



## A CONVERGEONE SOLUTION FOR

# ALABAMA COMMUNITY COLLEGE SYSTEM AND HIGHER EDUCATION

## JOINT PURCHASING AGREEMENT REQUEST FOR BID

Presented By:

**Todd Clark**

Alabama SLED Account Manager

205.989.0105

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February 11, 2022



ConvergeOne Corporate Headquarters  
10900 Nesbitt Avenue South  
Bloomington, MN 55437

Tel 1-888-321-6227  
Fax 651-994-6801

## LETTER OF TRANSMITTAL

February 11, 2022

Tokrica Mack  
Alabama Community College System  
Attn: Joint Purchase Agreement Initiative  
135 South Union Street, Suite #135  
Montgomery, AL 36104

Dear Tokrica,

Thank you for the opportunity to participate in the Alabama Community College System (ACCS) and Higher Education Joint Purchasing Agreement Request for Bid. We understand that ACCS is ready to invest in the future and the systems that will support continued growth of ACCS and enable new ways of conducting business for their citizens and staff. Technology is moving rapidly – whether it is new devices in the Enterprise or leveraging advanced applications – all of which raise the expectations of citizens and employees alike.

ConvergeOne has the expertise, experience, and discernment to partner with and guide the plan into the future. Because of the fast pace of technology, ConvergeOne believes in a team concept, that wraps you with resources and subject matter experts that meet with you, and help you stay abreast of what is new and what is right for the organization.

ConvergeOne is the leading independent integrator of best-in-class communications, collaboration, and customer interaction solutions – offering a visionary approach to reducing costs while simultaneously improving capabilities and reliability. We achieve success by working closely with multiple technology innovators to integrate the latest hardware, software, and applications into end-to-end multivendor solutions to meet the unique needs of our clients.

The person authorized by ConvergeOne to contractually obligate ConvergeOne is Mark Frye, Regional Vice President. The person authorized to negotiate the contract on behalf of ConvergeOne is:

Kim Carlson  
Public Sector Contracts, Manager  
314-594-1224

Suzanne Walther  
Contract Administrator  
651-393-6389

The person to be contacted by ACCS for any clarification is:

Todd Clark  
Alabama SLED Account Manager  
205-989-0105

ConvergeOne confirms there were no issued amendments and one issued Question and Answer document for this RFB. ConvergeOne also accepts the Conditions Governing the Procurement of this agreement as issued by ACCS.



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We are confident that our many years of success, combined with our in-depth technical knowledge and dedication to customer service, would be of the highest value to the organization. We welcome the opportunity to meet with you to demonstrate, along with our skills and credentials, ConvergeOne is committed to drive innovation and contribute to ACCS's continued success.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mark Frye".

Mark Frye  
Regional Vice President

## CONVERGEONE UNIQUE VALUE PROPOSITION

CONVERGEONE IS A **PROVEN**, SERVICES LED, CLOUD SOLUTION PROVIDER THAT UTILIZES OUR INTELLECTUAL PROPERTY AND UNIQUE METHODOLOGIES TO CREATE VALUE FOR OUR CUSTOMERS, AND TOGETHER, WE DEVELOP **PROGRESSIVE** SOLUTIONS THAT CONNECT PEOPLE WITH **PURPOSE**.

### ConvergeOne Differentiators

**PROVEN:** By choosing ConvergeOne you will experience the highest level of customer satisfaction, responsiveness and expertise in the Collaboration, Customer Experience and Digital Infrastructure industry and be partnering with a high performance, customer results driven team.

**World Class NPS | 98% in-house resolution rate | Trusted by 55% of Fortune 100 + 41% of Fortune 500**

**PROGRESSIVE:** Our comprehensive Services and Solutions portfolio is hyper-focused on the specific and unique needs of each customer, combined with a tailored progressive consulting methodology that proactively anticipates what's next.

**Proprietary WAVES consulting methodology | C1 IP: OnGuard + C1 Conversations | Lifecycle Adoption Services**

**PURPOSEFUL:** We believe in the power of connecting people with purpose and exceeding our customers' expectations which is why we continue to fully invest in our teams that support you and our communities.

**5,300+ technology certifications | C1 team 2/3 architects + engineers | Industry leader in ITIL standards**

### Our Values

**Customer Driven:** Before we can build the right solutions for our customers, we put in the work to deeply understand their unique business goals and challenges.

**Start with Yes:** We bring an optimistic, can-do attitude to every project, relentlessly focused on breaking down barriers to success.

**Take Initiative:** We empower our employees to think like entrepreneurs, bringing their unique talents and local knowledge to the table to help customers win.

**Reach Forward:** Finding solutions that work right now is not enough—we keep an eye on the future to see what is next, so we can help customers keep pace with changing trends and consumer preferences.

**Do Right:** We do whatever it takes to make good on our commitments to our customers and to one another.

### Our Commitment to Diversity + Inclusion

We believe that diversity of thought, perspective, and background are key ingredients to personal fulfillment and business success. We are committed to building a workforce that represents the world in which we live and understand that only then will we reach our highest level of achievement as an organization.

We recognize that we will achieve greater success by providing team members with an environment that respects the dignity of every individual, fosters trust, and allows every team member the ability to nurture their talent as individuals and as part of a collaborative team.

We believe in the power of connecting people with each other and their purpose.

We recognize the importance of doing what is right and how a more diverse workforce creates a richer and more valuable experience for us as individuals and, also, for ConvergeOne as a whole.

## EVALUATION SUBMISSION FORM

### 6.5 Appendix E - Evaluation Submission Form

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

#### Vendor Contact Information

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

Vendor Name: [ConvergeOne, Inc.](#)

Date: [February 11, 2022](#)

Website Address: [www.convergeone.com](http://www.convergeone.com)

	Name(s)	Phone Number(s)	E-Mail Address(s)
Primary Contract Executive(s)	Mark Frye, Regional Vice President	601-978-6164	<a href="mailto:mfrye@convergeone.com">mfrye@convergeone.com</a>
Senior Account/Sales Manager(s) (by region if necessary)	Chris Collier, Sales Director, Alabama	205-588-2695	<a href="mailto:cscollier@convergeone.com">cscollier@convergeone.com</a>
Account/Sales Manager(s) (by region if necessary)	Todd Clark, Alabama SLED Account Manager	205-989-0105	<a href="mailto:tclark@convergeone.com">tclark@convergeone.com</a>
Technical Support	Contact your designated account manager for initial technical needs		

#### BID INFORMATION INDEX

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

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Customer Satisfaction	This document	27
Value Added Services	This document	28
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Breadth of Offering	This document	32
Primary Account Representative	This document	43
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Pricing Level and Guarantee	This document	44, 144

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## BID SUMMARY

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

ConvergeOne is the leading independent integrator of best-in-class communications, collaboration, and multi-cloud based integrated technology solutions – offering a visionary approach thru a structured vendor-agnostic solution portfolio aligned through ITIL-based service delivery processes, custom-built automation platforms and data analytics designed to reduce operational and labor-centric costs while simultaneously improving capabilities, mitigating risks and guaranteeing system reliability. We achieve this success by working closely with multiple technology innovators and product manufacturers to integrate the latest hardware, software, and applications into end-to-end multivendor solutions to meet the unique needs of our clients.

Since we were launched in 1993, ConvergeOne has earned a reputation as a quality provider of value-added communications solutions for businesses of all types and sizes. Our investments in dedicated implementation teams, ongoing training programs, industry certifications, and state-of-the-art service delivery tools make us skilled in the sales, design, network integration, project management, and ongoing support — absolutely everything you need to implement an end-to-end communications solution.

As a technology services provider, we measure the trust that organizations place in us through the long-standing relationships we develop with customers and the high percentage of repeat business. These relationships, as well as those we have built with our strategic partners, are key to our mutual success and instrumental to our growth.

ConvergeOne's services portfolio is not limited by proprietary products and services. This gives us the flexibility to create a "vendor-agnostic" solution based on a customer's unique business criteria, expected business outcomes, and communications requirements. ConvergeOne's multivendor capabilities also include proactive monitoring and OEM maintenance services from our high-tech Customer Support Centers (CSC). All manufacturer solutions are carefully screened and field-tested by ConvergeOne to ensure the results deliver the promised value to our customers. Our engineers and technicians also take extra steps to ensure seamless integration of an end-to-end solution — programming and testing every component at our state-of-the-art Performance Readiness Center.

When you choose ConvergeOne as your communications solution provider, you not only work with one of the most experienced multi-vendor Business Partners in the industry — you gain a partner who is dedicated to the relationship and committed to adding value to your business.

Facts at a glance:

- 14,000+ diversified customers, including 55% of the *Fortune* 100, and 41% of the *Fortune* 500
- 300+ strategic partnerships with leading vendors, resulting in tailored, best-of-breed solutions for customers
- 3,000+ employees, with 1,900+ engineering resources carrying 5,300+ certifications
- Three state-of-the-art redundant Customer Success Centers (CSCs) staffed 24x7, 365 days a year

- A 2020 Net Promoter Score (NPS) of 71, which is triple the IT Services industry average of 38 (as reported by ClearlyRated) and keeps ConvergeOne in the NPS “Excellent” category for the third year in a row
- 56 locations, worldwide operations

### ***A Commitment to Service***

ConvergeOne is dedicated to superior customer service and our account team structure has a proven track record as reflected in our Net Promoter Score. When the NPS question is asked of our clients, it is not about how well someone sells you product, it is how we service our customers along the lifecycle of our relationship. We are committed to ensuring our customers know we are here from pre-sales through decades of managed services and everything in between. Customers rate us on how we become an advocate for their business. This is evident from our high NPS scores, we value our clients like no one else.

Unlike other communications companies, ConvergeOne does not disappear after a new system is in place. Our team provides ongoing administrative and customized support according to each customer’s needs, including parts repair with same-day service, expedited shipping on critical components and state-of-the-art in-house refurbishments.

We also offer a wide variety of after-market services, all designed to help organizations increase efficiency and reduce operational costs. From designing and delivering customized training programs for end users, to providing highly skilled professionals who work on-site, ConvergeOne delivers the support you need, when you need it.

ConvergeOne also combines unequaled knowledge and experience with a can-do attitude to develop customer solutions that work from day one and keep on working. We do not simply install the “latest and greatest.” Our professionals integrate leading-edge technologies into innovative, reliable communications solutions.

Our Center of Excellence for Learning and Development further enhances the ConvergeOne’s advantage by offering customers a variety of training opportunities to help them build their own administrative and application proficiency.

### ***ConvergeOne Solutions***

ConvergeOne has a quality reputation as a nationwide provider of innovative solutions for businesses and organizations of all types and sizes. We offer one of the broadest portfolios of products and services in the industry, including Cybersecurity, VoIP, contact center, UC, data networking, data center, cloud, collaboration, and mobility solutions. Every solution we deliver combines the expertise of our highly trained team, our focused approach to design and implementation, and our commitment to ongoing support — allowing ConvergeOne to provide a communications solution that is tailored to the needs of your organization.

ConvergeOne is at the forefront of the convergence revolution, bringing voice and data communications systems together and using the latest technologies, to help organizations leverage the advantages of automation, threat mitigation, and vulnerability management.

ConvergeOne’s approach is to look for ways to design a solution that allows our customers to also leverage existing infrastructure investment. We consider your business needs, budget constraints, and resource limitations to ensure that any solution we recommend meets all your business requirements.

### ConvergeOne Core Practice Areas



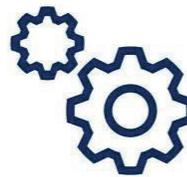
**Customer  
Experience**



**Cybersecurity**



**Data Center**



**Enterprise  
Networking**



**Unified  
Communications**

### Cybersecurity

ConvergeOne Cybersecurity offers a leading market methodology called WAVES that provides deep insight into client environments before recommending any solution or course of action. Customers today are challenged with navigating a fragmented landscape of 1,800+ security start-ups; ConvergeOne establishes information security program prioritization, identifying the most critical gaps and lining up solutions that build towards an interoperable, efficient architecture. Whether providing a virtual chief information security officer to a 14,000-user healthcare organization or building a cyber perimeter for a 700-location enterprise, we are both fiercely passionate and proud to support our clients in their quest to establish an effective cybersecurity posture. In addition, ConvergeOne Cybersecurity believes in five foundational elements to its client-centric approach:

- Actionable Advisory – ConvergeOne bridges the divide from executive-level information security consulting to deep implementation and lifecycle expertise.
- Analysis before Prescription – ConvergeOne prides itself on performing deep analysis before prescription. On average, ConvergeOne identifies 15-25 areas of recommended improvement – often more than can be consumed. ConvergeOne accomplishes prioritization through its market leading methodology known as “WAVES.”
- Blueprints Not Bullet Points – ConvergeOne is committed to providing clients with detailed blueprints that incorporate a program’s entire lifecycle to ensure people, process, policy, and platforms are well aligned.
- End to End Programmatic Lifecycle – ConvergeOne offers an all-inclusive lifecycle encompassing solutions and services covering all aspects of people, process, policy, and platforms to help you identify, protect, detect, respond, and recover from modern cyber threats.
- Fiercely Passionate – Passion precipitates everything we do. Your posture is our mission. We love what we do.

### **ConvergeOne Services**

ConvergeOne is here to support your communications solution from end to end. We offer comprehensive services, with the team, expertise, technology, and tools in place to deliver everything from solution planning, design, and implementation to maintenance, managed services, consultation, and training.

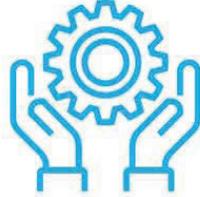
ConvergeOne provides a single point of contact to help you with any questions, problems, or technology needs — before, during, and after implementation. Our in-house team of ConvergeOne technicians can be deployed to

client sites across the U.S. Using a dedicated team allows ConvergeOne to provide our clients with a consistent, high quality result and a pleasant, customer focused experience.

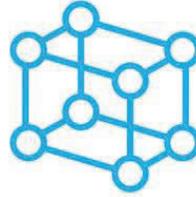
**ConvergeOne Service Delivery Models**



**Cloud**



**Maintenance  
Services**



**Managed  
Services**



**Professional  
Services**

***Partner Value***

ConvergeOne works with more than 300 of the world’s leading hardware, software, service, and application development companies – so we can bring you the right solution for your unique situation.

Our partners have gone through a proprietary certification process to ensure their products work in even the most complex environments and consistently meet the highest standards.

We make significant investments in these partnerships each year, and we are continually broadening and strengthening our skills so we can help you seize new opportunities.

## RESPONSE TO GENERAL REQUIREMENTS AND SPECIFICATIONS

### INTRODUCTION

#### 1.1 Purpose of This Request for Bid

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

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

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

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

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

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

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

This procurement will result in a multiple source award.

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

### **ConvergeOne Response:**

Read and acknowledged.

### Summary Scope of Work

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

### **ConvergeOne Response:**

Read and acknowledged.

#### 1.2 Scope of Procurement

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

### **ConvergeOne Response:**

Read and acknowledged.

#### Definition of Terminology

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

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

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

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

"Evaluation Committee" means a body appointed to perform the evaluation of vendor responses.

"Finalist" is defined as a vendor who meets all the mandatory specifications of the Request for Bid and whose score on evaluation factors is sufficiently high to qualify that vendor for further consideration by the Evaluation Committee.

"General purpose" includes, but is not limited to, the following classes of software: operating systems, report generators, spreadsheets, word processing, workgroup management, database, project management, messaging and electronic mail, graphics construction and presentation, publishing, data communications , statistical and/or analysis, imaging, compilers and interrupters, utilities, programmer productivity tools, office productivity tools. Educational software designed for System usage is included.

"Local-Area-Network" (LAN) refers to a high-speed communications system optimized for connecting information-processing equipment within a building or group of buildings. The

communications devices that are required to transmit data between buildings via a public or private network are included.

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

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

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

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

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

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

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

### **ConvergeOne Response:**

Read and acknowledged.

#### **CONDITIONS GOVERNING THE PROCUREMENT**

##### 2.1 Explanation of Events

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

###### 2.1.1 Issue of RFB

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

### **ConvergeOne Response:**

Read and acknowledged.

##### 2.1.2 Clarification and Responses

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

Alabama Community College System

Attn: ITS

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

Email: [jpa-notification@accs.edu](mailto:jpa-notification@accs.edu)

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

### **ConvergeOne Response:**

Read and acknowledged.

#### 2.1.3 Deadline to Submit Written Questions

Potential vendors may submit written questions as to the intent or clarity of the RFB until close of business on February 4th, 2022.

### **ConvergeOne Response:**

Read and acknowledged.

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

Written responses to written questions and any RFB amendments will be posted online at:  
<https://www.accs.edu/vendors/>

### **ConvergeOne Response:**

Read and acknowledged.

#### 2.1.5 Submission of Bid

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

Vendors may attend the bid opening, but no information or opinions concerning the ultimate contract award will be given at the bid opening or during the evaluation process. The results will not be available to vendors until after an award is made. Bid results and tabulations will not be made available by telephone or mail. Information pertaining to complete files may be secured by visiting the System Office of the Alabama Community College System during normal working hours.

The bid opening will be held on Monday, February 14th, 2022, at 10:00 AM CST in the Presidents Conference Room at the System Office of the Alabama Community College System (135 South Union Street, 3rd Floor, Montgomery, Alabama 36104).

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

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

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

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

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

***ConvergeOne Response:***

Read, acknowledged, and complied.

2.1.6 Bid Evaluation

An Evaluation Committee will perform the evaluation of bids.

***ConvergeOne Response:***

Read and acknowledged.

2.1.7 Selection of Finalists

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

***ConvergeOne Response:***

Read and acknowledged.

2.1.8 Clarification from Finalists

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

***ConvergeOne Response:***

Read and acknowledged.

2.1.9 Contract Award

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

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

***ConvergeOne Response:***

Read and acknowledged.

**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.

***ConvergeOne Response:***

Regarding the first sentence above, read and acknowledged. Please see the letter of transmittal on page 1 of this response. Regarding the second sentence above, read and acknowledged.

Regarding the remainder of the paragraph above, ConvergeOne has read and refers to the ISO 9001 certifications for primary manufacturers ConvergeOne represents as included on page 87 of this response.

**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.

***ConvergeOne Response:***

Read, 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).

***ConvergeOne Response:***

Read, acknowledged, and agreed.

**3.4 Serving Sub-Contractors**

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

***ConvergeOne Response:***

Read, acknowledged, and agreed.

**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.

***ConvergeOne Response:***

Read, acknowledged, and agreed.

### 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.

#### **ConvergeOne Response:**

Read, acknowledged, and agreed.

### 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.

#### **ConvergeOne Response:**

Read, 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.

#### **ConvergeOne Response:**

Read and acknowledged.

### 3.9 No Obligation

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

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

Termination - the System reserves the right, for its convenience and without cause or penalty, to terminate any agreement with 30 days written notice.

#### **ConvergeOne Response:**

Read and acknowledged.

### 3.10 Legal Review

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

***ConvergeOne Response:***

Read, 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.

***ConvergeOne Response:***

Read, 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.

***ConvergeOne Response:***

Read and acknowledged.

3.13 Agreement Terms and Conditions

The agreement between the System and the vendor will follow the format specified and contain the terms and conditions outlined in this request. However, Alabama Community College System reserves the right to negotiate with a successful vendor provision 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.

***ConvergeOne Response:***

Read and acknowledged.

3.14 Vendor Qualifications

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

***ConvergeOne Response:***

Read, 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.

***ConvergeOne Response:***

Read, 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.

***ConvergeOne Response:***

Read, acknowledged and complies. Please see page 144 of this response for the provided ConvergeOne ESS.

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.

***ConvergeOne Response:***

Read, acknowledged and agreed.

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.

***ConvergeOne Response:***

Read, 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.

**ConvergeOne Response:**

Read and acknowledged.

3.20 Insurance

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

KIND OF INSURANCE	MINIMUM LIMITS OF LIABILITY
Worker's Compensation	Statutory -Alabama
Employer's Liability	\$2,000,000 (each employee, each accident and policy limit)
Commercial General Liability:	
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.

**ConvergeOne Response:**

Read, acknowledged and will comply. Please see the following pages for ConvergeOne's proposed certificate of insurance.

		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		10/1/2022	DATE (MM/DD/YYYY) 11/30/2021			
<p><b>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.</b></p> <p><b>IMPORTANT:</b> If the certificate holder is an <b>ADDITIONAL INSURED</b>, the policy(ies) must have <b>ADDITIONAL INSURED</b> provisions or be endorsed. If <b>SUBROGATION IS WAIVED</b>, 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).</p>								
<b>PRODUCER</b> Lockton Companies 444 W. 47th Street, Suite 900 Kansas City MO 64112-1906 (816) 960-9000			<b>CONTACT NAME:</b> PHONE (A/C No. Ext): _____ FAX (A/C No.): _____ E-MAIL ADDRESS: _____					
<b>INSURED</b> 1373931 CONVERGEONE HOLDINGS INC. 10900 NESBITT AVE SOUTH BLOOMINGTON MN 55437			<b>INSURER A:</b> Great Northern Insurance Company      NAIC # 20303		<b>INSURER B:</b> Federal Insurance Company      20281			
			<b>INSURER C:</b> Chubb Indemnity Insurance Company      12777		<b>INSURER D:</b> Endurance American Specialty Insurance Co.      41718			
			<b>INSURER E:</b> _____		<b>INSURER F:</b> _____			
			<b>COVERAGES</b> 1084700 <b>CERTIFICATE NUMBER:</b> 15948865 <b>REVISION NUMBER:</b> XXXXXXXX					
			<p><b>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.</b></p>					
			INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)
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 checked="" type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____	N	N	3605-71-75	12/1/2021	12/1/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000 \$ _____	
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY	N	N	73618303	12/1/2021	12/1/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX \$ XXXXXXXX	
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED _____ RETENTION \$ _____	N	N	7819-21-64	12/1/2021	12/1/2022	EACH OCCURRENCE \$ 25,000,000 AGGREGATE \$ 25,000,000 \$ XXXXXXXX	
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	7177-66-99	10/1/2021	10/1/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER EL EACH ACCIDENT \$ 1,000,000 EL DISEASE - EA EMPLOYEE \$ 1,000,000 EL DISEASE - POLICY LIMIT \$ 1,000,000	
D	<input checked="" type="checkbox"/> TECH E&O LIABILITY/PRIVACY LIABILITY/CYBER LIAB	N	N	NRO030013707300	12/1/2021	12/1/2022	\$10,000,000 EACH CLAIM \$10,000,000 AGGREGATE	
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Installation Floater- Great Northern Insurance Company (Chubb), Effective 12/1/2021 - 12/1/2022, Policy #3605-71-75, \$3,000,000 Limit;								
<b>CERTIFICATE HOLDER</b>				<b>CANCELLATION</b> See Attachment				
15948865 ALABAMA COMMUNITY COLLEGE SYSTEM 135 SOUTH UNION STREET MONTGOMERY AL 36104-4340				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.				
				AUTHORIZED REPRESENTATIVE: 				

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Miscellaneous Attachment: M548994 Master ID: 1373931, Certificate ID: 15948865

NAMED INSUREDS

CONVERGEONE HOLDINGS, INC.  
CONVERGEONE, INC  
PROVIDEA CONFERENCING, LLC  
SPS HOLDCO, LLC  
SPS-PROVIDEA LIMITED  
CONVERGEONE GOVERNMENT SOLUTIONS, LLC DBA STRATEGIC  
PRODUCTS AND SERVICES  
CONVERGEONE UNIFIED TECHNOLOGY SOLUTIONS, INC.  
CONVERGEONE MANAGED SERVICES, LLC  
CONVERGEONE TECHNOLOGY UTILITIES, INC.  
CONVERGEONE SYSTEMS INTEGRATION, INC.  
CONVERGEONE DEDICATED SERVICES, LLC  
VENTURE TECHNOLOGIES, INC  
VT CONSOLIDATED, INC.  
NETSOURCE COMMUNICATIONS INC.  
ALTIVON, LLC  
C1A LP PURCHASER, LLC  
AAA NETWORK SOLUTIONS, INC.  
NUAGE EXPERTS, LLC  
WRIGHTCORE, INC.  
SILENT IT LLC DBA PRIME TSR  
INTEGRATION PARTNERS CORPORATION

### 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.

#### **ConvergeOne Response:**

Read, acknowledged and agreed.

#### **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.

#### **ConvergeOne Response:**

Read, acknowledged and agreed.

### 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.

#### **ConvergeOne Response:**

ConvergeOne is a leading IT services provider of collaboration and technology solutions for large and medium enterprises. We've spent decades building upon our technology offerings which span the core technology markets- customer experience, cybersecurity, data center, enterprise networking, and unified communications. We deliver these solutions across a number of delivery models including on-premise, and in private, hybrid, and public clouds as well as the proprietary ConvergeOne Cloud, regardless of our customers' existing infrastructure.

ConvergeOne was founded in 1993 and is a leading global IT provider of collaboration and technology solutions for large and medium enterprises, with decades of experience assisting customers in transforming their digital infrastructure and realizing a return on investment. 14,000+ enterprise and mid-market customers trust ConvergeOne with customer experience, cybersecurity, data center, enterprise networking, and unified communications solutions to achieve business outcomes. Our investments in cloud infrastructure and managed services provide transformational opportunities for customers to achieve financial and operational benefits with leading technologies. ConvergeOne has over 3,000 employees, with 1,900+ engineering resources carrying 5,300 certifications.

When you work with ConvergeOne, you're working with a full-service provider. We are focused on supporting our customers throughout the project lifecycle, from consultation and design to implementation, optimization, and ongoing management. Our comprehensive portfolio provides one of the broadest and deepest solution offerings in the industry and is backed by a nationwide team of highly trained and certified technicians.

ConvergeOne is your partner for achievement. We have selected more than 300 technology partnerships to customize specific business outcomes including Avaya, Cisco, IBM, Dell, Genesys, and Microsoft. These partners recognize ConvergeOne's world-class expertise and continue to award us their "Partner of the Year."

### **ConvergeOne and Our Customers**

ConvergeOne is a proven, services led, cloud solution provider that utilizes our intellectual property and unique methodologies to create value for our customers, and together, we develop progressive solutions that connect people with purpose. Our investments in cloud infrastructure and professional and managed services provide transformational opportunities for customers to achieve financial and operational benefits with leading technologies. Our 2020 NPS of 71, placing us in the World Class category for the third consecutive year, is a testament to our ability to provide customers with the highest level of customer satisfaction, responsiveness, and expertise.

ConvergeOne has partnerships with 300+ global industry leaders, including Avaya, AWS, Cisco, Dell Technologies, Genesys, IBM, Microsoft, NICE, and VMware, to customize specific business outcomes. We deliver solutions with a full lifecycle approach, including strategy, design, and implementation with cloud, maintenance, managed, and professional services.

ConvergeOne is an Avaya Edge Diamond Partner (Avaya's largest) and Cisco Gold Partner – with Master-level certifications and expertise across the entire Cisco portfolio, and the ONLY partner that Dell recommends for Cyber Recovery expertise, as well as has many industry awards, including:

- 2021 Arctic Wolf Large Solution Provider Partner of the Year
- 2021 Dell North American Partner of the Year Award for Excellence in Cyber Recovery
- 2019 Aura Alliance Partner of the Year
- 2020 Avaya Cloud Office Partner of the Year
- 2020 Avaya OneCloud Services Partner of the Year
- 2020 Avaya OneCloud Public Cloud Partner of the Year
- 2020 Avaya OneCloud Subscription Partner of the Year
- 2021 Cisco Customer Experience Partner of the Year Global Award
- 2021 Cisco Gateway Region Data Center Partner of the Year
- 2021 Cisco Central Area Customer Experience Partner of the Year
- 2021 Cisco Central Area Execution Excellence Partner of the Year
- 2021 Cisco Gulf States Region Data Center Partner of the Year
- 2018 Genesys NA Cloud Partner of the Year
- 2018 NICE Elite Partner of the Year

- 2019 Nuance Best Collaboration Partner
- 2019 Nuance Professional Services Partner
- 2020 Pure Storage Public Sector Partner of the Year
- 2019 XMedius Americas UC Voice Partner of the Year

### **ConvergeOne and YOU**

ConvergeOne helps organizations achieve excellence through a variety of IT solutions:

**Premise Solutions** - ConvergeOne offers an array of premise infrastructure solutions that transcend the IT infrastructure spectrum. We work with organizations of all sizes to design and implement robust, secure, and reliable platforms that align your IT environment with your overall business needs and objectives.

- Network Infrastructure
- Wireless Networking
- Network Security
- Servers, Storage, and Virtualization
- Private Clouds
- Product Fulfillment

**Collaboration Solutions** - Collaboration Solutions help your organization save time and money by connecting people, information, and teams through a comprehensive suite of unified communications tools. Boost productivity, accelerate decision-making, and improve business processes by establishing a comprehensive collaboration environment for co-workers, partners, vendors, and customers—including mobile workers.

- Voice and Unified Communications
- Collaboration Tools
  - HD Video Conferencing and TelePresence
  - Web Conferencing
  - Enterprise Social Software
  - Digital Media

### **ConvergeOne Core Values**

#### *Customer Driven*

Before we can build the right solutions for our customers, we put in the work to deeply understand their unique business goals and challenges.

#### *Start With Yes*

We bring an optimistic, can-do attitude to every project, relentlessly focused on breaking down barriers to success.

#### *Take Initiative*

We empower our employees to think like entrepreneurs, bringing their unique talents and local knowledge to the table to help customers win.

*Reach Forward*

Finding solutions that work right now isn't enough—we keep an eye on the future to see what's next, so we can help customers keep pace with changing trends and consumer preferences.

*Do Right*

We do whatever it takes to make good on our commitments to our customers and to one another.

Please see page 29 of this response for ConvergeOne's map with indications as requested above.

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

**ConvergeOne Response:**

ConvergeOne operates three redundant Customer Support Centers (CSC) supporting all our customers from a technical perspective including receiving report of a technical problem. Our processes have been refined over the years and are very well defined. Contact information for our Customer Support teams can be found at: <https://www.convergeone.com/support>.

**Service Desk Hours**

<b>Service Desk</b>	24x7x365; English Language Only)
<b>Proactive Monitoring</b>	24x7x365; Events received from Seller's element monitoring system
<b>Service Request Fulfillment</b>	8x8 Monday-Friday eastern time; Excludes weekends and Seller holidays
<b>Standard Maintenance Window</b>	Time reserved daily from 2:00 AM to 4:00 AM eastern time, Sundays from Midnight to 6:00 AM eastern time, during which time Seller may perform maintenance activities such as updates, patching, etc.

**Service Procedure for Contract Related Issues**

How to Open a Case

ConvergeOne encourages customers to open tickets via the customer internet portal, access to which will be given to all customers upon commencement of support contracts. Your ticket call will come into our Help Desk and be routed to the appropriate Service Personnel based upon a variety of factors including the nature of the ticket issue. Once work has begun on your ticket, you will be provided tracking information such as a service order number to expedite future communications.

Please provide as much information as possible when opening a ticket. Be prepared to give a brief description of the problem, approximate date, and time the problem first occurred, and any other information such as recent power failures, software updates, equipment relocation, etc. which might be related to your problem. This will expedite the resolution process.

ConvergeOne will first attempt to resolve the problem remotely. If it is determined that the problem requires an onsite visit, the Help Desk will forward your ticket to the Services Coordinator, who will assign and dispatch the appropriate Engineer within the timeframe defined in the customer contract. If required, parts availability will be determined by the specific customer contract.

ConvergeOne will involve all applicable vendor related engineering resources as needed. You must maintain a vendor related support agreement covering the equipment effected (Cisco Smartnet, Microsoft SA, etc.) for ConvergeOne to escalate to vendor support. In the event the equipment is ConvergeOne owned hardware under a managed services contract, we maintain vendor support on that equipment and you will not need to provide us with a vendor support agreement number.

**Priority Levels**

All trouble tickets will be evaluated, assigned one of the following priority levels, and handled accordingly.

Severity Level	Definition	Examples
Severity 1 (S1)	Supported system is totally out of service with no work-around	<ul style="list-style-type: none"> <li>• No power to or from system or its components</li> </ul>
Severity 2 (S2)	Supported system is operating with reduced functionality, causing significant impact to business operations. Loss of service affecting more than 25% of users	<ul style="list-style-type: none"> <li>• Intermittent ability to make or receive calls</li> <li>• Unable to make and/or receive calls</li> <li>• No dial tone</li> <li>• Calls are busy coming in and/or Fast Busy going out</li> </ul>
Severity 3 (S3)	Supported system is operating with reduced functionality, causing little to no impact to business operations. Loss of service to less than 25% of users	<ul style="list-style-type: none"> <li>• Single station is not working</li> <li>• Occasional dropped calls or sessions</li> <li>• Intermittent degradation of signal quality</li> </ul>
Severity 4 (S4)	Little or no impact to the Customer's system.	<ul style="list-style-type: none"> <li>• Informational alarms/requests</li> </ul>

**Contract Call Escalation Guideline**

**Escalation Path**

The following is a standard escalation pathway. These pathways and associated elapsed times may vary depending on the nature of the problem, the level of purchased support, the manufacturer involved, and other factors. ConvergeOne will finalize these escalation pathways with customers during the project kickoff call, which will occur immediately after conclusion of contract negotiations.

Generally, S1 problem escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Priority 2, 3 and 4 escalation times correspond with ConvergeOne business hours: 8 a.m. to 5 p.m. Central Time, Monday through Friday, excluding ConvergeOne holidays.

**Level 1:** ConvergeOne CSC

Level 2: Duty Manager

Level 3: Senior Managers (varies depending on which product line: Enterprise, Premier, or Video)

Level 4: Senior Manager, Engineering

Level 5: Vice President, Managed Services Delivery

Level 6: Senior Vice President

### **Requesting Escalation**

If you feel that adequate forward progress or the quality of service is not satisfactory, we encourage you to escalate your case by contacting your assigned account manager to assist resolving any issues that may arise. ConvergeOne will work until the issue is resolved to your satisfaction.

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

### ***ConvergeOne Response:***

#### **ConvergeOne Achieves World Class Status for Third Consecutive Year**

In the IT service industry, the average NPS—as reported by ClearlyRated—is 38, which means that ConvergeOne's 2020 score of 71 is almost double the industry average. This NPS is a testament to our ability to provide customers with the highest level of customer satisfaction, responsiveness, and expertise in the areas of collaboration, customer experience, and digital infrastructure. This is the third year in a row that our score has placed us in the “World Class” NPS category, which is reserved for only the most customer-centric companies.



#### **What is Net Promoter Score (NPS)?**

NPS is a global standard for determining customer loyalty and satisfaction by asking one simple question: "On a scale from 0-10, how likely are you to recommend ConvergeOne to a friend or colleague?" It is calculated by subtracting the percentage of detractors (those who respond with a 6 or below) from the percentage of promoters (those who respond with a 9 or 10).

#### **ConvergeOne and Industry Recognition**

ConvergeOne has also received the following recent industry recognition:

- Cisco Customer Experience Partner of the Year Global Award – 2021
- Dell North American Partner of the Year Award for Excellence in Cyber Recovery -- 2021
- Cisco Gateway Region Data Center Partner of the Year – 2021
- Cisco Central Area Customer Experience Partner of the Year – 2021
- Cisco Central Area Execution Excellence Partner of the Year – 2021

- Cisco Gulf States Region Data Center Partner of the Year – 2021
- Arctic Wolf Large Solution Provider Partner of the Year – 2021
- Pexip Engineering Partner of the Year – 2021
- Avaya Cloud Office Partner of the Year – 2020
- Avaya OneCloud Services Partner of the Year – 2020
- Avaya OneCloud Public Cloud Partner of the Year – 2020
- Avaya OneCloud Subscription Partner of the Year – 2020
- Cisco Americas Technology Excellence Partner of the Year: Collaboration – 2020
- Cisco US: Central Customer Experience Partner of the Year – 2020
- Cisco US: Public Sector SLED Software and Service Partner of the Year – 2020
- Cisco US: West Architectural Excellence Partner of the Year: Security – 2020
- Dell NA Partner of the Year Award: Excellence in Expansion – 2020
- Pure Storage Public Sector Partner of the Year – 2020
- RingCentral North America Strategic Partner of the Year – 2020
- Aura Alliance Partner of the Year – 2019
- Nuance Best Collaboration Partner – 2019
- Nuance Professional Services Partner – 2019
- Pure Storage Central Partner of the Year – 2019
- XMedius Americas UC Voice Partner of the Year – 2019

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.

### ***ConvergeOne Response:***

ConvergeOne provides industry-leading value added technical services including installation, support, and training services. ConvergeOne has three state-of-the-art redundant Customer Success Centers (CSCs) staffed 24x7x365. There are also 1,900+ engineering resources on staff nationwide carrying 5,600+ manufacturer certifications.

Within Alabama, ConvergeOne has 11 technical resources holding certifications and expertise in all the leading manufacturers in the industry. We treat our entire Engineering Teams as one pool and all teams are available to assist with any pre- or post-implementation support needs.

Below is a current document that highlights some of the technical resources and certifications held by ConvergeOne. These resources are available to support our customers with presales, implementation, and post implementation support services.

Vendor	Accreditations + Certifications
	1,236 Avaya Diamond Partner Certifications including: Implementation Specialists, Support Specialists, Implementation Professional Specialists, Professional Design Specialists, Professional Sales Specialists, Support Professional Specialists, Services Technical Associates & Nortel
	3,971 Cisco Gold Partner Certifications. These certifications span all of the Cisco architectures: Collaboration, Security, Data Center and Enterprise including: CCDA (43), CCDE (4), CCDP (17), CCIE (169), CCME (16), CCNA (352) and CCNP (189).
	145+ Dell Titanium Partner Certifications. Avamar, Backup Recovery Solutions, Cloud IT -as-a-Service, Converged Infrastructure, Data Domain, Data Protection, Dell EMC Unity, Isilon, Networked Storage, NetWorker, PowerScale, PowerStore, RecoverPoint, Source One, VNX, VxRail, XtremIO
	100+ Genesys Gold Partner with Interactive Intelligence certifications including: MIC, IC Core, 2.4 Core, ICCE, IC Handler/Development, Optimizer & Optimizer Application Support, Interaction Center, Dialer & Dialer Application Support
	Three Power and Storage Technology Specialty Elite Certifications including Mid Storage Technical Support Specialists (2) and XIV Storage System Technical Specialists
	100+ Microsoft Gold Partner Certifications including Microsoft Modern Work Certifications (100), Microsoft Modern Work Specialists (14), Microsoft Technology Specialists (36), Azure Big Data + Infrastructure (5), Cloud Solution Architects (2), Microsoft 365 (5), Technical Specialist Certs (3), Skype Competency Sales (3), & Skype Server (16)
	80 Polycom Certifications including: Installed Voice Sales, RealPresence Platform, Voice/Video Endpoints, RealPresence Immersive, SoundStation IP, Microsoft Optimized CX Devices, and Microsoft Video Endpoints
	107 VMware Certifications including: VCP (11), VSP (65), VSP-CP (4), VOP-CP (3) and VMware Technical Sales Professionals (24)
Other Certifications	<ul style="list-style-type: none"> <li>• PMI, ENA, Telecom Project Management Associates, Project Management Professionals</li> <li>• Aruba, AVST, Calabrio WFO, CompTIA, Extreme Networks, HP, Mitel, NEC, NetApp, NICE Systems, Ribbon, Spectralink, etc.</li> </ul>

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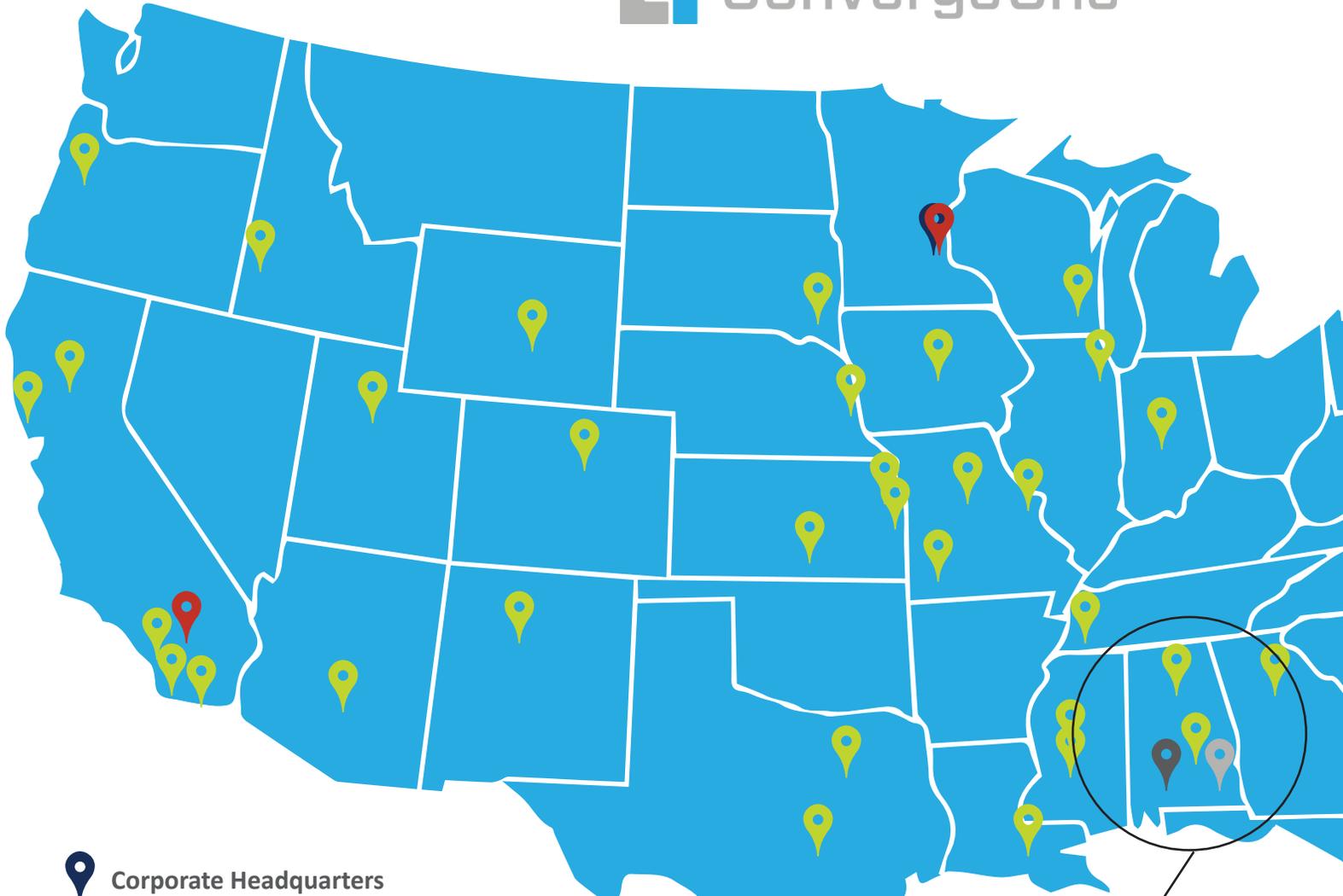


Regarding geographic services offerings, please see page 29 for ConvergeOne’s map with indications as requested above. ConvergeOne provides solutions and services nationwide and statewide.

Vendors should provide a map with an indication of the locations where each type of value-added service may be provided.

**ConvergeOne Response:**

Please see page 29 of this response for ConvergeOne’s map with indications as requested above. ConvergeOne provides all proposed solutions and services statewide.



-  Corporate Headquarters
-  Customer Success Center (CSC) Locations
-  Locations
-  Sales Personnel - 13 located throughout Alabama
-  Technical Personnel - 11 located throughout Alabama



### 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.

#### ConvergeOne Response:

Read, acknowledged and will comply. We currently provide many reports out of our CRM/Accounting packages to our clients that ask for or require them. Below is a small sample of one type of report.

A	B	C	D	E	F	
1	ConvergeOne, Inc			Contract: ACCSITJPA-2019-0045		
2	Reporting Period: 10/1/2021-12/31/2021					
3	Order Date	Client Name	Client PO #:	Qty	Description	Ext. Total
4	12/1/2021	UNIVERSITY OF ALABAMA AT BIRMINGHAM HOSPITAL	12345	10	Eaton Mounting Rail Kit for UPS	\$670.00
5	12/12/2021	ALABAMA STATE UNIVERSITY	PO7654	3	CISCO UC PHONE 8841	\$799.26
6	8/5/2021	AUBURN UNIVERSITY	9999	1	PREMIUM SUPPORT RENEWAL, PA-5220	\$9,812.33
7	11/1/2021	UNIVERSITY OF ALABAMA AT BIRMINGHAM HOSPITAL	6789	1	WALL MOUNT KIT FOR CISCO IP PHONE 8800 SERIES	\$48.06
8	11/11/2021	JACKSONVILLE STATE UNIVERSITY	121212	1	Eaton Mounting Rail Kit for UPS	\$67.00
9	12/2/2021	UNIVERSITY OF WEST ALABAMA	8765309	10	CISCO IP CONFERENCE PHONE 8832 IN CHARCOAL FOR NORTH AMERICA	\$8,900.00
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						
21						Total: \$20,296.65
22						

### 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.

***ConvergeOne Response:***

Read, acknowledged, and will comply. A copy of this bid response and stated pricing will be posted and maintained on the ConvergeOne website at: <https://www.convergeone.com/industries/state-and-local-government> under the “Current Government Contracts” section.

**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

***ConvergeOne Response:***

Read and comply for all categories. For an overview of our portfolio, please visit [www.convergeone.com](http://www.convergeone.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

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.

### **ConvergeOne Response:**

ConvergeOne realizes that when it comes to technology, one size – or partner – does not fit all. That is why we work with more than 300 of the world’s leading technology companies – to bring all our customers the progressive solutions that achieve your goals and business outcomes.

Our partners have gone through a proprietary certification process to ensure their solutions support the most complex environments and consistently meet the highest standards. ConvergeOne makes significant investments in these partnerships every year, and we are continually broadening and strengthening our skills to help you seize new digital transformation opportunities.

For an overview of our portfolio, please visit [www.convergeone.com](http://www.convergeone.com).

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

Key and Access Control Equipment

Other

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

### **ConvergeOne Response:**

ConvergeOne resells leading manufacturer’s products and provides desktop and server operating system licenses either from the computer vendors (OEM Windows licenses) or as part of a Microsoft Education licensing agreement. ConvergeOne can also provide licensing agreements from other manufacturers such as VMware and RedHat.

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

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

Servers

Networking Equipment

Audio and Video Conferencing Equipment

VOIP/Unified Communications Solutions

Video Surveillance solutions

Key and Access Control Equipment

Other

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

### **ConvergeOne Response:**

ConvergeOne partners with a wide variety of the leading software application vendors in today’s market. We can supply individual licenses or educational licensing agreements from more than 300 manufacturing vendors such as Microsoft, VMware, Cisco, Dell Technologies, and many more.

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.

### **ConvergeOne Response:**

ConvergeOne provides rapid, accurate fulfillment of thousands of IT products from more than 300 manufacturer partners to virtually any address in the nation as well as the technical services to install, support and train our customers on them. The perfect complement to our premise and cloud solutions, ConvergeOne offers a variety of end-user computing products from the world’s leading manufacturers of PCs, notebooks, tablets, monitors, printers, and peripherals—everything necessary to outfit any size organization—at competitive pricing.

We partner with the IT industry’s leading distributors, ready to ship directly to you. Our value-added services include custom configuration to your specifications, system and product staging, asset tagging in our warehouse for coordinated shipment and delivery, and stock position management of your standard products and system configurations to reduce or eliminate backorders.

ConvergeOne can provide complete technical services that include pre-sales consulting, design, implementation, onsite/remote technical support, managed services, cloud computing and data center hosting. We are certified in many infrastructure technologies including but not limited to the products that we are offering here. Please see the following pages. More information on ConvergeOne can be found at [www.convergeone.com](http://www.convergeone.com).

### **ConvergeOne Services**

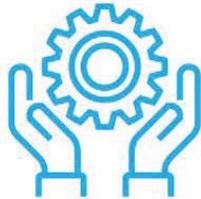
ConvergeOne is here to support your communications solution from end to end. We offer comprehensive services, with the team, expertise, technology, and tools in place to deliver everything from solution planning, design, and implementation to maintenance, managed services, consultation, and training.

ConvergeOne provides a single point of contact to help you with any questions, problems, or technology needs — before, during, and after implementation. Our in-house team of ConvergeOne technicians can be deployed to customer sites across the U.S. Using a dedicated team allows ConvergeOne to provide our customers with a consistent, high quality result and a pleasant, customer focused experience.

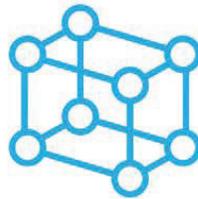
### **ConvergeOne Service Delivery Models**



**Cloud**



**Maintenance  
Services**



**Managed  
Services**



**Professional  
Services**

### **ConvergeOne Cloud**

#### **Software as a Service**

ConvergeOne Cloud Experience (C1CX) is a secure, scalable, and comprehensive collaboration solution spanning Unified Communications (UC) and Contact Centers (CC) with a host of software applications, expert integration, and professional services. All of this is supported by our comprehensive, proactive managed services solution that is comprised of ITIL-based processes, SOC 2 Type II-compliant redundant data centers and state-of-the-art tools and backed by hundreds of ConvergeOne technical professionals. C1CX is comprised of:

- Subscription based financial model with flexible terms
- ITIL based processes
- SOC2 Type II compliant redundant data centers with multiple servers for high availability
- Deployed in a way that makes sense for your business

- Cloud Specific migration services
- Backed by hundreds of ConvergeOne technical professionals
- Validated by our Net Promoter Score (NPS) of more than double the industry standard!

ConvergeOne is a leading IT services provider of collaboration and technology solutions for large and medium enterprises. Our deep technical expertise enables us to deliver complex, multi-vendor solutions across a number of delivery models, including on premise and private, hybrid, C1CX, and public cloud environments.

We are comprised of an elite team of individuals who have a passion for modern technology innovations and are committed to providing a superior level of service that is unmatched in our industry.

Your cloud project will be designed and implemented by this dedicated crew of professionals, the cloud computing experts behind many of the world's most advanced cloud initiatives.

- ConvergeOne is the #1 provider of Collaboration Solutions with unmatched technical expertise
- 14,000+ diversified customers, including 55% of the *Fortune* 100, and 41% of the *Fortune* 500
- Avaya Diamond Partner and Master Certified Cisco Gold Partner
- 300+ strategic partnerships with leading vendors resulting in tailored, best-of-breed solutions for customers
- 3,000+ employees, with 1,900+ engineering resources carrying 5,300+ certifications
- Three state-of-the-art redundant Customer Success Centers (CSCs) staffed 24x7, 365 days a year

### **Unified Communications – Cloud**

Most organizations understand that legacy phone and communication systems are cumbersome, expensive, and difficult to maintain and simply cannot compete with the rich features and flexibility of a ConvergeOne cloud-based UC solution. The benefits of C1CX UC are well known to companies of all sizes, and these organizations are also becoming savvy to the cloud and cloud-based offerings.

We believe that UC services should not be one size fits all, and that today's offerings are flexible enough to meet the demands and core business requirements of all types and sizes of organizations.

The time for cloud-based UC solutions has clearly arrived, and the myriad of benefits are proven and reliable. With some simple planning and information, we can help our customers craft and customize the right solution that will give your business the agility, flexibility and customization needed to support your workplace.

### **Contact Center – Cloud**

Your organization demands a lot of its contact center: Faster service, knowledgeable agents, and a variety of ways to communicate. It's tough to keep up. Leveraging our contact center expertise and leadership for your contact center solution can balance the needs to contain costs and maintain a great customer experience by leveraging the cloud. C1CX furthermore has the ability to integrate many of the leading contact center enhancing applications including: Workforce Optimization, Omni-Channel and CRM integration.

Developing traditional contact centers is complex, costly, and time-consuming. Moving to the Cloud changes everything—today you can benefit from all the rich functionality your business demands with less complexity and more control.

### **Platform as a Service**

ConvergeOne has a history of deep capabilities in the networking, security, and data center areas. Networking is one of the major challenges organizations face as they move to the public cloud; most on-premises network engineers understand their networks very well, and most born-in-the-cloud companies understand cloud networking well. We have found, however, that most organizations do not have the expertise to integrate their on-premises networks into cloud-based network environments, especially for enterprise-grade connectivity and security. We specialize in network integrations that leverage Direct Connect, VPN, and Transit VPC architectures.

We also find that customers do not have the security and configuration expertise that is required to properly configure and secure their cloud environments. We make on-boarding easy and standardized for customers to help them understand how to architect, build, and deploy properly to the public cloud.

We have a key focus on customers who are new to the public cloud. Many of our projects begin with a short-term (60-90 day) pilot project to show a set of use cases, where we work with customers to do a proper on-boarding, and then show, through the pilot use cases, what it is like to live with and manage a public cloud environment, as well as how much it really costs. Cost optimization is a focus for us as well, as we recognize that most organizations that leave the public cloud do so because they do not understand how to cost-optimize their deployments--it is quite different than the on-premises world--and we provide the tools and knowledge to customers so that they can be successful. Our pilot projects usually lead to additional phases of more complex and business-critical workload deployments and migrations.

### **Cloud Professional Services**

All of our Cloud Solution Architects hold multiple AWS certifications at the Associate and Professional level, covering all of the AWS certification disciplines, and the security specialization. Our SAs design, consult, and deploy based on customers' needs, and provide ongoing consulting services to ensure that customers continue to have a valuable experience after their initial project work is completed.

### **Cloud Managed Services**

ConvergeOne offers managed services to support all types of migrations, DR projects, and workloads we deploy in the Cloud practice. Our goal is to provide customers with valuable experiences on an ongoing basis, so we support both the business side and the technical side of our customers' organizations in our managed services offerings.

For the business side, we provide quarterly business reviews, including reporting on cost optimization opportunities, best practices, security, and other areas. We also provide detailed invoicing reviews so customers fully understand their consumption of cloud services. If a recommendation needs changes, such as for cost optimization, we provide those services.

On the technical side of the business, managed services span the range of traditional monitoring and alerting as well as consulting hours and support of the business requirements, such as right-sizing, reserved instance purchases, and other steps that provide significant cost savings over on-demand pricing.

ConvergeOne is committed to customer satisfaction. Our customer relationships are the most important thing to us; we recommend, design, and deploy solutions that are durable, reliable, and that meet customers' needs. We also recognize that cloud services, with a monthly recurring Op/Ex model, require closer monitoring and care than many on-premises solutions. We believe that the public cloud is the future of technology solutions to allow customers to be more agile, more competitive, faster to market, and ultimately, more satisfied with their solutions--and we provide significant business value to help them get started and to work alongside them for a successful journey to the cloud.

### **Infrastructure as a Service**

The Private Cloud managed service solution from ConvergeOne can provide our customers with the infrastructure, management, and expert support needed. Our Private Cloud solution provides combined benefits of a premise solution with the ease of consumption of a managed cloud offer. “Buying Back the Assets” is one of the pillars of Private Cloud, enabling customers to migrate to a modern technology platform of choice and receive payment for the current platform.

Given the rapid acceleration rate of modern technology, the Private Cloud ensures that our customers will have the option to increase its technical capabilities at any time during the subscription. Because of a self-contained Private Cloud, we can update, modify or create a modern technology solution by simply recasting the subscription.

Our ConvergeOne Private Cloud solutions eliminate the need for our customers to be burdened with large capital investments, schedule and perform upgrades or perform day to day maintenance. ConvergeOne Private Cloud will assume all this responsibility while delivering the additional benefits of comprehensive support.

### **On Your Premises**

Your solution is fully supported by the design, installation, infrastructure, management, and ongoing maintenance experts at ConvergeOne — so you can stay focused on your business.

- Strategy, platform, and application control with the end user
- A highly customized environment, including homegrown CTI
- Custom APIs in support of go-to-market requirements
- Global oversight for security compliance
- Ability to leverage existing infrastructure with multiplatform interoperability

### **As a Service**

We provide the infrastructure and support — you get the advantages of a dedicated cloud network without the management challenges.

- A simple, predictable monthly or quarterly payment stream
- Capex or Op/Ex financing models
- Offloading of infrastructure risk and management to ConvergeOne
- Freedom to optimize with various upgrade paths
- Payment per user based on the application(s) each user needs
- Reduced time to market

### **As a Hybrid of Both**

The ConvergeOne Private Cloud solution combines the benefits of a dedicated environment and a public cloud. Our service incorporates:

- Upfront consulting and solution design
- Professional and managed services
- A choice of architectures on premise

- Interoperability and support for multiple platforms
- Custom APIs with ongoing management

Your ConvergeOne Private Cloud can include whatever you need — software, hardware, installation, maintenance, security, and managed and professional services. ConvergeOne Private Cloud is a flexible service designed to connect to your technology roadmap and your business needs – delivering the best business outcomes through a combination of on-premises, as a service, and hybrid solutions.

### **ConvergeOne Maintenance Services**

ConvergeOne offers a distinct brand of maintenance services and support driven by a customer-focused approach, blending innovation and personalization to ensure your communications network operates and is maintained with ease and efficiency. With you, we examine your communications/enterprise network plan and priorities, working closely with your team to implement solutions that both complement and strengthen your business performance. Consider the promise of comprehensive services that can be customized to meet your needs, and discover the value of ConvergeOne total maintenance. Each of our partners has their own way to deliver great service to our customers. Because we have such close, loyal relationships with our strategic partners you get the best of all worlds working with ConvergeOne and our partners' services programs.

#### **Maintenance and Managed Services for Avaya**

As one of the largest Avaya partners in the world and a leading integrator of communications technology, ConvergeOne is always expanding its capabilities to support the latest Avaya solutions.

ConvergeOne is consistently honored as a top performer in the Avaya reseller channel and was named 2018, 2017 and 2016 Avaya Support Services Partner of the Year in U.S.

If your communications solution includes Avaya solutions, you can turn to ConvergeOne as the source for the Avaya maintenance services you need to maximize the reliability and performance of your business communications. Complement your Avaya maintenance contract with ConvergeOne Managed Services and you can get back to the strategic IT work you were hired to do.

#### **Maintenance and Managed Services for Cisco**

As a Cisco Authorized Technology Provider and Gold-certified Cisco Systems partner, ConvergeOne can help you maximize the value and performance of your Cisco systems with ConvergeOne Managed Services, ConvergeOne Smart Services, and Cisco SMARTnet® — the award-winning technical support service that helps to ensure your network is up, stable, and secure, your business is running smoothly, and your IT staff is always up to date.

#### **Maintenance and Managed Services for Microsoft**

We are committed to helping you maximize the value and performance of your Microsoft UC applications like Lync and Skype for Business from implementation to day 2 and beyond, with offers from our Managed Services portfolio. As a Lync Certified Support Partner (LCSP), ConvergeOne holds the highest level of Microsoft Lync / Skype for Business support accreditation. This provides our engineers with direct access to level 3 and level 4 Microsoft engineers. In addition, we are one of a few Microsoft partners in the world to have a Microsoft Lync Certified Master on staff.

#### **Enterprise Vendor Management**

Enterprise Vendor Management (EVM) provides 24x7x365, advanced IT support and vendor management for IT products, applications, or services that are not covered under an existing ConvergeOne maintenance agreement. With EVM, you can contact the ConvergeOne Customer Success Centers (CSC) for support including logging of

events, notifying appropriate vendors and customer contacts, and performing escalation management until resolution.

### **ConvergeOne Customer Success Centers (CSC)**

The three ConvergeOne Customer Success Centers (CSC) are staffed by 720+ skilled and certified technicians and engineers. ConvergeOne remotely monitors systems and adjuncts (monitoring capable) 24x7x365 days per year. Customer requests are received by the ConvergeOne Customer Success Centers (CSC) in several ways:

- Toll Free call directly from customer
- Customer Created Incident via the Web Portal
- Alarm receipt notification from customer's systems into the monitoring system

### **ConvergeOne Managed Services**

ConvergeOne's Managed Services offer a comprehensive, growing portfolio of services that keep multi-vendor solutions reliable and performing their best. In a business climate where you need to strike a balance between investing in technology and spending money wisely, there's a lot riding on the performance of your communications solution. You need to know you're always getting the best value for every communications dollar you've invested.

As a full-service provider, ConvergeOne is committed to meeting your needs for the life of your information technology solutions. We offer a complete spectrum of ongoing support, from a choice of maintenance plans through fully managed services.

Your ConvergeOne Managed Services solution can include any or all the following service elements, depending on your specific requirements:

- Service Desk
- System Administration (MAC)
- Incident and Problem Management
- Monitoring and Performance Management
- System Backups
- Release Management
- Carrier Touch Management
- Enterprise Vendor Management
- Configuration Management
- Service Management and Reporting

A ConvergeOne Managed Services solution also enables improved savings, productivity, and cost effectiveness by:

- Providing a predictable monthly cost for managing your communications
- Minimizing costly downtime
- Ensuring reliable access for users through proactive network management

- Reducing expenditures for internal support staff, management tools, and training
- Eliminating the expense of maintaining multiple management solutions and vendors
- Providing a scalable support model with predictable incremental costs as your infrastructure grows
- Freeing you to focus on your core competencies and business goals

In addition to providing a personalized approach to service, our highly trained certified engineers and technicians represent a vast knowledge base. The ConvergeOne team has more than 21 years of experience supporting multi-vendor environments and is backed by state-of-the-art redundant network operations centers.

Our Customer Success Centers (CSC) and the NOCs are at work 24x7x365 and together, support nearly four million ports, mailboxes, and devices.

Leveraging all this expertise, the capabilities of the CSC, and other resources strategically located across the country, ConvergeOne can deliver a managed solution that is both cost-effective and designed for you and your business.

### **ConvergeOne Professional Services**

ConvergeOne's Professional Services Team maintains deep industry knowledge on best of breed solutions for Unified Communication, Contact Center, Productivity, Business Intelligence confluence, Collaboration and Network Infrastructure covering platforms such as Avaya, Cisco, Genesys and Microsoft. Every technology environment is unique and customers have specific needs, so our competency must be wide enough to encompass an open marketplace of solutions. We all act as advocates for the customer, balancing between desired functionality, return on investment, and vendor innovation, but we work to greater synergy for a better reason.

Through ConvergeOne's leading professional services capabilities, the Company designs thousands of solutions each year across core technology markets: (i) collaboration and (ii) enterprise networking, data center, cloud, and security, each of which is complemented by industry-leading managed, cloud, and maintenance services.

ConvergeOne's years of focus on end-to-end deployments has provided us a solid foundation that we continue to optimize and refine. Using ITIL-based best practices, we build and support complete lifecycle offerings that extend from end user compute, telephony, enterprise networks, to large scale data centers. We have proven that success is a result of understanding value-based outcomes upfront and that the real work really begins once the contract is signed. We know that we only have one chance to make a great first impression, and with our highly trained transition staff working in unison with our customers, we will collectively ensure that the process is accomplished with a high level of scrutiny, communication and quality. Furthermore, because technology is constantly changing and evolving, ConvergeOne will engage with our customers to provide innovative workshops and road mapping to help optimize and future-proof your environment.

### **ConvergeOne Program Management**

ConvergeOne's governance model was established to create an open communication between ConvergeOne and its customers in order to build strong relationships between the partners, provide a forum to discuss and address the customer's evolving business requirements and identify changes necessary to accommodate those requirements, and for raising issues that require cooperation between the parties for quick resolution.

The Program Management Office (PGMO) provides professional services that lead mission-critical initiatives through integrated planning and delivery; up and down technology towers and across the enterprise. Our focused professionals leverage their experience, technical expertise, and proven methodologies to deliver our

customers’ desired program benefits. Program Management establishes a framework of strategies and priorities to deliver business goals and organizational objectives.



- Critical Accounts Team:** Experienced Portfolio Managers working with our critical customers. The Critical Accounts Team provides:
  - Relationship Management
  - Risk Management
  - Staffing and Resources Review
  - Resource Coordination for planning, launch and delivery
  - Adoption and Change Management Services
- Program Management:** Our people are highly trained in the disciplines most valued in the project management industry. We employ PMPs, Six Sigma Black Belts, Prosci-certified change managers and more. We have the experience to apply these tools for maximum value.
  - Track most critical condition, milestones and outcomes necessary for success
  - Provide Senior Leadership visibility into overall status of a program
  - Mentor and Manage Project Managers assigned to Program
- Six Sigma:** Our Six Sigma certified professionals can streamline any business process utilizing industry recognized tools, processes and techniques in a way that is consumable at all levels.
  - Help customers map out current and future state capabilities
  - Document workflows
  - Identify areas for opportunity aligned with strategic objectives
  - Facilitate strategic planning exercises

- **Cost Management:** ConvergeOne's Program Manager works within the Program Management Methodology for cost management. Monitoring is not the only key aspect of proper cost control. Data analysis is crucial in order to take corrective action before it is too late.

### **ConvergeOne Information Technology Lifecycle Services (ITLS)**

ITLS is a complete cradle-to-grave suite of services designed to seamlessly procure, configure, manage, deploy, and support end-user devices in enterprises and the public sector.

The ConvergeOne ITLS team has extensive experience in device build bundling. ITLS serviced over 100,000 Chromebooks last year. Each deployment was asset tagged, packed and delivered to individual locations. Often projects consisted of 20 or more sites for a customer. Further, ITLS supported Network refreshes in which switches and routers were purchased on large scale and delivered to our depot. We then unboxed, powered on, configured with a template, asset tagged, labeled and prepared ship sets for each IDF and MDF for delivery. Each system was labeled and the onsite team was able to take the switch labeled for each rack, unpack it, rack/stack, cable and turn-on. ITLS has access to a ConvergeOne developed provisioning tools which track, configure and report on multi-site switch, AP and device installations.

#### ITLS Focus Areas

- Understanding the needs of our customers and successfully delivering on the expected business outcomes
- Reducing total acquisition and operating costs
- Reducing impact to the customer's IT staff
- Rapidly responding to new business initiatives and competitive requirements Services
- PC/MAC image
- Hardware installation
- Asset tag, Laser engraving
- Chromebook enrollment
- Cart configuration
- MDM enrollment
- Domain joining via VPN
- Technical engineering
- Image creation and custom builds
- Custom inventory reporting and unit/box labeling
- 100% QA, not a random audit
- 6000+ S.F. configuration space Procurement
- Strategic sourcing
- Supply chain management
- Local and national partner stock availability
- Reserve product if manufacturer back-log

#### 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.

#### ***ConvergeOne Response:***

The ConvergeOne primary account representative for ACCS will be Todd Clark, Alabama SLED Account Manager. Todd is located in Birmingham, Alabama. He can be reached via phone at 205-989-0105 or via email at [tclark@convergeone.com](mailto:tclark@convergeone.com).

### 3.27 References

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

#### ***ConvergeOne Response:***

##### University of West Alabama

Mike Pratt

Business Office Station 2

Livingston, AL 35470

(205) 652-3673

\*\* ConvergeOne provides Aerohive and Cisco wireless solutions and support to UWA.

##### Auburn University Montgomery

Dale Wynn

P O Box 244023

Montgomery, AL 36124-4023

(334) 244-3000

\*\* ConvergeOne provides Aerohive wireless solutions and support to AUM.

##### Alabama State University

Brian Webb

1251 S. Decatur Street

Montgomery, AL 36104

334-229-4906

\*\* ConvergeOne provides product fulfillment and support of Cisco servers, VMware for virtualization, and integration services of these solutions into the ASU network and SAN.

##### University of North Alabama

Ethan Humphres

One Harrison Plaza

Florence, AL 35632

256-765-4351

\*\* ConvergeOne provides product fulfillment and services for Brocade networking, Cisco servers, VMware licensing, MS licensing, APC Power, RedHat licensing, Infoblox, and Unitrends backup and recovery solutions to UNA.

### 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.

### **ConvergeOne Response:**

Read and understood. Please see the provided ConvergeOne Equipment and Services Schedule on page 144 of this response for this information.

#### 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.

### **ConvergeOne Response:**

Read and understood.

#### 3.30 Equipment and Services Schedule

Vendors must submit with their responses a complete Equipment and Services Schedule including all the products and services offered, at the initial pricing level stated in response to section 3.25.

The ESS may be submitted in a single file, PDF format on a compact disc, USB drive, or made available via a website.

### **ConvergeOne Response:**

Please see page 144 of this response for the provided ConvergeOne ESS.

A copy of this bid response and stated pricing will be posted and maintained on the ConvergeOne website at: <https://www.convergeone.com/industries/state-and-local-government> under the "Current Government Contracts" section.

#### 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.

**ConvergeOne Response:**

Read, acknowledged and agreed.

**3.32 Title Passage**

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

**ConvergeOne Response:**

Read, 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.

**ConvergeOne Response:**

Read, 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

**ConvergeOne Response:**

Read, 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.

**ConvergeOne Response:**

Read, acknowledged and agreed.

**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.

**ConvergeOne Response:**

Read, acknowledged and agreed.

C. Invoices

Invoices shall be submitted to the procuring entity.

**ConvergeOne Response:**

Read, 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).

**ConvergeOne Response:**

Read, 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.

**ConvergeOne Response:**

Read, 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.

**ConvergeOne Response:**

Read, acknowledged and agreed.

**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.

**ConvergeOne Response:**

Read, acknowledged and agreed. Please contact your ConvergeOne Account Manager for any technical support needs you may have.

**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.

**ConvergeOne Response:**

Read, 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.

**ConvergeOne Response:**

Read, 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.

***ConvergeOne Response:***

Read, 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).

***ConvergeOne Response:***

Read, acknowledged and agreed.

**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.

***ConvergeOne Response:***

Read, 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.

***ConvergeOne Response:***

Read, acknowledged and agreed. Please contact your ConvergeOne Account Manager for guidance on accessing the information requested.

**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.

***ConvergeOne Response:***

Read, acknowledged and agreed.

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.

***ConvergeOne Response:***

Read and acknowledged. No such person exists.

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

***ConvergeOne Response:***

Read and acknowledged.

**3.47 Replacement Parts**

Replacement parts may be refurbished with agreement of procuring entity.

***ConvergeOne Response:***

Read, 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.

***ConvergeOne Response:***

Read, 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.

**ConvergeOne Response:**

Read, 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.

**ConvergeOne Response:**

Read, 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.

**ConvergeOne Response:**

Read, 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.

**ConvergeOne Response:**

Read, 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 form is required by the vendor and covers the duration of the bid.

**ConvergeOne Response:**

Please see the attached completed State of Alabama Vendor Disclosure Statement on page 60 of this response.

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.

**ConvergeOne Response:**

Read, acknowledged and agreed.

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.

**ConvergeOne Response:**

Read and understood.

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.

**ConvergeOne Response:**

Read and so certifies.

**BID FORMAT AND ORGANIZATION**

4.1 Bid Format

All bids must be typewritten on standard 8 ½ x 11 paper (larger paper is permissible for charts, spreadsheets, etc.) and placed within a binder with tabs delineating each section.

**ConvergeOne Response:**

Read, acknowledged and agreed.

4.1.1 Bid Organization

The bid response must be organized and indexed in the following format and must contain, as a minimum, all listed items in the sequence indicated.

- A. Letter of Transmittal

**ConvergeOne Response:**

Please see page 1 of this response for this information.

- B. Evaluation Submission Form

**ConvergeOne Response:**

Please see page 4 of this response for this information.

- C. Table of Contents

**ConvergeOne Response:**

Please see page 5 of this response for this information.

- D. Bid Summary (optional)

**ConvergeOne Response:**

Please see page 6 of this response for this information.

- E. Response to General Requirements and Specifications

**ConvergeOne Response:**

Please see page 10 of this response for this information.

Within each section of the bid, vendors should address the items in the order in which they appear in this RFB.

Any bid that does not adhere to these requirements may be deemed non-responsive and rejected on that basis. A bid summary may be included by vendor to provide the Evaluation Committee with an overview of the technical and business features of the response; however, this material will not be used in the evaluation process unless specifically referenced from other portions of the vendor's response.

**ConvergeOne Response:**

Read, acknowledged and complies.

4.1.2 Letter of Transmittal

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

- A. Identify the submitting organization
- B. Identify the name and title of the person authorized by the organization to contractually obligate the organization
- C. Identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization
- D. Identify the names; titles and telephone numbers of persons to be contacted for clarification
- E. Explicitly indicate acceptance of the Conditions Governing the Procurement
- F. Be signed by the person authorized to contractually obligate the organization
- G. Acknowledge receipt of any and all amendments to this RFB.

**ConvergeOne Response:**

Read, acknowledged and complies. Please see page 1 of this response for this information.

4.1.3 Financial Documentation

Each response must be accompanied with the following documentation:

***ConvergeOne Response:***

Please see the Financial Documentation section on page 60 of this response for this information.

1. State of Alabama Disclosure Statement (Notarized)

***ConvergeOne Response:***

Please see page 60 of this response for this information.

2. Certificate of Compliance

***ConvergeOne Response:***

Please see page 63 of this response for this information.

3. Immigration Status Form

***ConvergeOne Response:***

Please see page 65 of this response for this information.

4. Current W-9

***ConvergeOne Response:***

Please see page 67 of this response for this information.

5. E-Verify Memorandum of Understanding with Articles (13 Pages)

***ConvergeOne Response:***

Please see page 69 of this response for this information.

**EVALUATION**

**5.1 Evaluation Process**

All responses will be reviewed for compliance with the mandatory requirements stated within the RFB. Bids deemed non-responsive will be eliminated from further consideration.

The System may contact the vendor for clarification of the response.

The Evaluation Committee may use other sources of information to perform the evaluation.

Responsive bids will be evaluated on factors that have been assigned a point value. The responsible vendor(s) with the highest scores will be selected as finalist(s) based upon the bids submitted. The responsible vendors, whose bids are most advantageous, taking into consideration the evaluation factors, will be recommended for award. Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score. This procurement is expected to result in a multiple source award. The right to reject any or all bids, or any portions thereof, is reserved.

***ConvergeOne Response:***

Read, acknowledged and agreed.

**APPENDICES****6.1 Appendix A - Alabama Community College System Institutions and Other Participants****Community Colleges**

Bevill State Community College, Sumiton, AL  
Bishop State Community College, Mobile, AL  
John C. Calhoun Community College, Decatur, AL  
Central Alabama Community College, Alexander City, AL  
Chattahoochee Valley Community College, Phenix City, AL  
Coastal Alabama Community College Bay Minnette, AL  
Enterprise Community College, Enterprise, AL  
Gadsden State Community College, Gadsden, AL  
Jefferson State Community College, Birmingham, AL  
J.F. Drake State Community and Technical College, Huntsville, AL  
T.A. Lawson State Community College, Birmingham, AL  
Lurleen B. Wallace Community College, Andalusia, AL  
Northeast Alabama Community College, Rainsville, AL  
Northwest-Shoals Community College, Muscle Shoals, AL  
Shelton State Community College, Tuscaloosa, AL  
Snead State Community College, Boaz, AL  
Southern Union State Community College, Wadley, AL  
H. Council Trenholm State Community College, Montgomery, AL  
George C. Wallace Community College, Dothan, AL  
Wallace State Community College, Hanceville, AL  
George Corley Wallace State Community College, Selma, AL

**Technical Colleges**

J.F. Ingram State Technical College, Deatsville, AL  
Reid State Technical College, Evergreen, AL

**Military Academy**

Marion Military Institute, Marion, AL

**Statewide Development Training**

Alabama Technology Network (AIN), Montgomery, AL

**Other Participating Public Institutions of Higher Education**

Alabama Fire College, Tuscaloosa, AL

Alabama State University, Montgomery, AL

Athens State University, Athens, AL

Auburn University-Montgomery, Montgomery, AL

Jacksonville State University, Jacksonville, AL

Troy University, Troy, AL

University of Alabama, Tuscaloosa, AL

University of Alabama Birmingham - Birmingham, Alabama, AL

University of Alabama Huntsville - Huntsville, AL

University of North Alabama, Florence, AL

University of West Alabama, Livingston, AL

**Other Participating Public Institutions K-12**

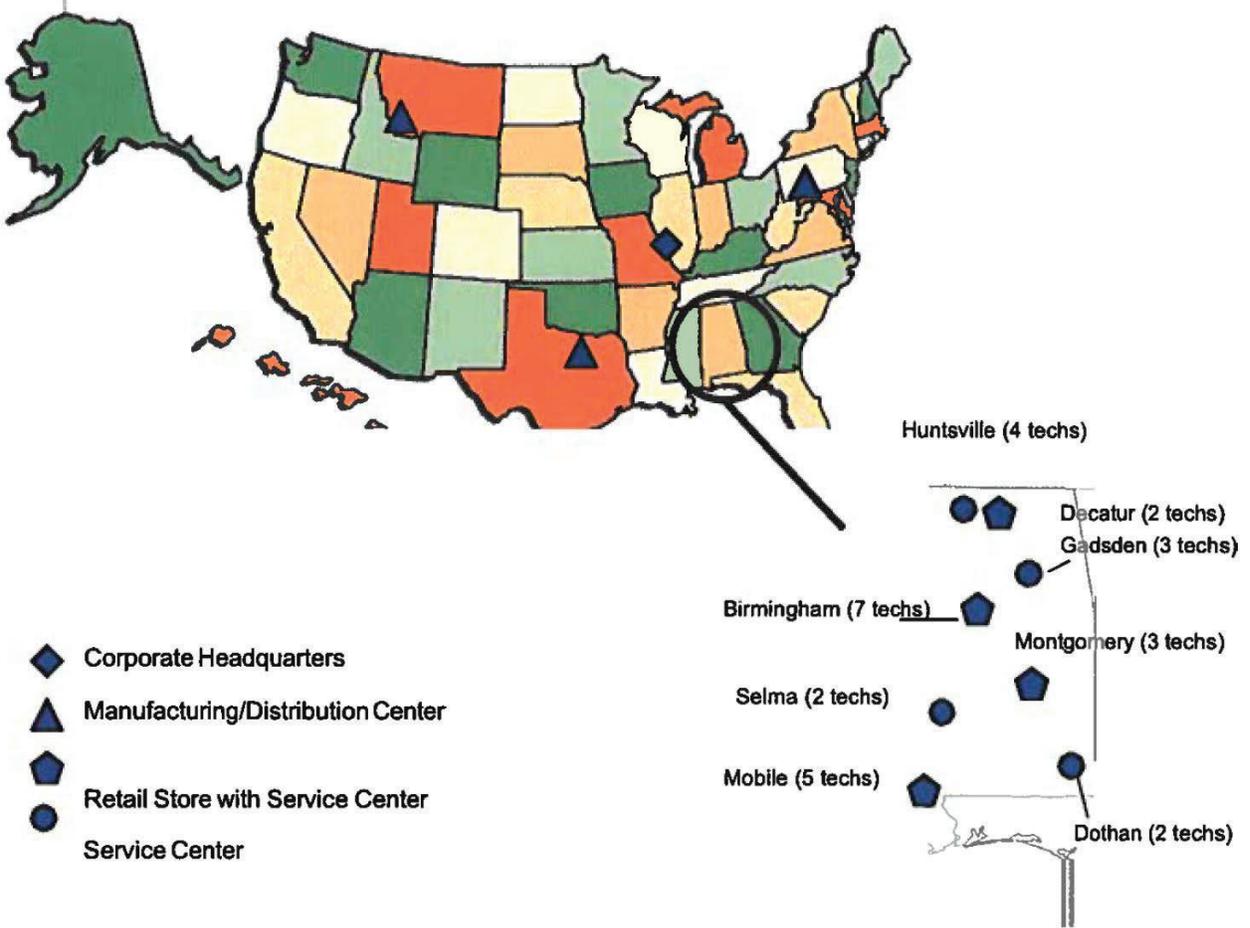
Pike County Board of Education and Tuscaloosa County School System

***ConvergeOne Response:***

Read and understood.

6.2 Appendix B - Example Map

**My Company Locations**



**ConvergeOne Response:**

Please see page 29 of this response for this information.

6.3 Appendix C -Example Required Usage Report

This example contains the bare minimum information provided. Vendors are encouraged to submit their own report data in their own format.

Company Name		Quarterly Usage Report		First Quarter	
				<b>Jan 2022-Mar 2022</b>	
				<b>Contract#: ACCS2022-99T</b>	
<b>Procuring Entity Name 1</b>					<b>\$ 999,999,999</b>
	Category 1			\$999,999	
	Category 2			\$999,999	
	Category 3			\$999,999	
	Category n			\$999,999	
<b>Procuring Entity Name 2</b>					<b>\$ 999,999,999</b>
	Category 1			\$999,999	
	Category 2			\$999,999	
	Category 3			\$999,999	
	Category n			\$999,999	
<b>Procuring Entity Name n</b>					<b>\$ 999,999,999</b>
	Category 1			\$999,999	
	Category 2			\$999,999	
	Category 3			\$999,999	
	Category n			\$999,999	
<b>GRAND TOTAL</b>					<b>\$ 999,999,999</b>

**ConvergeOne Response:**

A	B	C	D	E	F
1	ConvergeOne, Inc			Contract: ACCSITJPA-2019-0045	
2	Reporting Period: 10/1/2021-12/31/2021				
3	Order Date	Client Name	Client PO #:	Qty	Description
4	12/1/2021	UNIVERSITY OF ALABAMA AT BIRMINGHAM HOSPITAL	12345	10	Eaton Mounting Rail Kit for UPS
5	12/12/2021	ALABAMA STATE UNIVERSITY	PO7654	3	CISCO UC PHONE 8841
6	8/5/2021	AUBURN UNIVERSITY	9999	1	PREMIUM SUPPORT RENEWAL, PA-5220
7	11/1/2021	UNIVERSITY OF ALABAMA AT BIRMINGHAM HOSPITAL	6789	1	WALL MOUNT KIT FOR CISCO IP PHONE 8800 SERIES
8	11/11/2021	JACKSONVILLE STATE UNIVERSITY	121212	1	Eaton Mounting Rail Kit for UPS
9	12/2/2021	UNIVERSITY OF WEST ALABAMA	8765309	10	CISCO IP CONFERENCE PHONE 8832 IN CHARCOAL FOR NORTH AMERICA
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					Total: \$20,296.65
22					

**6.4 Appendix D - Vendor Disclosure, Immigration Compliance and Financial Forms**

State of Alabama Vendor Disclosure, Certificate of Compliance (Beason-Hammon), and Immigration Status forms are available at: <https://www.accs.edu/vendors/>

Immigration Compliance information and forms are available at:

<https://www.e-verify.gov/employers>

1. Select E-Verify Enrollment
2. For first time enrollment, please complete the enrollment process
3. For all enrolled employers, please update any information and submit the updated documentation.

***ConvergeOne Response:***

Please see the following pages for this information.

**6.5 Appendix E - Evaluation Submission Form*****ConvergeOne Response:***

Please see page 4 of this response for this information.

## FINANCIAL DOCUMENTATION

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### State of Alabama Vendor Disclosure Statement

---

Please see the following pages for this completed statement.

## Certificate of Compliance

---

Please see the following page for this completed certificate.

## Immigration Status Form

---

Please see the following page for this completed form.

---

## Current W-9

---

Please see the following page for ConvergeOne's current W-9.

---

## **E-Verify Memorandum of Understanding with Articles**

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Please see the following pages for this information.

## EQUIPMENT AND SERVICES SCHEDULE

Please see the following pages for ConvergeOne's submitted Equipment and Services Schedule (ESS). ConvergeOne is proposing and responding with sample enterprise/commercial product catalogs from the manufacturers listed below. While ConvergeOne has not included copies of each manufacturer's entire catalog, we have responded with a sample pricing list showing percentage off of manufacturers list price across listed products within this catalog. ConvergeOne will provide a current and complete catalog or link for a current and complete catalog from any of the manufacturers upon request to any ACCS member.

- Extreme Networks
- Ruckus
- Pure Storage
- Dell Server-Client
- Dell-EMC Storage
- Cisco
- VMware
- Palo Alto
- Oberon
- Unitrends

## ConvergeOne Proposed Discount Schedule

ConvergeOne’s proposed minimum manufacturer discounts off price are as follows. All final pricing will be negotiated accordingly by the primary Account Manager. ConvergeOne will be happy to discuss these as well as any potential discounts for any manufacturers not listed at any point.

<u>Manufacturer</u>	<u>Minimum Discount Off Price</u>	<u>Notes</u>
Cisco Systems	40% off current list price	8% off SmartNet services
Dell EMC	20% off current list price	5% off maintenance and support services
Dell Technologies	20% off current list price	5% off maintenance and support services
Unitrends	10% off current list price	5% off maintenance and support services
Pure Storage	30% off current list price	5% off maintenance and support services
Palo Alto	10% off current list price	5% off maintenance and support services
F5 Networks	10% off current list price	5% off maintenance and support services
Eaton	10% off current list price	5% off maintenance and support services
VMware	5% off current list price	2% off maintenance and support services
Infoblox	10% off current list price	5% off maintenance and support services
Ruckus	25% off current list price	10% off maintenance and support services
Extreme Networks	25% off current list price	2% specialty cables 5% off maintenance agreements
Park Place	5% off current list price	

ConvergeOne is also proposing standard professional services at a discounted flat rate of \$185 per hour for standard time and materials hourly services during normal business hours. Pricing for after-hours support and project-related solutions will be negotiated accordingly by the primary Account Manager.