



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



A. Letter of Transmittal

To: Alabama Community College System Joint Purchasing Agreement

From: One Diversified, LLC
2975 Northwoods Parkway
Norcross, GA 30071

Date: February 05, 2024

Subject: Bid #: ACCS-2024-01

This letter is to transmit that One Diversified, LLC is officially submitting a response to the Request for Bid #: ACCS-2024-01. Due on February 10, 2024 at 5:00 PM CST.

Scott Skoneki, Senior Account Executive, is authorized to make contractual obligations and to negotiate on behalf of One Diversified and can be reached at 334-546-0034 or 866-447-1004.

Brad Sellars, Director, is authorized to make contractual obligations for One Diversified, and can be reached at 770-441-5156 or 866-447-1004.

Either Scott Skoneki or Brad Sellars may be contacted for clarification to any part of this response.

Either Scott Skoneki or Brad Sellars are authorized to negotiate the contract on behalf of the organization. Title and telephone number are listed below.

One Diversified, LLC accepts the Conditions Governing the Procurement unless explicitly noted within the response.

One Diversified, LLC has received all amendments to this RFP.

Respectfully,

Scott Skoneki

Brad Sellars



B. Evaluation Submission Form

Vendor Name: One Diversified, LLC

Last Updated: 02/05/2024

JPA Website Address: <https://onediversified.com/about/contract-programs/#toggle-id-14>

Primary Contract Executive(s):

Scott Skoneki, 334-546-0034, sskoneki@diversifiedus.com

Brad Sellars, 770-441-5156, bsellars@diversifiedus.com

Technical Support:

Help Desk, 866-447-1004, customerservice@diversifiedus.com

Administrative Support:

Ansley Mallory, 678-895-6220, amallory@onediversified.com



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E. Response to General Requirements and Specifications

- 1.1 One Diversified, LLC acknowledges, agrees, and will comply
- 1.2 One Diversified, LLC acknowledges, agrees, and will comply
- 1.3 One Diversified, LLC acknowledges, agrees, and will comply
- 1.4 One Diversified, LLC acknowledges, agrees, and will comply
- 2.1 One Diversified, LLC acknowledges, agrees, and will comply
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- 2.1.3 One Diversified, LLC acknowledges, agrees, and will comply
- 2.1.4 One Diversified, LLC acknowledges, agrees, and will comply
- 2.1.5 One Diversified, LLC acknowledges, agrees, and will comply
- 2.1.6 One Diversified, LLC acknowledges, agrees, and will comply
- 2.1.7 One Diversified, LLC acknowledges, agrees, and will comply
- 2.1.8 One Diversified, LLC acknowledges, agrees, and will comply
- 2.1.9 One Diversified, LLC acknowledges, agrees, and will comply
- 3.1 One Diversified, LLC, is an ISO 9001 certificate holder. We have included our ISO 9001. We are also responding to this bid with products from manufacturers with whom we hold an authorized partner and reseller position. Each manufacturer's authorization letters and ISO 9001 certifications (if applicable) are contained within the response.
- 3.2 One Diversified, LLC acknowledges, agrees, and will comply
- 3.3 One Diversified, LLC acknowledges, agrees, and will comply
- 3.4 One Diversified, LLC acknowledges, agrees, and will comply
- 3.5 One Diversified, LLC acknowledges, agrees, and will comply
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- 3.11 One Diversified, LLC acknowledges, agrees, and will comply
- 3.12 One Diversified, LLC acknowledges, agrees, and will comply
- 3.13 One Diversified, LLC acknowledges, agrees, and will comply
- 3.14 One Diversified, LLC acknowledges, agrees, and will comply
- 3.15 One Diversified, LLC acknowledges, agrees, and will comply



- 3.16 One Diversified, LLC acknowledges, agrees, and will comply
- 3.17 One Diversified, LLC acknowledges, agrees, and will comply
- 3.18 One Diversified, LLC acknowledges, agrees, and will comply
- 3.19 One Diversified, LLC acknowledges, agrees, and will comply
- 3.20 One Diversified, LLC acknowledges, agrees, and will comply
- 3.21 One Diversified, LLC acknowledges, agrees, and will comply
- 3.22 Product & Services Delivery Overview: One Diversified, LLC acknowledges, agrees, and will comply



Company Overview

Our History

From analog to digital and fiber to cloud, Diversified has partnered with clients around the world to deliver the latest technology advancements throughout the last four decades. Since 1993, we've helped a global clientele leverage modern innovations and cutting-edge technology solutions to achieve their goals and gain competitive advantages in a constantly evolving market.

Our Mission

Diversified connects people, technology and experiences, where and when it matters most. We understand that implementing a new technology strategy is a major investment that impacts a variety of stakeholders throughout an organization, rippling through leadership and finance to IT and the ultimate end users. To help streamline what can easily become a daunting undertaking, we stand with clients as their trusted partner, providing best-in-class technology and strategic advisory services to transform their business.

30
YEARS IN BUSINESS

2,400+
ASSOCIATES

20k
INTEGRATIONS/YEAR

\$1B
ANNUAL REVENUE

Our Values

Values are essential for a healthy workplace. These foundational values guide our team and provide them with a strong purpose that resonates with our global workforce and is reflected in our work.



Inspired By
Challenge



Driven By Imagination



Passionate About
Success



Diverse and
United

Delivering Wherever You Are

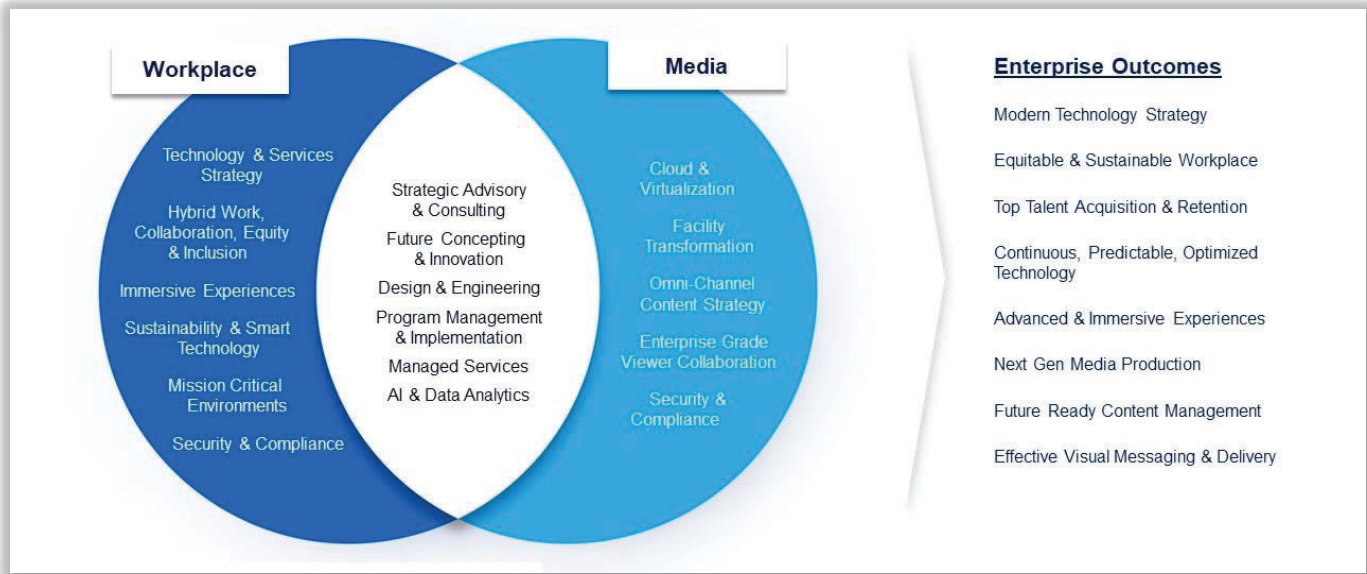


Multinational clients rely on Diversified to deploy and support enterprise solutions worldwide through our global locations, network operations centers and a network of 200+ PSNI Global Alliance technology partners serving 60+ countries, assuring that you get service delivered the way you want it—including in your own language and according to the rules, regulations and requirements of your location.



Driving Better Outcomes

To stay relevant in today's competitive marketplace, organizations are leveraging technology more than ever before to meet evolving needs. Diversified understands your unique business challenges, desired outcomes and emerging trends. Our goal is to meet core technology requirements and enhance experiences across your organization.



Industry Leaders, Certified for Your Success

We prioritize training to ensure our clients receive the best possible service and support. Diversified's service offerings are based on the highest credentials from leading technology organizations, backed by world-class project management skills and fueled by a passion for helping clients achieve success.

Our PMP certification and project management practice ensures a thorough, consistent and fully documented approach across all projects. The optimum outcome is achieved through established processes, careful oversight and clear communication.



Gold Communications
 Gold Cloud Platform
 Gold Cloud Productivity
 Gold Data Analytics
 Gold Security





ISO Certified

ISO is one of the most rigorous and well-regarded standards in the world. Diversified has been certified by SAI Global (and other auditor services providers) and currently maintains a number of ISO certifications within varying regions of operation:

Diversified ISO Certifications				
Diversified Office	ISO 9001: Quality Management	ISO 14001: Environmental Management	ISO: 45001: Occupational Health and Safety Management	ISO 27001: Information Security Management
United Kingdom	X			
Australia	X	X	X	X
Norcross, GA	X		X	
Santa Clara, CA	X		X	

Our Clients

When selecting a partner to help propel you to somewhere new, trust someone you know has been where you want to go. Leading global organizations and Fortune 500 companies rely on Diversified to leverage the latest technology and deliver experiences that are unforgettable. Our goal is to provide you with a seamless experience that elevates your company and maximizes your ROI.





Diversified integrates and maintains technology solutions across the U.S. and around the globe. Many of our large, multi-national clients rely on us to deploy enterprise solutions throughout North America, South America, Europe, Southeast Asia and the Middle



Project Approach

Diversified follows a comprehensive procedure to ensure accurate and timely delivery of integrated technology systems. The procedure, which is divided into nine distinct phases, places a strong emphasis on verification and preparation as these tasks are essential to ensuring a successful outcome.

Procedural Phases

1. **Design Review** - The submittal and/or review process of reviewing the project scope and verifying that the components and systems to be installed, and the methods/details of installation, are consistent with the design intent and systems specifications.
2. **Staging/Site-Preparation** - Staging and site-preparation are two distinct yet concurrently administered processes. Staging is the process of completing in-house tasks to connect, configure, update, program, and test as many system capabilities/components as appropriate to discover early issues and minimize on-site time. Site-preparation is the process of performing site surveys, attending construction meetings, and completing preliminary rough-in work. Both processes are crucial to delivering quality systems on time and ready for use. This step of the project may include initial software upload/configuration efforts as appropriate.
3. **Installation** - The main installation effort encompassing equipment delivery, systems installation, cabling, and physical connectivity.
4. **Device Configuration** - The process of adjusting initial device settings required for proper operation of each component. Typically includes level settings, operational modes, addressing, EDID settings, etc. May include initial software file upload/config as needed.
5. **Self-verification Testing** - The process of testing each analysis system/tool to ensure it can accurately measure the intended system parameter.
6. **Systems Pre-verification Testing** - The process of verifying, prior to optimization, that the components have been installed properly, devices are operating properly, and the environmental conditions are appropriate for the installed systems and components.
7. **Optimization and Software** - The process of loading software files and performing device configuration, calibration, alignment, and adjustments to optimize the performance of the system and components for the stated design objectives.
8. **Systems Post-verification Testing** - The process of verifying, following optimization, the performance of the systems against the stated design objectives.
9. **Training and Acceptance** - The final project stage, involving closeout document delivery, on-site training, and owner acceptance of the provided systems and services.





3.22 Customer Satisfaction Surveys

Customer Satisfaction Surveys
(Max possible score for overall satisfaction - 5)
University of West Florida

Search Result		
Job Number	G05999	
Client ID		
Client Company Name	UWF	
Contact First Name	Diana	
Contact Last Name	Walker	
Email address	dwalker@uwf.edu	
Affiliate Salesperson Name		
Affiliate PM Name	Dan Yanik	
New or Repeat Customer	Repeat	
Project Size	Not Answered	
Project Duration	Not Answered	
Overall Questions		Response
Q1. Likelihood to Recommend		10
Q2. Overall Satisfaction		5
Q2a. Reason for Dissatisfaction		
Q3. Technology meeting your expectation		Very Satisfied



Q4. Ease-of-Use	Very Satisfied
Q5. Value of the technology for the money spent	Very Satisfied
Q6. Project schedule	Very Satisfied
Q7. Training	Very Satisfied

Sales Support Questions	Response
-------------------------	----------

Q8. Did you interact with the salesperson or sales team for this integration?	Yes
Q9. Overall satisfaction with salesperson.	Very Satisfied
Q9a. What caused your dissatisfaction with your salesperson?	
Q10. My salesperson clearly understood my organization's needs.	Very Satisfied
Q11. The products and solutions recommended solved my organization's problems and/or needs.	Very Satisfied
Q12. The scope of work and timeline were well defined.	Very Satisfied
Q13. My salesperson responded promptly to my questions or concerns.	Very Satisfied
Q14. My salesperson stayed involved in my project from start to finish.	Very Satisfied

Project Management Questions	Response
------------------------------	----------

Q15. Overall, how satisfied were you with your project manager or project contact?	Very Satisfied
Q16. What caused your dissatisfaction with your project manager or project contact?	
Q17. The project was well-coordinated across all applicable teams (sales/design/install training, etc.)	Strongly Agree



Q18. The project manager/contact effectively communicated with me/my team throughout the course of the integration project. Strongly Agree

Q19. The project manager/contact competently handled any issues or concerns that arose through the duration of the integration. Strongly Agree

Q20. The project manager/contact competently managed the various crews involved in the integration. Strongly Agree

Q21. The crews completed the work in an efficient and timely manner. Strongly Agree

Q22. The crews arrived and departed on time. Strongly Agree

Project Completion Questions

Response

Q24. The system documentation met our expectations. Strongly Agree

Q25. If training was included in your project, overall, how satisfied were you with the training you/your organization received? Very Satisfied

Q25a. What caused your dissatisfaction with the training you received?

Billing and Delivery Process Questions

Response

Q26. Did you have any involvement with the billing or deliveries relative to your project? Yes

Q27. Overall, how satisfied are you with the billing and delivery process as it relates to your most recent integration project? Very Satisfied

Q27a. What caused your dissatisfaction with the billing or delivery process?

Q28a. Invoices are easy to understand. Strongly Agree



Q28b. Invoices are accurate and timely. Strongly Agree

Q28c. Responds quickly to your billing questions. Strongly Agree

Q28d. Equipment shipped to you is properly packed and contains appropriate paperwork. Strongly Agree

Service Contract/Agreement Questions

Response

Q29. Do you have a customer support/service agreement with our company? Yes

Q30. The customer support/service agreement is clear and easy to understand. Strongly Agree

Q31. The difference between product warranty and system warranty was clearly explained to me. Somewhat Agree

Q32. Please use this space to provide any additional feedback you may have about this integration project.



(Max possible score for overall satisfaction - 5)

Alabama Real Estate Commission

Search Result	
Job Number	G05436
Client ID	
Client Company Name	Alabama Real Estate Commission
Contact First Name	Steven
Contact Last Name	Brown
Email address	steven.brown@arec.alabama.gov
Affiliate Salesperson Name	
Affiliate PM Name	Rod Buchanan
New or Repeat Customer	Repeat
Project Size	Not Answered
Project Duration	Not Answered

Overall Questions	Response
Q1. Likelihood to Recommend	10
Q2. Overall Satisfaction	5
Q2a. Reason for Dissatisfaction	
Q3. Technology meeting your expectation	Very Satisfied
Q4. Ease-of-Use	Very Satisfied
Q5. Value of the technology for the money spent	Very Satisfied



Q6. Project schedule	Very Satisfied
Q7. Training	Very Satisfied



Sales Support Questions	Response
Q8. Did you interact with the salesperson or sales team for this integration?	Yes
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Q10. My salesperson clearly understood my organization's needs.	Very Satisfied
Q11. The products and solutions recommended solved my organization's problems and/or needs.	Very Satisfied
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Q13. My salesperson responded promptly to my questions or concerns.	Very Satisfied
Q14. My salesperson stayed involved in my project from start to finish.	Very Satisfied

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Q15. Overall, how satisfied were you with your project manager or project contact?	Very Satisfied
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Q19. The project manager/contact competently handled any issues or concerns that arose through the duration of the integration.	Strongly Agree



Q20. The project manager/contact competently managed the various crews involved in the integration. Strongly Agree

Q21. The crews completed the work in an efficient and timely manner. Strongly Agree

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Project Completion Questions	Response
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---	----------------

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

Q28d. Equipment shipped to you is properly packed and contains appropriate paperwork.	Strongly Agree
---	----------------

Service Contract/Agreement Questions	Response
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Q29. Do you have a customer support/service agreement with our company?	Yes
---	-----

Q30. The customer support/service agreement is clear and easy to understand.	Strongly Agree
--	----------------



Q31. The difference between product warranty and system warranty was clearly explained to me.

Strongly Agree



Q32. Please use this space to provide any additional feedback you may have about this integration project.

Our Salesperson, Scott Skoneki, and Project Manager, Rod Buchanan, were both friendly and helpful throughout the entire process. Scott was helpful in the selection of products that would fit our needs he also made some suggestions for new innovative products that have been very useful in our day to day work. When there was a need to change the order, Scott had no problem making the changes. Mr. Skoneki was available to answer any technical question I had. However, when he did not have an answer he would find the answer quickly and get back to me. Frankly, this is a breath of fresh air since most of the salespeople I normally deal with just tend to make up something they think I want to hear when they don't know the answer to a question. As a Project Manager and an ambassador for your company, Rod Buchanan is a great asset to Diversified. His helpful and friendly demeanor is only matched by his desire to make the customer feel satisfied with the product installation and implementation. Bobby worked tirelessly to make sure that we were happy with the project even going so far as handling numerous last-minute changes at the request of our Executive Director. He did all this with a smile on his face and gave us the impression that he only wanted us, as the customer, to be happy.



3.22 Product and Services Delivery Overview

Warranty Service Process

1. All new equipment provided by Diversified includes each manufacturer’s full warranty from the date of Customer invoice. Diversified shall address all manufacturer warranty requirements as "Depot" (Return-to-Base / RTB) service only. Under Depot service, Customer ships equipment to an authorized factory warranty repair center. Diversified will act as liaison between Customer and manufacturer and assist with Return Materials Authorization (RMA) logistics support. Labor relating to defective equipment is covered for 365 days under this limited warranty and can be extended through the execution of a Service Level Agreement. All other time, travel and equipment for this and any subsequent visit required will be billed at our current labor Time & Material rates
2. Diversified shall respond to warranty support requests (via phone, email or on-site) during the normal working hours of 8a – 5p local (Customer site) time Monday - Friday, except recognized holidays. Service required outside of normal working hours shall be billed at current labor Time & Material rates for overtime work. Diversified will make every effort to address such issues within 72 hours after notification.
3. Upon arrival for warranty support, Diversified will expect access to the system and equipment. To avoid additional charges, please contact us 24 hours in advance if delays in access are to be expected. If our Technician arrives to a scheduled appointment and cannot gain access to the system or equipment to affect a proper diagnosis or repair, we will bill the service call for time, travel and equipment for this and any subsequent visit required at our current Time & Material rates.
4. If it is required that equipment be removed for repair, we will make every attempt to minimize the impact on the system operation while the unit is being repaired. However, it is not possible to guarantee any level of system operation. Loaner equipment is not included in our limited warranty or Service Agreements.

Service Level Agreement

In addition to the Limited Warranty described above, Diversified has included 1 Year of our standard Assurance Service and Support. Standard Assurance Service and Support includes the following:

Service Offering Details				Service Type	
Service Offering	Solutions	Solution Description	Capabilities	Standard	Optional
Assurance	Remote Support	The Remote Support Solution represents our capabilities to remotely access and troubleshoot warranty audio and video equipment upon receiving an incident ticket from an end user. This process is possible through our highly trained tier 1(service desk), tier 2, and tier 3 representatives. This can include accessing a video conferencing system over the internet via remote network access or partner-specific portal to diagnose and fix issues or remotely adjusting settings on a microphone or other audio equipment. Remote support allows for quick and	Level 1 Support	✓	•
			Level 2 Support	✓	•
			Level 3 Support	✓	•
			Warranty Equipment Support	✓	•
			Non Warranty Equipment Support	•	✓



		convenient problem resolution without needing a technician to be physically present.			
Assurance - Onsite Support		Onsite support for audio and video solutions refers to technical support at the customer's location. When an issue cannot be resolved remotely and requires physical presence for further troubleshooting and resolution, an Onsite support solution is available to provide technical support, troubleshooting, and maintenance services at the customer's location.	Field Tech Dispatch	✓	.
			Filed engineer Level 2 Support	✓	.
			Filed engineer Level 3 Support	✓	.
Assurance - Preventative Maintenance		Preventative maintenance involves inspecting and servicing the equipment periodically to ensure it functions correctly and prevents future breakdowns. This can include checking and tightening connections, updating the firmware (fix on the fail basis or critical security patches), and replacement of equipment & device that are in warranty.	PMV Visit and reporting	.	✓
Assurance - Governance			Standard reporting	✓	.
			Custom Reporting	.	✓
			Leveraged Model	✓	.
			Dedicated Model	.	✓
			SLA – Response	✓	.
			SLA - Resolution	.	✓
			Customer ITSM	.	✓
			Diversified ITSM	✓	.
			Customer success Manager	✓	.

Diversified shall make a good faith effort to perform Assurance Services according to the standard service targets defined below:

Service Desk – Calls

Service Measure	Metric Description	Performance Target	Target	Measurement Window
Average speed to answer	The number of calls the Service Desk level 1 agents answers within 15 minutes is divided by the total number of answered calls.	<15 Minutes	95%	24/7/365



Service Desk – E-mail

Response Time				
Service Measure	Metric Description	Performance Target	Target	Measurement Window
E-mail response time	The number of e-mails a Service Desk agent responds to Customer e-mail within 4 hours is divided by the total number of e-mails received.	4 Hours	90%	24/7/365

Onsite Field Services

Diversified shall perform Onsite Services in accordance with the following standard service targets:

- Response time: Diversified will respond to onsite visits within 48 hours of receiving a request, provided that remote troubleshooting has been completed and a technician has been assigned to the job.
- Quality of service: Diversified will ensure that all Assurance Onsite Services are performed with due care, skill, and diligence in accordance with applicable industry standards and best practices.

The 48-hour SLA clock will start once remote troubleshooting is completed and a technician is assigned to the job.

Response Time				
Service Measure	Metric Description	Performance Target	Target	Measurement Window
Onsite Response Visit	The number of tickets that had a technician onsite within 48 business hours vs. the total number of tickets that required onsite technician support	48 Hours	95%	Business Days/Hours Only

Preventative Maintenance

Diversified offers preventative maintenance visits based on the agreed timing and frequency determined by the Client and Diversified if preventative maintenance is incorporated into the service agreement. Not all service agreements include preventative maintenance as they are custom agreements determined on a case by case basis.



*During business hours: M-F 8:00 a.m. to 6:00 p.m.

To learn more about our support services and the type of program we can tailor to your needs, call 800.554.5440 or visit us online at [Diversified.com/Support](https://www.Diversified.com/Support).

1.1.1 NON – CSA Support

If a CSA is not selected by the customer, Technical Support is available by calling 866.447.1004. A Team of sixteen Service Technicians, Programmers, Design Engineers, Field Engineers, Service Technicians, and Installation Experts is based in this office. This team is managed by a regional Technical Operations Director, also based in Birmingham.

All of these technical employees hold industry certifications, including CTS, CTS-I, and CTS-D, as well as multiple manufacturers' authorizations and certifications. Many of the Sales Account Managers also hold industry CTS certifications along with manufacturers' requirements, such as SMART Certified Trainer.

Service calls received will be directed to the correct technical representative for timely and correct troubleshooting and diagnosis of the service issue(s). On-site service will be provided and coordinated with the customer for scheduling. According to the instance and customer preference, the service call can be negotiated on either a time & materials basis, or as a fixed price with terms & conditions agreed upon.

1.1.2 Installation Services

One Diversified, LLC, represents all of the major manufacturers in the Pro A/V and Conferencing industry. We provide complete turnkey solutions, including design, installation, programming, and physical installation services. Along with those services, our deliverables upon completion include system training for the end users and key operators, as well as a concise operator manual of all of the components in the system.

During the installation process, the assigned Project Manager will issue weekly progress reports that include delivery status and scheduling of installation services.



Southern Headquarters – Atlanta, Georgia

Warehouse – Atlanta, Georgia

Memphis, TN – 12 (3 Techs)

Nashville, TN – 45 (3 Techs)



Auburn, AL – 3 (2 Techs)

Huntsville, AL – 2 (1 Tech)

Birmingham, AL – 13 (6 Techs)

Atlanta, GA – 150 (15 Techs)

Pensacola, FL – 3 (3 Techs)

Value Added Services



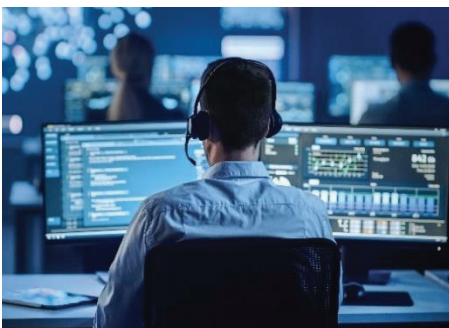
1.1.3 ADOPT - Dedicated Experts

Maximizing the potential of your rapidly expanding workplace technology environment is no easy feat, especially with limited resources, constrained bandwidths, and evolving technical requirements. ADOPT® provides you with the necessary dedicated resources to expand your team and meet your unique needs—including media production support and live event & executive meeting concierge. Fuel your technology adoption and achieve your strategic business objectives. [Learn more.](#)



1.1.4 PULSE - Proactive Monitoring

In today's competitive global business landscape, minutes matter, and downtime can mean the difference between success and failure. PULSE provides customized, efficient and intelligent support to meet your technology requirements. The service includes proactive alerts and monitoring as well as resolution and advanced analytics, empowering your business with instant, actionable insights into device performance and well-being. [Learn more.](#)



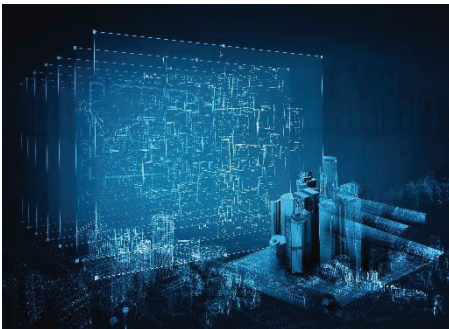
1.1.5 ASSURANCE - Support Service

With more organizations embrace remote work and collaboration, the reliance on technology will continue to increase. This results in a greater need for technical support and troubleshooting, making it challenging for customers to keep up and ensure their equipment performs optimally. Diversified stands apart as a managed services provider with ASSURANCE, offering optimized support services for all your vital AV, collaboration, media, digital signage, IT, and security systems. [Learn more.](#)



1.1.6 Advisory & Consulting

Leading organizations are looking to effectively integrate advanced technologies into their business strategy, enabling greater opportunities to innovate and advance their competitive advantage. We our clients with best-in-class technology and advisory services from any stage and at any scale. Our subject matter experts reimagine, design, and build streamlined solutions across your technology ecosystem, helping you build a stronger competitive edge and drive sustainable growth. [Learn more.](#)



1.1.7 Design

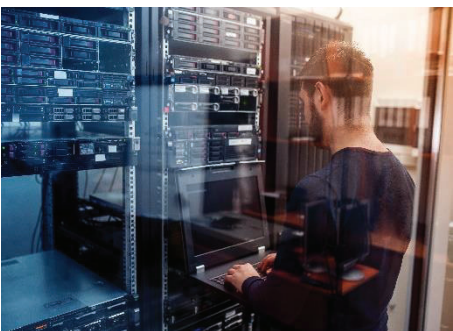
Implementing a technology strategy is often a major investment and impacts a variety of stakeholders across an organization. We focus not only on designing the best solution possible but also making sure that all stakeholder needs are met, and a constant line of communication is supported. We are committed to a multi-discipline approach that is highly effective in defining business requirements and streamlining the entire process for our clients. [Learn more.](#)



1.1.8 Program Management

Diversified has developed and refined an ideal program management methodology and established a dedicated Diversified Program Team for large enterprise engagements. Utilizing ISO 9001, AVIXA and PMI principles, we've cultivated a framework—including communication & stakeholder planning, risk management & tracking, project process development & refinement, and procurement & pricing management—that delivers a consistent quality experience. [Learn more.](#)

Financial and Asset Management Solutions



1.1.9 REFRESH™ Lifecycle management

Organizations are recognizing the advantages of a strategic asset management plan for the types of equipment acquired through Diversified—one that fits your technology and financial objectives by reducing capital expenditures and long-term costs, while improving operational efficiencies. Simplify your operations while leveraging the latest technology through predictable upgrade schedules, paired with Diversified's managed services tailored to your evolving preferences. [Learn more.](#)



1.1.10 Global Payment Solutions

Diversified Global Payment Solutions has a wide variety of leasing and financing options, plus subject matter experts to consult with your Finance, Procurement, Legal, and other stakeholders so that no aspect of a project is overlooked. From accounting treatment, tax implications, asset management, ESG, and more, DGPS aligns all requirements and preferences so you can maximize the value of your technology solution and remove any barriers that may delay your project. [Learn more.](#)



3.23 Reporting

One Diversified, LLC agrees to provide quarterly utilization reports to the ACCS system in conjunction with the schedule and contents described in the RFB. If selected as a vendor Diversified will work to provide electronic delivery of reports or direct access to internet or other data bases that may be used to administer the agreements or support marketing activities.

A minimum sample report for equipment purchases would be:

<i>One Diversified</i>			
QUARTERLY USAGE REPORT			
July - September 2022			
Contract# ACCSITJPA-2022-0035			
Client Name	Contact Information		Manufacturer
			Total
Auburn University	David Pederson		Evertz 3,800,000.00
Auburn University	David Pederson		Cannon 410,000.00
Auburn University	David Pederson		Fujinoin 624,000.00
Auburn University	David Pederson		Sony 485,000.00
WCC-Selma	Robby Bennett		NEC 6,200.00
WCC-Selma	Robby Bennett		QSC 3,500.00
WCC-Selma	Robby Bennett		Shure 2,300.00
Auburn University	John Gober		Mersive 41,850.00
Auburn University	John Gober		Mersive 20,925.00
Auburn University	Gober	Gober	Extron 13,160.00
Auburn University	Gober	Gober	Crown 8,666.00
			GRAND TOTAL 5,415,601.00



3.24 Electronic Commerce

If selected as a vendor, One Diversified, LLC will comply with this requirement to provide the complete ESS as well as product specifications and options. One Diversified, LLC has maintained a website for the ACCS contract since 2012 (formerly as Technical Innovation). One Diversified currently holds a Schedule 58 GSA Contract, and customers can access that information electronically.

3.25 Breadth of Offering

One Diversified, LLC acknowledges, agrees, and will comply.

Monitors (Touch and NonTouch): One Diversified will provide the complete product listing of NEC, Newline and LG large display monitors.

Video Conferencing Equipment: One Diversified will provide the complete product listing of Video and Audio Systems Conferencing Systems from Polycom.

Multimedia Hardware: One Diversified will provide the complete listing of Pro AV and Conferencing systems from Barco, Biamp, BrightSign, C2G, Cannon, Chief, Crestron, Da-Lite, Extron, Grass Valley, Harman, Fujifilm, Legrand, LG, AKG, Listen, BSS, Crown, JBL, SoundCraft, Middle Atlantic, NEC, NewLine, Panasonic, Planar, Plura, QSC, Ross Video, Shure, Sony, Vaddio, Wiremold and Wolfvision.

Software: Only the proprietary software required for a system to function will be provided. No operating systems are required or included with this offering: Mersive Solstice and TriplePlay are examples of such software.

One Diversified offers full audio-visual solutions including consulting, design, installation, and post-installation services. The goal of One Diversified is to allow ACCS Customers to build custom and complete educational and distance learning classrooms and spaces. We strive to work with each individual educational entity to assess their needs and provide the best solutions possible.



3.26 Primary Account Representatives

One Diversified, LLC acknowledges, agrees, and will comply.

Scott Skoneki, CTS – Primary ACCS Representative, One Diversified

2975 Northwoods Parkway

Norcross, Georgia 30071

334-546-0034

sskoneki@diversifiedus.com

Brad Sellars, Director, One Diversified

2975 Northwoods Parkway

Norcross, GA 30071

770-441-5156 / 866-447-1004

bsellars@diversifiedus.com

Ansley Mallory, Sales Coordinator, One Diversified

2975 Northwoods Parkway

Norcross, GA 30071

678-895-6220

amallory@onediversified.com



3.27 References

One Diversified, LLC acknowledges, agrees, and will comply.

REFERENCE #1 TITLE	Central Alabama Community College 1675 Cherokee Road, Alexander City, AL 35010
Customer Contact Information	Jake Lee, Director of Information Systems, jlee@cacc.edu 256-215-4357, 256-267-9772
Engagement Description	Tech Center refresh – Crestron equipment and programming. Installation services and design services.

REFERENCE #2 TITLE	Wallace Community College - Selma 3000 Earl Goodwin Parkway, Selma, AL 36703
Customer Contact Information	Robby Bennett – IT Director, rbennett@wccs.edu 334.876.9229 or 334.876.9227
Engagement Description	General Classroom design and installation services. Campus signage. Newline, NEC, Extron, and design/installation services

REFERENCE #3 TITLE	Auburn University-Auburn, AL 300 Lem Morrison Drive, Auburn, AL 36830
Customer Contact Information	John Gober- OIT Director, goberjw@auburn.edu 334-740-5099
Engagement Description	AMX, Mersive, Extron and QSC



- 3.48 One Diversified, LLC acknowledges, agrees, and will comply
- 3.49 One Diversified, LLC acknowledges, agrees, and will comply
- 3.50 One Diversified, LLC acknowledges, agrees, and will comply
- 3.51 One Diversified, LLC acknowledges, agrees, and will comply
- 3.52 One Diversified, LLC acknowledges, agrees, and will comply
- 3.53 One Diversified, LLC acknowledges, agrees, and will comply
- 4.1 One Diversified, LLC acknowledges, agrees, and will comply
- 4.1.1 One Diversified, LLC acknowledges, agrees, and will comply
- 4.1.2 One Diversified, LLC acknowledges, agrees, and will comply
- 4.1.3 One Diversified, LLC acknowledges, agrees, and will comply
- 5.1 One Diversified, LLC acknowledges, agrees, and will comply
- 6.1 One Diversified, LLC acknowledges, agrees, and will comply
- 6.2 One Diversified, LLC acknowledges, agrees, and will comply
- 6.3 One Diversified, LLC acknowledges, agrees, and will comply
- 6.4 One Diversified, LLC acknowledges, agrees, and will comply
- 6.5 One Diversified, LLC acknowledges, agrees, and will comply

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

Community Colleges

- Bevill State Community College, Sumiton, AL
- Bishop State Community College, Mobile, AL
- John C. Calhoun Community College, Decatur, AL
- Central Alabama Community College, Alexander City, AL
- Chattahoochee Valley Community College, Phenix City, AL
- Coastal Alabama Community College Bay Minnette, AL
- Enterprise Community College, Enterprise, AL
- Gadsden State Community College, Gadsden, AL
- Jefferson State Community College, Birmingham, AL
- J.F. Drake State Community and Technical College, Huntsville, AL
- T.A. Lawson State Community College, Birmingham, AL
- Lurleen B. Wallace Community College, Andalusia, AL
- Northeast Alabama Community College, Rainsville, AL



Northwest-Shoals Community College, Muscle Shoals, AL
Shelton State Community College, Tuscaloosa, AL
Snead State Community College, Boaz, AL
Southern Union State Community College, Wadley, AL
H. Council Trenholm State Community College, Montgomery, AL
George C. Wallace Community College, Dothan, AL
Wallace State Community College, Hanceville, AL
George Corley Wallace State Community College, Selma, AL

Technical Colleges

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

Military Academy

Marion Military Institute, Marion, AL

Statewide Development Training

Alabama Technology Network (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

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Other Participating Public Institutions K-12

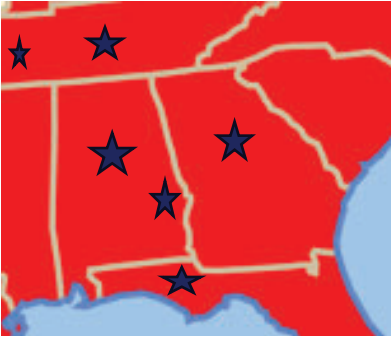
Alabaster City Schools
Birmingham City Schools



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



6.2 Appendix B – South Region Map



Southern Headquarters – Atlanta, Georgia

Warehouse – Atlanta, Georgia

Memphis, TN – 12 (3 Techs)

Nashville, TN – 45 (3 Techs)

Auburn, AL – 3 (2 Techs)

Huntsville, AL – 2 (1 Tech)

Birmingham, AL – 13 (6 Techs)

Atlanta, GA – 150 (15 Techs)

Pensacola, FL – 3 (3 Techs)

North America

Atlanta, GA
Austin, TX
Bentonville, AR
Birmingham, AL
Boston, MA
Chicago, IL
Concord, MA
Houston, TX
Indianapolis, IN
Kenilworth, NJ (HQ)

Los Angeles, CA
Memphis, TN
Nashville, TN
North Haven, CT
Orlando, FL
Philadelphia, PA
Portland, OR
Raleigh, NC
Rochester, NY
San Diego, CA

San Francisco, CA
Santa Clara, CA
Seattle, WA
Sterling, VA

CANADA

Calgary, AB
Montreal, QC
Ottawa, ON
Toronto, ON

Europe

London, UK

Asia Pacific

Adelaide, AU
Brisbane, AU
Canberra, AU
Darwin, AU
Melbourne, AU
Perth, AU
Sydney, AU
Townsville, AU

Bangalore, IN
Tokyo, Japan



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: One Diversified, LLC Date: 1/24/2024

Website Address: onediversified.com

	Name(s)	Phone Number(s)	E-Mail Address(s)
Primary Contract Executive(s)	Scott Skoneki	334-546-0034	sskoneki@diversifiedus.com
Senior Account/Sales Manager(s) (by region if necessary)	Brad Sellars	770-441-5156	bsellars@onediversified.com
Account/Sales Manager(s) (by region if necessary)	Wendy Fatz	503-601-5578	wfatz@diversifiedus.com
Technical Support	Technical Support - help desk	866-447-1004	customerservice@diversifiedus.com

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	ACCS-2024-01	24-28
Geographic Coverage	ACCS-2024-01	24-28
Availability of Technical Support	ACCS-2024-01	24-27
Problem Resolution	ACCS-2024-01	24-27
Customer Satisfaction	ACCS-2024-01	13-23
Value Added Services	ACCS-2024-01	28-30
Reporting	ACCS-2024-01	31
Electronic Commerce	ACCS-2024-01	32
Breadth of Offering	ACCS-2024-01	32
Primary Account Representative	ACCS-2024-01	33
References	ACCS-2024-01	34
Pricing Level and Guarantee	ACCS-2024-01	35-37