions of: <ul style="list-style-type: none"><li>• Europe</li><li>• Latin America</li><li>• North America</li><li>• Russia</li><li>• Africa</li><li>• Middle East</li></ul>

Original Registration Date: 2016-03-03

Effective Date: 2019-03-03

Latest Revision Date: 2019-01-17

Expiry Date: 2022-03-02

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

BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.

# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Hewlett Packard Enterprise Company  
11445 Compaq Center Drive W  
Building CCM07  
Houston  
Texas  
77070  
USA

Holds Certificate No:

**FM 21572**

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

The design and development of Servers, Networking products, and Converged Solutions, and sales order fulfillment, supply chain management, manufacturing, remanufacturing and delivery of Servers, Storage, Networking products and Converged Solutions within the Americas.

For and on behalf of BSI:

  
\_\_\_\_\_  
Carlos Pitanga, SVP, System Certification and Compliance

Original Registration Date: 1992-09-21

Latest Revision Date: 2017-06-14

Effective Date: 2017-05-02

Expiry Date: 2020-05-01

Page: 1 of 2



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Certificate No: **FM 21572**

Location	Registered Activities
Hewlett-Packard Enterprise SA de CV Mexico City Prolongacion Reforma No. 700 Col. Lomas de Santa Fe Delegacion Alvaro Obregon Mexico Distrito Federal C.P. 01210 Mexico	Sales and support of products, services and solutions of information technology infrastructure (servers, storage, software, networks).
GSD SC Puerto Rico Repair Operations (PRRO) Road 110 Km. 28 Bldg #1 Aguadilla 00605 Puerto Rico	The repair of field returns printed circuit assemblies, including security hardware, central processing units (eg. System boards, processor boards, IO backplanes), storage devices, network and computer memory products.
Hewlett Packard Caribe B.V. Puerto Rico Manufacturing Operation Road 110 Km. 28 Bldg #1 Aguadilla 00605 Puerto Rico	The manufacture of printed circuit assemblies, the assembly of electronic products including central processing units (e.g. System boards, processor boards, IO backplanes), storage devices, graphics network, computer memory products, security products, Customer Service call center, Software manufacturing, duplication and replication of software products, electronic software delivery and licensing support.
Hewlett Packard Enterprise Carrollton Integration Center 2020 McDaniel Dr. Carrollton Texas 75006 USA	Integration, networking and deployment services for both internal and external customers.
Hewlett Packard Enterprise Company 11445 Compaq Center Drive W Building CCM07 Houston Texas 77070 USA	The design and development of Servers, Networking products, and Converged Solutions, and the sales order fulfilment, supply chain management, manufacturing, and remanufacturing Servers, Storage, Networking products, and Converged Solutions.

Original Registration Date: 1992-09-21

Effective Date: 2017-05-02

Latest Revision Date: 2017-06-14

Expiry Date: 2020-05-01

# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

HP Printing and Computing Solutions  
S.L.U  
Cami de Can Graells 1-21  
Sant Cugat Del Valles  
08174 Barcelona  
Spain

Holds Certificate Number:

FS 640142

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

**Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices and accessories within Europe, Middle East and Africa.**



For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2015-10-19

Effective Date: 2018-10-19

Latest Revision Date: 2018-10-01

Expiry Date: 2021-10-18



Page: 1 of 7

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Certificate No: FS 640142

Location	Registered Activities
HP Inc. HP Austria GmbH Technologiestrasse 5 1120 Wien Austria	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Austria.
HP Inc. HP Belgium BVBA Hermeslaan 1A 1831 Diegem Belgium	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Belgium
HP Inc. HP Inc. Bulgaria EOOD BC Kambanite 258 Okolovrasten pat str 1766 Sofia Bulgaria	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Bulgaria.
HP Inc. HP Computing and Printing Zagreb d.o.o. Radnicka cesta 41, 7th Floor (North Wing) 10000 Zagreb Croatia	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Croatia.
HP Inc. HP Inc. Czech Republic s. r. o. Za Brumlovkou, 5/1559 Prague 140 00 Czech Republic	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within the Czech Republic.
HP Inc. HP Inc. Danmark ApS Engholm Parkvej 8 3450 Allerød Denmark	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Denmark.
HP Inc. HP Finland Oy Piispankalliontie FI - 02200 Espoo Finland	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Finland.

Original Registration Date: 2015-10-19

Effective Date: 2018-10-19

Latest Revision Date: 2018-10-01

Expiry Date: 2021-10-18

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: +44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

Certificate No: FS 640142

Location	Registered Activities
HP Inc. HP France SAS 1, Avenue du Canada, 91947 Les Ulis Cedex France	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within France.
HP Inc. HP Deutschland GmbH Schickardstr. 32 71034 Boeblingen Germany	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Germany.
HP Inc. HP Systimata Ektipossis kai Prosopikon Ypologiston Hellas EPE, 1-3 Tzavella str 152-31 Halandri, 2nd Floor Athens Greece	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Greece.
HP Inc. HP Inc. Hungary Ltd HP Inc. Magyarország Kft. H-1117, Aliz utca 1 Budapest Hungary	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Hungary.
HP Inc. Hewlett-Packard Ireland Limited Bldg DUB07-08, Liffey Park Technology Campus Barnhall Road, Leixlip Co Kildare Ireland	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Ireland.
HP Inc. HP PPS Israel Ltd 9 Dafna St Raanana 4366223 Tel-Aviv Israel	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Israel.
HP Italy S.r.l Via C. Donat Cattin 5 Cesusco sul Naviglio (Milan) 20063 Italy	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Italy.

Original Registration Date: 2015-10-19

Effective Date: 2018-10-19

Latest Revision Date: 2018-10-01

Expiry Date: 2021-10-18

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Certificate No: FS 640142

Location	Registered Activities
HP Inc. Hewlett-Packard Luxembourg S.C.A. 75, Parc d'Activités Capellen L - 8308 Capellen Luxembourg	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Luxembourg.
HP Inc. HP Norge AS Rolfbuktveien 4b 1364 Fornebu Norway	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Norway.
HP Inc. HP Inc Polska sp. z o.o. ul. Szturmowa 2A 02-678 Warsaw Poland	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Poland.
HP Inc. HPCP Computing and Printing Portugal Unipessoal, Lda, Rua dos Malhões, 4, Piso 0, Edif. D. Sancho I Quinta da Fonte Oeiras, Lisboa, 2774-528 Paço de Arcos Portugal	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Portugal.
HP Inc. HP Inc. Romania SRL 6 Dimitrie Pompeiu Boulevard Building E, 2nd floor, 2nd District Bucharest 020331 Romania	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Romania.
HP Inc. LLC HP Inc. Highway Leningradskoe, House 16A Building 3, 125171 Moscow Russian Federation	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Russia and CIS.

Original Registration Date: 2015-10-19

Effective Date: 2018-10-19

Latest Revision Date: 2018-10-01

Expiry Date: 2021-10-18

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BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

Certificate No: FS 640142

Location	Registered Activities
HP Inc. HP Computing and Printing Ltd. Belgrade Omladinskih Brigada 90b 1st Floor (Module N.) 11070 Belgrade Serbia	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Serbia.
HP Inc. HP Inc Slovakia, s.r.o. Galvaniho 7 82104 Bratislava Slovakia	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Slovakia.
HP Inc. HP South Africa Proprietary Limited 12 Autumn Street, Pt. 1st Floor, Rivonia Sandton, Gauteng, 2128 RSA South Africa	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within South Africa.
HP Inc. HP Printing and Computing Solutions S.L. Cami de Can Graells 1-21 Sant Cugat Del Valles 08174 Barcelona Spain	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Spain.
HP Inc. HP Printing and Computing Solutions S.L. Calle José Echegaray 18, Las Rozas, 28232 - Las Rozas Madrid Spain	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Spain.
HP Inc. HP PPS Sverige AB Gustav III:s boulevard 30 169 73 Solna Stockholm Sweden	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Sweden.

Original Registration Date: 2015-10-19

Effective Date: 2018-10-19

Latest Revision Date: 2018-10-01

Expiry Date: 2021-10-18

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Certificate No: FS 640142

Location	Registered Activities
HP Inc. HP Schweiz GmbH Ueberlandstrasse 1, 4th Floor 8600 Dübendorf Switzerland	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Switzerland.
HP Inc. Hewlett-Packard Europe B.V. Amsterdam, Meyrin Branch Route du Nant d'Avril 150 Meyrin Geneva CH-1217 Switzerland	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Switzerland.
HP Inc. HP Nederland B.V. Startbaan 16 1187 XR Amstelveen The Netherlands	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within the Netherlands.
HP Inc. HP Bilgisayar ve Baskı Teknolojileri Limited Sirketi (HP Computer & Printing Technologies Ltd Akkom Plaza , Saray Mahallesi Dr. Adnan Büyükdeniz Cad. No:4 Kat: 8, 34768, Ümraniye İstanbul Turkey	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within Turkey.
HP Inc. HP Computing and Printing Middle East FZ-LL Building # 14 Third Floor Dubai Internet City Dubai United Arab Emirates	Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within the Middle East.

Original Registration Date: 2015-10-19

Effective Date: 2018-10-19

Latest Revision Date: 2018-10-01

Expiry Date: 2021-10-18

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI Group of Companies.

Certificate No: FS 640142

Location

HP Inc. UK Limited  
Cain Road  
Amen Corner (Bldg 1 Floor 2)  
Bracknell  
RG12 1HN  
United Kingdom

Registered Activities

Marketing, procurement, sales order fulfilment, supply chain management, and support of printers, personal computers, mobile devices, and accessories within the United Kingdom



Original Registration Date: 2015-10-19

Latest Revision Date: 2018-10-01

Effective Date: 2018-10-19

Expiry Date: 2021-10-18

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Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000  
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.  
A Member of the BSI 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**



0059

  
Chief Executive - AJA Registrars Ltd



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



# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

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

Holds Certificate No:

**FM 534543**

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

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

For and on behalf of BSI:

  
\_\_\_\_\_  
Carlos Pitanga, SVP, System Certification and Compliance

Original Registration Date: 2008-08-28

Latest Revision Date: 2017-07-18

Effective Date: 2017-08-28

Expiry Date: 2020-08-27

Page: 1 of 2



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Certificate No: **FM 534543**

Location	Registered Activities
Milestone AV Technologies 2301 4th Ave. E Shakopee Minnesota 55379 USA	Testing, manufacturing, assembling and distribution of audio visual mounting equipment and display solutions for flat panel displays, projectors, AV furniture, and speakers.
Milestone AV Technologies 6436 City West Parkway Eden Prairie Minnesota 55344 USA	The quality management system, supporting process for and design for the manufacturing, assembling and distribution of audio visual mounting equipment and display solutions for flat panel displays, projectors, AV furniture, and speakers.

Original Registration Date: 2008-08-28  
Latest Revision Date: 2017-07-18

Effective Date: 2017-08-28  
Expiry Date: 2020-08-27



# Certificate of Registration

QUALITY MANAGEMENT SYSTEM - ISO 9001:2015

This is to certify that:

Feenics Inc.  
301-2310 St. Laurent Blvd  
Ottawa  
Ontario  
K1G 5H9  
Canada


Holds Certificate No:

**FS 695589**

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

Design and Development of Cloud-Based Security Management System Software.

For and on behalf of BSI:

  
Carlos Pitanga, Chief Operating Officer Assurance – Americas

Original Registration Date: 2019-01-03

Effective Date: 2019-01-03

Latest Revision Date: 2019-01-03

Expiry Date: 2022-01-02

Page: 1 of 1



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# MANAGEMENT SYSTEM CERTIFICATE

Certificate No:  
CERT-08932-2006-AQ-HOU-ANAB

Valid:  
27 September 2018 - 27 September 2021

This is to certify that the management system of

## **Vertiv Corporation**

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

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

This certificate is valid for the following scope:

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

Place and date:  
Katy, TX, 27 September 2018

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



John Stefan  
Management Representative

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

## Appendix to Certificate

### Vertiv Corporation

Locations included in the certification are as follows:

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



# **ATTACHMENT 2**

## **SAMPLE QUARTERLY REPORT**

**SYNERGETICS DCS, INC.**  
**Quarterly Report**  
**July 2018 through September 2018**

<b>Customer Name</b>	<b>Purchase Order Date</b>	<b>Purchase Order Number</b>	<b>Purchase Summary</b>	<b>Total</b>
Community College A	7/31/2018	154803	4 Smartboard SBM680 Installs	\$8,800.00
University B	7/20/2018	76328	2 Promethean Boards and Speakers	\$2,826.00
Community College C	7/14/2018	6061	SMART 87" Board 685	\$8,451.00
Community College D	7/28/2018	27204	Dell Optiplex 7020 and Monitor	\$995.00
University E	7/30/2018	108006	55 Dell PCs and Monitors	\$51,315.00
Community College F	7/31/2018	42691	7 Dell Optiplex 7020	\$4,550.00
Community College G	9/24/2018	26970	Qty 1 Promethean ActivPanel Touch2 70"	\$4,595.00
University H	9/24/2018	26983	Qty 1 Promethean ActivPanel Touch2 70"	\$4,595.00
Community College I	9/25/2018	27916	Qty 14 Dell OptiPlex 3020 Small Form Factor	\$9,002.00
University J	9/25/2018	01201842-00	Promethean 578 ProActivBoard with Mount System and DLP short throw projector	\$3,100.00
University K	9/29/2018	35724	Qty 2 Promethean 6Touch Range 78" Board with speakers and install	\$6,508.00
Community College L	9/30/2018	99882	Qty 2 EPSON BrightLink 595Wi Projectors with Install	\$4,448.00
Community College M	9/30/2018	108190	SMART SBM680iX3 Board with speakers, document camera and install	\$4,505.00
<b>Grand Total</b>				<b>\$113,690.00</b>



## **ATTACHMENT 3**

## **REFERENCES**





## ATTACHMENT 3 – REFERENCES

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1. **Trenholm State Community College, 1225 Air Base Blvd, Montgomery, AL 36108**  
**Robert Rollins, Director of Information Systems**  
**334-420-4232; [rrollins@trenholmstate.edu](mailto:rrollins@trenholmstate.edu)**

Design and currently implementing a VoIP solution for all campus locations to include network switching configuration, network cabling, and support with Telecommunication services for PRI/SIP configurations and VPN connections. Deployment includes training of all technical administration and end users.

2. **Eufaula City School District, 333 State Docks Road, Eufaula, AL 36027**  
**Sara Fenn, Instructional Technology Coordinator**  
**334-695-1704; [sara.fenn@ecsk12.org](mailto:sara.fenn@ecsk12.org)**

Designed and implemented network switch infrastructure for all school campus locations. Implemented wireless network at all locations with focus on coverage and density for all classrooms, offices, and common areas. Configured Network Access and Identity Management for network administration of all end user devices. Designed and implemented Interactive Panel solution for all classrooms at all school campus locations. Provide managed services for the technical support of all networking solutions in the district.

3. **Hinds Community College, Information Technology Department**  
**Ann Smith, Office Manager of Information Technology**  
**601-857-3631; [Ann.Smith@hindsc.edu](mailto:Ann.Smith@hindsc.edu)**

Sales and installation of interactive solutions for classrooms along with training for professional staff. Sales and support for Absolute Platform management and security software for device, data, application and user asset management.

4. **Cullman City School District, 301 First Street NE, Cullman, AL 35055**  
**Michael Fowlkes, District Technology Coordinator**  
**256-734-2233; [mfowlkes@cullmancats.net](mailto:mfowlkes@cullmancats.net)**

Sales and installation of over 120 Interactive Panels throughout the district. Professional development for teachers utilizing technology resources. Designed and implemented cabling restructure for several of the school campus locations to meet the Alabama WIRED Act standards for connectivity



**5. Midfield City Schools, 417 Parkwood Street, Midfield, AL 35228**

**Michael A. Taylor, Information Technology Specialist**

**205-923-2833 x2010; [mtaylor@midfield.k12.al.us](mailto:mtaylor@midfield.k12.al.us)**

Sales and installation of various devices to include pcs, tablets, laptops and Chromebooks. Sell, implement and train on various classroom products such as Interactive Panels and software. Designed and implemented a VoIP system for all district campus locations. Provided job-embedded training for the teachers for use of technology and resources in the classroom.

**6. Mississippi State University, Information Technology Department**

**David Mixon, Manager of Hardware Support**

**662-325-0631; [dmixon@its.msstate.edu](mailto:dmixon@its.msstate.edu)**

Installed Telecommunications cabling to augment building renovations on multiple sites / buildings over multiple years. Included closet design and layout, rack installation, cable pathway (tray and conduit) installation, fiber connectivity between and within buildings, and copper cabling installation including wall drops, floor boxes, ceiling locations and installation in office furniture and cubicles.



## **ATTACHMENT 4**

# **ALABAMA VENDOR DISCLOSURE STATEMENT**



# State of Alabama Disclosure Statement

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

ENTITY COMPLETING FORM

Synergetics DCS, Inc.

ADDRESS

501 Hwy 12 West, Ste 100

CITY, STATE, ZIP

Starkville, MS 39759

TELEPHONE NUMBER

662-323-9484

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

Department of Finance - Division of Purchasing

ADDRESS

100 N. Union Street, Suite 192

CITY, STATE, ZIP

Montgomery, AL 36104

TELEPHONE NUMBER

334-242-7250

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

Please see attached schedule

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



Yes



No

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

STATE AGENCY/DEPARTMENT

DATE GRANT AWARDED

AMOUNT OF GRANT

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

NAME OF PUBLIC OFFICIAL/EMPLOYEE

ADDRESS

STATE DEPARTMENT/AGENCY

None



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

None

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.)

Not Applicable

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.)

Not Applicable

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:

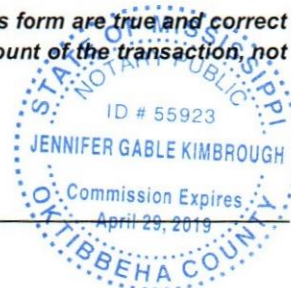
NAME OF PAID CONSULTANT/LOBBYIST	ADDRESS
----------------------------------	---------

None

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

Signature

Date



Notary's Signature

Date

Date Notary Expires

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.

Customer Name	Type of Goods and Service	Amount Received
Advent Episcopal Day School (AL) Total	IT Good and Services - Computers, Networking, Etc.	\$2,814.00
AL DCNR - Marine Resources Division Total	IT Good and Services - Computers, Networking, Etc.	\$622.30
AL Dept of Environmental Management Total	IT Good and Services - Computers, Networking, Etc.	\$2,897.22
AL Dept. of Conservation and Natural Resources Total	IT Good and Services - Computers, Networking, Etc.	\$14,861.79
Alabama Alcoholic Beverage Control Board Total	IT Good and Services - Computers, Networking, Etc.	\$4,486.42
Alabama Credit Union Administration Total	IT Good and Services - Computers, Networking, Etc.	\$2,068.00
Alabama Department of Agriculture & Industries Info Technologies Total	IT Good and Services - Computers, Networking, Etc.	\$36.00
Alabama Department of Commerce Total	IT Good and Services - Computers, Networking, Etc.	\$2,512.00
Alabama Department of Insurance Total	IT Good and Services - Computers, Networking, Etc.	\$6,703.00
Alabama Department of Transportation Total	IT Good and Services - Computers, Networking, Etc.	\$85,785.21
Alabama Department of Youth Services Total	IT Good and Services - Computers, Networking, Etc.	\$80,552.67
Alabama Dept of Human Resources Total	IT Good and Services - Computers, Networking, Etc.	\$475,307.98
Alabama Executive Office of the Treasurer Total	IT Good and Services - Computers, Networking, Etc.	\$1,096.00
Alabama Law Enforcement Agency Total	IT Good and Services - Computers, Networking, Etc.	\$3,341.60
Alabama Licensing Board for General Contractors Total	IT Good and Services - Computers, Networking, Etc.	\$7,229.00
Alabama Office of Information Technology Total	IT Good and Services - Computers, Networking, Etc.	\$60,097.10
Alabama Office of the Public Defender - Montgomery County Total	IT Good and Services - Computers, Networking, Etc.	\$9,778.00
Alabama Real Estate Appraisers Board Total	IT Good and Services - Computers, Networking, Etc.	\$226.00
Alabama State Board of Medical Examiners Total	IT Good and Services - Computers, Networking, Etc.	\$1,670.57
Alabama State Department of Education Total	IT Good and Services - Computers, Networking, Etc.	\$877.35
Alabama State Port Authority Total	IT Good and Services - Computers, Networking, Etc.	\$14,070.33
Alabaster City Schools (AL) Total	IT Good and Services - Computers, Networking, Etc.	\$4,379.75
Anniston City School District Total	IT Good and Services - Computers, Networking, Etc.	\$43,300.00
Auburn City Schools Total	IT Good and Services - Computers, Networking, Etc.	\$307,857.45
Bailey-Harris Construction Total	IT Good and Services - Computers, Networking, Etc.	\$136,667.22
Bessemer City School District Total	IT Good and Services - Computers, Networking, Etc.	\$73,834.00
Bibb County SD AL Total	IT Good and Services - Computers, Networking, Etc.	\$480.00
Birmingham Water Works Total	IT Good and Services - Computers, Networking, Etc.	\$126.25
Butler County Commission Total	IT Good and Services - Computers, Networking, Etc.	\$1,568.00
City of Andalusia Total	IT Good and Services - Computers, Networking, Etc.	\$4,850.53
City of Fayette Total	IT Good and Services - Computers, Networking, Etc.	\$1,545.60
City of Tuscaloosa Total	IT Good and Services - Computers, Networking, Etc.	\$6,556.00
City of Valley Grande Total	IT Good and Services - Computers, Networking, Etc.	\$3,236.00
Cleburne County Commission Total	IT Good and Services - Computers, Networking, Etc.	\$2,736.00
Coosa County School District- AL Total	IT Good and Services - Computers, Networking, Etc.	\$78,052.00
Covington County School District- Alabama Total	IT Good and Services - Computers, Networking, Etc.	\$19,059.00
Cullman City Schools Total	IT Good and Services - Computers, Networking, Etc.	\$277,590.36
Cullman County School District Total	IT Good and Services - Computers, Networking, Etc.	\$33,434.00
Dale County Board of Education Total	IT Good and Services - Computers, Networking, Etc.	\$18,622.00
DeKalb County School District Total	IT Good and Services - Computers, Networking, Etc.	\$41,755.00
Demopolis City School District Total	IT Good and Services - Computers, Networking, Etc.	\$45,037.00
Dothan City Schools Total	IT Good and Services - Computers, Networking, Etc.	\$79,262.00
DW McMillan Memorial Hospital Total	IT Good and Services - Computers, Networking, Etc.	\$1,139.00
Escambia City Head Start Total	IT Good and Services - Computers, Networking, Etc.	\$17,274.00
Escambia Cty Head Start Total	IT Good and Services - Computers, Networking, Etc.	\$3,319.00
Etowah County School District Total	IT Good and Services - Computers, Networking, Etc.	\$4,310.00
Eufaula City Schools Total	IT Good and Services - Computers, Networking, Etc.	\$251,895.00
Fort Payne City School District Total	IT Good and Services - Computers, Networking, Etc.	\$125,299.85
Geneva County Schools Total	IT Good and Services - Computers, Networking, Etc.	\$4,979.10
Government Capital Corporation Total	IT Good and Services - Computers, Networking, Etc.	\$151,546.63
Grace Lutheran School Total	IT Good and Services - Computers, Networking, Etc.	\$9,960.00
Grace Luthern School Total	IT Good and Services - Computers, Networking, Etc.	\$828.90
Greene County Alabama School District Total	IT Good and Services - Computers, Networking, Etc.	\$11,585.40
Haleyville City School District Total	IT Good and Services - Computers, Networking, Etc.	\$1,363.00
Homewood City School District Total	IT Good and Services - Computers, Networking, Etc.	\$17,461.50
Hope Academy Total	IT Good and Services - Computers, Networking, Etc.	\$41.25
Jackson County School District AL Total	IT Good and Services - Computers, Networking, Etc.	\$26,691.50
Jacob's Ladder Creative Learning Center Total	IT Good and Services - Computers, Networking, Etc.	\$2,471.25
Lawrence County Alabama School District Total	IT Good and Services - Computers, Networking, Etc.	\$1,992.00
Leeds City School District Total	IT Good and Services - Computers, Networking, Etc.	\$701.92
Lowndes County Public Schools AL Total	IT Good and Services - Computers, Networking, Etc.	\$32,323.50

Madison City Schools-AL Total	IT Good and Services - Computers, Networking, Etc.	\$15,092.88
Marion County School District Total	IT Good and Services - Computers, Networking, Etc.	\$49.05
Marshall County AL School District Total	IT Good and Services - Computers, Networking, Etc.	\$49.05
Midfield City School District Total	IT Good and Services - Computers, Networking, Etc.	\$209,270.19
Monroe County Schools- Alabama Total	IT Good and Services - Computers, Networking, Etc.	\$107,270.45
Montgomery Catholic Schools Total	IT Good and Services - Computers, Networking, Etc.	\$441.45
Pass Christian School District Total	IT Good and Services - Computers, Networking, Etc.	\$2,440.00
Phenix City School District Total	IT Good and Services - Computers, Networking, Etc.	\$4,740.00
Pickens County School District Total	IT Good and Services - Computers, Networking, Etc.	\$7,176.00
RL Consulting Inc Total	IT Good and Services - Computers, Networking, Etc.	\$31,619.00
Russell County School District Total	IT Good and Services - Computers, Networking, Etc.	\$104,020.30
Sheffield Public Library Total	IT Good and Services - Computers, Networking, Etc.	\$14,196.00
Shelby County School District Total	IT Good and Services - Computers, Networking, Etc.	\$4,114.00
Southern Union State Community College Total	IT Good and Services - Computers, Networking, Etc.	\$5,360.50
Talladega City School District Total	IT Good and Services - Computers, Networking, Etc.	\$22,391.00
Town of Owens Cross Roads (AL) Total	IT Good and Services - Computers, Networking, Etc.	\$1,277.00
Town of Webb Total	IT Good and Services - Computers, Networking, Etc.	\$155.00
Trenholm State Community College Total	IT Good and Services - Computers, Networking, Etc.	\$2,066.00
Tuscaloosa City School District Total	IT Good and Services - Computers, Networking, Etc.	\$34,320.83
Walker County School District Total	IT Good and Services - Computers, Networking, Etc.	\$308,139.80
Whitesburg Baptist Church Total	IT Good and Services - Computers, Networking, Etc.	\$3,093.00
Winston County School District AL Total	IT Good and Services - Computers, Networking, Etc.	\$2,411.00
Youth Villages Total	IT Good and Services - Computers, Networking, Etc.	\$44,430.50





## **ATTACHMENT 5**

# **SYNERGETICS E-VERIFY MEMORANDUM OF UNDERSTANDING**

Company ID Number: 300154

## THE E-VERIFY PROGRAM FOR EMPLOYMENT VERIFICATION MEMORANDUM OF UNDERSTANDING

### ARTICLE I

#### PURPOSE AND AUTHORITY

This Memorandum of Understanding (MOU) sets forth the points of agreement between the Department of Homeland Security (DHS) and **Synergetics Diversified Computer Services, Inc.** (Employer) regarding the Employer's participation in the Employment Eligibility Verification Program (E-Verify). This MOU explains certain features of the E-Verify program and enumerates specific responsibilities of DHS, the Social Security Administration (SSA), and the Employer. E-Verify is a program that electronically confirms an employee's eligibility to work in the United States after completion of the Employment Eligibility Verification Form (Form I-9). For covered government contractors, E-Verify is used to verify the employment eligibility of all newly hired employees and all existing employees assigned to Federal contracts.

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

### ARTICLE II

#### FUNCTIONS TO BE PERFORMED

##### A. RESPONSIBILITIES OF SSA

1. SSA agrees to provide the Employer with available information that allows the Employer to confirm the accuracy of Social Security Numbers provided by all employees verified under this MOU and the employment authorization of U.S. citizens.
2. SSA agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. SSA agrees to provide the Employer with names, titles, addresses, and telephone numbers of SSA representatives to be contacted during the E-Verify process.
3. SSA agrees to safeguard the information provided by the Employer through the E-Verify program procedures, and to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security Numbers and for evaluation of the E-Verify program or such other persons or entities who may be authorized by SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).



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4. SSA agrees to provide a means of automated verification that is designed (in conjunction with DHS's automated system if necessary) to provide confirmation or tentative nonconfirmation of U.S. citizens' employment eligibility within 3 Federal Government work days of the initial inquiry.

5. SSA agrees to provide a means of secondary verification (including updating SSA records as may be necessary) for employees who contest SSA tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and aliens within 10 Federal Government work days of the date of referral to SSA, unless SSA determines that more than 10 days may be necessary. In such cases, SSA will provide additional verification instructions.

## **B. RESPONSIBILITIES OF DHS**

1. After SSA verifies the accuracy of SSA records for aliens through E-Verify, DHS agrees to provide the Employer access to selected data from DHS's database to enable the Employer to conduct, to the extent authorized by this MOU:

- Automated verification checks on alien employees by electronic means, and
- Photo verification checks (when available) on employees.

2. DHS agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. DHS agrees to provide the Employer names, titles, addresses, and telephone numbers of DHS representatives to be contacted during the E-Verify process.

3. DHS agrees to provide to the Employer a manual (the E-Verify User Manual) containing instructions on E-Verify policies, procedures and requirements for both SSA and DHS, including restrictions on the use of E-Verify. DHS agrees to provide training materials on E-Verify.

4. DHS agrees to provide to the Employer a notice, which indicates the Employer's participation in the E-Verify program. DHS also agrees to provide to the Employer anti-discrimination notices issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC), Civil Rights Division, U.S. Department of Justice.

5. DHS agrees to issue the Employer a user identification number and password that permits the Employer to verify information provided by alien employees with DHS's database.

6. DHS agrees to safeguard the information provided to DHS by the Employer, and to limit access to such information to individuals responsible for the verification of alien employment eligibility and for evaluation of the E-Verify program, or to such other persons or entities as may be authorized by applicable law. Information will be used only to verify the accuracy of Social Security Numbers and employment eligibility, to enforce the Immigration and Nationality Act (INA) and Federal criminal laws, and to administer Federal contracting requirements.

7. DHS agrees to provide a means of automated verification that is designed (in conjunction with SSA verification procedures) to provide confirmation or tentative



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nonconfirmation of employees' employment eligibility within 3 Federal Government work days of the initial inquiry.

8. DHS agrees to provide a means of secondary verification (including updating DHS records as may be necessary) for employees who contest DHS tentative nonconfirmations and photo non-match tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of the employees' employment eligibility within 10 Federal Government work days of the date of referral to DHS, unless DHS determines that more than 10 days may be necessary. In such cases, DHS will provide additional verification instructions.

### **C. RESPONSIBILITIES OF THE EMPLOYER**

1. The Employer agrees to display the notices supplied by DHS in a prominent place that is clearly visible to prospective employees and all employees who are to be verified through the system.

2. The Employer agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the Employer representatives to be contacted regarding E-Verify.

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

4. The Employer agrees that any Employer Representative who will perform employment verification queries will complete the E-Verify Tutorial before that individual initiates any queries.

A. The Employer agrees that all Employer representatives will take the refresher tutorials initiated by the E-Verify program as a condition of continued use of E-Verify, including any tutorials for Federal contractors if the Employer is a Federal contractor.

B. Failure to complete a refresher tutorial will prevent the Employer from continued use of the program.

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

- If an employee presents a "List B" identity document, the Employer agrees to only accept "List B" documents that contain a photo. (List B documents identified in 8 C.F.R. § 274a.2(b)(1)(B)) can be presented during the Form I-9 process to establish identity.) If an employee objects to the photo requirement for religious reasons, the Employer should contact E-Verify at 888-464-4218.
- If an employee presents a DHS Form I-551 (Permanent Resident Card) or Form I-766 (Employment Authorization Document) to complete the Form I-9, the Employer agrees to make a photocopy of the document and to retain the photocopy with the employee's Form I-9. The employer will use the photocopy to verify the photo and to assist DHS with its review of photo non-matches that are contested by employees. Note that employees retain the right to present any List A, or List B and List C, documentation to complete the Form I-9. DHS may in the future designate other documents that activate the photo screening tool.



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6. The Employer understands that participation in E-Verify does not exempt the Employer from the responsibility to complete, retain, and make available for inspection Forms I-9 that relate to its employees, or from other requirements of applicable regulations or laws, including the obligation to comply with the antidiscrimination requirements of section 274B of the INA with respect to Form I-9 procedures, except for the following modified requirements applicable by reason of the Employer's participation in E-Verify: (1) identity documents must have photos, as described in paragraph 5 above; (2) a rebuttable presumption is established that the Employer has not violated section 274A(a)(1)(A) of the Immigration and Nationality Act (INA) with respect to the hiring of any individual if it obtains confirmation of the identity and employment eligibility of the individual in compliance with the terms and conditions of E-Verify; (3) the Employer must notify DHS if it continues to employ any employee after receiving a final nonconfirmation, and is subject to a civil money penalty between \$550 and \$1,100 for each failure to notify DHS of continued employment following a final nonconfirmation; (4) the Employer is subject to a rebuttable presumption that it has knowingly employed an unauthorized alien in violation of section 274A(a)(1)(A) if the Employer continues to employ an employee after receiving a final nonconfirmation; and (5) no person or entity participating in E-Verify is civilly or criminally liable under any law for any action taken in good faith based on information provided through the confirmation system. DHS reserves the right to conduct Form I-9 compliance inspections during the course of E-Verify, as well as to conduct any other enforcement activity authorized by law.

7. The Employer agrees to initiate E-Verify verification procedures for new employees within 3 Employer business days after each employee has been hired (but after both sections 1 and 2 of the Form I-9 have been completed), and to complete as many (but only as many) steps of the E-Verify process as are necessary according to the E-Verify User Manual. The Employer is prohibited from initiating verification procedures before the employee has been hired and the Form I-9 completed. If the automated system to be queried is temporarily unavailable, the 3-day time period is extended until it is again operational in order to accommodate the Employer's attempting, in good faith, to make inquiries during the period of unavailability. In all cases, the Employer must use the SSA verification procedures first, and use DHS verification procedures and photo screening tool only after the SSA verification response has been given. Employers may initiate verification by notating the Form I-9 in circumstances where the employee has applied for a Social Security Number (SSN) from the SSA and is waiting to receive the SSN, provided that the Employer performs an E-Verify employment verification query using the employee's SSN as soon as the SSN becomes available.

8. The Employer agrees not to use E-Verify procedures for pre-employment screening of job applicants, in support of any unlawful employment practice, or for any other use not authorized by this MOU. Employers must use E-Verify for all new employees, unless an Employer is a Federal contractor that qualifies for the exceptions described in Article II.D.1.c. Except as provided in Article II.D, the Employer will not verify selectively and will not verify employees hired before the effective date of this MOU. The Employer understands that if the Employer uses E-Verify procedures for any purpose other than as authorized by this MOU, the Employer may be subject to appropriate legal action and termination of its access to SSA and DHS information pursuant to this MOU.

9. The Employer agrees to follow appropriate procedures (see Article III. below) regarding tentative nonconfirmations, including notifying employees of the finding, providing written referral instructions to employees, allowing employees to contest the finding, and not taking



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adverse action against employees if they choose to contest the finding. Further, when employees contest a tentative nonconfirmation based upon a photo non-match, the Employer is required to take affirmative steps (see Article III.B. below) to contact DHS with information necessary to resolve the challenge.

10. The Employer agrees not to take any adverse action against an employee based upon the employee's perceived employment eligibility status while SSA or DHS is processing the verification request unless the Employer obtains knowledge (as defined in 8 C.F.R. § 274a.1(l)) that the employee is not work authorized. The Employer understands that an initial inability of the SSA or DHS automated verification system to verify work authorization, a tentative nonconfirmation, a case in continuance (indicating the need for additional time for the government to resolve a case), or the finding of a photo non-match, does not establish, and should not be interpreted as evidence, that the employee is not work authorized. In any of the cases listed above, the employee must be provided a full and fair opportunity to contest the finding, and if he or she does so, the employee may not be terminated or suffer any adverse employment consequences based upon the employee's perceived employment eligibility status (including denying, reducing, or extending work hours, delaying or preventing training, requiring an employee to work in poorer conditions, refusing to assign the employee to a Federal contract or other assignment, or otherwise subjecting an employee to any assumption that he or she is unauthorized to work) until and unless secondary verification by SSA or DHS has been completed and a final nonconfirmation has been issued. If the employee does not choose to contest a tentative nonconfirmation or a photo non-match or if a secondary verification is completed and a final nonconfirmation is issued, then the Employer can find the employee is not work authorized and terminate the employee's employment. Employers or employees with questions about a final nonconfirmation may call E-Verify at 1-888-464-4218 or OSC at 1-800-255-8155 or 1-800-237-2515 (TDD).

11. The Employer agrees to comply with Title VII of the Civil Rights Act of 1964 and section 274B of the INA by not discriminating unlawfully against any individual in hiring, firing, or recruitment or referral practices because of his or her national origin or, in the case of a protected individual as defined in section 274B(a)(3) of the INA, because of his or her citizenship status. The Employer understands that such illegal practices can include selective verification or use of E-Verify except as provided in part D below, or discharging or refusing to hire employees because they appear or sound "foreign" or have received tentative nonconfirmations. The Employer further understands that any violation of the unfair immigration-related employment practices provisions in section 274B of the INA could subject the Employer to civil penalties, back pay awards, and other sanctions, and violations of Title VII could subject the Employer to back pay awards, compensatory and punitive damages. Violations of either section 274B of the INA or Title VII may also lead to the termination of its participation in E-Verify. If the Employer has any questions relating to the anti-discrimination provision, it should contact OSC at 1-800-255-8155 or 1-800-237-2515 (TDD).

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

13. The Employer agrees that it will use the information it receives from SSA or DHS pursuant to E-Verify and this MOU only to confirm the employment eligibility of employees as



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

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

15. The Employer agrees to cooperate with DHS and SSA in their compliance monitoring and evaluation of E-Verify, including by permitting DHS and SSA, upon reasonable notice, to review Forms I-9 and other employment records and to interview it and its employees regarding the Employer's use of E-Verify, and to respond in a timely and accurate manner to DHS requests for information relating to their participation in E-Verify.

#### **D. RESPONSIBILITIES OF FEDERAL CONTRACTORS**

1. The Employer understands that if it is a Federal contractor subject to the employment verification terms in Subpart 22.18 of the FAR it must verify the employment eligibility of any "employee assigned to the contract" (as defined in FAR 22.1801) in addition to verifying the employment eligibility of all other employees required to be verified under the FAR. Once an employee has been verified through E-Verify by the Employer, the Employer may not reverify the employee through E-Verify.

a. Federal contractors not enrolled at the time of contract award: An Employer that is not enrolled in E-Verify as a Federal contractor at the time of a contract award must enroll as a Federal contractor in the E-Verify program within 30 calendar days of contract award and, within 90 days of enrollment, begin to use E-Verify to initiate verification of employment eligibility of new hires of the Employer who are working in the United States, whether or not assigned to the contract. Once the Employer begins verifying new hires, such verification of new hires must be initiated within 3 business days after the date of hire. Once enrolled in E-Verify as a Federal contractor, the Employer must initiate verification of employees assigned to the contract within 90 calendar days after the date of enrollment or within 30 days of an employee's assignment to the contract, whichever date is later.

b. Federal contractors already enrolled at the time of a contract award: Employers enrolled in E-Verify as a Federal contractor for 90 days or more at the time of a contract award must use E-Verify to initiate verification of employment eligibility for new hires of the Employer who are working in the United States, whether or not assigned to the contract, within 3 business days after the date of hire. If the Employer is enrolled in E-Verify as a Federal contractor for 90 calendar days or less at the time of contract award, the Employer must, within 90 days of enrollment, begin to use E-Verify to initiate verification of new hires of the contractor who are working in the United States, whether or not assigned to the contract. Such verification of new hires must be initiated within 3 business days after the date of hire. An Employer enrolled as a Federal contractor in E-Verify must initiate verification of each employee assigned to the



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contract within 90 calendar days after date of contract award or within 30 days after assignment to the contract, whichever is later.

c. Institutions of higher education, State, local and tribal governments and sureties: Federal contractors that are institutions of higher education (as defined at 20 U.S.C. 1001(a)), State or local governments, governments of Federally recognized Indian tribes, or sureties performing under a takeover agreement entered into with a Federal agency pursuant to a performance bond may choose to only verify new and existing employees assigned to the Federal contract. Such Federal contractors may, however, elect to verify all new hires, and/or all existing employees hired after November 6, 1986. The provisions of Article II.D, paragraphs 1.a and 1.b of this MOU providing timeframes for initiating employment verification of employees assigned to a contract apply to such institutions of higher education, State, local and tribal governments, and sureties.

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

e. Form I-9 procedures for Federal contractors: The Employer may use a previously completed Form I-9 as the basis for initiating E-Verify verification of an employee assigned to a contract as long as that Form I-9 is complete (including the SSN), complies with Article II.C.5, the employee's work authorization has not expired, and the Employer has reviewed the information reflected in the Form I-9 either in person or in communications with the employee to ensure that the employee's stated basis in section 1 of the Form I-9 for work authorization has not changed (including, but not limited to, a lawful permanent resident alien having become a naturalized U.S. citizen). If the Employer is unable to determine that the Form I-9 complies with Article II.C.5, if the employee's basis for work authorization as attested in section 1 has expired or changed, or if the Form I-9 contains no SSN or is otherwise incomplete, the Employer shall complete a new I-9 consistent with Article II.C.5, or update the previous I-9 to provide the necessary information. If section 1 of the Form I-9 is otherwise valid and up-to-date and the form otherwise complies with Article II.C.5, but reflects documentation (such as a U.S. passport or Form I-551) that expired subsequent to completion of the Form I-9, the Employer shall not require the production of additional documentation, or use the photo screening tool described in Article II.C.5, subject to any additional or superseding instructions that may be provided on this subject in the E-Verify User Manual. Nothing in this section shall be construed to require a second verification using E-Verify of any assigned employee who has previously been verified as a newly hired employee under this MOU, or to authorize verification of any existing employee by any Employer that is not a Federal contractor.

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



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### **ARTICLE III**

#### **REFERRAL OF INDIVIDUALS TO SSA AND DHS**

##### **A. REFERRAL TO SSA**

1. If the Employer receives a tentative nonconfirmation issued by SSA, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.
2. The Employer will refer employees to SSA field offices only as directed by the automated system based on a tentative nonconfirmation, and only after the Employer records the case verification number, reviews the input to detect any transaction errors, and determines that the employee contests the tentative nonconfirmation. The Employer will transmit the Social Security Number to SSA for verification again if this review indicates a need to do so. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.
3. If the employee contests an SSA tentative nonconfirmation, the Employer will provide the employee with a system-generated referral letter and instruct the employee to visit an SSA office within 8 Federal Government work days. SSA will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary. The Employer agrees to check the E-Verify system regularly for case updates.
4. The Employer agrees not to ask the employee to obtain a printout from the Social Security Number database (the Numident) or other written verification of the Social Security Number from the SSA.

##### **B. REFERRAL TO DHS**

1. If the Employer receives a tentative nonconfirmation issued by DHS, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.
2. If the Employer finds a photo non-match for an employee who provides a document for which the automated system has transmitted a photo, the employer must print the photo non-match tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the finding.
3. The Employer agrees to refer individuals to DHS only when the employee chooses to contest a tentative nonconfirmation received from DHS automated verification process or when the Employer issues a tentative nonconfirmation based upon a photo non-match. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible



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after the Employer receives it.

4. If the employee contests a tentative nonconfirmation issued by DHS, the Employer will provide the employee with a referral letter and instruct the employee to contact DHS through its toll-free hotline (as found on the referral letter) within 8 Federal Government work days.

5. If the employee contests a tentative nonconfirmation based upon a photo non-match, the Employer will provide the employee with a referral letter to DHS. DHS will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary. The Employer agrees to check the E-Verify system regularly for case updates.

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

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

7. The Employer understands that if it cannot determine whether there is a photo match/non-match, the Employer is required to forward the employee's documentation to DHS by scanning and uploading, or by sending the document as described in the preceding paragraph, and resolving the case as specified by the Immigration Services Verifier at DHS who will determine the photo match or non-match.

#### **ARTICLE IV**

##### **SERVICE PROVISIONS**

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

#### **ARTICLE V**

##### **PARTIES**

A. This MOU is effective upon the signature of all parties, and shall continue in effect for as long as the SSA and DHS conduct the E-Verify program unless modified in writing by the mutual consent of all parties, or terminated by any party upon 30 days prior written notice to the others. Any and all system enhancements to the E-Verify program by DHS or SSA, including but not limited to the E-Verify checking against additional data sources and instituting new verification procedures, will be covered under this MOU and will not cause the need for a supplemental MOU that outlines these changes. DHS agrees to train employers on all changes made to E-Verify through the use of mandatory refresher tutorials and updates to the E-Verify User Manual. Even without changes to E-Verify, DHS reserves the right to require employers to take



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mandatory refresher tutorials. An Employer that is a Federal contractor may terminate this MOU when the Federal contract that requires its participation in E-Verify is terminated or completed. In such a circumstance, the Federal contractor must provide written notice to DHS. If an Employer that is a Federal contractor fails to provide such notice, that Employer will remain a participant in the E-Verify program, will remain bound by the terms of this MOU that apply to non-Federal contractor participants, and will be required to use the E-Verify procedures to verify the employment eligibility of all newly hired employees.

B. Notwithstanding Article V, part A of this MOU, DHS may terminate this MOU if deemed necessary because of the requirements of law or policy, or upon a determination by SSA or DHS that there has been a breach of system integrity or security by the Employer, or a failure on the part of the Employer to comply with established procedures or legal requirements. The Employer understands that if it is a Federal contractor, termination of this MOU by any party for any reason may negatively affect its performance of its contractual responsibilities.

C. Some or all SSA and DHS responsibilities under this MOU may be performed by contractor(s), and SSA and DHS may adjust verification responsibilities between each other as they may determine necessary. By separate agreement with DHS, SSA has agreed to perform its responsibilities as described in this MOU.

D. Nothing in this MOU is intended, or should be construed, to create any right or benefit, substantive or procedural, enforceable at law by any third party against the United States, its agencies, officers, or employees, or against the Employer, its agents, officers, or employees.

E. Each party shall be solely responsible for defending any claim or action against it arising out of or related to E-Verify or this MOU, whether civil or criminal, and for any liability wherefrom, including (but not limited to) any dispute between the Employer and any other person or entity regarding the applicability of Section 403(d) of IIRIRA to any action taken or allegedly taken by the Employer.

F. The Employer understands that the fact of its participation in E-Verify is not confidential information and may be disclosed as authorized or required by law and DHS or SSA policy, including but not limited to, Congressional oversight, E-Verify publicity and media inquiries, determinations of compliance with Federal contractual requirements, and responses to inquiries under the Freedom of Information Act (FOIA).

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

H. The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer and DHS respectively.



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

**Employer Synergetics Diversified Computer Services, Inc.**

**Sandra M Simpson**

Name (Please Type or Print)

Title

*Electronically Signed*

Signature

01/28/2010

Date

**Department of Homeland Security – Verification Division**

**USCIS Verification Division**

Name (Please Type or Print)

Title

*Electronically Signed*

Signature

01/28/2010

Date





E-VERIFY IS A SERVICE OF DHS

Company ID Number: 300154

## Information Required for the E-Verify Program

### Information relating to your Company:

Company Name: Synergetics Diversified Computer Services, Inc.

Company Facility Address: 501 Highway 12 West

Suite 100

Starkville, MS 39759

Company Alternate

Address: P. O. Box 80264

Starkville, MS 39759

County or Parish: OKTIBBEHA

Employer Identification

Number: 640897565

North American Industry  
Classification Systems

Code: 519

Parent Company:

Number of Employees: 20 to 99

Number of Sites Verified

for: 1

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

- MISSISSIPPI 1 site(s)



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

Name:	Sandra M Simpson		
Telephone Number:	(662) 323 - 9484 ext. 126	Fax Number:	(662) 324 - 1876
E-mail Address:	ssimpson@synergeticsdcs.com		

1. Introduction

2. Methodology

3. Results

4. Conclusion

5. References

6. Appendix

The following table shows the results of the experiment. The data was collected from 10 different trials and the average value was calculated.

Trial	1	2	3	4	5	6	7	8	9	10
Value	1.2	1.5	1.8	2.1	2.4	2.7	3.0	3.3	3.6	3.9

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

AFFIDAVIT FOR BUSINESS ENTITY/EMPLOYER/CONTRACTOR

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

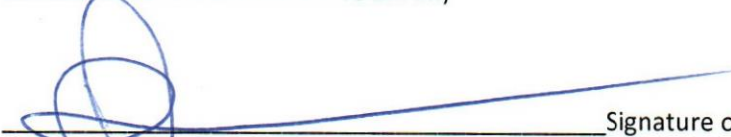
State of Mississippi

County of Oktibbeha

Before me, a notary public, personally appeared David Palmer (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 Synergetics DCS, Inc. (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.

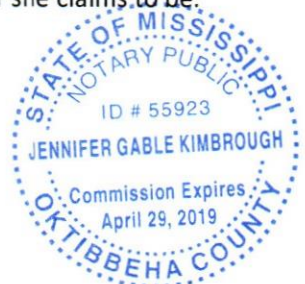
I further attest that said business entity/employer/contractor is enrolled in the E-Verify program. (ATTACH DOCUMENTATION ESTABLISHING THAT BUSINESS ENTITY/EMPLOYER/CONTRACTOR IS ENROLLED IN THE E-VERIFY PROGRAM)

  
Signature of Affiant

Sworn to and subscribed before me this 18 day of January, 2019.

I 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