



Alabama Community College System & Alabama Higher Education Joint Purchasing Agreement

Manufacturer Supplied Technology Equipment with Peripherals,
Software, Networking, Equipment, Maintenance and Professional
Support Services Bid

DIGITAL

Bid No.

ACCS-2024-01

Submission Deadline:

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

Certificate of Responsibility:

58042

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Tab A



LETTER OF TRANSMITTAL

February 2, 2024

Alabama Community College System
Attn: Joint Purchase Agreement Initiative
135 South Union Street Suite #158
Montgomery, Alabama 36104

Subject: ACCS-2024-01 - Manufacturer Supplied Technology Equipment with Peripherals, Software, Networking, Equipment, Maintenance and Professional Support Services Bid

Dear ACCS Joint Purchasing Agreement Members:

Thank you for allowing Endeavor IT (formerly known as Synergetics DCS) to respond to the bid for the Alabama Community College System & Alabama higher Education Joint Purchasing Agreement. We have been in business for 32 years, focusing on educational institutions. We offer turnkey solutions designed to best fit each school or university.

I, Grace Strahan, Vice President of Sales Operations and Product Development, am authorized to negotiate on behalf of Synergetics DCS, DBA Endeavor IT and can contractually obligate the organization.


If you require any clarification to the RFB, you may contact me by phone at 662.461.0128 or by email at grace.strahan@endeavorit.com.

You may also contact Tiffany Easley, Product Development Coordinator, by phone at 662-461-0134 or by email at tiffany.easley@endeavorit.com.

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

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

Respectfully,



Grace Strahan
Vice President of Sales Operations and Product Development
Endeavor IT

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Tab B



EVALUATION SUBMISSION FORM

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

Vendor Contact Information

This will be published for participating agencies to streamline the vendor contact process. 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: **Endeavor IT**

Date: **02/09/2024**

Website Address: <https://bit.ly/EndeavorIT>

If the shortened URL above does not work, you may visit the site using the full URL:

<https://weendeavor.atlassian.net/wiki/external/MjE0NjE2NWU0MjNjNGU3NTg4Nzk4ZGUyNzZwYjgyMzU>

	Name(s)	Phone Number(s)	E-Mail Address(s)
Primary Contract Executive(s)	Grace Strahan Luke Ivers	(662) 461-0128 (765) 795-9252	grace.strahan@endeavorit.com livers@weendeavor.com
Senior Account/Sales Manager(s) (by region if necessary)	Sean Kilmon	(662) 461-0148	sean.kilmon@endeavorit.com
Account/Sales Manager(s) (by region if necessary)	Christy Cater	(662) 461-0134	christy.cater@endeavorit.com
Technical Support	Support Farrel Honea Lindsay Burns	(877) 825-6602 (662) 461-0135 (616) 384-3414	help@endeavorit.com farrel.honea@endeavorit.com lindsay.burns@endeavorit.com

Please see the Bid Information Index on the following page.

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Tab D

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Table

RESPONSE TO GENERAL REQUIREMENTS AND SPECIFICATIONS

3.1 Acceptance of Conditions Governing the Procurement. Vendor must indicate their acceptance of the Conditions Governing the Procurement section in the letter of transmittal. Submission of a bid constitutes acceptance of the Evaluation Factors contained in this RFB. Vendor must also include ISO 9001 certification as required by 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.

Endeavor IT accepts the Conditions Governing the Procurement section in the Letter of Transmittal. Endeavor IT is a systems integrator/reseller and does not manufacture hardware products. Please see Tab G, Attachment 8, for Endeavor IT's ISO 9000:2015 Affiliate Relationship and for Manufacturer ISO 9001 Certifications for products offered for resell.

3.2 Incurring Cost. Any cost incurred by the vendor in preparation, transmittal, and presentation of any material submitted in response to this RFB shall be borne solely by the vendor.

Acknowledged and agreed.

3.3 Vendor Responsibility. The selected vendor(s) shall be solely responsible for fulfillment of the responsibilities under the terms and conditions of the contract. The procuring entities will issue purchase orders and make payments to only the named vendor(s).

Acknowledged and agreed.

3.4 Serving 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.

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

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

[Acknowledged and will comply in the event Endeavor IT needs to amend its bid.](#)

3.6 Vendors' Rights to Withdraw Bid. Vendors will be allowed to withdraw their bids at any time prior to the deadline for receipt of bids. The vendor must submit a written withdrawal request signed by the vendor's duly authorized representative addressed to the representative listed above. The right is reserved to waive informalities, select alternatives, and reject any or all responses, in the event such appears to be in the best interest of the System.

[Acknowledged and will comply in the event Endeavor IT needs to withdraw its bid.](#)

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

[Acknowledged and agreed.](#)

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

[Acknowledged and agreed.](#)

3.9 No Obligation. This RFB in no manner obligates Alabama Community College System or any authorized entity to the lease or purchase of any products or services offered until a contract is awarded and vendor receives a valid purchase order from an authorized procuring entity. The System has the right to cancel any contract, for cause, including, but not limited to, the following: (1) failure to deliver within the terms of contract; (2) failure of the product or service to meet specifications, conform to sample quality, or to be delivered in good condition; (3) misrepresentation by the vendor, (4) fraud, collusion, conspiracy, or other unlawful means of obtaining any contract with the state; (5) conflict of contract provisions with constitutional or statutory provisions of state or federal law; and (6) any other breach of contract.

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

[Acknowledged and agreed.](#)

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

Acknowledged and agreed.

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

Acknowledged and agreed.

3.12 Basis for Bid. Only information supplied by the System in writing or in this RFB should be used as the basis for the preparation of vendor responses.

Acknowledged and agreed.

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

Acknowledged and agreed.

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

Acknowledged and agreed.

3.15 Change in Vendor Representatives. The System reserves the right to require a change in vendor representatives if the assigned representatives are not meeting its needs adequately.

Acknowledged and agreed.

3.16 Equipment and Services Schedules. The vendor may offer only those products and services that are included on the Equipment and Services Schedule (ESS). Vendors shall keep the schedule current and correct on an Internet website maintained by the vendor and shall reflect changes in technology in accordance with the terms and conditions of the contract.

Acknowledged and agreed. Endeavor IT's ESS website may be found at <https://bit.ly/EndeavorIT>. Endeavor IT will keep the schedule current and correct and will reflect any changes in technology as they occur.

3.17 Benefit of Cost Reduction. The System is to be given the benefit of any reduction in price below the quoted price during the term of this contract. Examples include, but are not limited to, manufacturer price reductions and special promotional offerings.

Acknowledged and agreed. Endeavor IT will pass on any price reductions to procuring entities under the terms and conditions of the contract.

3.18 Bid Terms. By submitting a response, the vendor agrees that this contract is to be governed by the terms and conditions set forth in the bid. Any exceptions to the specifications must be clearly identified in the last section of the vendor's response.

Acknowledged and agreed.

3.19 Fiscal Funding. The continuation of the contract is contingent upon the appropriation of funds to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide the continuation of a contract, the contract shall terminate on the date of the beginning of the first fiscal year for which funds are not appropriated.

Acknowledged and agreed.

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

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

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

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

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

[Acknowledged and agreed. A copy of this insurance policy may be found on the following page.](#)

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

Acknowledged and agreed. Endeavor IT will offer only new, never previously used products under this JPA. All product warranties are per the terms of the manufacturers' packaging, including all cabling and connectors as defined in the manufacturers' specifications for each product.

SPECIFICATIONS

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

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

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

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

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

Vendors must thoroughly describe their ability to provide value added technical services including installation, training or directly related optional services and the geographic area where the services may be provided.

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

Endeavor IT Overview

Endeavor IT is the leading information technology services and consulting firm in the Southeastern and Midwestern US, providing technology solutions for education, government, healthcare, financial, manufacturing and business service industries.

Since 1992, we have worked with each of our customers to ensure every solution we design not only works for your current needs, but also gives you the ability to shape your technology as your organization grows and changes. For over 32 years, Endeavor IT has partnered with leading technology companies and manufacturers, providing customers with cutting edge technology, extensive resources, and competitive pricing.

Products and Services

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

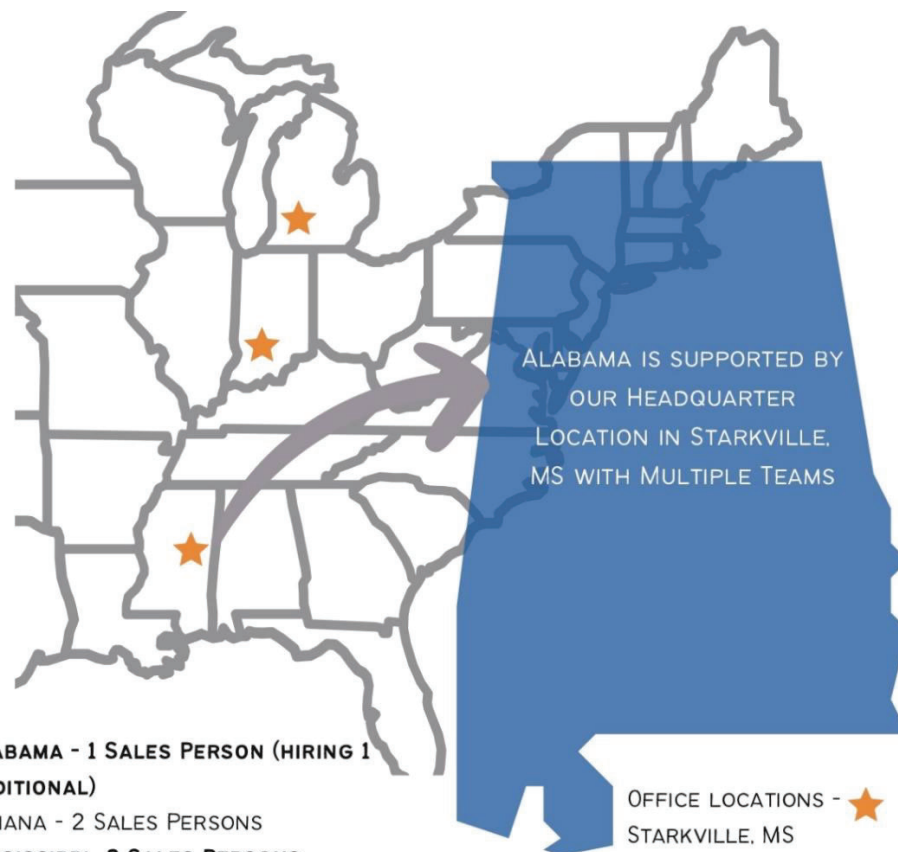
Endeavor IT operates a 103,000 sq. ft. office and distribution facility in Starkville, Mississippi. Product orders are fulfilled from our distribution center and/or directly from manufacturers' or distributors' distribution centers. Fulfillment can be completed quickly under this Joint Purchasing Agreement due to the proximity of these facilities to Alabama customers.

Core Capabilities:

- **Network Solutions** - Network Assessments, Health Checks, Network Architectural Design, Deployment and Management, Servers, Switches, Network Security Hardware, Wireless Networking
- **IT Sales & Services** - Computers, Printers, Scanners, Business Software, Desktop Software (Microsoft Office 365, Adobe), Security/Cybersecurity Software (Email Filtering, Anti-Spy), Backup/Archive/Storage Software, Computer Components and Accessories
- **Network Maintenance** - Managed Services (network support and management, remote network monitoring), Network Repair Service, Service Contracts (customized to your needed service level)
- **Unified Communications** – VOIP PHONE, INTERCOM, AND PAGING SYSTEMS - Design, Engineering, Installation and Continued Support for complete unified communication solutions. Mass Notification and Alert System Integration, Integration with Analog Systems

- **Security Solutions** – IP SECURITY CAMERAS, DIGITAL RECORDERS, CCTV, & ACCESS CONTROL - Consulting, Assessment, Deployment and Training for seamless integration of IP security solutions
- **Structured Cabling** – Regions only in-house highly certified structured cabling installation team, installing: Category 5 Enhanced, Category 6, Category 6 Augmented, High Pair Count Copper or Fiber Optic Cabling
- **Professional Development & Technology Training** – Technology Facilitator Services, Full and Half Day Professional Development Courses (ECUs or SEMI credits for full day and multi-day training courses)
- **Interactive Classroom Solutions** - Touchscreen Displays, Interactive Projectors, Virtual Reality Goggles, Chromebook and Tablet Storage and Charging Carts

Endeavor IT provides services utilizing its highly trained and certified technical staff located throughout the Southeastern and Midwestern United States. Endeavor IT has approximately forty-six highly skilled technical staff located in the southeastern service area that provide both on-premise and remote service & support to customers daily. As indicated on the map below, Endeavor IT has ample technical staff to service the geography of this JPA.



ALABAMA - 1 SALES PERSON (HIRING 1 ADDITIONAL)
INDIANA - 2 SALES PERSONS
MISSISSIPPI -3 SALES PERSONS
OPERATIONS - 23 INSTALLERS
TECHNICAL - 15 NETWORKING SOLUTIONS STAFF
CUSTOMER SUPPORT - 8 TEAM MEMBERS

OFFICE LOCATIONS - ★
 STARKVILLE, MS
 COOPERSVILLE, MI
 CLOVERDALE, IN

Problem Resolution

Any customer support needs are managed by Endeavor IT's Customer Service Department. Endeavor IT's Customer Service Department utilizes an electronic help desk, allowing service calls to be electronically entered and prioritized for levels of urgency. This ensures that customer support items are resolved in a timely manner and that there is a historical record of any support request and resolutions experienced.

The Endeavor IT customer service department help desk can be reached at (877) 825-6602 or via email at help@endeavorit.com. A list of contacts including mobile phones will also be provided and a single point of contact for all service and support items. A designated backup to this single point of contact will also be provided.

Support requests go to the assigned customer service representatives to determine service needs and dispatch the appropriate technical support staff. Once a request is received from an authorized customer point of contact, a return call from the service department will be received within 1 hour (if not immediately answered). The request will then be entered into the Service Management System and the appropriate technician will be assigned to the request. The technician will either provide support remotely or on-site as required to resolve the issue. If remote assistance is applicable the customer will receive this support within 2 hours of the service call. If onsite support is needed the customer will receive support within 8 hours. Resolution for service calls shall be within 8 hours. In the event additional parts, equipment and/or personnel are required from other locations to complete the repair(s), such parts, equipment and/or personnel will be on site and said repair(s) will be completed within twenty-four consecutive hours after arrival of the first authorized serviceman. The customer will also receive the mobile phone numbers for all assigned staff to the project for their convenience.

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



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

Customer Satisfaction

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

Endeavor IT is changing Customer Service systems and processes. We have implemented a new system in ConnectWise that will provide greater visibility and tracking of customer service satisfaction. Previously, our customer feedback provided us with a **93% overall customer satisfaction rating** since 2002.

Our current customer service satisfaction surveys are reviewed weekly during our company-wide leadership team meeting. This information is cascaded by the appropriate team members from this meeting to ensure high quality service and satisfaction. Additionally, our weekly departmental and leadership meetings have a spot for addressing and discussing customer issues to ensure they are resolved in a timely manner. We are truly committed to customer service and the success of our customers.

Our customers have many options when it comes to selecting technology equipment and service providers, so we believe the strongest indicator of customer satisfaction is repeat business. 90% of our customers make a subsequent purchase of equipment or services within three years of their initial purchase, and 94% purchase again from us within five years.

Value Added Services

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

Installation/Configuration. Endeavor IT has professional, industry-certified installers, technicians, and engineers that can provide design, installation, configuration, support and training for all of the products that Endeavor IT sells. Endeavor IT's technical staff have completed thousands of turnkey deployments over its 32 year history.

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

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

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

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

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

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

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

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

- **Communication** - The project manager will regularly create status reports for the project. Generally, the status reports are provided weekly or every other week. The frequency of the report varies depending on the complexity, duration and size of the project and will be confirmed at the project kick-off meeting.

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

Overall, Endeavor IT is well positioned to provide products and value-added services through this ACCS JPA for the entire state of Alabama.

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

3.23 Reporting. Vendors must agree to provide quarterly utilization reports to the System based upon the schedule and minimum content as described in this request. Quarterly reports must be submitted to The System Office 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.

Acknowledged and agreed. Endeavor IT will submit a report in PDF format to the JPA Initiative Administrator at the email address provided within two weeks of the end of each quarter, coinciding with the calendar year. A sample report from Endeavor IT can be found in Tab G, Attachment 9.

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.

Acknowledged and agreed. Endeavor IT has provided an Internet website that contains the complete ESS, as well as product specifications and options. It may be easily accessed by navigating to either the shortened URL <https://bit.ly/EndeavorIT> or the full URL that is listed in the Evaluation Submission Form in Tab B. This one site contains access to Endeavor IT's entire ESS for this JPA.

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

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

Acknowledged and agreed. Endeavor IT provides all the devices and technology listed above, along with others not listed. Our proposal contains all the products that Endeavor IT sells.

Some of the brands offered through this ACCS JPA can be found in the table on the following page:

Acer	Adobe	Alertus	Algo
APC	Appliansys	Asus	Audio Enhancement
Axis	Balance Box	Barracuda	Bogen
Bosch Door Hardware	Brother	C2G	Camden
Canon	Centegix	Chief	Cisco/Meraki
CyberPower	Daktech	Da-Lite	DBX
Dell	EnGenius	Epson	ESET
Extreme	Faxcore	Feenics	FILEWAVE
Fortinet	GigTel	Google	Graybar
Halo	Honeywell	HP Inc.	HPE/Aruba
Hubbell	InFocus	Intel	Lenovo
Lexmark	Liebert/Vertiv	Lifesafety Power	Lightspeed Systems
Lightspeed Technologies	Lock N Charge	Logitech	Luxor
Microsoft	Mitel	Multi-Tech Systems	Nutanix
OpenEye	Peerless	Poly	Promethean
Ruckus	Samsung	Sharp	Shure
SMART	Spectrum	SynApps	Tannoy
Toshiba	Tripp-Lite (Eaton)	Ubiquiti	Unitrends
US Markerboard	Vaddio	Verkada	ViewSonic
Vivitek	WatchGuard	Yealink	

A full list of manufacturers and products available can be found at <https://bit.ly/EndeavorIT>.

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

Endeavor IT acknowledges and agrees. We provide all the technology above in the categories from multiple manufacturers. Please visit our website at <https://bit.ly/EndeavorIT> for the complete ESS offered for this JPA.

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

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

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

Endeavor IT acknowledges and agrees. We provide operating systems for all the technology above in the categories from multiple manufacturers. Please visit our website at <https://bit.ly/EndeavorIT> for a full list of all the operating systems available for each product line.

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

Vendors may propose and provide a wide range of 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

Endeavor IT acknowledges and agrees. Endeavor IT provides general-purpose software for all the devices listed above. Please visit our website at <https://bit.ly/EndeavorIT> for a full list of software available.

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

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

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

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

Acknowledged and agreed. Endeavor IT offers a full range of technology integrations services. Below is a sampling of the specific services we can provide:

- **Client Computers** – Endeavor IT can craft a full scope solution to meet your user device needs. Endeavor IT can configure, install, image, troubleshoot on site or remotely, migrate data, upgrade components, connect to the network, and provide any other device support.
- **Servers** – Endeavor IT employees have experience working with Windows, Linux and Novell. Endeavor IT holds certifications through HPE, Microsoft, CompTIA, Dell and Extreme Networks specifically for server support.
- **Printers** – Endeavor IT can install and configure, as well as service.
- **Monitors** – Endeavor IT can provide installation and support.
- **Storage** – Endeavor IT can install and configure storage units from individual computer backups to Storage Area Networks.
- **Networking Equipment** – Endeavor IT can install and configure all brands of networking equipment. Our Network Engineers have certifications through Aruba, Cisco, Extreme, HPE, Fortinet and many others.

- **Video Conferencing Equipment** – Endeavor IT provides installation, configuration, troubleshooting and training for these devices.
- **Multimedia Hardware** – Endeavor IT technicians are certified installers through SMART and Promethean. Endeavor IT is an authorized warranty service provider for both.
- **VOIP/Unified Communications Solutions** – Endeavor IT can install, configure and route telecommunications equipment. Endeavor IT specializes in Mitel and GigTel, but also has experience with Cisco, Avaya and others.
- **Closed Circuit Television (CCTV) and Building Access Control** – Endeavor IT can install, configure and implement a CCTV system and Building Access Control Systems from the camera to the cabling to the card readers and door locks to the back up and storage both premise and cloud based.
- **Training** – Endeavor IT provides both technical and user-based training for all of the above categories. Our trainings are custom designed to best suit your needs. Endeavor IT can do formal full day, half day or shorter trainings; one-on-one individual user trainings with our technical staff are also available.
- **Structured Cabling** – Endeavor IT offers a full range of structured cabling services. Endeavor IT has an entire department dedicated to low voltage cabling, including a full-time RCDD on staff to assist with cabling and closet design. We have certifications for both fiber and copper cabling through BICSI, along with licensed electrical staff.
- **General Service and Support** – Endeavor IT provides industry-certified technical assistance customized to fit your needs through one of our service options: hourly rate, block of time, or service contract.
- **Managed Services** – Any of Endeavor IT's product offerings can be provided as a managed service.

Please visit our website at <https://bit.ly/EndeavorIT> for the complete ESS offered for this JPA.

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

Acknowledged and agreed.

Grace Strahan, Vice President of Sales Operations and Product Development, Starkville, MS

Luke Ivers, Senior Vice President of Revenue, Cloverdale, IN

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

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.

Acknowledged and agreed.

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

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

Acknowledged and agreed. The complete ESS may be found at <https://bit.ly/EndeavorIT>.

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

Acknowledged and agreed.

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

Acknowledged and agreed.

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

Acknowledged and agreed.

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

- A. the terms and conditions of this RFB
- B. exhibits to this agreement
- C. the list of products and services contained in the purchase order
- D. vendor's response

Acknowledged and agreed.

3.35 Payment Provisions. All payments under this agreement are subject to the following provisions:

A. Acceptance

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

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

B. Payment of Invoice

Payments shall be submitted to the vendor at the address shown on the invoice. Payment shall be tendered to the vendor within thirty (30) days from acceptance. In the event an order is shipped incomplete (partial), the procuring entity must pay for each shipment as invoiced by the vendor unless the procuring entity has clearly specified "No Partial Shipments" on each purchase order.

C. Invoices

Invoices shall be submitted to the procuring entity.

Acknowledged and agreed.

3.36 Shipment and Risk of Loss. Vendor must ship all products F.O.B. destination regardless of price discounts. Risk of loss or damage to the products shall pass to the procuring entity upon delivery to the procuring entity. Vendor agrees to assist the procuring entity with the processing of claims for such loss or damage and to expedite the processing of claims for such loss or damage and to expedite

replacement of lost or damaged products. Destination charges shall be included in the product price on the ESS.

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

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

Unless otherwise agreed upon by the procuring entity, the vendor is responsible for the pick-up of returned equipment. Software and documentation will be returned via U.S. Mail at the expense of the procuring entity.

Unless otherwise arranged between the procuring entity and vendor, all shipments of products shall be by vendor truck, UPS, or Federal Express Second Day (or other way, specify).

[Acknowledged and agreed.](#)

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

[Acknowledged and agreed.](#)

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

[Acknowledged and agreed. All promotional prices, educational discounts, general price reductions, quantity discounts, and any other discounts available will be passed on to JPA customers immediately. Endeavor IT's ESS will be maintained and will reflect all discounts available to customers. Any special pricing discounts offered by Endeavor IT after the award of bid will remain in effect for a minimum of 30 days.](#)

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

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

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

Acknowledged and agreed.

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

Acknowledged and agreed.

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

Acknowledged and agreed.

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

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

3.44 Indemnification. The vendor shall indemnify and hold harmless the System from any loss, cost or expense suffered or incurred in connection with any claim, suit or proceeding brought against the

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

[Acknowledged and agreed.](#)

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

[Acknowledged and agreed.](#)

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

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

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

Acknowledged and agreed.

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

Acknowledged and agreed.

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

Acknowledged and agreed.

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

Acknowledged and agreed.

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

Acknowledged and agreed.

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

Acknowledged and agreed.

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

Acknowledged and agreed.

3.53 Vendor Disclosure Statement. Act 2001-955 requires the disclosure statement to be completed and filed with all proposals, bids, contracts, or grant proposals to the State of Alabama in excess of \$5,000. In circumstances where a contract is awarded by competitive bid, the disclosure statement

shall be required only from the person receiving the contract and shall be submitted within ten (10) days of the award.

Upon being awarded the contract, Alabama State Law requires that the vendor must complete a Vendor Disclosure Statement. The 2-page form and the instructions are available online as noted per Appendix D. The 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 2011535). 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.

[Acknowledged and agreed. The Vendor Disclosure Statement, E-Verify MOU, Immigration Status Form, and Beason-Hammon Compliance Form may be found in Tab F.](#)

Endeavor^{IT}

Tab F

Attachment 1



Attachment 2



Attachment 3



Attachment 4



Attachment 5



Attachment 6



Attachment 7



Endeavor^{IT}

Tab G

Attachment 8



ISO 9001:2015

Please note:

In Attachment #8, we are providing the ISO 9001:2015 certificate we are currently legally operating under, along with the documentation to provide affiliate relationship for this certificate.

However, we are happy to announce that on February 3, 2024, we were approved for the ISO 9001:2015 certificate in our current legal name, Synergetics DCS, DBA Endeavor IT.

A screenshot is included to show the 03-Feb-2024 approval and expiry date. We will happily provide a copy of the new certificate when it becomes available.



Certifications

ISO 9001:2015
Certificate Approved

[19367](#) | Certificate Approved | Single Site | New

Issue Date: **03-Feb-2024** Expiry Date: **02-Feb-2027**

Complexity : MEDIUM Risk : MEDIUM

Locations

Location Name	Scope	Design Responsive	No of Employees
SynergeticsDCS DBA Endeavor IT <i>Primary Location</i> 501 Mississippi 12 W Suite 100, Starkville, MS 39759, United States	Provider of Managed IT Services and cabling solutions and serving as a Value Added Reseller.	N	62

BOARD RESOLUTION
OF
CLAY COUNTY RURAL TELEPHONE COOPERATIVE, INC. dba ENDEAVOR
COMMUNICATIONS
100% OWNER OF SYNERGETICS DCS and VIA

WHEREAS, the undersigned, being all the of Clay County Rural Telephone Cooperative, Inc. d/b/a Endeavor Communications ("Endeavor Communications"), organized and existing under the laws of Indiana, and having its principal place of business at 2 S West St, Cloverdale, Indiana 46120 (the "Corporation"), hereby certify that the following is a true and correct copy of a resolution duly adopted at a meeting of the of the Corporation duly held and convened on December 13, 2021, at which a quorum of the Board of Directors was present and voting throughout, and that such resolution has not been modified, rescinded or revoked, and is at present in full force and effect:

Therefore, it is RESOLVED, by the Members of the Board of Directors of Endeavor Communications:

That Clay County Rural Telephone Cooperative, INC is 100% owner of Synergetics DCS and VIA.

That VIA, LLC place of business at 2 S West Street, Cloverdale, IN 46120

That Synergetics DCS place of business at 501 Highway 12 W Suite 100, Starkville, MS 39759.

That President and CEO Darin T. LaCoursiere is granted signatory powers in all matters related to Synergetics DCS and VIA ISO-9001 Certifications.

ATTEST (SECOND OFFICER)



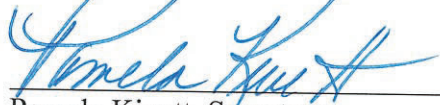
Jim Ellett, Chairman of the Board

12-13-2021
Date

CERTIFICATE OF SECRETARY

The Secretary of the Corporation hereby certifies that he/she is the duly elected and qualified Secretary of Clay County Rural Telephone Cooperative, Inc. d/b/a Endeavor Communications and certifies that the above is a true and correct record of the resolution that was duly adopted by the of the Corporation on December 13, 2021.

IN WITNESS WHEREOF, I hereunto set my hand and affix the seal of Endeavor
Communications this 13 day of December, 2021



Pamala Kivett, Secretary

Clay County Rural Telephone Cooperative, Inc. d/b/a Endeavor Communications

F0012
Fee: \$ 60



Michael Watson
SECRETARY OF STATE

2021398368

Business ID: 657209
Filed: 10/11/2021 11:46 AM
Michael Watson
Secretary of State

Articles/Certificate of Amendment

Business Details

Business ID: 657209

Business Name: SYNERGETICS DIVERSIFIED
COMPUTER SERVICES, INC.

Current Parties On Record

Name:

David Palmer
Incorporator

Address:

PO Box80264
Starkville, MS 39760

James Eckford Raines Jr
Incorporator

PO Box80264
Starkville, MS

James Raines
Director, President

501 Hwy 12 West Suite 100
Starkville, MS 39759

David Palmer
Director, Secretary

501 Hwy 12 West Suite 100
Starkville, MS 39759

Amended Parties On Record

Name:

David Palmer
Incorporator

Address:

PO Box80264
Starkville, MS 39760

James Eckford Raines Jr
Incorporator

PO Box80264
Starkville, MS

James Ellett
Director, Chairman

2 S West Street
Cloverdale, IN 46120

Brandon Kim
Vice President
P.O. BOX 136
JACKSON, MS 39205-0136

501 Highway 12 West, Suite 100
Starkville, MS 39759
TELEPHONE: (601) 359-1633

Brad Henderson
Director, Treasurer

2 S West Street
Cloverdale, IN 46120

Pamela Kivett
Director, Secretary

2 S West Street
Cloverdale, IN 46120

Darin LaCoursiere
President, Chief Executive Officer

2 S West Street
Cloverdale, IN 46120

Current Registered Agent

Name: John W Crowell

Address: 322 Main Street, Post Office Box 1827
Columbus, MS 39703-1827

Amended Registered Agent

Name: Brandon Kim

Address: 501 Hwy 12 West Suite 100
Starkville, MS 39759

Adoption and Approval Voting

The amendment(s) was(were) adopted on 05/28/2020.

- The Incorporators.
- The Directors without shareholder action and shareholder action was not required.
- The shareholders in the manner required by the Mississippi Business Corporation Act and the Articles of Incorporation.

Signature

The undersigned certifies that:

- 1) he/she has notified the above-named registered agent of this appointment;
- 2) he/she has provided the agent an address for the company, and;
- 3) the agent has agreed to serve as registered agent for this company

By entering my name in the space provided, I certify that I am authorized to file this document on behalf of this entity, have examined the document and, to the best of my knowledge and belief, it is true, correct and complete as of this day **10/11/2021**.

Name:
Darin LaCoursiere
Chief Executive Officer

Address:
2 S West Street
Cloverdale, IN 46120

Attachment 9



SAMPLE QUARTERLY REPORT

Endeavor IT

Quarterly Report

ACCS-2024-01

Date Created	Company Name	Memo	AMOUNT
4/24/2024 14:04	Community College A	Community College Bldg 500 project	17,251.29
4/30/2023 11:26	Community College B	Meraki Renewal - 1 Year Option	2,505.00
5/8/2024 14:06	University C	Nuisance Call Handler	2,099.60
5/15/2024 12:00	Community College D	Nuisance Call Handler Install	280.00
5/20/2024 17:26	Community College D	Dorm cabling project	21,893.00
5/26/2024 14:04	University F	58 Dell PC's and Monitors	51,315.00
6/8/2024 11:26	University G	2 Promethean Panels and Stands w/ Install	5,505.00
6/11/2024 14:06	Community College H	Additional 6920IP Phones	2,170.60
6/15/2024 12:00	Community College I	Mitel Headset	205.50
6/28/2024 17:26	Community College E	Fiber and AP's Dorm Project	6,817.00
		GRAND TOTAL	110,041.99

Attachment 10



REFERENCES

Reference #1

Northeast Alabama Community College, 138 AL Hwy 35, Rainsville, AL 35986

Patricia Falk, Technology Director

Phone: (256) 228-6001, ext. 2122

Email: falkp@nacc.edu

Products/Services: structured cabling, fiber cabling, security cameras

Reference #2

Chattahoochee Valley Community College, 2602 College Drive, Phenix City, AL 36869

Warner Taylor, Technology Director

Phone: (334) 291-4900

Email: warner.taylor@cv.edu

Products/Services: structured cabling, fiber cabling with boring work, security cameras, networking equipment

Reference #3

Bevill State Community College, 2631 Temple Avenue N., Fayette, Alabama 35555

Lisa Stephens, Technology Director

Phone: (800) 648-3271, ext. 5446

Email: lisa.stephens@bscc.edu

Products/Services: structured cabling, fiber cabling

Attachment 11



State of Indiana
Office of the Secretary of State

Certificate of Assumed Business Name
of

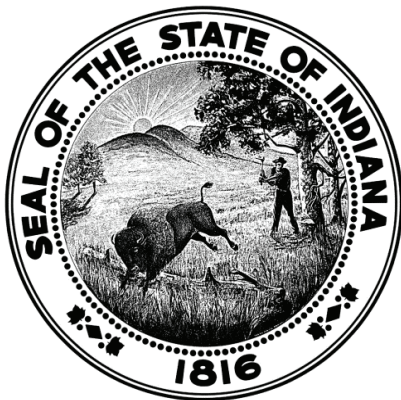
SYNERGETICS DIVERSIFIED COMPUTER SERVICES INC

I, DIEGO MORALES, Secretary of State, hereby certify that a Certificate of Assumed Business Name of the above Foreign For-Profit Corporation has been presented to me at my office, accompanied by the fees prescribed by law and that the documentation presented conforms to law as prescribed by the provisions of the Indiana Code.

Following said transaction, the above named entity will transact business under the assumed business name(s) of:

ENDEAVOR IT

NOW, THEREFORE, with this document I certify that said transaction will become effective **Wednesday, May 17, 2023.**



In Witness Whereof, I have caused to be affixed my signature and the seal of the State of Indiana, at the City of Indianapolis, **May 17, 2023.**

Diego Morales

DIEGO MORALES
SECRETARY OF STATE

202006121397845 / 9879728

To ensure the certificate's validity, go to <https://bsd.sos.in.gov/PublicBusinessSearch>

APPROVED AND FILED
DIEGO MORALES
INDIANA SECRETARY OF STATE
05/17/2023 02:58 PM

CERTIFICATE OF ASSUMED BUSINESS NAME

NAME AND PRINCIPAL OFFICE ADDRESS

BUSINESS ID 202006121397845
BUSINESS TYPE Foreign For-Profit Corporation
BUSINESS NAME SYNERGETICS DIVERSIFIED COMPUTER SERVICES INC
PRINCIPAL OFFICE ADDRESS 501 Hwy 12 West, Suite 100, Starkville, MS, 39759, USA

EFFECTIVE DATE

EFFECTIVE DATE 05/17/2023
EFFECTIVE TIME 02:22PM

ASSUMED NAME AND ADDRESS

Endeavor IT 501 Highway 12 West, Suite 100, Starkville, MS, 39759, USA

SIGNATURE

IN WITNESS WHEREOF, THE UNDERSIGNED HEREBY VERIFIES, SUBJECT TO THE PENALTIES OF PERJURY, THAT THE STATEMENTS CONTAINED HEREIN ARE TRUE, THIS DAY **May 17, 2023**.

THE UNDERSIGNED ACKNOWLEDGES THAT A PERSON COMMITS A CLASS A MISDEMEANOR BY SIGNING A DOCUMENT THAT THE PERSON KNOWS IS FALSE IN A MATERIAL RESPECT WITH THE INTENT THAT THE DOCUMENT BE DELIVERED TO THE SECRETARY OF STATE FOR FILING.

SIGNATURE Karen Cavosie
TITLE Legal Representative

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