

January 17,2024

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

Subject: Transmittal Letter

Dear Alabama Community College System,

Emerging Technology Solutions, LLC is excited to submit our response to the Joint Purchasing Agreement, Request for Bid solicitation dated January 6, 2024. Our team has taken great care to provide a thorough response highlighting our partnerships that will provide exceptional value to your ACCS customers.

Emerging Technology Solutions (Emtech) focuses on specific ways new technologies can be integrated into our customers environments to solve business challenges. Developing these solutions is the result of decades of experience selling and servicing hundreds of clients across a multitude of sectors. Emtech has vast experience in commercial, K12, Higher Ed, State agencies, Civilian Federal as well as DoD Federal.

Emtech is headquartered in Montgomery, Alabama and has skilled technical resources throughout the state. We are focused on delivering real world solutions across multiple technologies. This requires partnerships with best-in-class providers to deliver true turn-key results. We believe a project that is 99% complete, is 100% incomplete.

Emerging Technology Solutions proudly and humbly submits our response to this Request for Bid.

Kevin McDaniel, Member, is authorized by the organization to contractually obligate the organization, Emerging Technology Solutions LLC.

Kevin McDaniel, Member (334-294-1911) is the person authorized to negotiate the contract on behalf of the organization, Emerging Technology Solutions LLC.

Kevin McDaniel, Member (334-294-1911) is the person to be contacted for clarifications.

Emerging Technology Solutions, LLC accepts the Conditions Governing the Procurement.

Emerging Technology Solutions accept and acknowledge receipt of any and all amendments to this RFB.



Kevin McDaniel, Member
Emerging Technology Solutions LLC
kmcdaniel@emtechsolutions.net
334-294-1911

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. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to jpa-notification@accs.edu

Vendor Name: Emerging Technology Solutions LLC

Date: 1-12-2024

Website Address: www.emtechsolutions.net

| | Name(s) | Phone Number(s) | E-Mail Address(s) |
|--|----------------|------------------------|-------------------------------|
| Primary Contract Executive(s) | Kevin McDaniel | 334-294-1911 | kmcdaniel@emtechsolutions.net |
| Senior Account/Sales Manager(s) (by region if necessary) | Kevin McDaniel | 334-294-1911 | kmcdaniel@emtechsolutions.net |
| Account/Sales Manager(s) (by region if necessary) | Rick Burley | 334-224-7413 | rburley@emtechsolutions.net |
| Technical Support | Rodney Mills | 1-800-223-4212 | support@emtechsolutions.net |

BID INFORMATION INDEX

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

| | Document Name | Page Number(s) |
|--|-------------------------|-----------------------|
| Product and Services Delivery Overview | Vendor Response Section | 33 |
| Geographic Coverage | Vendor Response Section | 34, 36 |
| Availability of Technical Support | Vendor Response Section | 35 |
| Problem Resolution | Vendor Response Section | 34-35 |
| Customer Satisfaction | Vendor Response Section | 35 |
| Value Added Services | Vendor Response Section | 32, 42 |
| Reporting | Vendor Response Section | 36-37 |
| Electronic Commerce | Vendor Response Section | 37 |
| Breadth of Offering | Vendor Response Section | 38-41 |
| Primary Account Representative | Vendor Response Section | 42 |
| References | Vendor Response Section | 43 |
| Pricing Level and Guarantee | Vendor Response Section | 44 |

ACCS JOINT PURCHASING AGREEMENT

TABLE OF CONTENTS

Letter of Transmittal

Evaluation Submission Form

Table of Contents

Response to General Requirements

Vendor Response Section

| | |
|--|--------|
| 3.1 Acceptance of Conditions Governing the Procurement | 33 |
| 3.22 Product and Services Delivery | 33 |
| Geographic Coverage | 34, 36 |
| Availability of Technical Support | 35 |
| Problem Resolution | 34-35 |
| Customer Satisfaction | 35 |
| Value Added Services | 34, 42 |
| 3.23 Reporting | 36-37 |
| 3.24 Electronic Commerce | 37 |
| 3.25 Breadth of Offering | 38-41 |
| 3.26 Primary Account Representative | 42 |
| 3.27 References | 43 |
| 3.28 Pricing Level and Guarantee | 44 |
| 3.30 Equipment and Services Schedule | 45-46 |

Attachments

Vendor Disclosure, Immigration Compliance and Financial Forms

 Vendor Setup

 State of Alabama Vendor Disclosure Statement

 Certificate of Compliance (Beason-Hammon)

 Certificate Regarding Debarment

 Tax Certification and Immigration Status

E-Verify

W-9

LOA

 Palo Alto Networks

Verkada
Ruckus Commscope
Lexmark
Vasion
Caliber South
ASK
Harris Security Systems
Comm Source Data

ISO

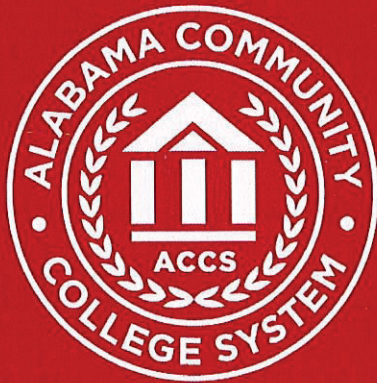
Palo Alto Networks (Flextronics)
Verkada (Vivotek)
Ruckus Commscope
Lexmark
Comm Source Data (Y.C. Cable)

Certificate of Insurance
Partner Documentation

ALABAMA COMMUNITY COLLEGE SYSTEM & HIGHER ED.

Joint Purchasing Agreement Request for Bid

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



March 2024

Date: January 4th, 2024

Bid #: ACCS-2024-01

Submission Deadline: February 9th, 2024, at 5:00 PM CST

Alabama Community College System and other Alabama Higher Education Entities

REQUEST FOR BID

INTRODUCTION..... 4

1.1 Purpose of This Request for Bid..... 4

1.2 Summary Scope of Work..... 4

1.3 Scope of Procurement..... 5

1.4 Definition of Terminology..... 5

CONDITIONS GOVERNING THE PROCUREMENT..... 6

2.1 Explanation of Events..... 6

2.1.1 Issue of RFB..... 6

2.1.2 Clarification and Responses..... 6

2.1.3 Deadline to Submit Written Questions.....6

2.1.4 Response to Written Questions/RFB Amendments.....6

2.1.5 Submission of Bid.....6

2.1.6 Bid Evaluation..... 7

2.1.7 Selection of Finalists..... 7

2.1.8 Clarification from Finalists.....7

2.1.9 Contract Award.....7

GENERAL REQUIREMENTS AND SPECIFICATIONS.....7

3.1 Acceptance of Conditions Governing the Procurement.....7

3.2 Incurring Cost.....7

3.3 Vendor Responsibility.....7

3.4 Serving Subcontractors..... 7

3.5 Amended Bids..... 8

3.6 Vendors' Right to Withdraw Bid 8

3.7 Bid Offer Firm..... 8

3.8 Disclosure of Bid Contents..... 8

3.9 No Obligation..... 8

3.10 Legal Review..... 9

3.11 Governing Law..... 9

3.12 Basis for Bid..... 9

3.13 Agreement Terms and Conditions..... 9

3.14 Vendor Qualifications..... 9

3.15 Change in Vendor Representatives..... 9

3.16 Equipment and Services Schedules..... 9

3.17 Benefit of Cost Reduction..... 9

3.18 Bid Terns..... 10

3.19 Fiscal Funding..... 10

3.20 Insurance..... 10

3.21 New Products..... 10

SPECIFICATIONS..... 11

3.22 Products and Services Delivery Overview..... 11

3.23 Reporting..... 11

3.24 Electronic Commerce..... 11

3.25 Breadth of Offering..... 12

3.26 Primary Account Representative..... 13

3.27 References..... 13

| | | |
|----------------------------------|---|-------|
| 3.28 | Pricing Level and Guarantee..... | 13 |
| 3.29 | Oral Presentation and Demonstration..... | 14 |
| 3.30 | Equipment and Services Schedule..... | 14 |
| 3.31 | Scope of Work..... | 14 |
| 3.32 | Title Passage..... | 14 |
| 3.33 | Quantity Guarantee..... | 14 |
| 3.34 | Order of Precedence..... | 14 |
| 3.35 | Payment Provisions..... | 14 |
| 3.36 | Shipment and Risk of Loss..... | 15 |
| 3.37 | Warranties..... | 15 |
| 3.38 | Price Guarantees..... | 15 |
| 3.39 | Technical Support..... | 16 |
| 3.40 | Product Delivery..... | 16 |
| 3.41 | Impracticality of Performance..... | 16 |
| 3.42 | Records and Audit..... | 16 |
| 3.43 | Use of Subcontractors..... | 16 |
| 3.44 | Indemnification..... | 16 |
| 3.45 | Website Maintenance..... | 17 |
| 3.46 | Ethics..... | 17 |
| 3.47 | Replacement Parts..... | 17 |
| 3.48 | FCC Certification..... | 17 |
| 3.49 | Site Preparation..... | 17 |
| 3.50 | Assignment..... | 17 |
| 3.51 | Survival..... | 17 |
| 3.52 | Lease Agreements..... | 17 |
| 3.53 | Vendor Disclosure Statement..... | 17 |
| BID FORMAT AND ORGANIZATION..... | | 18 |
| 4.1 | Bid Format..... | 18 |
| 4.1.1 | Bid Organization..... | 19 |
| 4.1.2 | Letter of Transmittal..... | 19 |
| 4.1.3 | Financial Documentation..... | 19 |
| EVALUATION..... | | 19 |
| 5.1 | Evaluation Process..... | 20 |
| APPENDICES..... | | 20 |
| 6.1 | Appendix A – Alabama Community College System Inst. and Other Participants..... | 20-21 |
| 6.2 | Appendix B – Example Map..... | 22 |
| 6.3 | Appendix C – Example Required Usage Report..... | 23 |
| 6.4 | Appendix D – Vendor Disclosure, Immigration Comp and Financial Forms..... | 24-31 |
| 6.5 | Appendix E – Evaluation Submission Form..... | 32 |

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 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 and the website 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.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

1.2 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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

1.3 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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

1.4 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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

CONDITIONS GOVERNING THE PROCUREMENT

2.1 Explanation of Events

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

Emerging Technology Solutions has read, understands, and will comply with the requirement.

2.1.1 Issue of RFB

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

Emerging Technology Solutions has read, understands, and will comply with the requirement.

2.1.2 Clarification and Responses

Potential vendors may submit written requests (letter 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 Division – Tokrica Mack
P.O. Office Box 302130 Montgomery, AL 36130-2130
Email: jpa-notification@accs.edu or Tokrica.mack@accs.edu
Phone: 334-293-4507

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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 2nd, 2024.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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/>

Emerging Technology Solutions has read, understands, and will comply with the requirement.

2.1.5 Submission of Bid

Two (2) paper copies and an electronic copy (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 12th, 2024, 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#158
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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

2.1.6 Bid Evaluation

An Evaluation Committee will perform the evaluation of bids.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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).

Emerging Technology Solutions has read, understands, and will comply with the requirement.

2.1.8 Clarification from Finalists

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

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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 the 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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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). **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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 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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

3.22 Product and Services Delivery Overview

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

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

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

Vendors must thoroughly describe their ability to provide value added technical services including installation, training or directly related optional services and the geographic area where the services may be provided. Vendors should provide a map with an indication of the locations where each type of value-added service may be provided. **Emerging Technology Solutions has read, understands, and will comply with the requirement and will provide additional information in our Vendor Response section.**

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 by email 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 the Internet or other databases that may be used to administer the agreements or support marketing. **ETS has read, understands, and will comply with the requirement and will provide additional information in our Vendor Response section.**

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 capabilities. 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. **Emerging Technology Solutions has read, understands, and will comply with the requirement and will provide additional information in our 3.25 Breadth of Offering Vendor Response section.**

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

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.

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.

Vendors may propose and provide a wide range of 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.

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement. More information in our Vendor Response section.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement. More information in our Vendor Response section.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement. More information in our Vendor Response section.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement. More information in our Vendor Response section.**

3.29 Oral Presentation and Demonstration

If selected as a finalist, vendors agree to provide the Evaluation Committee with 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. **Emerging Technology Solutions has read, understands, and will comply with the requirement. More information in our Vendor Response section.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement. More information in our Vendor Response 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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

3.32 Title Passage

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

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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

Emerging Technology Solutions has read, understands, and will comply with the requirement.

3.35 Payment Provisions

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

A. Acceptance

The procuring entity shall determine whether all products delivered to it meet the vendor’s published specifications. No payment shall be made for any products until the products have been accepted by the procuring entity.

Unless otherwise agreed upon between the procuring entity and the vendor, within thirty (30) days from the date the procuring entity receives written notice from the vendor that payment is requested for services or within thirty (30) days from the receipt of products, the procuring entity shall accept or reject the products or services.

B. Payment of Invoice

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

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

C. Invoices

Invoices shall be submitted to the procuring entity.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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).

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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).

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

3.46 Ethics

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

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

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

Emerging Technology Solutions has read, understands, and will comply with the requirement.

3.47 Replacement Parts

Replacement parts may be refurbished with the agreement of the procuring entity.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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 the procuring entity.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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 licenses, lease, warranty, and service agreements that were entered into under the terms and conditions of this agreement shall survive this agreement. **Emerging Technology Solutions has read, understands, and will comply with the requirement.**

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

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

It is further 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 contravenes any statute or constitutional provision, either now in effect or which may be enacted during the term of this agreement, then the conflicting provision of this agreement shall be deemed null and void. Vendor understands, acknowledges, and agrees that its sole and exclusive remedy for any claim which may arise for or relate to this agreement is to file a claim with the Board of Adjustment of the State of Alabama.

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

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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
- B. Evaluation Submission Form
- C. Table of Contents
- D. Bid Summary (optional)
- E. Response to General Requirements and Specifications

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

4.1.3 Financial Documentation (See Forms & Examples 6.4 Appendix)

Each response MUST be accompanied with the following documentation:

1. State of Alabama Disclosure Statement (Notarized)
2. Certificate of Compliance
3. Immigration Status Form
4. Current W-9
5. E-Verify Memorandum of Understanding with Articles (13 Pages)
6. Vendor Setup Form and Certification Regarding Debarment Form

Emerging Technology Solutions has read, understands, and will comply with the requirement.

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.

Emerging Technology Solutions has read, understands, and will comply with the requirement.

APPENDICES

6.1 Appendix A - Alabama Community College System Institutions and Other MOU 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 (ATN), Montgomery, AL

Other Participating Public Institutions of Higher Education

AIDT (Alabama Industrial Development Training)
Alabama Fire College, Tuscaloosa, AL
Alabama State University, Montgomery, AL
Athens State University, Athens, AL
Auburn University, Auburn, AL
Auburn University-Montgomery, Montgomery, AL
Jacksonville State University, Jacksonville, AL
Troy University, Troy, AL
University of Alabama Birmingham – Birmingham, 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

Alabaster City Schools

Birmingham City Schools

Crenshaw County Schools

Cullman Commission on Education

Fort Payne City Schools

Pelham City Schools

Pike County Board of Education

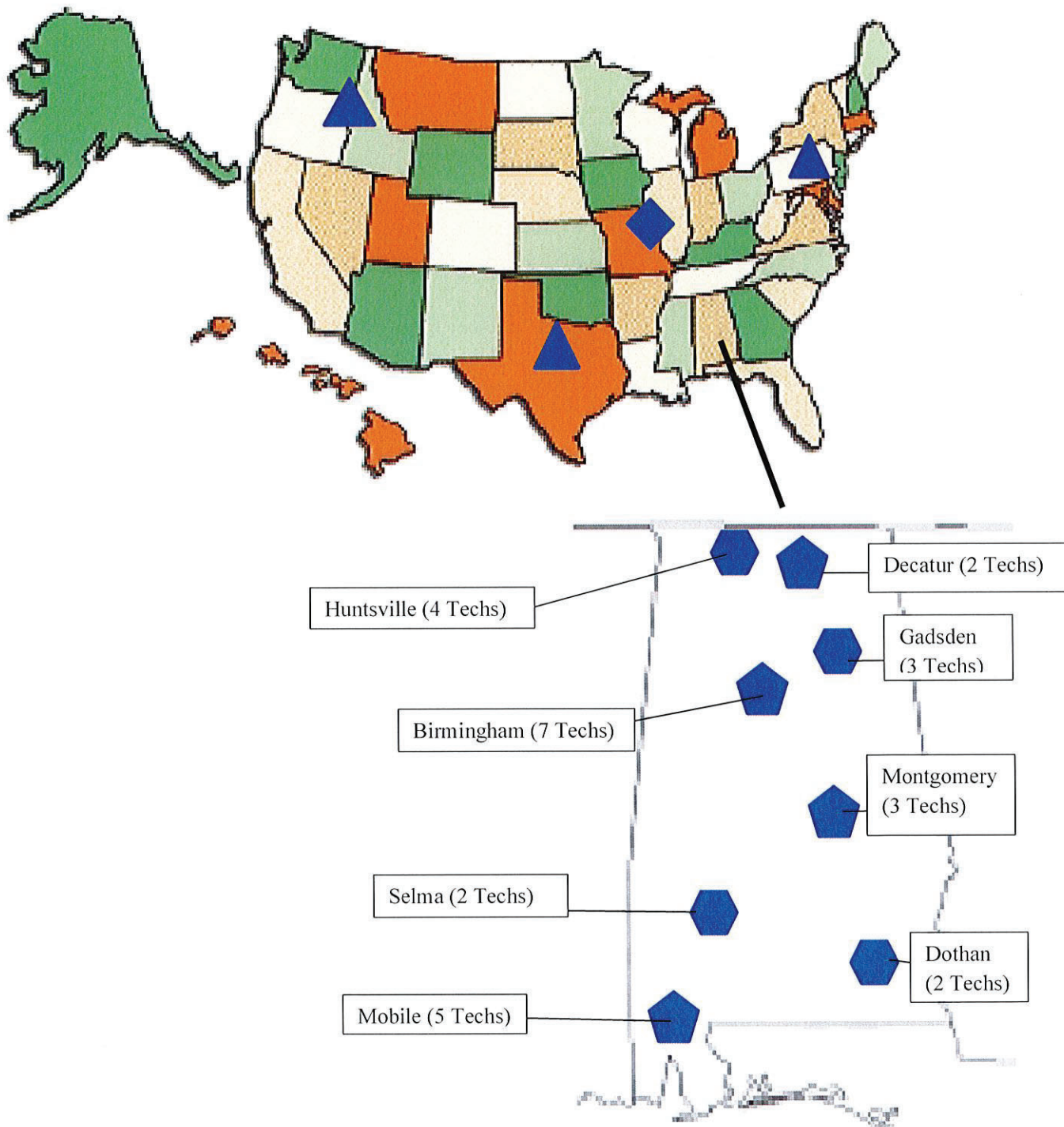
Troy City Schools

Tuscaloosa County School System

Emerging Technology Solutions has read, understands, and agrees.

6.2 Appendix B – Example Map

My Company Locations



-  Corporate Headquarters
-  Manufacturing/Distribution Center
-  Retail Store with Service Center
-  Service Center

Emerging Technology Solutions has read, understands, and will comply with the requirement and will provide additional information in our Vendor Response section.

6.3 Appendix C – Example Required Usage Report

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

| Company Name | | | |
|--------------------------------|--|---------------------------------|-----------------------|
| Quarterly Usage Report | | | |
| First Quarter | | Jan 2022-Mar 2022 | |
| | | Contract#: ACCSA2022-99T | |
| Procuring Entity Name 1 | | | \$ 999,999,999 |
| Category 1 | | \$999,999 | |
| Category 2 | | \$999,999 | |
| Category 3 | | \$999,999 | |
| Category n | | \$999,999 | |
| Procuring Entity Name 2 | | | \$ 999,999,999 |
| Category 1 | | \$999,999 | |
| Category 2 | | \$999,999 | |
| Category 3 | | \$999,999 | |
| Category n | | \$999,999 | |
| Procuring Entity Name n | | | \$ 999,999,999 |
| Category 1 | | \$999,999 | |
| Category 2 | | \$999,999 | |
| Category 3 | | \$999,999 | |
| Category n | | \$999,999 | |
| GRAND TOTAL | | | \$ 999,999,999 |

Emerging Technology Solutions has read, understands, and will comply with the requirement and will provide an example as requested in our Vendor Response section.

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

Vendor Setup, State of Alabama Vendor Disclosure Statement, Certificate of Compliance (Beason-Hammon), Certification Regarding Debarment and Tax Certification and Immigration Status Forms are included in the RFB below:

E-Verify MOU: (While this is not an attached form, we require a copy of the complete E-Verify Document with electronic signature from Homeland Security (this document will be approximately 13-17 pages) available at this link: <https://www.e-verify.gov/mye-verify>.)

First Time E-Verify Enrollment at this link: <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.

W-9 Form: (While this is not an attached form, we require a copy of the complete W-9 form available at this link) <https://www.irs.gov/pub/irs-pdf/fw9.pdf>

*Vendor Setup Form: If you do not wish to receive ACH payments, please complete the Vendor portion of the form, and leave the Financial Institution blank or "N/A".

**Alabama Disclosure Statement: Must be notarized.

***Note: these forms are a requirement for all State Agencies to collect for contractual obligations.

Emerging Technology Solutions has read, understands, and will comply with the requirement and will provide these completed documents in our attachments section of our response.

Emerging Technology Solutions – Vendor Response Section

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 the 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.

ISO and Letters of Authorization – Emerging Technology Solutions, LLC accepts and understands the conditions governing this procurement. Emerging Technology Solutions, LLC is an authorized contracted partner for the hardware and software providers in our bid response outlined in the ESS and bid categories section. Emerging Technology Solutions, LLC has included ISO 9001 certificates for every hardware vendor and letters of authorizations (LOA) for every vendor in the ISO and LOA section of our bid response. Emerging Technology Solutions, LLC is also providing a host of professional services offerings within our bid response and ESS.

3.22 Product and Service Delivery Overview- Emerging Technology Solutions Response.

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

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

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

Vendors must thoroughly describe their ability to provide value added technical services including installation, training or directly related optional services and the geographic area where the services may be provided. Vendors should provide a map with an indication of the locations where each type of value-added service may be provided.

Emerging Technology Solutions and our partners have technical resources throughout the State of Alabama to ensure full geographic coverage. In addition, these resources are highly specialized in specific technologies and are accustomed to servicing the entire state and even the entire SE region.

Our resources in the Huntsville area provide industry leading services around Security, Wireless, Networking, Cabling, Video Surveillance, Secure Access Control, Environmental Sensors such as Vape Detection, Facial Recognition and Person of Interest Tracking.

Our resources located in Birmingham and Montgomery provide professional services around Data Center including Storage, Servers, Enterprise Networking, Cloud and Security.

Our resources in Millbrook and Dothan provide professional services in Audio/Visual, Conferencing, Auditoriums, Athletic Stadiums and Arenas for Universities, Colleges and K12 to include Sound Systems and Digital Video systems. They also provide Video Surveillance and Secure Access Control.

Our resources in Destin, FL are specialized in Security, VoIP, Enterprise Networking and Wireless across multiple manufacturer product lines.

In each of these areas the resources will work hand in hand with the sales professional and the customers to design a complete turn-key solution to solve the issues facing the customer. We will design, source, install and support the entire solution. Each of these projects will be assigned a project manager who will coordinate schedules to ensure a single point of contact designed to drive efficiencies and customer satisfaction. The customer will be provided an escalation list based on the technologies being implemented with the final contact being the President of Emerging Technology Solutions.

Our motto is a project that is 99% complete is 100% incomplete. Therefore, we have built a team of resources and partnerships that has decades of experience completing complicated projects with outstanding results and loyal customers.

Problem Resolution

In the event of a complaint that requires escalation above the normal communication with the professional service resource, customers are encouraged to reach out to the following management resources for resolution.

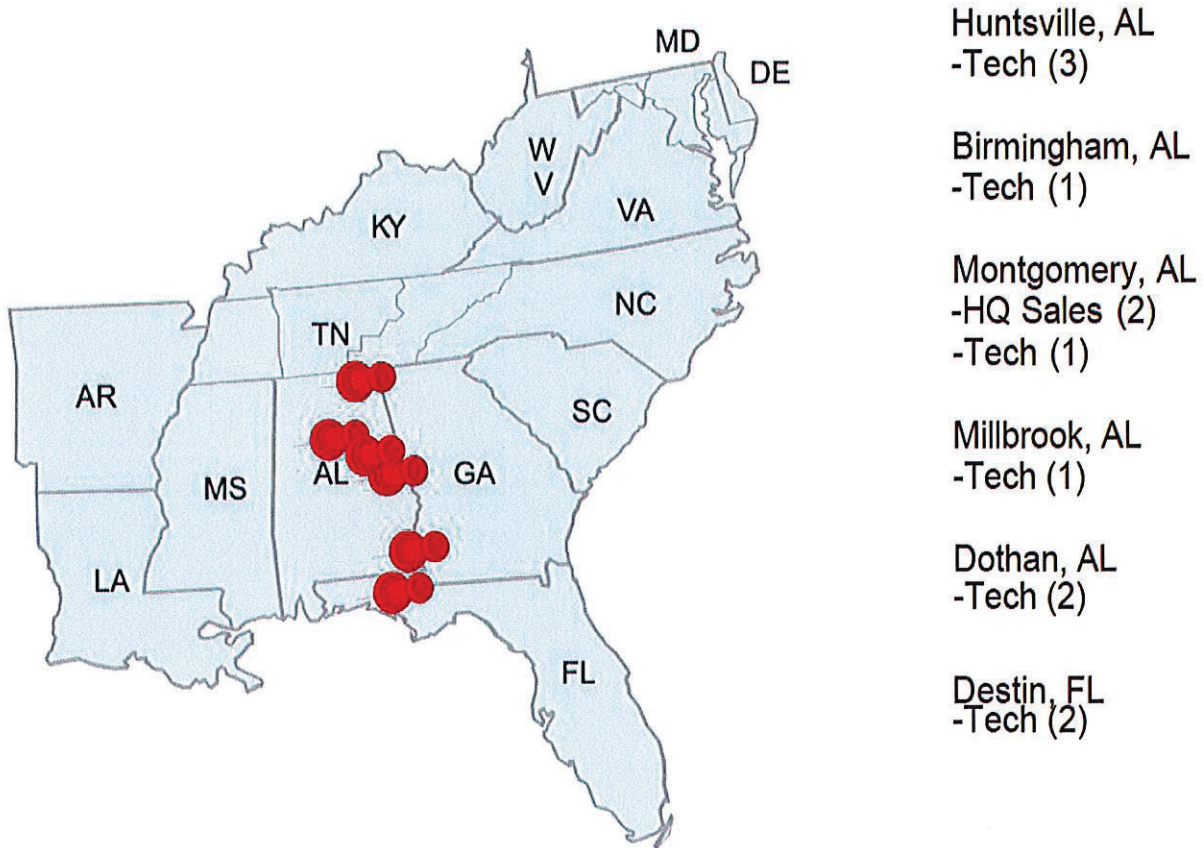
Availability of Technical Support

| Name/Title | Phone Number | Email Address |
|--|----------------|--|
| Rick Burley – Member/Marketing Manager | 334-224-7413 | rburley@emtechsolutions.net |
| Kevin McDaniel – Sales/Operations Manager | 334-294-1911 | kmcdaniel@emtechsolutions.net |
| Sales Support | 1-800-223-4212 | sales@emtechsolutions.net |
| Technical Support | 1-800-223-4212 | support@emtechsolutions.net |
| | | |

Customer Satisfaction

Emerging Technology Solutions does include a customer satisfaction survey at the completion of any professional services engagement with questions regarding their satisfaction with the services delivered, whether they would recommend Emerging Technology Solutions to their peers, and if they have any suggestions for how Emerging Technology Solutions could enhance their customer experience. Emerging Technology Solutions operates a Customer Support Center that is staffed 24/7/365 and calls are answered by live local agents. These agents will gather the customer information including contact details and nature of the issue. They will then open a ticket that will be routed to the appropriate resource and worked through completion.

Geographic Coverage - Map of Emerging Technology Solutions Operations and Resources included in the below map.



3.23 Reporting – Emerging Technology Solutions Response

Emerging Technology Solutions will provide quarterly utilization reports emailed to the System at JPA-Notification@accs.edu in PDF format as requested on, no later than, the 10th day of the month following an end of quarter. Example: April 10, 2024, July 10, 2024, October 10, 2024, January 10, 2025. A sample quarterly report has been provided and included in our Vendor Response Section 3.23 Reporting – Emerging Technology Solutions Response. Emerging

Technology Solutions can also make available to the System an online portal within our website that can be used to view reports, contact support and marketing. An example of this Quarterly Report can be found below.



Emerging Technology Solutions

| Date: 2/8/2024 | | Alabama Community College System Quarterly Usage Report | Contract#: ACCS-2024-1 Reporting Period: Jan 2024 - Mar 2024 |
|--|---|--|---|
| Month | Purchasing Agency | Purchase Value | |
| Jan-24 | College Name Example 1- Technology Purchased Description | \$10,000 | |
| Jan-24 | College Name Example 1- Technology Purchased Description | \$15,000 | |
| Jan-24 | College Name Example 1- Technology Purchased Description | \$1,250 | |
| Jan-24 | College Name Example 1- Technology Purchased Description | \$13,000 | |
| | Total: | \$39,250 | |
| Feb-24 | College Name Example 2 - Technology Purchased Description | \$20,000 | |
| Feb-24 | College Name Example 2 - Technology Purchased Description | \$5,500 | |
| Feb-24 | College Name Example 2 - Technology Purchased Description | \$3,500 | |
| Feb-24 | College Name Example 2 - Technology Purchased Description | \$1,400.00 | |
| | Total: | \$30,400.00 | |
| Mar-24 | College Name Example 3 - Technology Purchased Description | \$1,500.00 | |
| Mar-24 | College Name Example 3 - Technology Purchased Description | \$3,450.00 | |
| Mar-24 | College Name Example 3 - Technology Purchased Description | \$1,400.00 | |
| Mar-24 | College Name Example 3 - Technology Purchased Description | \$13,000.00 | |
| | Total: | \$19,350.00 | |
| | Quarterly Total: | \$89,000.00 | |
| Provided in PDF Format | | | |
| Property of Emerging Technology Solutions, LLC | | | |

3.24 Electronic Commerce – Emerging Technology Solutions Response

Emerging Technology Solutions is committed to creating the most efficient purchasing, tracking and submission capabilities to ACCS and its customers. A user portal has been created specifically for ACCS that will contain our entire ESS provided in the digital submission of this response to the RFB post award. This portal can be accessed at www.emtechsolutions.net and by clicking the “login” button. Username is ACCSAdmin and password will be provided upon post award request. Emerging Technology Solutions has the capabilities to accept and process purchase orders electronically by emailing your direct sales rep or sales@emtechsolutions.net

3.25 Breadth of Offering – Emerging Technology Solutions Response

Emerging Technology Solutions is proposing products and services in the categories highlighted below:

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

| Products or Services Categories | Emerging Technology Solutions HW, SW and Professional Services Partners |
|--|--|
| Printers | Lexmark |
| Networking Equipment | Ruckus, Palo Alto Networks, |
| Multimedia Hardware | Harris Security |
| Video Surveillance Solutions | Verkada, Comm Source Data, Harris Security, Caliber South |
| Key and Access Control Equipment | Verkada, Harris Security, Caliber South |
| Software | Vasion, Verkada, Pure Storage, Ruckus, Palo Alto |
| Professional Services | Emerging Technology Solutions, Caliber South, Harris Security, White Rhino Security, ASK |
| VOIP/Unified Communication Solutions | ASK, Caliber South, White Rhino Security |
| Other | Emerging Technology Solutions, ASK, Caliber South, Harris Security |

Emerging Technology Solutions has provided within our ESS submission specific details for the products and services noted in the above summary for our breadth of offering. Emerging Technology Solutions is constantly evaluating and adding unique product offerings across multiple technologies to help customers develop custom solutions to common problems or to increase capabilities. Some examples include:

Comm Source Data-

Comm Source Data is a market leader in high quality off the shelf and customized data connectivity products, optics, cable management, cameras and security monitors.

Verkada -

Verkada is the fastest growing physical security company in the world. They reimaged enterprise video security using cloud-based software and have since incorporated a host of other technologies to create intelligent and safe buildings for the modern age. Verkada allows schools and universities to:

Lockdown Doors in Seconds

Lockdown doors from a panic button, web browser or mobile app while still allowing first responders access.

Detect Vaping and Bullying

Leverage sensor technology to detect smoking, vaping, and elevated noise levels in bathrooms and locker rooms.

Proactively Deter Threats

Set proactive alerts for Motion, Vehicles, or People of Interest to be notified of intruders or suspicious after-hours activity.

Prevent Unauthorized Visitors

Conduct security screens with cloud-based visitor management that integrates with cameras and access control.

Monitor from Anywhere

Find, save, and share footage on-the-go. Plus, share live camera feeds with local authorities in seconds.

Secure Facilities with Ease

Set door schedules around school hours and provision staff with role-based access to privileged area

Palo Alto Networks-

Palo Alto Networks, the global cybersecurity leader, continually delivers innovation to enable secure digital transformation—even as the pace of change is accelerating. Solutions include:

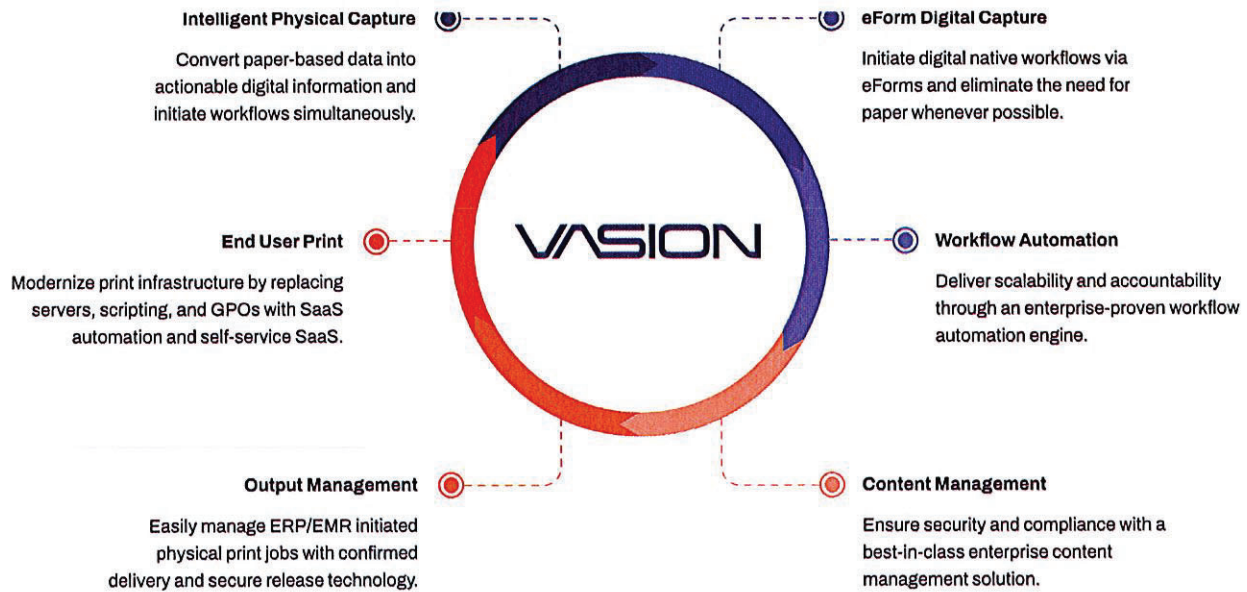
- Next Generation Firewall (NGFW)
- Cloud NGFW
- Virtualized NGFW
- SASE
- SD-WAN
- IoT Security
- Zero-Trust
- Advanced URL Filtering
- End Point Protection
- Ransomware Protection
- Compliance Management
- Intrusion Detection and Prevention
- Malware and Sandboxing
- Web and Phishing Security
- And many other solutions

Vasion

Digital Transformation Toolset

Vasion is the most complete cloud native toolset in the market: a single, integrated solution engineered for maximum efficiency and performance, to digitize, automate, and lead.

All-in-one Integrated SaaS Platform



ASK

ASK is a Montgomery based 600 seat call-center servicing a multitude of verticals such as: Information Technology, Telecommunications, Government Services, Cable/Broadband, Transportation and Logistics. They operate with US based agents in a 24/7/365 model. They provide excellent customer experience in the following contact center services: voice, chat, e-mail, self-service, social media, mobile/sms, and overflow and call surge specialist using the most advanced technology in the industry and the highest level of data security.

Emerging Technology Solutions products and software are supported on Mac IOS, Windows, Android and Linux Operating Systems.

Value Added Services

Professional Services and Other options are extremely diverse and provided by not only Emerging Technology Solutions, but our carefully selected partners such as Caliber South, Harris Security, White Rhino Security and ASK. Examples of these offerings include:

- Data Center Platform Design and Installation
- Cabling
- Network Design and Installation
- Perimeter Security Design and Installation
- Video Surveillance and Person of Interest Tracking Design and Installation
- Vape Detection Design and Installation
- Secure Access Design and Installation
- NGFW Design and Configuration
- WAN & SD-WAN Design and Installation
- Audio and Video Design and Installation for Athletic Stadiums, Arenas, Auditoriums, Music Rooms etc.
- Wireless Network Design and Installation
- Call Center Services

3.26 Primary Account Representative – Emerging Technology Solutions Response

The primary Account Manager for sales would be Kevin McDaniel located in Montgomery Alabama. The marketing supervisor is Rick Burley located in Montgomery Alabama. Their direct contact information has been provided in our vendor response section 3.22. Emerging Technology Solutions will provide an update directly to the Joint Purchase Agreement Administrator if any of these contacts need to be updated.

3.27 References – Emerging Technology Solutions Response

Lenny Dobson
Chief Technology Officer
Department of Defense Education Activity (DoDEA)
700 Westpark Drive
Peachtree City, GA 30269
571-589-7088(M)

DoDEA provides K-12 education on US Military Bases throughout the world. Services provided to DoDEA include CONUS Wireless deployment throughout United States, Puerto Rico, and Guantanamo Bay, Cuba. Datacenter design and implementation to include servers, storage, and switching. OCONUS worldwide edge switching implementation. Currently working on secure access and video security for new school construction.

Dave Pope
Chief Information Security Officer
AL Dept of Education
50 N Ripley St
Montgomery, AL 36104
dpope@alsde.edu
334-242-9890

Services provided include cybersecurity solutions, network, storage, servers wireless, virtualization, and unified communication services.

Brian Webb
Network Administrator
Alabama Legislature
11 South Union St.
Montgomery, AL 36130
brian.webb@al-legislature.gov
334-261-0111

Services provided include network, wireless and structured cabling, and data center services.

3.28 Pricing Level and Guarantee – Emerging Technology Solutions Response

Emerging Technology Solutions is responding to this RFP by submitting our Equipment and Services Schedule (ESS) with baseline published pricing (aka Manufactures List Price) and initial pricing level discount for ACCS by product category in our ESS. The discount percentage off being proposed by Emerging Technology Solutions is based off the published manufacture price list. This manufacturer list pricing can be viewed on our electronic copy or Vendor List Pricing sheet submitted on our thumb drive, but also, upon award, Emerging Technology Solutions will publish this on our website under the Contracts section and ACCS will be provided with a user account and password. Emerging Technology Solutions will also include professional services within our ESS response.

Emerging Technology Solutions will guarantee a firm price with this submission for the term life of the contract. Initial quoted discount levels will also be held firm throughout the life of this contact. While these discounts will be honored at a minimum, Emerging Technology Solutions will always look for additional savings and possible deeper discounts on each transaction to offer ACCS clients the best value possible.

Emerging Technology Solutions has included a copy of our ESS in our vendor response section in 3.30

A Smarter Way to Secure Your Space

Verkada is a fully integrated hardware and software solution that strengthens safety while simplifying ownership. Designed with ease of use at top of mind, Verkada's six product lines provide unparalleled visibility through a single pane of glass.



Command Platform

Manage devices, users and sites from a single pane of glass — accessible from a simple web browser or mobile app.

- Unlimited user seats and cloud archiving
- Remote access from any browser or mobile device
- Customizable level of site permissions
- Automatic updates and new features
- Access to top-rated mobile app
- 24/7 worldwide technical support

Video Security

Hybrid cloud cameras offer onboard storage and edge-based processing to reliably deliver insights in real-time.

Air Quality Sensors

Monitor environments for air quality, temperature, humidity, motion, noise, smoke and vape emissions.

Intercom

Answer calls from anywhere with sharp intercom video, clear audio and four smart receiver methods.

Access Control

Easily manage doors and credentials across departments with Global Access and Active Directory integrations.

Alarms

Catch and respond to break-ins with cloud-managed intrusion detection and 24/7 professional monitoring.

Workplace

Manage visitors and deliveries with guest and mailroom software, enhancing security along with workplace operations.



Loved by All Teams

IT professionals

Zero-touch maintenance with automatic security updates as well as encryption in transit and at rest to protect against known and emerging threats.

Security & loss prevention

Proactively mitigate threats, monitor from anywhere and receive real-time alerts of meaningful events.

Facilities & operations

Gain actionable insights to protect people, assets and facilities – while ensuring efficiency and productivity.

Partnering with Industry Titans

20,000+

Industry Organizations

6,000+

Authorized Resellers



Dairy Farmers of America

One unified security solution

“Verkada develops, builds, owns, and supports all of their hardware and software. This allows us to move towards a centralized system where all our physical security devices live on one platform and speak to each other effortlessly.”

Patrick Allen,
Director of Network Services
Dairy Farmers of America



Scale with ease

“For a city of our scale, agility is critical. With Verkada, we are able to automate emergency response, provide access to first responders immediately, and do so from one simple platform.”

Michael Sherwood,
Chief Innovation Officer
City of Las Vegas



Seamless access from anywhere

“The mobile app has the same capabilities as the web portal, there are so many features that help save time. I can search for vehicles and people, share live camera feeds with first responders and send archived footage from any device.”

Dennis Haynie,
Executive Director of Technology
Andrews Independent School District

Trusted by Global Leaders

BOSS



CITRIX

EQUINOX

Follett



Sunkist



One Platform to Simplify Campus Safety

With the sheer size of many higher education institutions, physical security is an ongoing challenge that staff and administrators face. By bringing physical security to one easy-to-use platform, Verkada makes it simple to secure throughout campus grounds and automate emergency response.



Protect your campus perimeter



Speed up response



Improve reliability and minimize costs

Key benefits

Lockdown doors in seconds

Lockdown doors from a panic button, web browser, or mobile app, while still allowing first responders access.

Monitor campuses from anywhere

Find, save and share footage on-the-go. Plus, share live camera feeds with local authorities in seconds.

Detect vaping and hazing

Leverage integrated sensor technology to detect smoking, vaping and elevated noise levels in dorms, bathrooms and locker rooms.

Reduce administrative overhead

Automate manual tasks with visitor and delivery management software that pairs seamlessly with video security.

Proactively deter threats

Set proactive alerts for Motion, Vehicles, or People of Interest to be notified of intruders or suspicious afterhours activity.

Secure campus facilities

Set door schedules around class and office hours, along with site and role-based access to privileged areas.

Customer stories



Bath Spa University

"I'm able to do everything, end-to-end, from wherever I am."

Andy Williams,
Head of Facilities and Services



Greenfield Community College

"Verkada had everything I was looking for: centralized control, cloud-based, no servers required, and intuitive."

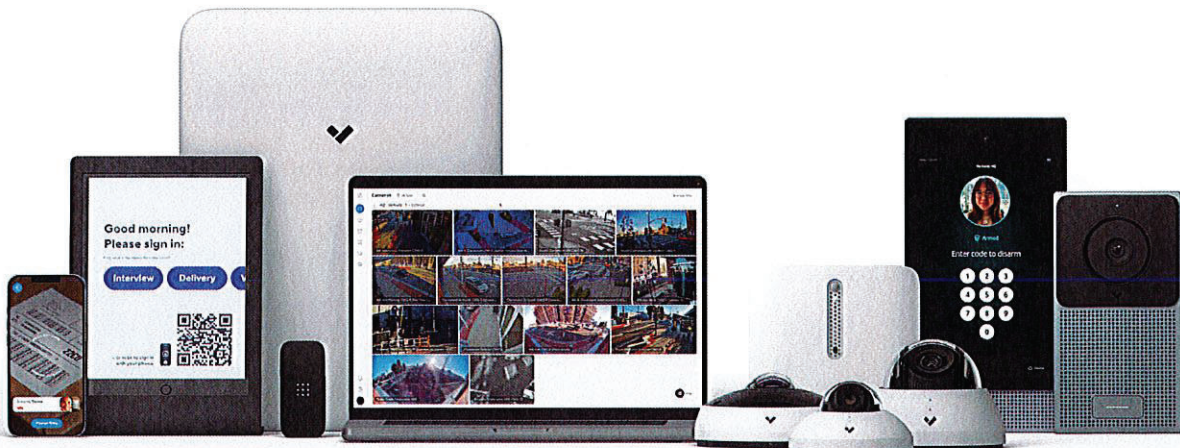
Alex Wiltz,
Director of Public Safety, Chief of Police and Emergency Management Coordinator



Pasadena City College

"I can open a browser or app and secure everything from my phone."

Matthew Camara,
Assistant Director of Technical Services



Why Verkada?



No NVRs or DVRs
– up to 365 days of onboard storage



Unlimited user seats
and cloud archiving



Up to 10-year warranty
and predictable renewal costs



24/7 technical support
via email, phone or live chat



Easy multi-site management
with cloud-based software



Automatic updates
to unlock features and maintain security

Command Platform

Manage devices, users and sites from a single pane of glass — accessible from a simple web browser or mobile app.

Guest

Personalize the check-in experience with custom sign-in flows, complete with security and health screens.

Mailroom

Streamline mailroom management and safeguard assets with native camera integration.

Video Security

Hybrid cloud cameras offer onboard storage and edge-based processing to deliver actionable insights in real-time.

Air Quality Sensors

Monitor environments for air quality, temperature, humidity, motion, noise, smoke and vape emissions.

Intercom

Answer calls from anywhere with sharp intercom video, clear audio and four smart receiver methods.

Access Control

Easily manage doors and credentials across campuses with Global Access and Active Directory integrations.

Alarms

Catch and respond to break-ins with cloud-managed intrusion detection and 24/7 professional monitoring.

Contact sales@verkada.com to learn more.



One Platform to Simplify School Security

Today, many schools are investing in modern security technology to create safer learning environments. Verkada is a fully integrated hardware and software solution that combines intelligent devices with an easy-to-use platform, making it simple to protect staff and students at scale.



Protect your campus perimeter



Speed up response



Improve reliability and minimize costs

Key benefits

Lockdown doors in seconds

Lockdown doors from a panic button, web browser or mobile app while still allowing first responders access.

Monitor from anywhere

Find, save, and share footage on-the-go. Plus, share live camera feeds with local authorities in seconds.

Detect vaping and bullying

Leverage sensor technology to detect smoking, vaping, and elevated noise levels in bathrooms and locker rooms.

Prevent unauthorized visitors

Conduct security screens with cloud-based visitor management that integrates with cameras and access control.

Proactively deter threats

Set proactive alerts for Motion, Vehicles, or People of Interest to be notified of intruders or suspicious after-hours activity.

Secure facilities with ease

Set door schedules around school hours and provision staff with role-based access to privileged areas.

Customer stories



Newtown Public School District

Newtown Public School District

"It's incredible that our team now has this powerful resource to see, share and respond to events in real-time."

Mark Pompano,
Director of Security



Chartwell School

"The sensors were up for three days before I received my first text alert. When vape smoke is detected we have immediate video context into the situation."

John Langrill,
Director of Information Technology and Campus Management



Andrew Independent School District

"In an emergency scenario, we can lockdown the campus directly from the mobile app to secure the entire campus in seconds."

Dennis Haynie,
Executive Director of Technology



Why Verkada?



No NVRs or DVRs
- up to 365 days of onboard storage



Unlimited user seats
and cloud archiving



Up to 10-year warranty
and predictable renewal costs



24/7 technical support
via email, phone or live chat



Easy multi-site management
with cloud-based software



Automatic updates
to unlock features and maintain security

Command Platform

Manage products, users and sites from a single pane of glass — accessible from a simple web browser or mobile app.

Guest

Personalize the check-in experience with custom sign-in flows, complete with security and health screens.

Mailroom

Streamline mailroom management and safeguard assets with native camera integration.

Video Security

Hybrid cloud cameras offer onboard storage and edge-based processing to deliver actionable insights in real-time.

Air Quality Sensors

Monitor environments for air quality, temperature, humidity, motion, noise, smoke and vape emissions.

Intercom

Answer calls from anywhere with sharp intercom video, clear audio and four smart receiver methods.

Access Control

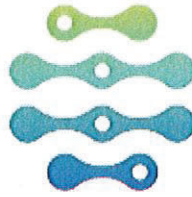
Easily manage doors, credentials and users across districts with Global Access and Active Directory integrations.

Alarms

Catch and respond to break-ins with cloud-managed intrusion detection and 24/7 professional monitoring.

Contact sales@verkada.com to learn more.





Caliber South

Info@calibersouth.com | 334.579.3015 | PO Box 368, Hartford, Alabama 36344

Network Installation & Engineering Services Brief

Caliber South offers a comprehensive suite of network installation and engineering services tailored to meet the diverse needs of modern businesses. Our expertise spans from the physical setup of network devices to advanced network engineering and low voltage solutions. We are committed to delivering high-quality, vendor-agnostic solutions designed to enhance your business operations.

Network Installation Services

Our team specializes in the physical installation of a wide range of network-attached devices, ensuring seamless connectivity and optimal performance across your organization. Our installation services include:

Firewalls, Routers, and Switches: Secure and reliable setup to manage traffic and protect your network.

Wireless Access Points: Enhance Wi-Fi coverage and capacity throughout your premises.

Point to Point Radio Links: Establish high-speed wireless connections using licensed or unlicensed spectrum links.

Security Cameras and VOIP Equipment: Implement robust security measures and efficient voice communication solutions.

General Network Engineering Services

Caliber South provides expert consultation and design services for WAN, LAN, and WLAN, offering vendor-agnostic solutions that fit your specific requirements. Our general engineering services are designed to lay a solid foundation for your network infrastructure.

Advanced Network Engineering Services

For businesses requiring specialized network solutions, we offer:

Carrier Design and Consulting: Tailored for ISPs or WISPs looking for expert guidance.
Re-Architecture and Redesign Projects: Revamp your existing network for improved efficiency and performance.
Network Cutover and Groom Services: Seamless transition services with minimal downtime.

Low Voltage and Fiber Optic Services

Our low voltage and fiber optic services ensure high-speed, reliable connections within and outside your premises:

Inside Plant Fiber Installation: Single mode or multimode fiber installation for optimal in-building connectivity.

Insite Plant Category 6A Cabling: High-quality Ethernet cabling solutions.

Outside Plant Fiber Installation: Buried or aerial single mode fiber installation for extensive network reach.

Internet Service Provider

Caliber South offers scalable internet solutions ranging from 500Mbps to 100Gbps circuits, designed to meet your bandwidth requirements:

Direct Internet Access: With or without peering, tailored to your needs.

IP Addressing Leases, Layer 3 VPN Services (MPLS), and Layer 2 Services

SD-WAN and Hybrid Designs: For flexible, efficient network management.

LTE Backup Designs: Ensure uninterrupted connectivity with robust backup solutions.

Our core services originate out of Montgomery Alabama. We are currently in progress of expanding into Huntsville as of this brief. In doing so will allow us to optimize our designs to allow customers a choice when it comes to how traffic flows from their network into the world. Network WAN design and understanding customer requirements is the foundation for any of our offered internet services.

Voice Services

Enhance your communication systems with our voice services, including:

Hosted and On-Prem Installation: Customizable solutions for your business.

Intercom and Public Address System Installation: Improve in-building communication.

Cellular (In-Building SmallCell/DAS): Reliable in-building cellular solutions.

At Caliber South, we are dedicated to providing top-tier network installation and engineering services that drive business success. Contact us today to learn how we can support your networking needs.



Caliber South

info@calibersouth.com | 334.579.3015 | PO Box 368, Hartford, Alabama 36344

Caliber South, LLC offers professional services with the Southeast United States, with the ability to travel outside of this region for specific opportunities. We are not a value added reseller. Equipment procurement typically occurs via our partners.

We are insured and all employees and contractors are background checked (and can be drug tested if required per contract).

We tend to separate our services into two categories, skilled and unskilled from an IT perspective:

Skilled:

Engineering Services for Firewalls, Switches, Routers, Wireless Components(Fixed and WLAN)

Consulting: Network Architecture or Redesign, Advanced Troubleshooting, Carrier Design and Consulting

Unskilled:

Bulk Installation of Network Attached Equipment: Switches, Wireless Access Points, Cameras, Voice Components

Bulk Installation of User Devices: PCs, Printers

No matter the labor or job requirement, there will always be a technical lead onsite for every project. We subcontract low-voltage work and work with a great team of subcontractors. All cabling is certified and certification reports provided.

We offer Internet connectivity services typically only sourcing transport from larger last mile providers, this allows us to look at all carriers for any possible overlap which could result in extended outages. If there are no providers nearby, we have the capability and experience to build and d over point-to-point microwave links as well, licensed and unlicensed bands.

If there are any specific opportunities that we don't touch on here we would be glad to have a discussion to see how we can help or meet the needs of you or your clients.

Thanks,

Joshua Thurston
Chief Executive Officer
josh@calibersouth.com

Aaron Lee
Chief Technology Officer
aaron@calibersouth.com



**YOUR CUSTOMER EXPERIENCE,
OUR SOUTHERN HOSPITALITY**

THE GOLDEN RULE

+

**SOUTHERN
HOSPITALITY**

=

THE ASK FAMILY

THE ASK DIFFERENCE

A PARTNERSHIP WITH ASK IS BASED ON THE BASIC PRINCIPLE THAT YOU ARE TREATED THE WAY WE ALL WANT TO BE TREATED.

BUSINESS OVERVIEW

FOUNDED 1992

600 SEAT BRICK & MORTAR CAPACITY

HEADQUARTERS: MONTGOMERY, ALABAMA

AT-HOME AGENTS – HIRE TO NEED

PRIVATELY HELD

CONSISTENT REVENUE GROWTH YOY

100% US BASED - 24/7/365 | USA

FINANCIAL & LEADERSHIP STABILITY

BI-LINGUAL SUPPORT AVAILABLE

SOUTHERN HOSPITALITY STAFF

We hire and develop staff based on the long-standing principle to treat others the way you want to be treated.

NIMBLE AND EXPEDIENT

From the CEO to the floor, everyone is involved in the partnership.

EXPERTISE

We use expertise in KPI diagnostics and reporting delivered by best in class systems and platforms.

ADVANCED TECHNOLOGY

Our technology is the most advanced in the industry, the highest level of data security 24/7/365.

CONTACT CENTER SERVICES

We have excellent customer experience in the following contact center services: voice, chat, e-mail, self-service, social media, mobile/sms, and overflow and call surge specialists.

OMNI-CHANNEL SOLUTIONS

We implement omni-channel integrated solutions supporting customer care, sales, delivery/install, back office.

30 YEARS EXPERIENCE

We have nearly 30 years of excellence dedicated to delivering contact center solutions that improve customer experiences while reducing costs and achieving greater efficiencies.

THE ASK HISTORY

A TIMELINE OF CONSISTENT GROWTH

- 1992 THE BEGINNING**
ASK was founded as an outbound call center by Rick Burley and his father, Jim Burley, in Montgomery, Alabama. At the time, Rick was working at a consumer magazine business, and Jim was about to retire from a 30-year career in manufacturing. The pair recognized that, with their combined experience, they could build a business based on the mission of providing quality customer service with genuine southern hospitality and respect for all staff.
- 1998 DOUBLED UP**
ASK entered into the Montgomery Chamber Business Resource Center Incubation Program. Through its business tools, ASK doubled in size.
- 2001 SMALL BUSINESS OF THE YEAR**
ASK was named Small Business of the Year in the 50–100 employees category by the Montgomery Area Chamber of Commerce.
- 2002 GROWING UP**
ASK hatched out of the Incubator into an 8,000-square-foot facility easily accessible from all major roads in Montgomery. We remain the largest hatchling from the Incubator.
- 2006 BLENDING IN**
ASK started handling inbound customer service calls, which began its transition from a traditional outbound call center to a blended call center.
- 2010 MORE SERVICES**
ASK began offering a full suite of business process outsourcing, including website support, chat and e-mail. At the request of clients, these services have expanded to include virtual receptionist and call answering services.
- 2013 MORE EFFICIENT**
ASK reduced its traditional outbound sales department and began to focus on growing the already expanding inbound business. Through this model, ASK was able to provide clients with increased ROI, while decreasing costs and improving customer service.
- 2017 NEW HOME**
The company completed a \$2.7 million renovation of the former Brunswick Woodmere Lanes to accommodate a growing workforce that now numbers more than 600. Located only 2 blocks from the previous facility, the building is now home to all ASK operations.



**600 SEAT
CAPACITY CENTER**



**100% U.S. BASED
CALL CENTER STAFF**

VERTICALS

From Fortune 500 to Start-Ups, ASK has supported a wide array of partners dedicated to growing their businesses through superb customer experiences:

RETAIL

TRANSPORTATION/LOGISTICS

CONSUMER GOODS & SERVICES

INFORMATION TECHNOLOGY

GOVERNMENT SERVICES

NUTRITION/WELLNESS

TRAVEL & HOSPITALITY

PUBLISHING

WARRANTY/ROADSIDE ASSISTANCE

BEVERAGE

TELECOMMUNICATIONS

CABLE/BROADBAND

CONTACT US TO LEARN MORE ABOUT
BEING A PART OF THE ASK FAMILY OF PARTNERS

Ray Monasterski, Business Development
(O) 334.386.3458 • (C) 404.433.4374
rmonasterski@asktelemarketing.com

Forest Burley, Business Development
(O) 334.386.3460 • (C) 334.202.4515
fburley@asktelemarketing.com