

**LINKING AGREEMENT
BETWEEN
THE CITY OF GLENDALE, ARIZONA
AND
LOGICALIS, INC.**

THIS LINKING AGREEMENT (this “Agreement”) is entered into as of this _____ day of _____, 20____, between the City of Glendale, an Arizona municipal corporation (the “City”), and Logicalis, Inc., a New York corporation authorized to do business in Arizona (“Contractor”), collectively, the “Parties.”

RECITALS

- A. On July 23, 2016, under the Mohave Educational Services Cooperative, the Mohave Educational Services Cooperative, Inc. entered into a contract with Contractor to purchase the goods and services described in the Telecommunications Systems Contract, 16B-LOGIC-0723 (“Cooperative Purchasing Agreement”), which is attached hereto as Exhibit A. The Cooperative Purchasing Agreement permits its cooperative use by other governmental agencies including the City.
- B. Section 2-149 of the City’s Procurement Code permits the Materials Manager to procure goods and services by participating with other governmental units in cooperative purchasing agreements when the best interests of the City would be served.
- C. Section 2-149 also provides that the Materials Manager may enter into such cooperative agreements without meeting the formal or informal solicitation and bid requirements of Glendale City Code Sections 2-145 and 2-146.
- D. The City desires to contract with Contractor for supplies or services identical, or nearly identical, to the supplies or services Contractor is providing other units of government under the Cooperative Purchasing Agreement. Contractor consents to the City’s utilization of the Cooperative Purchasing Agreement as the basis of this Agreement, and Contractor desires to enter into this Agreement to provide the supplies and services set forth in this Agreement.

AGREEMENT

NOW, THEREFORE, in consideration of the foregoing recitals, which are incorporated by reference, and the covenants and promises contained in this Linking Agreement, the parties agree as follows:

- 1. Term of Agreement. The City is purchasing supplies and/or services from Contractor pursuant to the Cooperative Purchasing Agreement. According to the Cooperative Purchasing Agreement, purchases can be made by governmental entities from the date of award, which was July 23, 2016, until the date the contract expires on July 22, 2017, unless the term of the Cooperative Purchasing Agreement is extended by the mutual agreement of the original contracting parties. The Cooperative Purchasing Agreement, however, may not be extended beyond July 22, 2021. The initial period of this Agreement, therefore, is the period from the Effective Date of this Agreement until July 22, 2017. The City Manager or designee,

however, may renew the term of this Agreement for four (4) one-year periods until the Cooperative Purchasing Agreement expires on July 22, 2021. Renewals are not automatic and shall only occur if the City gives the Contractor notice of its intent to renew. The City may give the Contractor notice of its intent to renew this Agreement 30 days prior to the anniversary of the Effective Date to effectuate such renewal.

2. Scope of Work; Terms, Conditions, and Specifications.

- A. Contractor shall provide City the supplies and/or services identified in the Scope of Work attached as Exhibit B.
- B. Contractor agrees to comply with all the terms, conditions and specifications of the Cooperative Purchasing Agreement. Such terms, conditions and specifications are specifically incorporated into and are an enforceable part of this Agreement.

3. Compensation.

- A. City shall pay Contractor compensation at the same rate and on the same schedule as provided in the Cooperative Purchasing Agreement, which is attached hereto as Exhibit C.
- B. The total purchase price for the supplies and/or services purchased under this Agreement shall not exceed seventy five thousand dollars (\$75,000) for the entire term of the Agreement (initial term plus any renewals).

4. Cancellation. This Agreement may be cancelled pursuant to A.R.S. § 38-511.

5. Non-discrimination. Contractor must not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, national origin, age, marital status, sexual orientation, gender identity or expression, genetic characteristics, familial status, U.S. military veteran status or any disability. Contractor will require any Sub-contractor to be bound to the same requirements as stated within this section. Contractor, and on behalf of any subcontractors, warrants compliance with this section.

6. Insurance Certificate. A certificate of insurance applying to this Agreement must be provided to the City prior to the Effective Date.

7. E-verify. Contractor complies with A.R.S. § 23-214 and agrees to comply with the requirements of A.R.S. § 41-4401.

8. No Boycott of Israel. The Parties agree that they are not currently engaged in, and agree that for the duration of the Agreement they will not engage in, a boycott of Israel, as that term is defined in A.R.S. §35-393.

9. Attestation of PCI Compliance. When applicable, the Contractor will provide the City annually with a Payment Card Industry Data Security Standard (PCI DSS) attestation of compliance certificate signed by an officer of Contractor with oversight responsibility.

10. Notices. Any notices that must be provided under this Agreement shall be sent to the Parties' respective authorized representatives at the address listed below:

City of Glendale
c/o Anthony Weathersby
7070 W Northern Ave
Glendale, Arizona 85303
623-930-4108

and

Logicalis, Inc.
c/o Jay Ivey
8945 S Harl Ave., Ste 102
Tempe, AZ 85284
480-346-2325
Jay.Ivey@us.logicalis.com

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date and year set forth above.

“City”

City of Glendale, an Arizona
municipal corporation

By: _____

Kevin R. Phelps
City Manager

“Contractor”

Logicalis, Inc.,
a New York corporation

By: _____


Name: Eric Tilds
Title: Executive VP and General Counsel

ATTEST:

Julie K. Bower (SEAL)
City Clerk

APPROVED AS TO FORM:

Michael D. Bailey
City Attorney

**LINKING AGREEMENT
BETWEEN
THE CITY OF GLENDALE, ARIZONA
AND
LOGICALIS, INC.**

EXHIBIT A
Telecommunications Systems Contract, 16B-LOGIC-0723

16B-LOGIC2-0723 Table of Contents Logicalis, Inc. Response to RFP 16B-0322

Logicalis, Inc. Response to Best and Final Offer	2
Tab 1A – Signed Offer and Acceptance Form	See document 6. 16BLOGIC20723 Award, Extensions and Amendments.
Tab 1B – Amendments	34
Tab 1C – General Terms & Conditions	35
Tab 1D – Special Terms and Conditions	52
Tab 1E – Scope of Work/Services and Specifications	60
Tab 2A – Method of Approach	81
Tab 2B –Qualifications and Experience	90
Tab 2C – Certificate of Insurance	Please call Mohave for information.
Tab 2D – Financial Information	All financial information is kept confidential and has been removed.
Tab 3A – Price Proposals	See document 7. 16BLOGIC20723 Pricing Summary.
Tab 3B – Pricing Methodology, Discounts, and Pcard Descriptions	125
Tab 3C – Mobilization and Travel Description	126
Tab 4A – Primary Contract Documents, Support and Maintenance Information	127
Tab 4B – Sample Supplemental or End-User Agreements	130
Tab 4C – Extended Warranty/Maintenance Service Plan Information	143
Tab 5 – Additional Information	Please call Mohave for information.

Click section title to be taken directly to that section.



Via Email
jaime.kazee@us.logicalis.com
legalservices@us.logicalis.com

**REQUEST FOR BEST AND FINAL OFFERS
REQUEST FOR PROPOSAL 16B-0322**

Telecommunication Systems

In accordance with Arizona procurement rules and code, Mohave Educational Services Cooperative, Inc. (Mohave) is requesting Best and Final Offers for Request for Proposal 16B-0322.

BEST AND FINAL OFFER DUE DATE: Thursday, June 16, 2016 at 3:00 p.m. (local time)

LOCATION: Mohave Educational Services Cooperative, Inc.
625 East Beale Street
Kingman, AZ 86401

Best and Final Offers must be submitted in a sealed envelope properly addressed to Mohave Educational Services Cooperative, Inc., with Best and Final Offer, RFP 16B-0322, Best and Final Offer Due Date and Time, and Offeror's Name and Address clearly indicated on the envelope. Offeror's are advised herein that late best and final offers shall be handled as specified by Arizona procurement rules and code. If a best and final offer is not submitted, the offeror's immediate previous offer will be construed as their best and final offer. ***Faxed best and final offers cannot be accepted.***

CONTACT PERSON: NANCY COLBAUGH, CONTRACT SPECIALIST I

PHONE: (928) 718-3228

Anita S. McLemore
Interim Executive Director

DATE: June 9, 2016

THIS BEST AND FINAL OFFER IS SUBMITTED BY:

Name: Eric Tilds, EVP & General Counsel

Firm: Logicalis, Inc.

Address: 2600 S. Telegraph, Suite 2000

City: Bloomfield Hills **State:** MI **Zip:** 48302

Phone: (248) 957-5600

Signature:

Date: 6/9/16

Title: EVP and General Counsel

Mohave Educational Services Cooperative, Inc.
625 E. Beale St. • Kingman • AZ • 86401 • 928-753-6945 • www.mehc.org

**Request for Proposal 16B-0322, Telecommunication Systems
Logicalis, Inc.**

REQUEST FOR BEST AND FINAL OFFERS

NOTE: Mohave has completed its initial review of your response to RFP 16B-0322, and is requesting the following information to better understand your offer. Please carefully review and answer the questions that follow. Provide only the information requested. **Do not provide another complete copy of your initial response.** Sign and include this Request for Best and Final Offer with your response. If you do not respond by the specified time, date and location, your immediate previous offer will be construed as your best and final offer.

NOTE: YOUR ANSWERS TO QUESTION 4 MAY REQUIRE REVISIONS TO YOUR PRICING WORKBOOK. PROVIDE A REVISED COPY OF YOUR PRICING WORKBOOK IN ELECTRONIC FORMAT ON CD OR USB THUMB DRIVE WITH YOUR BEST AND FINAL OFFER

BEST AND FINAL OFFER SUBMITTAL

1. Your proposal's answer to Question 7, in Tab 2a, "Primary Vendor Information – Method of Approach", provided information for Logicalis' emergency customer support services. However, the question is requesting evidence of your VoIP systems ability to provide for emergency call services, e.g. 911 emergency calls. Provided the following:
 7. *Provide evidence of your VoIP systems ability to provide for emergency call services.*Please see attachment Tab 1B for the evidence of our VoIP systems ability to provide for emergency call services.
2. Your proposal provided a "Statement of Work for Example Services Consulting" agreement in Tab 4b. The agreement references your current contract 11D-NIC-0722. State your understanding and agreement that if awarded a contract under 16B-0322, all customer agreements will reference the awarded contract number. Logicalis understands and agrees that if awarded a contract under 16B-0322, that all customers' agreements will reference the awarded contract number.
3. In Tab 4c, information was provided for Cisco that referenced E-rate and USAC. The pricing provided under 16B-0322 includes the Mohave's 1% administration fee, which could affect project billing to USAC for members' E-rate projects. State your understanding and agreement that billing for E-rate projects under an awarded contract would be the responsibility of the contract vendor and member. Logicalis understands and agrees that billing for E-rate projects under an awarded contract would be our and the members responsibility.
4. Mohave is considering a number of proposals for this contract. Pricing is very competitive.
 - Please review your prices to determine if any additional discounts are available.
 - If yes, provide a new comprehensive price schedule.
 - If no, indicate "No Additional Discounts."Yes a new comprehensive price schedule is provided in attachment 1C and USB. We updated pricing for both HP and HP Procurve.

Please Note: Courier delivery services (e.g. FedEx/UPS/USPS) consider Kingman, AZ a "rural" destination. As such, they do not guarantee overnight delivery by a specific time. Use caution when shipping your response using overnight delivery the day before the best and final due date.

If a best and final offer is not submitted, the offeror's immediate previous offer will be construed as their best and final offer.



Emergency Call Handler

- Emergency Call Handler Overview, page 1
- Emergency Call Handler Prerequisites, page 2
- Emergency Call Handler Task Flow, page 2
- Emergency Call Handler Interactions, page 9
- Emergency Call Handler Troubleshooting, page 11

Emergency Call Handler Overview

Emergency Call Handler helps you to manage emergency calls in your telephony network while following local ordinances and regulations.

When an emergency call is made the following is required:

- The emergency call must be routed to the local Public-Safety Answering Point (PSAP) based on the location of the caller.
- The caller's location information must be displayed at the emergency operator terminal. The location information can be obtained from an Automatic Location Information (ALI) database.

The caller's location is determined by the Emergency Location Identification Number (ELIN). An ELIN is a Direct Inward Dial (DID) number that the PSAP can dial to reconnect to the emergency caller if the emergency call is cut off or if the PSAP needs to talk to the caller again. The emergency call is routed to the PSAP based on the location information that is associated with this number.

For multiline phone systems, such as an office system, the ELIN can be associated with more than one telephone by grouping the phones in an ELIN group. An ELIN group in Emergency Call Handler identifies a location. The ELINs under this ELIN group must be mapped to the location in the ALI database.

Each location should have as many ELINs created as are needed to support simultaneous emergency calls. For example, to support five simultaneous calls five ELINs would be needed in an ELIN group.



Note

Emergency Call Handler supports a maximum of 100 ELIN groups per cluster.

The following types of phone are supported to use ELIN groups:

- SIP and SCCP IP phones
- CTI ports
- MGCP and SCCP analog phones
- H.323 phones

Emergency Call Handler Prerequisites

Before deploying Emergency Call Handler in your network, we recommend that you test the ALI submission process. With your service provider's help, test that the PSAP can successfully call back into your network using the ALI data.

Reserve the ELIN number from your local PSAP. Ordinances and regulations can differ across different locations and across different companies, so research your security and legal needs before deploying this feature.

Emergency Call Handler Task Flow

Procedure

	Command or Action	Purpose
Step 1	Enable Emergency Call Handler, on page 3	Enable the Emergency Call Handler feature on Cisco Unified Communications Manager. Emergency Call Handler provides essential emergency call features and supports a limited number of locations with phone location assignment by static configuration. If you require advanced emergency call features, such as a greater amount of specific locations or dynamic location assignment, consider Cisco Emergency Responder.
Step 2	Configure Emergency Location Groups, on page 4	Configure an Emergency Location (ELIN) Group for a particular site or location.
Step 3	Add a Device Pool to an Emergency Location Group, on page 4	Configure device pools to use an Emergency Location (ELIN) Group.
Step 4	(Optional) Add Device to an Emergency Location Group, on page 5	Configure a particular device to use a particular Emergency Location (ELIN) Group. If you want to use the device pool ELIN Group that is associated for this device, you can ignore this section. Note Configurations that are made at the device level will overwrite any configurations that were made at the device pool level.
Step 5	Enable Route Patterns and Translation Patterns, on page 6	Enable the Emergency Location (ELIN) service for a route pattern or a translation pattern.

	Command or Action	Purpose
		<p>Caution No Calling Party Transformation masks are set at the Gateway or Trunk, because these may transform the ELIN that is set by Emergency Call Handler.</p> <p>Note It is mandatory that you enable either route patterns or translation patterns, but it is possible to enable both.</p>
Step 6	<p>(Optional) Use the following procedures to perform bulk administration tasks on ELIN group information and phones:</p> <ul style="list-style-type: none"> • Import Emergency Location Group Information, on page 7 • Export Emergency Location Group Information, on page 8 • Update Phones with a new Emergency Location Group, on page 8 	<p>This section provides information about the Bulk Administration tasks you can use to update ELIN group information and to add phones to new ELIN groups. For Bulk Administration, see the <i>Cisco Unified Communications Manager Bulk Administration Guide, Release 11.0(1)</i>.</p>

Enable Emergency Call Handler

Enable the Emergency Call Handler feature on Cisco Unified Communications Manager. Emergency Call Handler provides essential emergency call features and supports a limited number of locations with phone location assignment by static configuration. If you require advanced emergency call features, such as a greater amount of specific locations or dynamic location assignment, consider Cisco Emergency Responder.



Note Do not enable this feature if you are already using an external emergency calling solution such as Cisco Emergency Responder.

If you decide to enable this feature, make sure you disable the external one.

Procedure

Step 1 From Cisco Unified CM Administration, choose **Call Routing > Emergency Call Handler > Emergency Location Configuration**.

Step 2 From the Emergency Location Configuration window:

- To enable the Emergency Call Handler feature, check the **Enable Emergency Location (ELIN) Support** check box. The setting default is Disabled. When enabled, the settings related to this feature appear in

the Related Settings pane. You must configure these settings for the feature to work. Refer to the tasks below for further details on how to configure these related settings.

- To disable the Emergency Call Handler feature, uncheck the **Enable Emergency Location (ELIN) Support** check box.

Note If you disable this feature, all related settings that are configured will be removed. See the Related Settings Pane for all configured settings.

Note If you want to disable the feature and you have more than 500 devices associated with ELIN Groups, then you must manually delete the associations until there are fewer than 500 associations before you can disable the feature.

Step 3 Click **Save**.

What to Do Next

Configure Emergency Location Groups, on page 4

Configure Emergency Location Groups

Configure an Emergency Location (ELIN) Group for a particular site or location.

Before You Begin

Enable Emergency Call Handler, on page 3

Procedure

- Step 1** From Cisco Unified CM Administration, choose **Call Routing > Emergency Call Handler > Emergency Location (ELIN) Group**.
- Step 2** In the **Emergency Location (ELIN) Group Configuration** window, enter a name for the group in the **Name** field.
- Step 3** In the **Number** field, enter the pool of DID numbers that are registered in the Public Safety Answering Point (PSAP).
- Step 4** Click **Save**.
-

What to Do Next

Add a Device Pool to an Emergency Location Group, on page 4

Add a Device Pool to an Emergency Location Group

Configure device pools to use an Emergency Location (ELIN) Group.

Before You Begin

Configure Emergency Location Groups, on page 4

Procedure

-
- Step 1** From Cisco Unified CM Administration, choose **System > Device Pool**.
- Step 2** In the **Find and List Device Pools** window, if you are adding an existing device pool, click **Find** and choose the device pool from the list. If you are adding a new device pool click **Add New**.
- Step 3** In the **Device Pool Configuration** window, choose the ELIN group to which you want to add the device pool from the **Emergency Location (ELIN) Group** drop-down list. If you are adding a new device pool, fill out any other required fields.
- Step 4** Click **Save**.
-

What to Do Next

Add Device to an Emergency Location Group, on page 5

Add Device to an Emergency Location Group

Configure a particular device to use a particular Emergency Location (ELIN) Group. If you want to use the device pool ELIN Group that is associated for this device, you can ignore this section.



Note Configurations that are made at the device level will overwrite any configurations that were made at the device pool level.



Note The devices that you add to the ELIN Group, should be added to the ELIN Group that represents the particular location at which those devices are located.

Before You Begin

Add a Device Pool to an Emergency Location Group, on page 4

Procedure

-
- Step 1** From Cisco Unified CM Administration, choose **Device > Phone**.
- Note** If you are using a type of phone that is not an IP phone, go to the relevant configuration page for that type of phone.

- Step 2** In the **Find and List Phones** window, if you are adding an existing device, click **Find** and choose the device you want to configure from the list. If you are adding a new device, click **Add New**.
- Step 3** If you are adding a new phone, choose the type of phone you want to add from the **Phone Type** drop-down list and click **Next**.
- Step 4** In the **Phone Configuration** window, choose the **ELIN** group to which you want to add the device from the **Emergency Location (ELIN) Group** drop-down list. If you are adding a new device, fill out any other required fields.
- Step 5** Click **Save**.
-

What to Do Next

Enable Route Patterns and Translation Patterns, on page 6

Enable Route Patterns and Translation Patterns

Enable the Emergency Location (ELIN) service for a route pattern or a translation pattern.



Note It is mandatory that you enable either route patterns or translation patterns, but it is possible to enable both.

Before You Begin

Add Device to an Emergency Location Group, on page 5

Procedure

- Step 1** From Cisco Unified CM Administration, choose one of the following:
- To enable a route pattern, choose **Call Routing > Route/Hunt > Route Pattern**.
 - To enable a translation pattern, choose **Call Routing > Translation Pattern**.
- Step 2** In the **Find and List Route Patterns** or **Find and List Translation Patterns** window, click **Find** and choose a route pattern or translation pattern from the list.
- Step 3** In the **Route Pattern Configuration** or **Translation Pattern Configuration** window, check the **Is an Emergency Services Number** check box.
- Note** Check this check box only if you are using Emergency Call Handler and not another external emergency calling solution such as Cisco Emergency Responder.
- Step 4** Click **Save**.
-

Bulk Administration of Emergency Location Groups and Phones

Bulk Administration of Emergency Location Groups and Phones Task Flow

This section provides information about the Bulk Administration tasks you can use to update ELIN group information and to add phones to new ELIN groups. For more information about Bulk Administration, see the *Cisco Unified Communications Manager Bulk Administration Guide, Release 11.0(1)*.



Note Before you perform these procedures, make sure that you have enable the Emergency Call Handler feature. See *Enable Emergency Call Handler*, on page 3.

Procedure

	Command or Action	Purpose
Step 1	Import Emergency Location Group Information, on page 7	Import Emergency Location (ELIN) Group information using the Bulk Administration Tool.
Step 2	Export Emergency Location Group Information, on page 8	Export Emergency Location (ELIN) Group information using the Bulk Administration Tool.
Step 3	Update Phones with a new Emergency Location Group, on page 8	Find and list multiple phones and configure them with a new Emergency Location (ELIN) Group.

Import Emergency Location Group Information

Import Emergency Location (ELIN) Group information using the Bulk Administration Tool.

Procedure

- Step 1** From Cisco Unified CM Administration, choose **Bulk Administration > Import/Export > Import**.
- Step 2** From the **File Name** drop-down list, choose the name of the .tar file you want to import, and click **Next**.
- Step 3** The **Import Configuration** section lists all the components of the .tar file. Check the ELIN Group-related check boxes for the options that you want to import.
- Step 4** Choose to run the job immediately or later by clicking the corresponding radio button.
- Step 5** To create a job for importing the selected data, click **Submit**. A message in the **Status** section notifies you know that the job was submitted successfully.
- Step 6** Use the **Job Scheduler** option in the Bulk Administration main menu to schedule or activate this job.

Export Emergency Location Group Information

Export Emergency Location (ELIN) Group information using the Bulk Administration Tool.

Procedure

- Step 1** From Cisco Unified CM Administration, choose **Bulk Administration > Import/Export > Export**.
- Step 2** In the **Export Data** window, in the **Job Information** pane, enter the .tar file name, without the extension, in the **Tar File Name** field. BPS uses this filename to export the configuration details.
- Note** All files that are exported at the same time get bundled together (.tar) and can be downloaded from the server.
- Step 3** To export ELIN Group information, check the **Elin Group** check box on the **Select items to Export** pane.
- Step 4** (Optional) Perform these steps:
- To export device pools with ELIN Groups configured, check the **Device Pools** check box.
 - To export phones with ELIN Groups configured, check the **Phone** check box.
- Step 5** In the **Job Description** field, enter the description that you want to override for the job. Export Configuration is the default description.
- Step 6** You can choose to run the job immediately or later by clicking the corresponding radio button.
- Step 7** To create a job for exporting the selected data, click **Submit**. A message in the **Status** pane notifies you that the job was submitted successfully.
- Step 8** Use the Job Scheduler option in the Bulk Administration main menu to schedule or activate this job.
-

Update Phones with a new Emergency Location Group

Find and list multiple phones and configure them with a new Emergency Location (ELIN) Group.

Procedure

- Step 1** From Cisco Unified CM Administration, choose **Bulk Administration > Phones > Update Phone > Query**.
- Step 2** In the **Find and List Phones To Update** window, set the parameters for your search and click **Find**.
- Note** To update all phones, click **Find** and do not specify a query.
- Step 3** The **Find and List Phones To Update** window displays the details of the phones that you chose. Click **Next**.
- Step 4** In the **Update Phones** window, check the **Emergency Location (ELIN) Group** check box, and choose a new ELIN Group from the drop-down list.
- Step 5** Click **Submit**.
-

Emergency Call Handler Interactions

Interactions

Feature	Interaction
Do Not Disturb Call Reject	<p>Calls made by PSAP CallBack will overwrite a Do Not Disturb (DND) configuration of a destination device.</p> <p>If DND Call Reject is enabled, when the emergency number is dialed using the translation pattern, an ELIN will be associated for this outbound emergency call. If the call is disconnected and the ELIN is called back using PSAP CallBack, the call is routed to the phone irrespective of the phone's DND settings.</p>
Call Forward All	<p>Calls made by PSAP CallBack will overwrite Call Forward All (CFA) settings of the destination device.</p> <p>If a phone has CFA enabled and if the emergency number using the translation pattern is dialed, an ELIN will be associated for this outbound emergency call. If the call is disconnected and the ELIN is called back using PSAP CallBack, the call is routed to the phone irrespective of the phone's CFA settings.</p>
Single Number Reach	<p>PSAP CallBack will ignore the Single Number Reach (SNR) configuration.</p> <p>When a phone has SNR enabled with the Remote Destination pointing to a mobile number. If the emergency number is dialed using the translation pattern, an ELIN will be associated for this outbound emergency call. If the call is disconnected, and the ELIN number is called back using PSAP CallBack, the call is routed to the phone and not to the remote destination.</p>

Feature	Interaction
Extension Mobility	<p>PSAP CallBack call will consider Extension Mobility (EM) status.</p> <p>If you log in with EM profile credentials and dial the emergency number using the translation pattern, an ELIN will be associated for this outbound emergency call. If the call is disconnected and the ELIN where the user is still logged in is called back using PSAP CallBack, the call is routed to the device which initiated the call.</p> <p>Note This is the device on which the user is still logged in.</p>
	<p>PSAP CallBack will fail if a user logs out of EM before a PSAP CallBack is performed.</p> <p>When a user logs in with EM profile credentials, and the emergency number is dialed using the translation pattern, an ELIN will be associated for this outbound emergency call. If the call is disconnected and is called back using PSAP CallBack, if the user has since logged out, the call will not route to the device that initiated the call and will fail.</p>
	<p>PSAP CallBack with a user logged in on a different device.</p> <p>When a user logs in with EM profile credentials at Phone A and dials the emergency number using the translation pattern, an ELIN will be associated for this outbound emergency call. If the call is disconnected, the user should log out from Phone A. If the user then logs in to another phone, Phone B, with the same profile, and the ELIN is called back using PSAP CallBack, the call is then be routed to Phone B with normal priority, meaning CFA settings will be ignored and DND settings will not be ignored.</p>
	<p>PSAP CallBack call with multiple logins.</p> <p>When a user logs in with EM profile credentials at Phone A and dials the emergency number using the translation pattern, an ELIN number will be associated for this outbound emergency call. If the call is disconnected and the user logs in to another phone, Phone B, with the same profile while the user is still logged in on Phone A, and the ELIN is called back using PSAP CallBack, then the call is routed to Phone A only, the device on which the call originated.</p>

Feature	Interaction
Device Mobility	<p>A roaming device will use the Roaming Device Pool's ELIN Group for an outbound emergency call.</p> <p>Move a device with Device Mobility enabled from its home location to the Roaming location, a change in IP subnet, so that it gets associated with the Roaming device pool. If the emergency number is dialed using the translation pattern, an ELIN is associated for this outbound emergency call. The ELIN belongs to the ELIN Group that is associated with the Roaming Device Pool.</p>
Shared Lines	<p>PSAP CallBack rings only on the device which made the emergency call even if the line is shared by different devices.</p> <p>Phone A and Phone B share a Directory Number (DN). If the emergency number is dialed using the translation pattern, an ELIN is associated for this outbound emergency call. If the call is disconnected, and the ELIN is called back using PSAP CallBack, the call is routed to Phone A only, the device from which the call originated.</p>

Emergency Call Handler Troubleshooting

About Emergency Call Handler Troubleshooting Scenarios

This section provides information about some Emergency Call Handler troubleshooting scenarios in the following areas:

- Configuration Scenarios
- Outgoing Calls Scenarios
- Incoming Calls Scenarios

Configuration Scenarios

Emergency Calls Get Busy Signals and Are Not Routed

Problem:

Emergency calls get busy signals and are not routed.

Solution:

If a user who is dialing the emergency call is running a reorder tone, perform the following checks:

- Check whether the translation or route pattern for the emergency call has been used. This may require checking for the device or phone on CSS.
- Check whether the **Is an Emergency Services Number** check box has been checked for the translation or route pattern of the emergency call, and that it is correctly routing to the gateway.

If the user who is dialing the emergency call is not reaching the correct gateway or Public Service Answering Point (PSAP), check that the settings or device pool settings for the phone or device are configured with the correct Emergency Location (ELIN) Group.

Emergency Location Numbers Are Dialed from Outside Running a Reorder Tone

Problem:

Emergency Location (ELIN) numbers are dialed from outside while running a reorder tone.

Cause:

In this case the ELINs have been set as DID which is used to identify a caller's location. This should not be used on any phone or for any other purpose.

Solution:

Check the ELIN configuration information, and unset the ELINs that have been set as DID.

Outgoing Calls Scenarios

Outgoing Emergency Call Does Not Contain Calling Party as Emergency Location Number

Problem:

An outgoing emergency call does not contain the calling party as an Emergency Location (ELIN) number.

Cause:

The translation pattern or route pattern for this ELIN was not configured correctly.

Solution:

Check that the translation pattern or route pattern settings are correctly configured for this ELIN, and make sure that the **Is an Emergency Services number** check box is checked on the relevant translation pattern or route pattern configuration page.

Outgoing Emergency Call Contains Modified Emergency Location Number

Problem:

An outgoing emergency call contains a modified Emergency Location (ELIN) number.

Cause:

The outgoing trunk or route list contains extra transformations that are not required for ELINs.

Solution:

Check the transformations that were applied for the call, and make sure that only the required transformations for ELINs are present on the outgoing trunk or route list.

Incoming Calls Scenarios

Incoming PSAP Callback Call Fails

Problem:

An incoming PSAP Callback call fails.

Cause:

The device that made the original emergency call was not registered correctly.

Solution:

Check whether the device that made the original emergency call is still registered and whether any Extension Mobility is involved.

Incoming PSAP Callback Call is Not Routed as Expected

Problem:

An incoming PSAP Callback call does not get routed as expected.

Cause:

The Emergency Location (ELIN) number does not match the number of the original dialed party.

Solution:

For an ELIN to be successfully reverse mapped to the original dialed party, these two numbers must match. If there are already transformations at the incoming Gateway or Trunk and significant digits configured, make sure that the final transformed called party matches the ELIN number.

General Information

16B-0322

Solicitation Number:
Name of RFP
Contract Vendor's Name:

Telecommunications Systems
Logically Inc.

Section One: Restock, Shipping and Bond Information

Shipping & Handling Description: Shipping fees are inclusive of the product or service price when quoted unless expedited shipping is requested.

Expedited Shipping: Expedited shipping fees are based on weight of the product and the zip code that we are shipping to. These fees are a pass thru to the client.

Bond Rates: Bond rates are \$12.40 per every \$1000 of the job total.

Restock Fees: Restocking fees are no more than 15%, as passed on from the manufacturer or distributor.

Restock Fees Description: Standard return policy from manufacturers and distributors is 30 days and the product must be unused and not opened.

Return Shipping: MESC Members would be responsible for return shipping unless the product was shipped to them by Logically in error.

Section Two: Lodging, Mile, Mileage, Mobilization, and Travel/Drive Rates

Lodging: Not to exceed state allowable rates. Policy is available at <http://www.gao.az.gov/travel/>.

M&IE (Meals and Incidental Expenses): Not to exceed state allowable rates. Policy is available at <http://www.gao.az.gov/travel/>.

Mileage: Current State Rates apply. Policy is available at <http://www.gao.az.gov/travel/>.

Mobilization: Fees are based on the labor rate charged for the individual travelling.

Travel/Drive Rates: Fees are based on the labor rate charged for the individual travelling.

Travel/Drive Rates Note: Travel/drive rates start 50 miles from our Tempe office for rural customers.

Section Three: Fees and Service Rates

Consumable Supplies & Materials: Consumable materials are based per project not per manufacturer. They are the miscellaneous hardware kits listed which could nuts, bolts, etc.

Permit Fees: Fees will vary dependent upon the permit required. Billed as a pass thru to the client.

Consulting Services: Quoted based on the skill level required for the specific job (see labor rate)

Design Services: Quoted based on the skill level required for the specific job (see labor rate)

Installation Services: Quoted based on the skill level required for the specific job (see labor rate)

Programming Services: Quoted based on the skill level required for the specific job (see labor rate)

Support Services: Quoted based on the skill level required for the specific job (see labor rate)

Training Services: Quoted based on the skill level required for the specific job (see labor rate)

Section Four: Labor Rates

Replace the text below with a description of each of your labor service rates. Replace the "Labor Description" below with the name of the labor rate (i.e., Service Technician I). Replace the "Labor Rate" below with the actual rate, or range of rates. Include regular, overtime, weekend and holiday rates for that specified labor type. Add additional line items as necessary to describe all of your labor rates. Indicate "N/A" if labor rates do not apply under an awarded contract.

Type of Labor Rate	Normal Hours	Overtime Hours	Weekend/Holiday Hours
Network Technician	\$85.00	\$127.50	\$170.00
Jr. Network Engineer	\$125.00	\$187.50	\$250.00
Network Engineer	\$160.00	\$240.00	\$320.00
Sr. Network Engineer	\$185.00	\$277.50	\$370.00
Network Consultant	\$215.00	\$322.50	\$430.00
MW, Security or AV Tech I	\$55.00	\$82.50	\$110.00
MW, Security or AV Tech II	\$80.00	\$120.00	\$160.00
MW, Security or AV Tech III	\$100.00	\$150.00	\$200.00
MW, Security or AV Engineer	\$123.75	\$185.63	\$247.50
Sr. MW, Sr. Security or Sr AV Engineer	\$157.50	\$236.25	\$315.00
Project Engineer/Asst PM	\$59.90	\$89.85	\$119.80
Project Manager	\$95.00	\$142.50	\$190.00
Senior Project Manager	\$135.00	\$202.50	\$270.00
Technician III	\$41.70	\$62.55	\$83.40
Technician IV	\$46.90	\$70.35	\$93.80
RCDD	\$135.00	\$202.50	\$270.00
Technician I	\$31.20	\$46.80	\$62.40
Technician II	\$36.50	\$54.75	\$73.00
CAD Operator	\$52.00	\$78.00	\$104.00
Certified Fiber Tech	\$49.00	\$73.50	\$98.00
Supervisor/Foreman	\$69.00	\$103.50	\$138.00
Lead Technician	\$52.10	\$78.15	\$104.20

Section Five: Manufacturer's Discount Information

Replace the text below with a description of each of your manufacturer's discount information. Replace the "manufacturer" below with the name of the manufacturer. Replace the "Product Type" below with a description of the products provided by that manufacturer. Include the discount off MSRP, shipping and warranty information for that manufacturer. Add additional line items as

Manufacturer	Type of Products	Discount off MSRP	Shipping	Warranty Period

ADTRAN	Virtual Mobility	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ALLEN TEL PATCH	Cabling & Fiber products	64%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ALVARION	Point-to-multipoint broadband wireless access solutions	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ANDREWS	Voice-Over IP software	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
APC HARDWARE	UPS, Batteries, Power Supplies & Rack Accessories	12%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
APC MAINT	Maintenance	3%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ARNCO	Cable equipment, Fiber Pullers, Fiber Wheels	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ARUBA/HP	Servers/Storage	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ARUBA/HP MAINT	Servers/Storage	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
AVAYA	Cabling & Fiber products	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BARRACUDA	Security, Application Delivery and Data Protection Solutions	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BELDEN	Specialty wire, cable and cord products	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

BERK-TEK	Ethernet Optical Fiber and Category Cabling for LAN, SAN & Data Centers Nexans	55%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BLOXX	Web filter	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BOGEN	speakers, amplifiers, voice applications, telephones, paging, public addressing, intercommunications	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BRIDGEWAVE	Wireless backhaul and wireless point-to-point solutions	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BURNDY	Electronic and electrical interconnect systems	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CABLOFIL	Cable management products	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CALLREX	IP call recording and monitoring call center software	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CALLREX MAINT	Maintenance of IP call recording and monitoring call center software	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CARLON	Cable management products	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CERAGON	Telecom & Wireless	56%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CERAGON-ACCS	Telecom & Wireless	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CHATSWORTH (CPI)	Closed server racks and cabinets, cable management hardware, and cable	19%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

CIELO	TELECOM & WIRELESS	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CIRCA	Surge protection	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO	Routers, Switches, Wireless, Security, Physical Security and Building Systems Optical Networking - Network Management and Automation - Cisco IOS and NX-OS Software - Interfaces and Modules...	40%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO CIUS	Routers, Switches, Wireless, Security, Physical Security and Building Systems Optical Networking - Network Management and Automation - Cisco IOS and NX-OS Software - Interfaces and Modules...	55%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO LEARNING CREDITS	Cisco Learning Credits	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO UCS	Cisco Unified Computing System (UCS)	55%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO WEBEX <25	Cisco Web-conferencing	18%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO WEBEX >25	Cisco Web-conferencing	40%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

EDU-SMARTNET	Maintenance of Routers, Switches, Wireless, Security, Physical Security and Building Systems Optical Networking - Network Management and Automation - Cisco IOS and NX-OS Software - Interfaces and Modules...	23%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO-GOV-SMARTNET	Maintenance of Routers, Switches, Wireless, Security, Physical Security and Building Systems Optical Networking - Network Management and Automation - Cisco IOS and NX-OS Software - Interfaces and Modules...	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO SERVICES	Maintenance of Routers, Switches, Wireless, Security, Physical Security and Building Systems Optical Networking - Network Management and Automation - Cisco IOS and NX-OS Software - Interfaces and Modules...	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
COMMSCOPE	Produces cables for enterprise, HFC broadband, and carrier applications	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
COMMSCOPE-AMP NETCONNECT	Cabling & Fiber products	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
COMMVAULT	Data and Information Software	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

COMVAULT MAINTENANCE	Data and Information Software	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CORNING GILBERT	End-to-end fiber optic and copper product	1%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CSC	Consulting, systems integration and design, IT	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CSI	Cable Assemblies and Spare Parts	6%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC	Data Recovery, Cloud Computing, and Storage Hardware	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC MAINT	Maintenance of Data Recovery, Cloud Computing, and Storage Hardware	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-A	Data Recovery, Cloud Computing, and Storage Hardware	45%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-B	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-C	Data Recovery, Cloud Computing, and Storage Hardware	35%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-D1	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-D2	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-D3	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

EMC-DE	Data Recovery, Cloud Computing, and Storage Hardware	16%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-DH	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-DM	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-E	Data Recovery, Cloud Computing, and Storage Hardware	16%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-SP	Data Recovery, Cloud Computing, and Storage Hardware	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-SS	Data Recovery, Cloud Computing, and Storage Hardware	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EXTREME	Switches, routers, wireless	40%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EXTREME - HARDWARE MAINT	Maintenance of Network infrastructure and security solutions	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EXTREME - SOFTWARE MAINT	Maintenance of Network infrastructure and security solutions	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ERICO-CADDY	Cable fasteners & mounting hardware	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EXALT	Wireless backhaul solutions	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
GEM ELECTRONICS	RF coaxial connectors	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

GENERIC	PVC, Misc Accessories / Cable Management Supplies	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
GFI	offer fax server solution, email anti-virus and anti-spam software for Microsoft Exchange and email servers; Network security and monitoring	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
GOOGLE	Network infrastructure and security solutions	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
GREENLEE	professional grade tools when it comes to installing wire and cable.	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HD	PVC, Misc Accessories / Cable Management Supplies	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HOFFMAN	custom built enclosures	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HP	Servers/Storage	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HP PROCURVE	switches, routers, wireless	30%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HP SERVICES	Provides driver downloads, software updates and patches, authorized support providers	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HUBBELL	manufactures a wide variety of transmission, distribution, substation, OEM and telecommunications products used by utilities	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

IBM	software, storage, services, servers & systems	7%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
IDEAL	Manufacturer of tools and supplies for professional electrical and data communications cable installation and maintenance	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
INTERMAPPER	network, monitoring & mapping	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ISI	Call Account Software	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ISI MAINT	Call Account Software	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
JUNIPER	Cloud managed network	50%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
JUNIPER SUPPORT	Cloud managed network	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
LEVITON	Cabling & Fiber products	55%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
LG ELECTRONICS	Monitors	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
LOGICALIS	PVC, Misc Accessories / Cable Management Supplies	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MAXCELL	fabric innerduct	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

MERAKI HARDWARE	Cloud managed network	40%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MERAKI LICENSING	Cloud managed network	23%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MICROSOFT	Core Operating Software	2%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MIDATLANTIC	Manufacturer of racks and enclosures, surveillance and monitoring console, data and cabling management, studio furniture, video mounts and power products.	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MOHAWK	manufacturer of carpet, rugs, hardwood floors, laminate, ceramic tile, and vinyl flooring	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MOTOROLA	analog and digital two-way voice and data radio products and systems for conventional, shared and private applications	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MULTI-TECH	Cloud managed network	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
NERA	Manufactures a range of broadband radios and systems.	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
NETAPP	storage, delivery, and management of network data and content	12%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
NETAPP ACC	storage, delivery, and management of network data and content	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

NETMOTION	wireless support	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
NETMOTION MAINT	premium and standard maintenance	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
NEWMAR	Manufacturer of battery chargers, power supplies and converters, electrical panels and accessories for communication, navigation and Industrial applications	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
Nimble	Storage & Backup	9%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
Nimble Maint	Storage & Backup Maint	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ORTRONICS	high performance structured cabling products	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
PANDUIT	Wiring and communication products, network cabling systems	6%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
PLANTRONICS	mobile headsets manufacturer	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
POLYCOM	High definition telepresence, video	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
REDLINE	Wireless Broadband	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
RSA SECURITY	provides Secure Data, Compliance, SIM, SEM, Consumer Identity,	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

RSA SECURITY MAINT	provides Secure Data, Compliance, SIM, SEM, Consumer Identity,	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SAGEMCOM	software, storage, services, servers & systems	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SAGEMCOM SUPPORT	Support for fax server solution	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SAGEM-INTERSTAR	fax server solutions	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SAGEM-INTERSTAR MAINT	fax server solutions	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SEMTRON (VIA TE CONNECTIVITY)	Produces cables for enterprise, HFC broadband, and carrier applications	6%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE INFORMACAST LICENSES AND REMOTE PHONE CONTROL LICENSES	Phone Systems, Speaker systems, software solution design	38%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE INFORMACAST MOBILITY	Phone Systems, Speaker systems, software solution design	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE INFORMACAST PLUG-IN, LEGACY, PAGING HARDWARE/SOFTWARE, DIRECTOR, PUSH TO TALK PRODUCTS	Phone Systems, Speaker systems, software solution design	38%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE INFORMACAST SUBSCRIPTION	Phone Systems, Speaker systems, software solution design	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE MAINT 1YEAR	Phone Systems, Speaker systems, software solution design	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

SINGLEWIRE MAINT 2YEAR	Phone Systems, Speaker systems, software solution design	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE MAINT 3YEAR	Phone Systems, Speaker systems, software solution design	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE MAINT 4YEAR	Phone Systems, Speaker systems, software solution design	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE MAINT 5YEAR	Phone Systems, Speaker systems, software solution design	12%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE PAGING REPLACEMENT & PROFESSIONAL SERVICES	Phone Systems, Speaker systems, software solution design	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SOLARWINDS	Network mgt software and network monitoring	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SOLARWINDS MAINT	Network mgt software and network monitoring	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SPECIFIED TECHNOLOGIES INC (STI)	Wireless, wireless transmitter	6%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SRT	dial-up and wireless access	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SUPERIOR ESSEX	Manufacturer of magnet wire, communication wire, industrial wire, and building wire	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SYMANTEC	Backup software	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SYN-APPS	Telephony applications	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

SYN-APPS MAINT	Telephony applications	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SYSTEMAX	High Bandwidth	19%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
TERRAWAVE	Distributor specializing in wireless	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
THE SIEMON COMPANY	based structured cabling system	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
TII-PORTA SYSTEMS	Cat 6 Network	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
TOOLS4EVER	Network mgt software and network monitoring	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
TREND MICRO	network anti virus	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
TRIPPLITE	Power Protection	16%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
UBIQUITI	Wireless communications	50%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
UNIPRISE	High-quality, easy-to-use Uniprise solutions	6%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VBRICK	P Video Solutions, Streaming Live Video	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VEEAM	tools and VMware infrastructure management solutions	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

VELCRO USA	Cable Management	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VMWARE	Deliver IT as a Service and reduce costs with a self-managed virtual infrastructure	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VMWARE EDU	Deliver IT as a Service and reduce costs with a self-managed virtual infrastructure	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VMWARE MAINT	Deliver IT as a Service and reduce costs with a self-managed virtual infrastructure	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VYOPTA	License	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VYOPTA SERVICE	Services	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
WEBSense	Internet access management	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
WESTPENN	manufactures a full line of superior low voltage electronics wire and cable for almost any application	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
WIREMOLD	wire and cable management solutions	19%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

Section Six: Volume Discount Information

Replace the text below with a description of your volume discounts. Replace the "manufacturer" below with the name of the manufacturer. Replace the "volume purchase amount" with the purchase level necessary to qualify. Replace the "additional discount" with the additional discount amount.

Manufacturer	Amount of Purchase Required	Additional Discount
Manufacturer	Volume Purchase Amount	Additional Discount
Manufacturer	Volume Purchase Amount	Additional Discount
Manufacturer	Volume Purchase Amount	Additional Discount
Manufacturer	Volume Purchase Amount	Additional Discount
Manufacturer	Volume Purchase Amount	Additional Discount

Section Seven: Extended Warranty and Annual Maintenance Information

Replace the text below with a description of your extended warranty program. Replace the "manufacturer" below with the name of the manufacturer. Replace the "Extended Warranty" below with a description of the extended warranty. Replace the "warranty cost" with the cost of the warranty. Replace the "Licensing Support Cost" with the costs for any ongoing annual costs for

Manufacturer	Extended Warranty Description	Warranty Cost	Annual Licensing & Support Cost
Cisco	EDU-SmartBase	20% off List	NA
EMC	Maintenance	20% off List	NA
Meraki	Extended Warranty	Warranty Cost	10% off List
HP	Maintenance	10% off List	NA

**Offer and Acceptance Form
(Place after Tab 1a)**

**RFP 16B-0322
Telecommunication Systems**

To Mohave Educational Services Cooperative, Inc.:

The undersigned hereby certifies understanding and compliance with the requirements in all terms, conditions, specifications and amendments. Offeror further agrees to furnish materials and/or services in compliance with all terms, conditions, specifications and amendments in the solicitation and any written exceptions in the offer.

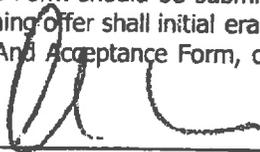
Federal Employer Identification Number 13-4000122_____

Company Name Logicalis, Inc._____

Address 2600 S. Telegraph, Suite 200__ City Bloomfield Hills_ State MI____ Zip 48302_____

Telephone Number 248-956-5600_____

The Offer and Acceptance Form should be submitted with a signature of the person authorized to sign the offer. The person signing offer shall initial erasures, interlineations or other modifications in proposal. Failure to sign the Offer And Acceptance Form, or to make other notations as indicated, may result in rejection of proposal.

Authorized Signature _____

Printed Name Eric Tilds_____ Title **EVP & General Counsel**_____

Primary Email Jaime.kazee@us.logicalis.com__ Alternate email legalservices@us.logicalis.com_____

*Note: The primary email address will be used for all communication from Mohave regarding your response to this solicitation. Provide an alternate email address that will be used **only** if the primary email address is not valid.*

Acceptance of Offer and Contract Award (Mohave Only)

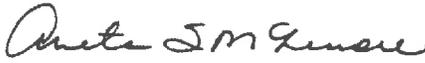
Your Proposal is Hereby Accepted:

As an awarded contract vendor, you are now bound to sell the materials and/or services offered to and accepted by Mohave in accordance with the solicitation, including all terms, conditions, specifications, amendments and any accepted written exceptions.

This contract shall be referred to as Contract Number 16B-LOGIC2-0723

Awarded this 15th day of July 2016.

This contract shall be effective this 23rd day of July 2016.


Anita McLemore, *Interim* Julia E. Tribbett, Executive Director
Mohave Educational Services Cooperative, Inc.

**Amendment 1
Request for Proposal 16B-0322
Telecommunication Systems**

Amendment 1 is hereby made part of the solicitation documents and shall be included in all submitted formal sealed proposals. Offerors shall formally acknowledge receipt of Amendment 1 by including this page, signing, and dating the following statement:

Amendment 1 is acknowledged by: Jaime Kazee

Printed Name and Title: Jaime Kazee, Senior Solution Group Specialist

Name of Firm: Logicalis Inc.

Date: March 16, 2016

Place a signed copy of Amendment 1 after Tab 1b in your formal proposal binder.

Note: The published due date and time of March 22, 2016 at 3:00 p.m. (local Arizona time) is revised to **April 26, 2016 at 3:00 p.m. (local Arizona time)**.

DUPLICATE DATE REVISED:

Request for Proposal 16B-0322, Telecommunication Systems due date has been revised to April 26, 2016, 3 p.m. (local Arizona time). The revision is to accommodate prospective bidders who are currently preparing quotes for the Schools and Libraries Program of the Universal Service Fund (E-Rate). The revised due date will allow these prospective bidders time to prepare quality responses to RFP 16B-0322.

All questions regarding Request for Proposal 16B-0322 should be directed to:

Nancy L. Colbaugh, CPPB, Contract Specialist I
Email: contracts@mesc.org
Telephone: (928) 718-3228



**Julia E. Tribbett
Executive Director
Mohave Educational Services Cooperative, Inc.**

Publish Date: 3/7/16

General Terms and Conditions
(Place after Tab 1c)

Some General Terms and Conditions specify placement of information in tabs other than Tab 1c as noted in the title above. Pay close attention to placement information (identified in bold text) as indicated in select General Terms and Conditions.

1. ADVERTISING

Offeror shall not advertise or publish information concerning this solicitation prior to an award being announced by Mohave. After award, contract vendor(s) may advertise the availability of products, materials, processes and services to members. Any promotional marketing materials using the Mohave logo shall be approved by a Mohave Contract Specialist in advance.

2. AVAILABILITY OF FUNDS

Member fund availability is unknown to Mohave at the time this solicitation was issued. Use of any contract awarded by Mohave will be conditioned upon the availability of member funds.

3. CANCELLATION

3.1. Cancellation Process: The following requirements shall apply to all cancellation notices issued under an awarded contract:

- A written notice of cancellation shall be sent to the contract vendor and the effective date of cancellation shall be the date specified within the written notice of cancellation.
- Upon cancellation, all products, materials, processes and services paid for by the member, along with documents, data and reports prepared by contract vendor under the contract shall become the property of the member.
- Contract vendor shall be entitled to receive just and equitable compensation in accordance with applicable contract pricing for authorized work in progress, authorized work completed and materials accepted before the effective date of the cancellation.
- Cancellation shall have no effect on projects in progress prior to the effective date of the cancellation.
- Contract vendor is obligated to continue submitting monthly reconciliation reports and administrative fee payments until all purchases are complete and closed.

3.2. Cancellation for bankruptcy or acquisition: Mohave reserves the right to cancel, or suspend the use of, any contract if contract vendor files for bankruptcy protection, or if the original contract holder is sold and ownership is transferred to a new party.

3.3. Cancellation for conflict of interest: Mohave may cancel this contract pursuant to ARS §38-511 for conflict of interest. Conflict of interest occurs if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of Mohave, is or becomes at any time while the contract or an extension of the contract is in effect, an employee of, or a consultant to, any other party to the contract, with respect to the subject matter of the contract. Members shall incur no penalty or further obligation if the contract is cancelled for conflict of interest.

3.4. Cancellation for convenience: Mohave reserves the right to immediately cancel the contract without penalty or recourse, in whole or in part, when Mohave determines that action to be in the best interests of its members.

General Terms and Conditions
(Place after Tab 1c)

3.5. Cancellation for non-performance or contract vendor deficiency: Mohave may terminate any contract if members have not used the contract, or if purchase volume is determined to be "low volume" in any 12-month period. Mohave reserves the right to cancel the whole or any part of this contract due to failure by contract vendor to carry out any obligation, term or condition of the contract. Mohave may issue a written deficiency notice to contract vendor for acting or failing to act in any of the following:

- Failing to comply with the accepted terms and conditions of the contract;
- Providing material that does not meet the specifications of the contract;
- Providing work and/or material that was not awarded under the contract;
- Failing to adequately perform the services set forth in the scope of work and specifications;
- Failing to complete required work or furnish required materials within a reasonable amount of time;
- Failing to make progress in performance of the contract and/or giving Mohave reason to believe that contract vendor will not or cannot perform the requirements of the contract;
- Performing work or providing products, materials, processes or services under the contract prior to receiving a Mohave reviewed member purchase order for such work.

Upon receipt of a written deficiency notice, contract vendor shall have ten (10) days to provide a satisfactory response to Mohave to adequately address all issues of concern. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this clause, all goods, materials and work paid for by the member, along with documents, data and reports prepared by contract vendor under the contract shall become the property of the member.

3.6. Cancellation for replacement: Mohave reserves the right to cancel a contract awarded under this solicitation, if a new solicitation has been issued and a contract has been awarded to the same contract vendor for similar products, materials, processes and services. Mohave may, at its option, either replace a contract resulting from this solicitation or delay a new award until the existing contract expires. The decision to delay or replace the contract rests solely with Mohave.

3.7. Contract vendor cancellation: Contract vendor may cancel this contract at any time upon thirty (30) days prior written notice to Mohave or at time of annual contract renewal. Termination shall have no effect on projects in progress at the time the notice of cancellation is received by Mohave.

3.8. Continuation of performance: Contract vendor shall continue to perform in accordance with the requirements of the contract, up to the date of cancellation and as directed in the cancellation notice.

3.9. Gratuities: Mohave shall cancel this contract if it is found that gratuities in the form of entertainment, gifts or otherwise, were offered or given by contract vendor or any agent or representative of contract vendor, to any employee of Mohave or member with a view toward securing a contract or with respect to the performance of this contract. Paying the expenses of normal business meals shall be in accordance with each member's policy regarding gratuities. Samples as requested in the solicitation and provided to Mohave for demonstration or evaluation are not considered gratuities.

4. CAPTIONS, HEADINGS AND ILLUSTRATIONS

The captions, illustrations, headings, and subheadings in this solicitation are for convenience and ease of perusal only, and in no way define, limit or describe the scope or intent of the request.

General Terms and Conditions
(Place after Tab 1c)

5. CERTIFICATION

By signing the Offer and Acceptance Form (page 2 of the RFP), offeror certifies the following:

- Offeror has examined and understands the terms, conditions, scope of work, specifications and other documents in this solicitation.
- The submission of the offer did not involve collusion or other anticompetitive practices. Neither signatory nor any person on his behalf has connived or colluded to produce a deceptive show of competition in the matter of the bidding or award of a contract under this solicitation.
- Offeror has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer.
- Neither offeror, nor any officer, director, partner, member or associate of offeror, nor any of its employees directly involved in obtaining contracts with the State of Arizona, Mohave Educational Services Cooperative, Inc., or any subdivision of the state has been convicted of false pretenses, attempted false pretenses, or conspiracy to commit false pretenses, bribery, attempted bribery or conspiracy to bribe under the laws of any state or federal government for acts or omissions after January 1, 1985.
- Offeror agrees to comply fully with any and all provisions of ARS Title 32, Chapter 10 (Registrar of Contractors) that may regulate offeror's business.
- Offeror shall not discriminate against any employee, or applicant for employment, in violation of federal and state laws (see Federal Executive Order 11246; and ARS Title 41, Chapter 9, Article 4).
- Offeror is not currently suspended, debarred or otherwise precluded from participating in any public procurement activity with any federal, state or local government entity.
- If awarded a contract, offeror agrees to promote, offer and sell under Mohave contract only those materials and/or services awarded to contract vendor by Mohave.
- If awarded a contract, offeror shall provide the equipment, commodities, and/or services to members of Mohave in accordance with the terms, conditions, scope of work, specifications, and other documents of this Request for Proposal.
- If awarded a contract, offeror agrees that all staff and other individuals eligible to receive services shall have equal access to the services regardless of race, religion, color, sex, disability, age or national origin (including language minority individuals).
- Offeror and all proposed subcontractors comply and shall remain in compliance with the Federal Immigration and Nationality Act (FINA), all other federal immigration laws and regulations, ARS §41-4401, and ARS §23-214, which requires compliance with current federal immigration laws by Arizona employers, Arizona contractors and Arizona subcontractors in accordance with the E-Verify employee eligibility verification program.

6. CONFIDENTIAL INFORMATION

6.1. Confidential information request: If offeror believes that its proposal contains confidential trade secrets or other proprietary data not to be disclosed, a statement advising Mohave of this fact shall accompany the proposal, and the information shall be so identified wherever it appears. Mohave shall review the statement and shall notify the offeror of their determination in writing whether the information shall be withheld or disclosed. Requests to deem the entire offer as confidential will not be considered.

6.2. Pricing: Mohave will not consider pricing to be confidential or proprietary.

6.3. Public record: All proposals submitted in response to this solicitation shall become the property of Mohave. They will become a matter of public record available for review, subsequent to award notification, with the exception of information deemed confidential by Mohave.

General Terms and Conditions
(Place after Tab 1c)

7. CONFIRMATION/DISCUSSIONS

7.1. Confirmation: If an apparent mistake in a proposal, relevant to the award determination is discovered after opening and before award, Mohave shall contact the offeror for written confirmation of the proposal. If offeror fails to act, the offeror shall be considered non-responsive.

Mohave may contact an offeror to confirm our understanding of the proposal. Such contact shall be prior to award. Mohave shall obtain written confirmation from the offeror and shall retain the confirmation in the procurement file. Correction of mistakes in a proposal shall only be allowed as described in Arizona procurement rules and code.

7.2. Discussions: For the purposes of conducting discussions, Mohave shall determine that proposals are either acceptable for further consideration or unacceptable. Discussions may be conducted with responsible offerors who submit proposals determined to be acceptable for further consideration. Discussions may be conducted to assure full understanding of the proposal in order to obtain the most advantageous contract for Mohave, based on the requirements and evaluation factors in this Request for Proposal. Discussions may be conducted orally or in writing. If oral discussions are conducted, the offeror shall confirm the discussions in writing.

Mohave will not help offeror bring its proposal up to the level of other proposals through discussions. Mohave will not indicate to offeror a cost or price that it must meet to obtain further consideration nor will it provide any information about other offerors' proposals or prices.

8. CONTRACT MANAGEMENT

8.1. Applicable law: The contract shall be governed by the laws of the State of Arizona, and suits pertaining to the contract may be brought only in courts in the State of Arizona.

8.2. Application of law: The Arizona Procurement Code, the Arizona State Board of Education School District Procurement Rules, and the Uniform Commercial Code (UCC) as adopted by the State of Arizona, are part of this document as if fully set forth herein. Any provision or clause required by law, rule or regulation to be included in the contract will be read and enforced as if in the contract, whether or not physically included. If any such provision is not included, or is not correctly included, contract will be amended in writing to make such inclusion or correction upon application from either party to contract.

8.3. Arbitration: After exhausting applicable administrative review, the parties to this contract may agree to resolve disputes arising out of or relating to this contract through arbitration, to the extent allowed by law.

8.4. Assignment: Contract vendor shall assign no right or interest in this contract without prior written permission from Mohave. No delegation of any duty of contract vendor shall be made without prior written permission from Mohave. Mohave shall not unreasonably withhold approval and shall notify contract vendor of its decision within fifteen (15) days of receipt of written notice from contract vendor.

8.5. Contract claims or controversies: The requirements of the Arizona procurement rules and code shall govern any contract awarded as a result of this solicitation, as well as any contract claims or controversies associated with it.

Formal contract claims and controversies between a member and contract vendor shall be resolved in accordance with R7-2-1155 through R7-2-1159, or ARS, Title 41, Chapter 23, Article 9, as applicable. The member's authorized representative shall serve as the district representative for resolution of such claims and controversies. ARS, Title 41, Chapter 23, Article 9 and the rules promulgated under it, or R7-2-1155 through R7-2-1159, as applicable, provide the exclusive procedure for asserting a cause against the member under the contract.

General Terms and Conditions
(Place after Tab 1c)

8.6. Contract placed on hold: Mohave shall have the ability to place a contract on hold, if it is deemed necessary to address ongoing problems with an awarded contract. Details of the decision to place the contract on hold shall be provided in a written deficiency notice. A reasonable amount of time shall be provided to contract vendor to address issues in the written deficiency notice.

8.7. Modification of contract: An awarded contract may be modified for a variety of reasons. Contract modifications will be issued as deemed necessary by Mohave to address contractual issues that may arise.

8.8. Novation: If contract vendor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. Mohave reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of contract vendor.

8.9. Order cycle overview:

One, or both, of the following order cycles will apply to an awarded contract. A sample reconciliation report will be provided to contract vendors who have been awarded a contract. Instructions for filling out the purchase order, or Pcard process, will be contained in that sample reconciliation report.

For Procurements made with purchase orders:

1. Member forwards purchase orders to Mohave that lists the contract number, along with a copy of detailed contract vendor quote. Vendor listed on the purchase order is contract vendor.
2. Mohave reviews and emails member order with "MESC Reviewed" stamp, to contract vendor and member.
3. Contract vendor provides product/services.
4. Contract vendor invoices member.
5. Member pays contract vendor.
6. Contract vendor sends monthly Reconciliation Report to Mohave.
7. Contract vendor remits administration fee monthly, based on invoices paid.
8. Mohave audits selected invoices.

For Procurements made with Pcards:

1. Member purchases directly from contract vendor using a Pcard and forwards a copy of detailed contract vendor quote to Mohave (if applicable).
2. Mohave reviews and emails contract vendor quote with "MESC Reviewed" stamp, to contract vendor and member (if applicable).
3. Contract vendor provides product/services.
4. Contract vendor invoices member (if not previously paid with Pcard).
5. Member pays contract vendor (if not previously paid with Pcard).
6. Contract vendor sends monthly Reconciliation Report and copy of detailed Pcard transaction, invoice or quotation to Mohave.
7. Contract vendor remits administration fee monthly, based on Pcard purchases paid.
8. Mohave audits selected Pcard purchases.

8.10. Overcharges by antitrust violations: Mohave maintains that overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, contract vendor assigns to member any and all claims for such overcharges as to the products, materials, processes or services used to fulfill the contract.

8.11. Relationship of the parties: Contract vendors receiving contracts under this solicitation are independent contractors. Any party to the contract shall not be deemed to be the employee of another party to the contract.

General Terms and Conditions
(Place after Tab 1c)

8.12. Severability: The provisions of this contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.

8.13. Successful performance: The sections of the solicitation defining the scope of work, requirements, or qualifications are not to be construed as a complete listing that exempts successful offeror from reasonable services required to ensure successful performance under the contract.

9. COOPERATIVE PURCHASING

9.1. Cooperative purchasing: This contract is based on the need for Mohave to provide the economic benefits of volume purchasing and reduction in administrative costs through cooperative purchasing to members. Any offer that prohibits sales to specific types of members (e.g., state agencies or local government units) may not be considered. Sales without restriction to any members are preferred.

9.2. Cooperative purchasing agreements: Cooperative Purchasing Agreements between Mohave and its members have been established under Arizona procurement rules and code for use of contracts.

9.3. Most favored customer relationship: Nothing in this solicitation is intended to establish a most favored customer relationship between Mohave and contract vendor. Contract vendor may respond to any solicitation without regard to this contract. Offeror agrees all prices, terms, warranties, and benefits granted by offeror to members through this contract are comparable to or better than the equivalent terms offered by offeror to any present customer meeting the same qualifications or requirements. If contract vendor offers lower prices to any of its other customers, it may lower its prices to Mohave at the same time by written notice.

9.4. Eligible agencies: Any contract awarded from this solicitation shall be available to all Mohave members. Members shall have a current signed Mohave Cooperative Purchase Agreement. Member is defined as a local or public procurement unit, or a governmental public entity that is a political subdivision for purposes of federal income tax, or a nonprofit educational or public health institution that is a political subdivision for purposes of federal income tax or meets the requirements of Section 115 of the Internal Revenue Code. Mohave has approximately 450 members including public school districts, community colleges, city and county governments and political subdivisions throughout Arizona. A list of members may be found on Mohave's website, www.mesc.org. Actual use of any contract shall be at the sole discretion of Mohave's members.

10. ESTIMATED QUANTITIES

Mohave anticipates considerable activity resulting from this solicitation. An estimate of purchases is provided in the Scope of Work (page 5) of the requested materials or services. However, no commitment of any kind is made concerning quantities to be acquired. Mohave does not guarantee usage. Usage depends on the actual needs of members and marketing by contract vendor.

11. EVALUATION and AWARD

11.1. Basis of award: Award(s) will be made to the responsive and responsible offeror(s) whose proposal(s) is (are) determined in writing to be most advantageous to Mohave for its members. Mohave reserves the right to use model projects/market baskets to determine the most advantageous proposal(s). It is Mohave's intent to award a complete line of products, when possible and advantageous.

11.2. Best and final offers (Revisions to Proposals): Mohave may allow revisions to proposals through best and final offers, as authorized in Arizona procurement rules and code. Issuance of a request for best and final offer is not guaranteed. Proposals should be complete and meet all specifications and requirements of this solicitation.

General Terms and Conditions
(Place after Tab 1c)

- 11.3. Competitive range:** Mohave reserves the right to establish a competitive range of acceptable proposals as part of the evaluation process. Proposals not in the competitive range are unacceptable and will not receive further award consideration.
- 11.4. Exceptions/deviations to requirements:** All requested exceptions/deviations must be clearly explained. Unacceptable exceptions/deviations shall remove your proposal from consideration for award. Mohave shall be the sole judge on the acceptance of exceptions/deviations and Mohave's decision shall be final.
- 11.5. Formation of contract:** A response to this solicitation is an offer to contract with Mohave based upon the terms, conditions, scope of work, specifications and amendment(s) contained in this request. A proposal does not become a contract unless and until Mohave accepts it. A contract is formed when a Mohave administrator signs the award document.
- 11.6. Effect of price:** No contract shall be awarded solely on the basis of price.
- 11.7. Multiple award:** To assure that our contracts meet the requirements of all members, Mohave may award multiple contracts. Offeror should consider this fact in preparing their response. The decision to award multiple contracts, award a single contract, or make no award rests solely with Mohave.
- A multiple award shall be made only if the procurement officer determines in writing that a multiple award is necessary and is advantageous to Mohave members. A multiple award shall be limited to the least number of contracts necessary to meet the requirements of the using agencies. Mohave shall make the sole determination of the least number of contracts required to meet the need. Mohave's basis for determining whether to award multiple contracts shall be based upon considerations for the large number of members, diverse types of members, location of members throughout Arizona and members' past usage of similar contracts.
- Criteria for selecting vendors for multiple contracts shall be based upon considerations for members' experience with existing products and systems, brand continuity for parts replacement and future expansion, contract vendor's ability to provide for our large, diverse membership, geographic area(s) served, Mohave's past experience with contracts for similar product/services, and/or other relevant criteria. Multiple contracts may also be awarded based on individual line items or groups of line items, incrementally, or by designated regions or locations.
- 11.8. Non-exclusive contract:** Any contract resulting from this solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of Mohave's members. Mohave and its members reserve the right to obtain like goods and services from other sources.
- 11.9. Past performance information:** Past Performance Information (PPI) is relevant information regarding a contract vendor's actions under previously awarded contracts to public agencies. It includes contract vendor's record of performance under such contracts including, but not limited to: conformance to the terms, conditions, specifications and scope of work of the contracts, responsiveness to, and correction of, contract claims and controversies, and satisfaction of the contracting entities. PPI shall be a factor in evaluation and award.
- 11.10. Price workbook:** All offerors must complete the 16B Telecommunication Systems Workbook titled "16B Telecommunications WB.xls". Provide two (2) CDs, USBs, or similar electronic media devices with the completed workbook in your response. Failure to complete and submit the 16B Telecommunication Systems Workbook shall render your proposal nonresponsive. **Place after Tab 3a.** If awarded a contract, all future pricing updates shall be based on the electronic workbook, or similar approved format.
- 11.11. Pricing extension errors:** In case of error in extension of prices in the offer, unit prices shall govern.

General Terms and Conditions
(Place after Tab 1c)

11.12. Reasonably susceptible of being awarded: A proposal is acceptable if it is determined to be reasonably susceptible of being awarded a contract in accordance with the evaluation criteria and a comparison and ranking of original proposals. Proposals to be considered reasonably susceptible of being awarded a contract shall, at a minimum, demonstrate the following:

- Affirmative compliance with mandatory requirements designated in this solicitation.
- An ability to deliver goods or services on terms advantageous to members sufficient to be entitled to continue in the competition.
- That the proposal is technically acceptable as submitted.

11.13. Responsible offeror: A responsible offeror is a firm or person who at the time of contract award has the capability to perform the contract requirements and the integrity and reliability that will assure good faith performance. Mohave shall determine an offeror to be responsible before awarding a contract to offeror.

11.14. Responsive proposals: A responsive proposal conforms in all respects to the material requirements of the solicitation. Proposals must be responsive to receive award consideration. Mohave reserves the right to waive minor informalities.

11.15. Weighted evaluation: Mohave reserves the right to use a point system to evaluate proposals and to assign points to the evaluation criteria as it determines most appropriate. Additionally, Mohave reserves the right to use a ranking system (the Heisman scoring method) for determining the final ranking of proposals. Each evaluator shall calculate their total assigned points for each proposal, applying a ranking of 1 to their highest score, a 2 to their next highest score, and so forth for all proposals. Each proposal shall have a final calculated rank determined by averaging each applied individual evaluator rank. Any ties shall be broken by using the grand total points (total of all evaluator assigned point totals for each proposal) for each of the tied proposals.

Any offeror scoring zero (0) in any required area may be considered nonresponsive.

12. FEDERAL and STATE REQUIREMENTS

12.1. Affordable Care Act requirements: Contract vendor understands and agrees that it shall be solely responsible for compliance with the Patient Protection and Affordable Care Act, Public Law 111-148 and the Health Care Education Reconciliation Act, Public Law 111-152 (collectively the Affordable Care Act "ACA"). Contract vendor shall bear sole responsibility for providing health care benefits for its employees who provide services to the member as required by state or federal law.

12.2. Audit rights: In accordance with applicable Arizona law, contract vendor's and subcontractor's books and records related to this contract may be audited at a reasonable time and place, for five years after completion of the contract.

12.3. Clean Air Act, Clean Water Act and Environmental Protection Agency Regulations: Contract vendor and its subcontractors shall comply with all applicable standards, orders or requirements issued under section 306 of the Clean Air Act, section 508 of the Clean Water Act, Executive Order 11738 and Environmental Protection Agency regulations (7 CFR 3016.36 (i) (12)). This shall only apply to federally funded projects subject to the Clean Air Act, Clean Water Act and current applicable EPA regulations.

12.4. Compliance with federal and state requirements: Contract vendor agrees, when working on any federally assisted projects with more than \$2,000 in labor costs, to comply with the Contract Work Hours and Safety Standards Act, the Davis-Bacon Act, the Copeland "Anti-Kickback" Act, the Housing and Urban Development Act of 1968, and the Equal Opportunity Employment requirements as amended by Executive Order. In such projects, contract vendor agrees to post wage rates at the work site and submit a copy of their payroll to the member for their files.

General Terms and Conditions
(Place after Tab 1c)

In addition, to comply with the Copeland Act, contract vendor must submit weekly payroll records to the member. Contract vendor must keep records for three years and allow the federal grantor agency access to these records, upon demand. Contract vendor also agrees to comply with State of Arizona Executive Order 75-5, as amended by Executive Order 99-4.

When working on any projects funded with federal grant monies, contract vendor agrees to comply with the administrative requirements for grants and cooperative agreements to state, local and federally recognized Indian tribal government contract provisions.

The forms listed below are incorporated by reference into this solicitation and any resultant contract.

- HUD-5369, Instructions to Bidders for Contracts, Public and Indian Housing Programs
- HUD-5369-A, Representations, Certifications, and Other Statements of Bidders, Public and Indian Housing Programs
- HUD-5369-B, Instructions to Offerors Non-Construction
- HUD-5369-C, Certifications and Representations of Offerors Non-Construction Contract
- HUD-5370-C1, General Conditions for Non-Construction Contracts Section 1 (With or Without Maintenance Work)
- HUD-5370-C2, General Conditions for Non-Construction Contracts Section 1 (With Maintenance Work)

For federally funded projects only, the requirements of an applicable form shall supersede conflicting requirements in this solicitation. The forms may be accessed via HUDClips (www.hud.gov).

12.5. Compliance with workforce requirements: Pursuant to ARS §41-4401, contract vendor and subcontractor(s) warrant their compliance with all federal and state immigration laws and regulations that relate to their employees, and compliance with ARS §23-214 subsection A, which states, "...every employer, after hiring an employee, shall verify the employment eligibility of the employee through the E-Verify program." [To register for E-Verify, go to: <https://e-verify.uscis.gov/enroll/startpage.aspx>.]

Mohave reserves the right to cancel or suspend the use of any contract for violations of immigration laws and regulations. Mohave and its members reserve the right to inspect the papers of any contract vendor or subcontract employee who works under this contract to ensure compliance with the warranty above.

12.6. Contract vendor employee work eligibility: By entering into the contract, contract vendor warrants compliance with ARS §41-4401, ARS §23-214, the Federal Immigration and Nationality Act (FINA), and all other current federal immigration laws and regulations. Mohave and/or Mohave members may request verification of compliance from any contract vendor or subcontractor performing work under this contract. Mohave and its members reserve the right to confirm compliance. Should Mohave or its members suspect or find that the contract vendor or any of its subcontractors are not in compliance, Mohave may pursue any and all remedies allowed by law, including, but not limited to suspension of work, termination of the contract for default, and suspension and/or debarment of the contract vendor. All costs necessary for compliance are the responsibility of the contract vendor.

12.7. Davis-Bacon wage decisions: For federally funded projects subject to the Davis-Bacon Act, the member shall specify the applicable Davis-Bacon wage decision, prior to the contract vendor providing a firm price quotation for the proposed project. The wage decision shall be identified by the WD Number, modification number, and date of the wage decision. Davis-Bacon wage decisions may be accessed via www.wdol.gov or by requesting a copy from the member.

12.8. Energy Policy and Conservation Act: Contract vendor and its subcontractors shall comply with mandatory standards and policies relating to energy efficiency (7 CFR 3016.36 (i) (13)). This shall only apply to federally funded projects subject to current applicable energy policies and the Energy Conservation Act.

General Terms and Conditions
(Place after Tab 1c)

12.9. Non-compliance: All federally assisted contracts with members that exceed \$10,000 may be terminated by the federal grantee for noncompliance by contract vendor. In projects that are not federally funded, offeror must agree to meet any federal, state or local requirements, as necessary. In addition, if compliance with the federal regulations increases the contract costs beyond the agreed on costs in this solicitation, the additional costs may only apply to the portion of the work paid by the federal grantee.

12.10. Offshore performance of work prohibited: Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States. Any services that are described in the specifications or scope of work that directly serve the State of Arizona or its clients and may involve access to secure or sensitive data or personal client data or development or modification of software for the state shall be performed within the borders of the United States. Unless specifically stated otherwise in the specifications, this definition does not apply to indirect or 'overhead' services, redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers.

12.11. Terrorism country divestments: In accordance with ARS §35-392, Mohave and its members are prohibited from purchasing from a company that is in violation of the Export Administration Act. By entering into the contract, contract vendor warrants compliance with the Export Administration Act.

13. FORCE MAJEURE

Except for payments of sums due, neither party shall be liable to the other, nor be deemed in default under this contract, if and to the extent that such party's performance of this contract is prevented by reason of force majeure. The term "force majeure" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence, including, but not limited to the following: acts of God (e.g. fire, flood, snow, earthquakes, tornadoes, violent winds, hail storms); acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders; lockouts; injunctions-intervention-acts, or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure, which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when the party declaring it notifies the other party of the existence of the force majeure, and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with the contract. Force majeure shall not include late deliveries of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences. If either party is delayed at any time by force majeure, the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours.

14. INDEMNIFICATION

14.1. General indemnification: To the extent permitted by law, Mohave and its members shall be indemnified and held harmless by contract vendor for its vicarious liability as a result of entering into this contract. Each party to the contract is responsible for its own negligence. Contract vendor agrees to save and hold harmless Mohave and/or its members from any and all liability for loss or damage to persons or property arising out of the work required by the contract. Contract vendor further agrees to waive any right of recovery against Mohave and/or its members for damage to the property of contract vendor, whether caused by negligence on the part of Mohave and/or its members or otherwise. This provision includes specifically the waiver of right of recovery against Mohave and/or its members for damage to property under contract and not yet formally accepted by member even though said property at the time of loss may be occupied, in whole or in part, by member.

General Terms and Conditions
(Place after Tab 1c)

14.2. Modification by member: Contract vendor shall have no obligation with respect to any patent and copyright infringement claim based upon member's modification of the equipment and/or software, or its operation or use with apparatus, data or programs not furnished by contract vendor. However, one member's action will not preclude contract vendor's obligation to members who have not modified their equipment or software.

14.3. Patent and copyright indemnification: To the extent permitted by law, contract vendor shall indemnify and hold harmless Mohave and its members against any liability, including costs and expenses, for infringement of any patent, trademark or copyright arising out of contract performance or use by Mohave and its members of materials furnished or work performed under this contract. Mohave and its members shall reasonably notify contract vendor of any claim for which it may be liable under this paragraph.

15. LICENSES

A contract vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by contract vendor. The contract vendor shall remain fully informed of and in compliance with all current ordinances and regulations pertaining to the lawful provision of services under the contract. Mohave reserves the right to stop work and/or cancel the contract of any contract vendor whose license(s) expire, lapse, are suspended or terminated.

16. OFFER ACCEPTANCE PERIOD/WITHDRAWAL

16.1. Late offers: Except as authorized by Arizona procurement rules and code, late offers shall not be considered. Offeror shall be responsible for all shipping costs when requesting the return of a late proposal.

16.2. Withdrawal of proposal: An offeror may withdraw a proposal in writing at any time before proposal opening if the withdrawal is received before the proposal due date and time at the location designated in the Request for Proposal for receipt of proposals. After the opening time and date, proposals may not be withdrawn, except as allowed by Arizona procurement rules and code.

17. ORDER OF PRECEDENCE

In the event of a conflict in the provisions of the contract as accepted by Mohave, the following order of precedence shall prevail:

1. Special terms and conditions
2. General terms and conditions
3. Scope of work and specifications
4. Attachments and exhibits
5. Documents referenced or included in the solicitation

18. ORDERING CYCLE

18.1. Acceptance of orders: This contract is for the sole use of Mohave and its members. All quotations provided to members must be based on prices in the contract and include the correct Mohave contract number. Contract vendor may only refuse a Mohave reviewed order under this contract after providing written documentation acceptable to Mohave describing the circumstances that warrant refusal. Improper documentation and/or frequent refusals may result in contract cancellation. Mohave may require the contract vendor to reject any purchase orders received from members based on this contract that may not comply with Mohave's rules, processes or standards.

18.2. Audit of contract activity: Mohave will audit some of the invoices related to this contract. The contract vendor agrees to provide all documentation necessary for Mohave to audit purchases made under contract, including invoices and credits issued to members, in a timely fashion.

General Terms and Conditions
(Place after Tab 1c)

18.3. Contract vendor contacts: Contract vendor agrees to assign only one contact person for each of the following: accounting, audit, contract administration, escalation, main member contact, open order/status report, and reconciliation. These contacts may be the same person, with the exception of the escalation contact. The name(s) of the contact persons will be provided to Mohave,

18.4. Open order and status reports: Mohave will send contract vendor open order and status reports on a periodic basis. Contract vendor agrees to reply to information requests in a timely fashion. Add specific reporting requirements as applicable to this solicitation.

18.5. Orders in process: Member purchase orders dated on or before the contract cancellation and/or expiration date, will be processed and are considered valid until order fulfillment, or cancellation by the member. Any such order must be in the possession of Mohave within a reasonable amount of time. Acceptance of such orders shall be at the sole discretion of Mohave.

18.6. Purchase verification: It is the member's independent responsibility to verify that quotations and purchase orders comply with the terms of the award of a contract or procurement.

18.7. Quotations: Quotations with no end date are considered invalid after sixty (60) days from the issue date.

19. PAYMENT

19.1. Contacting member about payment: Contract vendor may contact member for payment for a product or service delivered to the member under the contract. Such contact shall be professional and courteous.

19.2. Contract vendor invoice: All invoices shall list the applicable member purchase order number and Mohave contract number. Contract vendor will invoice members directly. All transactions are payable in U.S. currency only. Contract vendor shall invoice member after delivery of goods and/or services. Goods and services shall be invoiced at applicable contract prices, which include Mohave's 1% administration fee. Invoice must include member purchase order number and Mohave contract number.

Mohave's administration fee is included in the invoice amount paid by the member. Contract vendor shall remit administration fee to Mohave monthly. Administration fee shall be calculated at .0099 of the subtotal amount. The Mohave administration fee shall not be calculated on ancillary charges (e.g. performance bonds, shipping, transaction privilege tax, transportation charges, mileage, lodging, meals and incidental expenses (M&IE), permits).

19.3. Contract vendor payment: Member shall issue payment to contract vendor after receipt of invoice.

19.4. Correct invoicing: Contract products/services may not be invoiced greater than the purchase order. If incorrect invoices are discovered, contract vendor must correct invoices resulting in excess charges, no matter the cause of the error. Any excess payment must be returned to member within the time allowed by law, in the form of a check or credit memo, as determined by the member.

If a member is invoiced at less than contract prices, contract vendor will invoice the member for the difference unless Mohave approves the undercharge.

If contract pricing in effect on the contract has gone down between the time of the order and the invoice date, contract vendor may invoice at the current contract price.

19.5. Credit hold: Contract vendor agrees to advise Mohave's Procurement Manager within five (5) days if member(s) are placed on credit hold.

19.6. Payment time: Payment terms are net thirty (30) days from receipt of contract vendor's invoice.

General Terms and Conditions

(Place after Tab 1c)

19.7. Prepayment: In accordance with the Uniform System of Financial Records and ARS §15-905(N), prepayments may be requested on items that normally require prepayment in order to be procured or to receive a discounted price. Items not meeting these prepayment specifications may be paid only after receipt of goods and services.

19.8. Progress payments: Members may make progress payments under the following conditions: 1) Member and contract vendor agree to the terms of the progress payments prior to issuing a purchase order; 2) the purchase order describes the amounts/percentages to be paid and the dates/frequency of payment; 3) member accepts responsibility for verifying the validity of each payment application; 4) payments are made only after goods and/or services are verified; and 5) any such payments are made in full compliance with member's local governing entity rules and any and all other applicable state rules and regulations.

19.9. Quick pay discounts: Quick pay discounts may be offered to members, provided they have received the materials or services, and that such discounts are available equally to all members. Mohave must approve such discounts in writing and before they are offered to members.

19.10. Reporting and payment of administration fees to Mohave: The contract vendor agrees to provide a Reconciliation Report detailing activity under the contract, and payment for Mohave administration fees for invoices paid or Pcard transactions made in the previous month.

Purchases made with purchase orders: Items in the report must include member names, PO numbers, amounts, administration fees, invoice numbers, invoice dates and credit/return information for all invoices paid in the prior month.

Purchases made with Pcards: The report must be identified as Pcard (or as a credit card) when submitted. Items in the report must include member names, notation that the purchase was made with a Pcard, date of transaction, job number designation, amounts, administration fees, invoice numbers (if applicable), invoice dates (if applicable) and credit/return information for all invoices paid in the prior month. An electronic copy (e.g. PDF) of the detailed Pcard sales receipt, invoice, or quotation shall be provided for review.

Payment and report are due as per a schedule agreed upon by Mohave and contract vendor. The initial due date shall be the **10th, 15th, 20th, 25th or 30th** of the following month and will be specified in an award notification letter. If no invoices were paid under the contract in the previous month, the contract vendor will provide notice of no activity. A sample reconciliation report will be made available upon award of contract.

Make Mohave administration fees payable to Mohave Educational Services Coop., Inc. Payments shall be mailed to:
625 E. Beale St.
Kingman, AZ 86401

20. PREPARATION OF PROPOSAL and PROPOSAL FORMAT

20.1. Modification of proposal: An offeror may modify a proposal in writing at any time before proposal opening if the modification is received before the proposal due date and time at the location designated in the Request for Proposals for receipt of proposals.

20.2. Compliance with instructions: Offeror's ability to follow proposal preparation instructions in this solicitation will be considered an indicator of offeror's ability to follow instructions should it receive an award as a result of this solicitation. The quality of organization and writing reflected in the proposal will be considered to be an indication of the quality of organization and writing that would be prevalent if a contract is awarded. As a result, the proposal will be evaluated as a sample of data submission. Subjective judgment on the part of Mohave's evaluators is implicit in this process.

20.3. Cost of proposal preparation: Mohave will not reimburse the cost of developing, presenting, or providing any response to this solicitation.

General Terms and Conditions
(Place after Tab 1c)

20.4. Offeror responsibility: Offeror shall examine the entire solicitation, seek clarification of any item or requirement that may not be clear, and check all responses for accuracy before submitting proposal. Failure to examine any requirements shall be at offeror's risk. Negligence in preparing an offer confers no right of withdrawal after due date and time.

20.5. Proposal forms: The forms and format contained in the solicitation shall be used. Offerors may reproduce the forms and retype the information, but all of the required information must be presented in the tab order requested. Electronic or faxed proposals shall not be considered.

21. PRODUCT LINES

21.1. Current products: Proposals shall be for materials and equipment in current production and marketed to the general public and education/government agencies at the time the proposal is submitted.

21.2. Discontinued products: If a product or model is discontinued by the manufacturer, contract vendor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.

21.3. New products/services: New products/services must be submitted and approved by Mohave, prior to being offered to member. Mohave may reject any additions without cause. New products and/or services that meet the scope of work may be added to the contract. Contract vendor may replace or add product lines to an existing contract if the line is replacing or supplementing products on contract, is equal or superior to the original products offered, is discounted in a similar or to a greater degree, and if the products meet the requirements of the solicitation. No products and/or services may be added to avoid competitive procurement requirements. Mohave may require additions to be submitted with documentation from members demonstrating an interest in, or a potential requirement for, the new product or service.

21.4. Options: Optional equipment for products under contract may be added to the contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.

21.5. Product line: Offerors with a published catalog may submit the entire catalog. Mohave reserves the right to select products within the catalog for award without having to award all contents. Mohave may reject any addition of equipment options without cause.

22. PROPOSAL OPENING

Proposals shall be opened immediately following the proposal due date and time. The name of each offeror shall be publicly read and recorded in the presence of witnesses. All information in the proposals shall remain confidential until after award of contracts, with the exception of review by Mohave staff and selected evaluators.

23. PROSPECTIVE BIDDERS REGISTRATION

Any offeror submitting a perfunctory proposal with no serious intent of being accepted may be removed from Mohave's prospective bidders list. Any vendor not responding to two (2) consecutive Requests for Proposal for similar procurements may be removed from the prospective bidders list for those items or services. A "no bid" response or request to remain on the list is sufficient to keep a vendor on the Prospective Bidders Registration.

General Terms and Conditions
(Place after Tab 1c)

24. PROTESTS

Protests shall be filed with Anita McLemore, the Director of Mohave Operations (the District Representative), and shall be resolved in accordance with Arizona procurement rules and code, ARS, Title 41, Chapter 23, Article 9 and State Board Rules R7-2-1001 through R7-2-1196. *A protest must be in writing and must be filed with the Director of Mohave Operations at 625 E. Beale Street, Kingman, Arizona, 86401.* Protests based upon alleged improprieties in a solicitation shall be filed before the due date and time for responses to the solicitation. The interested party shall file the protest within ten (10) days after Mohave makes the procurement file available for public inspection. A protest filed on the tenth day must be received by 5:00 p.m., local Arizona time. The interested party may file a written request for an extension. The written request shall be filed before the time limit specified above and shall set forth good cause as to the specific action or inaction of Mohave that resulted in the interested party being unable to file the protest before the time limit specified above.

A protest shall be in writing and shall include the following information:

- The name, address and telephone number of the interested party;
- The signature of the interested party or the interested party's representative;
- Identification of the solicitation by contract number;
- A detailed statement of the legal and factual grounds of protest including copies of any relevant documents;
- The form of relief requested.

Should Mohave prevail in an appeal of a decision issued by the Director of Mohave Operations, appellant waives any objection to the hearing officer awarding Mohave its reasonable attorneys fees and costs along with the costs for the hearing.

25. RIGHT TO ASSURANCE

Whenever one party to the contract has a good faith reason to question the other party's intent to perform, he may demand that the other party give written assurance of its intent to perform. If a demand is made and no written assurance is given within ten (10) days, the demanding party may treat this failure as an anticipatory breach of the contract.

26. SAFETY STANDARDS

Items supplied under the contract shall comply with current applicable Occupational Safety and Health Standards of the Arizona Industrial Commission, National Electric Code, and National Fire Protection Association Standards.

27. SHIPPING

27.1. Shipping terms/transfer of title: Shipments shall be F.O.B. destination. Title and risk of loss of material shall not pass to member until member receives the material at delivery point, unless otherwise provided in the solicitation.

27.2. Shipment under reservation: Contract vendor is not authorized to ship materials under reservation and no tender of a bill of lading will operate as a tender of the materials.

27.3. Shipping charges: Prices that include shipping to any location in Arizona, delivered to the specific receiving point identified in the purchase order, are preferred. If shipping is charged, it shall be that member is not charged more than the actual invoiced amount for shipping, and is prepaid by the contract vendor (PP&A). It is the member's responsibility to confirm shipping charges under the contract.

27.4. Shipping errors/risk of transportation: Shipping errors will be at contract vendor's expense. If contract vendor ships a product that was not ordered, contract vendor shall pay for return shipment at the convenience of member. All risk of transportation and all related charges shall be contract vendor's responsibility. Contract vendor shall file all claims for visible or concealed damage. Member will notify contract vendor promptly of any damaged goods and shall assist contract vendor in arranging for inspection.

General Terms and Conditions
(Place after Tab 1c)

28. SUSPENSION OR DEBARMENT STATUS

Offeror shall include a letter in its proposal notifying Mohave of any debarment, suspension or other lawful action taken by any federal, state or local government within the last five years that precludes offeror or its employees from participating in any public procurement activity. Such letter shall provide name and address of the public procurement unit, effective date, duration, and relevant circumstances of the suspension or debarment. Failure to supply such letter or not disclose all pertinent information shall result in cancellation of any contract. **Letter shall be placed after Tab 1a.**

29. TAXES

29.1. Federal Excise Tax: Most members are exempt from paying Federal Excise Tax.

29.2. Payment of taxes: Member is responsible for payment of all taxes listed on the invoice. Contract vendor is responsible for collecting such taxes and shall forward all taxes to the proper revenue office. All applicable taxes must be listed as a separate item on all quotes and invoices

29.3. Property taxes: Arizona public agencies may not pay state property taxes. (Arizona Constitution, Article 9, Section 2).

29.4. Reservation or tribal tax: If goods or services are subject to reservation or tribal tax, contract vendor shall include such taxes as a separate item on the original invoice to the member.

29.5. Transaction Privilege Tax (Sales Tax): Members may be liable for Arizona Transaction Privilege Taxes, which may include state, county and city taxes. Contract vendor is responsible for charging taxes correctly.

30. TIME (DEFINITION OF)

Periods of time, stated as a number of days, shall be in calendar days, not business days.

General Terms and Conditions Acceptance Form
(Place after Tab 1c)

Signature on Page 2 certifies complete acceptance of the General Terms and Conditions in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the General Terms and Conditions:

We take no exceptions/deviations to the general terms and conditions.

(Note: If nothing is listed below, it is understood that no exceptions/deviations are taken.)

We take the following exceptions/deviations to the General Terms and Conditions. All exceptions/deviations shall be clearly explained. Reference the corresponding General Terms and Conditions that you are taking exceptions/deviations to. Clearly state if you are adding additional terms and conditions to the General Terms and Conditions. Provide details on your exceptions/deviations below:

(Note: All requested exceptions/deviations must be clearly explained. Reference the specific terms and conditions that you are taking exceptions/deviations to, detail any proposed substitute terms and conditions, and clearly demonstrate how Mohave and its membership will be better served by the substituted terms and conditions. Unacceptable exceptions/deviations shall remove your proposal from consideration for award. Mohave shall be the sole judge on the acceptance of exceptions and Mohave's decision shall be final.)

Special Terms and Conditions
(Place after Tab 1d)

Some Special Terms and Conditions specify placement of information in tabs other than Tab 1d as noted in the title above. Pay close attention to placement information (indicated in bold text) as indicated in select Special Terms and Conditions.

1. CONSTRUCTION

Contract vendor shall not perform any construction under this contract. For the purposes of this contract, construction is defined as: *The process of building, altering, repairing, improving or demolishing any public structure or building, or other public improvements of any kind to any public real property. Construction does not include:*

- *The routine operation, routine repair or routine maintenance of existing facilities, structures, buildings or real property.*
- *The investigation, characterization, restoration or remediation due to an environmental issue of existing facilities, structures, buildings or real property.*

2. DELIVERY

2.1. Default in one installment to constitute total breach: Contract vendor shall deliver conforming materials in each installment or lot under this contract and may not substitute nonconforming materials. Mohave reserves the right to declare a breach of contract if contract vendor delivers nonconforming materials to any member under this contract.

2.2. Defective goods: Contract vendor agrees to arrange and pay for return shipment of goods that arrive in a defective or non-operable condition.

2.3. Delivery time: Failure to deliver any order within the time frame specified on the purchase order may result in cancellation of that purchase order.

2.4. Improper delivery: If the goods or tender of delivery fail in any respect to conform to this contract, member may reject the whole, accept the whole, or accept any commercial unit or units and reject the rest.

2.5. Liens: All materials shall be free of liens.

2.6. Restocking fees: A restocking fee may only be charged on products ordered and delivered to member's site. Restocking fees in excess of fifteen percent (15%) shall not be allowed. Contract vendor may waive restocking fees. Restocking and return shipping charges shall be identified on the price workbook.

2.7. Serial numbers: Offers shall be for equipment on which the original manufacturer's serial number has not been altered in any way.

3. FORM OF CONTRACT

3.1. Contract vendor documents: If a firm submitting an offer requires member to sign an additional agreement, a copy of the proposed agreement shall be included with the proposal.

If awarded a contract, any additional contract vendor's documents shall not become part of Mohave's contract unless, and until, an authorized representative of Mohave reviews and approves them.

3.2. Form of contract: The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals.

3.3. Parol evidence: The contract represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.

Special Terms and Conditions
(Place after Tab 1d)

4. INSTALLATION

Installation shall be scheduled directly with member and be done in a reasonable amount of time. Installation shall be in accordance with the manufacturer's instructions and shall be accomplished by skilled and properly licensed individuals.

5. INSURANCE

5.1. Deductibles: Contract vendor shall pay the deductibles required by the insurance provided under this contract.

5.2. Liability insurance: Prior to commencing services under this contract, contract vendor shall procure and maintain during the life of this agreement, comprehensive general liability insurance, to include automobile liability, providing limits of an aggregate amount of not less than \$2,000,000. Evidence of the required insurance shall be provided with your proposal by means of a current certificate of insurance with the coverage as stated above. Before any orders are processed under an awarded contract, contract vendor shall provide a certificate that names Mohave as the certificate holder. **Place after Tab 2c.**

In addition, contract vendor must be willing to provide, upon request, identical certificate of insurance to any member using this contract.

5.3. Scope of Insurance: Contract vendor's insurance shall provide adequate protection for contract vendor against damage claims which may arise from operations under this contract, whether such operations are by the insured or by anyone directly or indirectly employed by the insured. All insurance must be written by companies incorporated within the United States (exclusive of Territories or Possessions) and licensed or authorized to do business in Arizona.

5.4. Subcontractor insurance: Prior to commencing any work, any subcontractor shall procure and maintain at its own expense until final acceptance of the work, insurance coverage in a form and from insurers acceptable to the prime contractor. All subcontractors will provide workers' compensation insurance, which waives all subrogation rights against the prime contractor, member and Mohave.

5.5. Workers' compensation insurance: Contract vendor shall also procure and maintain during the life of this agreement, workers' compensation insurance for all of contract vendor's employees engaged in work under the contract. All workers' compensation insurance will be in compliance with Arizona state statute and evidenced by a certificate of insurance.

6. MAINTENANCE FACILITIES AND SUPPORT

It is preferred that each contract vendor should have maintenance facilities and a maintenance support system available for servicing products throughout Arizona, or the regions specified in their offer. Maintenance facilities shall have sufficient parts inventory to provide quality service on products sold to members. Trained and qualified technicians shall be available to cover all parts of the state, or specific regions within the state for regional offers. It is preferred that maintenance services are available within 24 hours. If a third party is used to provide maintenance or warranty work, offeror shall include details of any such arrangement in the proposal.

7. MANUFACTURER SUPPORT

Offerors submitting proposals as a manufacturer's representative must be able, if requested by Mohave, to supplement the offer with a letter from the manufacturer certifying that offeror is a bona fide dealer for the equipment offered, and that offeror is authorized to submit an offer on such equipment.

8. MEMBER AGREEMENTS

Some members may request the addition of specific requirements that would apply to products and services purchased under an awarded contract. These additional requirements shall be addressed through the use of an additional member agreement. In any agreement between the contract vendor and a member based on this contract, the terms and conditions of this contract shall prevail. Contract vendor and member must agree to all provisions in any additional agreements. If

Special Terms and Conditions
(Place after Tab 1d)

agreement requirements result in additional costs to the contract vendor, the contract vendor shall be entitled to direct reimbursement for these costs, in addition and separately to approved contract pricing. A copy of the additional member agreement shall accompany the member's purchase order.

9. OFFEROR QUALIFICATIONS

It is preferred that the offeror has extensive knowledge and at least three (3) years experience with the provision, installation and maintenance of the product, material, process, or services offered. Mohave reserves the right to accept or reject newly formed companies based solely on information provided in the proposal and/or its own investigation of the company.

10. PRICING

10.1. Administration fee: Mohave's 1% administration fee shall be included in offeror's contract price. Contract vendor shall not add the administration fee to approved contract prices. The value of trade-ins or rebates shall not affect the amount of administration fee paid to Mohave.

10.2. Application of pricing: In Mohave's purchase order review process, the date of a valid contract vendor's quote or the date Mohave receives a member purchase order will generally be used to determine the contract pricing that is in effect for that order. The date Mohave receives a member purchase order will only be used to determine the contract pricing that is in effect for an order when a contract vendor's quote does not exist or is invalid. However, other factors may apply.

10.3. Basis for pricing: Contract pricing under this RFP shall be based upon:

1. Percent of discount(s) off manufacturer's price list(s) or catalog(s);
2. Firm fixed price with economic adjustment (contingencies for economic price adjustments must be identified in the proposal). Mohave shall make the sole determination whether contingencies for economic price adjustments identified in your proposal are appropriate under an awarded contract; or
3. A combination of the above.

The price included in a catalog, price list, schedule or other form that:

- Is regularly maintained by a manufacturer, distributor or contractor;
- Is either published or otherwise available for inspection by customers; and/or
- States prices at which sales are currently or were last made to a significant number of buyers for the product, material, process or services.

Established catalog price is referred to as manufacturer's price list, price list, or catalogs throughout this solicitation.

10.4. Initial catalogs/price lists: A copy of the latest edition of the price list or catalog to which discount shall be applied shall be included with proposal. Include a copy of the latest edition of all applicable price lists or catalogs to which discount shall be applied with your proposal. Submission of outdated price lists or catalogs may result in rejection of proposal.

10.5. Fixed prices: Fixed price offers shall include prices for any and all items. Fixed prices shall be firm until each anniversary date of the contract, unless there is an occurrence of one or more allowable economic price adjustment contingencies outlined in the proposal. If allowable price adjustment contingencies occur, contract vendor may submit a fully documented request for price adjustment to Mohave. The documentation must substantiate that any requested price increase was clearly unpredictable at the time of submittal and results from an increased cost to contract vendor that was out of contract vendor's control. Mohave shall review requests for fixed price adjustments to determine if the requested adjustments shall be allowed. New fixed prices shall not apply until approved by Mohave. Price changes shall be a factor in contract renewal.

Special Terms and Conditions
(Place after Tab 1d)

10.6. Combination pricing: Offers for combination contracts shall clearly identify items covered by discount(s) and those with fixed prices. Prices for such contracts shall be adjusted as identified for the appropriate contract type above.

10.7. Decimal places: Pricing shall use a maximum of three (3) decimal places, unless specified otherwise.

10.8. Discounts: Submitted pricing shall clearly identify the percent of discount to apply to the price list. If multiple discounts apply, offeror shall clearly indicate the discounts and applicable materials or services. Offeror shall agree that there will be no reduction in discount(s) during the term of contract.

10.9. New catalogs/price lists: New price lists, workbooks and/or catalogs may be submitted for review throughout the term of the contract. Mohave will review new price lists, workbooks and/or catalogs to determine if the new prices or an alternative option is in the members' best interests. New price lists, workbooks and/or catalogs shall apply to the contract only upon approval from Mohave. New price lists workbooks and/or catalogs found to be non-competitive at any time during the contract may be grounds for terminating the contract. Any new catalogs/price lists shall meet requirements as stated in **Basis for pricing**.

10.10. Percent of discount as fixed price: Percent of discount offers that are not based upon published price lists or catalogs shall be administered as fixed price contracts.

10.11. Price reduction and adjustment: Price reduction may be offered at any time during a contract and shall become effective upon notice of acceptance from Mohave. Price reductions (e.g., quantity discounts, time sensitive offers, bundles) must apply to all Mohave orders of similar size and scope. Price reductions limited to a single member are not acceptable. Special time-limited reductions are permissible under the following conditions: 1) reduction is available to all members equally; 2) reduction is for a specific time period, normally not less than thirty (30) days; 3) original price is not exceeded after the time-limit; and 4) Mohave has approved the new prices prior to any offer of the prices to a member. Mohave shall be the sole judge on the acceptance of price reductions under an awarded contract.

10.12. Reimbursement for transportation, mileage, lodging, meals and incidental expenses (M&IE): Contract vendor may charge for transportation, mileage, lodging and M&IE costs for employees that are required to travel to perform services at member site under this contract. An overnight stay is required for lodging reimbursement. Mileage reimbursement shall be at a specified rate. Transportation charges are separate from mileage, and may include airfare, car rental, etc.

Reimbursements under this section shall not exceed the rates listed in approved pricing, and shall not exceed the actual charge. To be eligible for reimbursement, estimated charges must be on the quote and approved by the member. Receipts for such reimbursements must be provided upon request from the member.

10.13. Travel/drive rates or mobilization: Contract vendor may charge for travel/drive rates or mobilization under this contract. Travel/drive rates are only applicable for out of area employees working under this contract. Charges under this section shall not exceed the rates listed in approved pricing. Such charges must be on the quote and approved by the member.

- Travel/drive rates may be an hourly rate or a per mile rate. If you are using a per mile rate, list your travel/drive reimbursement separately from mileage reimbursement.

- Mobilization charges are for the movement of equipment to the jobsite. Mobilization may be billed at a per mile rate or a flat rate.

11. SAMPLES

11.1. Sample evaluation: Samples will be compared to proposal specifications and evaluated as to materials used in construction, quality and workmanship, durability, adaptability to the use for which the items were intended, and overall appearance.

Special Terms and Conditions
(Place after Tab 1d)

11.2. Sample requirements: Samples may be required prior to awarding a contract. Offeror shall provide adequate samples and detailed specifications for any item offered. Samples must be submitted within ten (10) days of request from Mohave.

11.3. Sample submittals: Samples shall be free of charge and submitted and removed by offeror at offeror's expense. Mohave shall not be held responsible for samples damaged or destroyed in examination or testing. Samples not removed within thirty (30) days after notice to offeror shall be considered abandoned, and Mohave shall have the right to dispose of them.

12. SITE REQUIREMENTS

12.1. Cleanup: Contract vendor shall clean up and remove all debris resulting from their work as required or directed by member. Upon completion of the work, the premises shall be left in good repair and unobstructed condition.

12.2. Contract vendor employee fingerprinting: Contract vendor and its employees or subcontractors working under an awarded contract who are required to provide services on a regular basis at an individual school, shall obtain and present a valid Department of Public Safety fingerprint clearance card in accordance with ARS §15-512(H). The fingerprint card shall be issued pursuant to Title 41, Chapter 12, Article 3.1. Charges for such fingerprint checks will be the responsibility of the contract vendor, subcontractor or individual employee as determined by the member.

An exception to this requirement may be authorized in member's Governing Board policy, for persons who, *"as part of the normal job duties of the persons, are not likely to have independent access to or unsupervised contact with pupils."*

Contract vendor and its employees or subcontractors shall not provide services on school district property until so authorized by the school district. Additionally, contract vendor shall comply with applicable governing board fingerprinting policy(ies) at the school district where services are provided.

12.3. Onsite contract vendor responsibilities: The contract vendor is responsible for ensuring that all onsite work performed under this contract meets or exceeds the current OSHA standards, and is responsible for ensuring safe work performance of employees and subcontract vendors.

Contract vendor and its employees or subcontractors shall report accidents and incidents immediately to the member's responsible staff or its administration. The contract vendor is responsible for providing and obtaining appropriate medical and emergency assistance and notifying fire and law enforcement agencies, when necessary. Except for rescue and emergency measures, the scene of the accident or incident shall not be disturbed, and the operation shall not resume until authorized by the member's responsible staff or administration. The contract vendor must assist and cooperate fully with the investigation of the accident/incident and ensure availability of all information, personnel and data pertinent to the investigation.

For preemptive purposes, contract vendor and its employees or subcontractors shall immediately report to the member's responsible staff or administration all areas of concern that could potentially lead to accident or injury.

12.4. Preparation: Contract vendor shall not begin a project for which member has not prepared the site. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

12.5. Registered sex offender restrictions: For work to be performed at an Arizona school, contract vendor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Contract vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the member's discretion.

Special Terms and Conditions
(Place after Tab 1d)

12.6. Safety measures: Contract vendor shall take all reasonable precautions for safety on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Contract vendor shall post warning signs against all hazards created by its operation and work in progress. Proper precautions shall be taken pursuant to current Arizona law and standard practices to protect workers, general public, and existing structures from injury or damage.

12.7. Smoking: Persons working under the contract shall adhere to current local smoking policies.

12.8. Stored materials: Upon prior written agreement between the contract vendor and member, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials shall be provided to member prior to payment. Such materials shall be stored and protected in a secure location, and be insured for their full value by the contract vendor against loss and damage. Contract vendor agrees to provide proof of coverage and/or addition of member as an additional insured upon member's request. Additionally, if stored offsite, the materials shall also be clearly identified as property of member and be separated from other materials. Member shall be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary.

Payment for stored materials shall not constitute final acceptance of such materials. The contract vendor shall be responsible for the protection of all material and equipment, whether stored on or off site. Title for all work, materials and equipment shall pass to the member only upon final inspection and payment of remaining job costs.

13. SUBCONTRACTORS

13.1. Awarding subcontracts: Offeror agrees that any subcontract competitively solicited by contract vendor shall not be awarded solely upon membership or non-membership in a union or professional association.

13.2. Entering subcontracts: Subcontracts shall incorporate by reference the terms and conditions of the Mohave contract.

13.3. Prime contractor: Contract vendor shall be considered a prime contractor and not a subcontractor. Neither Mohave nor the member shall establish a contractual relationship with subcontractors.

13.4. Subcontracts: No subcontracts shall be entered into with any unlicensed party. Contract vendor must use subcontractors openly, include such arrangements in the proposal, and certify upon request that such use complies with the current rules of the Arizona Registrar of Contractors and the Arizona procurement rules and code. No subcontracting costs may be hidden in a cost proposal to member.

13.5. Subcontractor payment: Contract vendor agrees to pay subcontractors within seven days after receipt of payment from member, as required in Arizona procurement rules and code. If contract vendor receives any interest monies for delay of payment from member, contract vendor will pay subcontractor the correct proportion of interest received. Complaints by subcontractor may be resolved as described in Arizona procurement rules and code. Failure to pay subcontractor for work faithfully performed and properly invoiced may result in the suspension or cancellation of this contract.

13.6. Use of subcontractors: Use of subcontractors shall permit work to be managed effectively and without delay and shall not cause any disturbance or interference to the progress of the project (e.g. engaging in strike, work stoppage, picketing, ceasing work due to a labor dispute). Subcontractor shall not employ anyone whose employment may be objected to by prime contractor, member or Mohave.

Special Terms and Conditions
(Place after Tab 1d)

14. TERM OF CONTRACT AND EXTENSION

- 14.1. Contract period:** It is Mohave's intent to award a multi-term contract for the specified product, material, process, or services. The initial contract term shall be for one (1) calendar year from the effective date of contract award. By mutual written agreement between Mohave and contract vendor, the contract may be extended for up to four (4) consecutive additional 12-month periods, beginning immediately after expiration of the prior term. However, no contract extension exists unless and until contract vendor is so notified by Mohave.
- 14.2. Contract extension:** Conditions for contract extension may include, but are not limited to: contract usage, satisfactory performance of services during the preceding contract term, ability to continue to provide satisfactory services, continued adherence to the contract requirements, and continued competitive prices for the materials and services provided under the contract.
- 14.3. Month-to-month extensions:** Mohave reserves the right to offer month-to-month extensions, if that is determined to be in the best interests of members.

15. TRADE-IN EQUIPMENT

Member and contract vendor shall determine values placed on trade-in products. The value of trade-in shall not affect the amount of administration fee paid to Mohave. Trade-in equipment shall be dismantled and removed at contract vendor's expense. The condition of trade-in equipment at the time it is turned over to contract vendor shall be the same as when the original agreement was made, except for normal wear and tear from use between the time of the offer and trade-in.

16. WARRANTY/QUALITY GUARANTEE

- 16.1. Extended warranties contracts:** The contract vendor or a manufacturer may offer extended warranties available at extra cost for members that agree to a maintenance contract. The extended warranty contract shall be offered as a separate line item.
- 16.2. Fitness:** Contract vendor warrants that any equipment or material supplied to Mohave or its members shall fully conform to all requirements of the contract, all representations of contract vendor, and shall be fit for all purposes and uses required by the contract.
- 16.3. Inspection:** The warranties set forth in this section shall not be affected by inspection or testing of, or payment, for the product or materials to contract vendor by member.
- 16.4. Quality:** Unless otherwise specified, contract vendor warrants that for a period of one (1) year after acceptance of the equipment, components or materials and fifteen (15) years for all cabling (copper and fiber) by member, they shall be:
- Of a quality to pass without objection in the industry or trade normally associated with them;
 - Fit for the intended purpose(s) for which they are used;
 - Of even kind, quantity and quality within each unit and among all units, within the variations permitted by the contract;
 - Adequately contained, packaged and marked as the contract may require; and
 - Conform to the written promises or affirmations of fact made by contract vendor.
- 16.5. Warranty requirements:** Contract vendor warrants that all products, materials, processes and services delivered under this contract shall conform to the specifications. Unless stated otherwise, all equipment shall carry a minimum 12-month manufacturer's warranty that includes parts and labor. Contract vendor agrees to help member reach resolution in a dispute with the manufacturer over warranty terms. Any extended manufacturer's warranty shall be passed on to member without exception. Mohave reserves the right to cancel the contract if contract vendor charges member for a replacement part that the contract vendor received at no cost under a warranty.
- 16.6. Warranty work:** The contract vendor shall perform all warranty work and remain available to the member should continued service be required after warranty obligations are met.

Special Terms and Conditions Acceptance Form
(Place after Tab 1d)

Signature on Page 2 certifies complete acceptance of the Special Terms and Conditions in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the Special Terms and Conditions:

- We take no exceptions/deviations to the Special Terms and Conditions.**

(Note: If nothing is listed below, it is understood that no exceptions/deviations are taken.)

- We take the following exceptions/deviations to the Special Terms and Conditions. All exceptions/deviations shall be clearly explained. Reference the corresponding Special Terms and Conditions that you are taking exceptions/deviations to. Clearly state if you are adding additional terms and conditions to the Special Terms and Conditions. Provide details on your exceptions/deviations below:**

(Note: All requested exceptions/deviations must be clearly explained. Reference the specific special terms and conditions that you are taking exceptions/deviations to, detail any proposed substitute special terms and conditions, and clearly demonstrate how Mohave and its membership will be better served by the substituted special terms and conditions. Unacceptable exceptions/deviations shall remove your proposal from consideration for award. Mohave shall be the sole judge on the acceptance of exceptions/deviations and Mohave's decision shall be final.)

Scope of Work
(Place after Tab 1e)

1. DESCRIPTION

In order to gain economies of scale, Mohave is formally soliciting sources for telecommunication systems as specified within this Request for Proposal. These products/services are requested for Mohave's statewide membership of approximately 450 public agencies. A current list of all members can be found on Mohave's website at www.mesc.org. Contracts, in whole or in part, shall be awarded to offeror, or offerors, for an initial one (1) year term and four (4) potential one-year extensions.

Your proposal may contain new systems, upgrades to existing systems or a combination of both. The focus of this proposal is for VoIP and traditional PBX circuit based telecommunication systems.

*The following related **stand-alone** specialty electronic systems, products and services **may not** be offered on this contract, as Mohave has separate contracts for specialty electronic systems:*

- Electrical wiring and power installation that requires an Arizona Registrar of Contractor's A-17 or L-11 electrical license.
- Construction services, of any type.
- Intercom, paging, master-clock, fire alarm, security and similar communication systems.
- CCTV systems.
- Audio equipment, video equipment, computers, computer peripherals and software not directly related to a local area network (LAN) or telecommunication infrastructure being purchased or previously installed.
- Long distance carrier contracts or Internet Service Provider contracts.
- Cellular phone service or cellular phones.

The scope of work and specifications define the quality and characteristics of the desired materials and application. They are based upon specifications for known acceptable manufacturers, processes, materials and/or brands such as Avaya, Cisco, Hitachi, NEC, Mitel, ShoreTel, Toshiba and/or equal quality products. The specifications are not intended to be exclusive or to restrict competition. Offerors may offer alternate solutions, including alternate manufacturers, which meet the quality and performance characteristics in the specifications. Mohave shall review such offers and be the final judge on the acceptance of any alternate solutions.

Five contract vendors hold Mohave's current contracts for the specified products and services. Activity under the contracts from the effective date including year to date activity (as of the publication date of this RFP) is \$17,343,537. This information is provided as an aid to offerors in preparing proposals only. It is not to be considered a guarantee of volume under an awarded contract. The discount and pricing schedule shall apply regardless of the volume of business under the contract.

Scope of Work
(Place after Tab 1e)

2. ESTIMATED TIMELINE OF EVENTS

Mohave has developed the following estimated timeline of events related to this formal solicitation. All dates are subject to change as required and at the sole discretion of Mohave.

EVENT	ESTIMATED DATE
Request for Proposal Issued	February 23, 2016
Pre-proposal Conference Held	March 3, 2016 at 10:30 a.m. (local AZ time) Audio Only Pre-proposal conference will be held using <i>MeetingBridge</i> telephone conferencing. Please contact Mohave for reservation details.
Deadline for Questions	March 16, 2016 at 5:00 p.m. (local AZ time)
Published RFP Due Date and Time	March 22, 2016 at 3:00 p.m. (local AZ time) 625 East Beale Street, Kingman, AZ 86401
Public Opening of Proposal	March 22, 2016 at 3:00 p.m. (local AZ time)
Notice of Intent to Award (<i>estimated date only</i>)	June 1, 2016
Execution of Contract(s) (<i>estimated date only</i>)	July 23, 2016

Scope of Work
(Place after Tab 1e)

3. SUBMISSION OF PROPOSALS

- 3.1.** Proposals should provide straightforward, concise information that satisfies the requirements. Expensive bindings and/or color displays are not necessary. Emphasis should be placed on conformity to the specifications and terms and conditions, as well as the completeness and clarity of the submittal content.
- 3.2.** The offeror must submit a proposal following information detailed in the *Instructions to Offeror and Checklist Form*.
- 3.3.** A proposal submitted in response to this solicitation shall be valid and irrevocable for one hundred twenty (120) days after specified due date and time.

4. CONTRACT TYPE

The term contract shall be a percent of discount off manufacturer's price list or catalog, fixed price, or a combination of both with indefinite quantities.

5. AWARD CRITERIA

The weighted award criteria for this solicitation, in relative order of importance, are as follows:

Award(s) shall be made to the responsive and responsible offeror(s) whose proposal(s) are determined in writing to be most advantageous to Mohave for its members.

Responsive and responsible offeror(s) shall provide the following requirements:

- 1) Offer and Acceptance, Terms and Conditions, Scope of Work and Specification Documents:** Offer and Acceptance, amendments (if any), acceptance of General and Special Terms and Conditions, Scope of Work, Specifications with exceptions/deviations noted;
- 2) Primary Vendor Information:** Complete response to the Method of Approach and Qualification and Experience pages, references (past performance information), certificate of insurance, company financials;
- 3) Pricing Information:** Discount summary, electronic workbook and/or pricing documents, mobilization and transportation costs (travel/drive rates, airfare, car rental, mileage, lodging, M&IE), pricing methodology;
- 4) Supporting Contract Documents:** Completed supporting contract documents, support and maintenance information, sample supplemental agreements;
- 5) Additional Information:** Checklist form, descriptive literature and supporting printed data.

Scope of Work
(Place after Tab 1e)

References and definitions used for specifications:

- American National Standards Institute (**ANSI**): www.ansi.org
- CSA Group (**CSA Group**): www.csagroup.org
- Distributed Computer Telephony (**DCT**): DCT is a computer telephony term for technology used in the industry. This is open technology does not have a website for reference.
- Electronic Industries Alliance/Telecommunications Industry Association (**TIA/EIA**): www.tiaonline.org
- Energy Star: www.energystar.gov.
- ETL Certification by Intertek (**ETL**): www.intertek.com/marks/etl/faq
- Federal Communications Commission (**FCC**): www.fcc.gov
- Institute of Electrical and Electronics Engineers (**IEEE**): www.ieee.org
- Integrated Services Digital Network (**ISDN**): ISDN is digital communications that allows for the transmission of voice, data, video and graphics at very high speeds, over standard communications. ISDN does not have a website for reference.
- International Electrotechnical Commission (**IEC**): www.iec.ch
- International Telecommunication Union (**ITU**): www.itu.int
- International Standards Organization ISO-9000/90001 Quality Standards (**ISO**): www.iso.org
- Multi-vendor Integration Protocol (**MVIP**): MVIP is a hardware bus for computer telephony integration.
- National Electronic Code (**NEC**): www.nec.com
- North American Numbering Plan Administration (**NANPA**): www.nanpa.com
- Occupational Safety and Health Administration (**OSHA**): www.osha.gov
- Safety Data Sheet (**SDS**): www.osha.gov
- Signal Computing Systems Architecture (**SCSA**): SCSA is open architecture developed by leading telecommunications companies. This open architecture does not have a website for reference.
- Simple Network Management Protocol (**SNMP**): www.net-snmp.org
- Underwriters Laboratories, Inc. (**UL**): www.ul.com

Specifications
(Place after Tab 1e)

SPECIFICATIONS

Purpose of specifications: Specifications are designed to enable offeror to satisfy a requirement for a product, material, process, or service. A specification may be expressed as a standard, part of a standard, or independent of a standard. No specification is intended to limit competition by eliminating items capable of satisfactorily meeting the requirements of the procurement. If offeror believes a specification is unnecessarily restrictive, offeror must notify Mohave prior to specified proposal due date and time.

Partial proposals: Mohave will consider partial proposals for award of a contract.

Use of brand names: Brand names, trade names, model numbers, and/or catalog numbers may be used to describe the standard of quality, performance, and other characteristics needed to meet member requirements. Use of the name of a manufacturer, brand, make or catalog number is not intended to limit or restrict competition, nor does it restrict offeror from the submission of equivalent brands. However, Mohave reserves the right to decide whether alternatives are equivalent to the materials and equipment described in the solicitation. Mohave shall be the sole judge of equivalent quality, and Mohave's decision shall be final.

Compliance with specifications: Offerors shall offer product, material, process, or services they believe come closest to meeting specifications. The fact that a manufacturer, supplier or offeror chooses not to produce or provide product, material, process, or services to meet the specifications shall not be considered sufficient cause to adjudge the specifications as restrictive.

Deviations from specifications: Offerors will respond to each numbered specification by checking the appropriate "Comply" or "Deviate" box. "No Bid" items shall be marked as such in the appropriate "Deviate" box. Your exceptions/deviations must be clearly explained. Reference the specification that you are taking exceptions/deviations to, detail any proposed substitute language, and clearly explain how the exceptions/deviations meet or exceed specifications. Unacceptable exceptions/deviations shall remove your proposal from consideration for award. Mohave shall be the sole judge on the acceptance of exceptions and Mohave's decision shall be final. Details for exceptions/deviations shall be listed by specification number on the *Scope of Work and Specifications Acceptance Form*.

Specifications		Comply	Deviate*
1.1 General Specifications			
1.1.01	All equipment shall comply with the current applicable provisions and standards of the following: NEC; UL; FCC; CSA Group; IEEE; ANSI; TIA/EIA; ISO-9000/9001; OSHA; SCSA; MVIP; DCT; ETL; local, state and federal building codes. Where compliance with two or more standards create a conflict for minimum quantities or quality levels refer the uncertainties to the member for a written decision before proceeding.	X	
1.1.02	Where copies of standards are needed for performance of a required activity, contract vendor shall obtain copies directly from the publication source.	X	
1.1.03	Installation shall be in strict compliance with manufacturer's recommendations and local, state and federal legal codes and industry standards.	X	
1.1.04	During installation, all connections and pieces of equipment shall be fully tested by a technician trained by the manufacturer. The contract vendor shall only install local area network cable that has been tested and verified by ETL and has been listed in compliance with current applicable TIA/EIA and ISO/IEC.	X	

Specifications
(Place after Tab 1e)

1.1.05 All equipment shall be new, unused and listed by UL for the purpose intended. All electronics shall be designed for continuous use without degradation of function or performance. When practical, one manufacturer shall be used to assure compatibility. All equipment offered in your response shall be from manufacturers regularly engaged in telecommunication and shall be the latest standard designs current at the time of delivery.	X	
1.1.06 No equipment may be substituted under this contract without approval by the member prior to the start of any work. Proof of "as equal or better" status shall be provided showing that the substituted equipment in fact is equal in features, functions, performance, warranty and quality to the approved equipment. The member reserves the right to reject substitutions.	X	
1.1.07 Contract vendor shall cooperate with any architect, engineer, general contractor, subcontractor, or other vendor working on the same project, as necessary and as directed by the member, to assure that the scope of work for a project is accomplished.	X	
1.1.08 Contract vendor shall, upon request, submit complete documentation for the telecommunication system to the member (including architect, engineer, or general contractor) for approval prior to work. The documentation shall include model numbers, type, rating, size, style, manufacturer's name and manufacturer's catalog data sheets, and cabling drawings.	X	
1.1.09 All work areas shall be identified by signage, warning tape, or other warning devices, as required by law and ordinary business practices. All such signs shall be the property of the contract vendor, shall remain until the work is finished in any particular area, and be removed by the contract vendor at the conclusion of the work.	X	
1.1.10 Contract vendor shall deliver cabling materials to the worksite in new, dry, unopened, and well-marked containers showing product and contract vendor's name. Damaged or unlabeled materials shall not be accepted. Contract vendor shall deliver materials in sufficient quantity to allow for continuity of work. Delivery shall be coordinated with the member.	X	
1.1.11 All materials used by the contract vendor at a worksite shall have a SDS as required by law. The SDS sheets shall be filed in a centrally located area accessible by the both the workers and member.	X	
1.1.12 The ability to provide cabling is requested, but not required. A contract vendor who doesn't provide this will not be automatically excluded from evaluation. A member shall not be bound to use cabling services proposed under this contract and may use an alternative when it deems it is in their best interest to do so.	X	
1.1.13 Trenching is not allowed under this contract.	X	
1.1.14 The system shall be accepted in writing only after a satisfactory test of the entire network or installation in the presence the member. Terms for acceptance by the member and title to work shall be clearly agreed upon and described in the contract. If any part of the cabling requires the member to assume control prior to the completion, this needs to be defined. Both parties shall agree on the definition of what constitutes final acceptance before final payment.	X	
1.1.15 Contract vendor shall provide comprehensive training on the operation, use and testing of the installed equipment to the member.	X	

Specifications
(Place after Tab 1e)

1.1.16	All warranties shall begin on the date of the final written acceptance by the member.	X	
1.2 Design and Infrastructure Requirements			
1.2.01	Contract vendor shall develop a needs analysis report that includes an assessment of current hardware and identifies what can be incorporated into the new design.	X	
1.2.02	The needs analysis report shall list all changes to the worksite that are necessary upon implementation.	X	
1.2.03	The needs analysis report shall determine the disruptions and inconveniences to the member likely to be encountered during the installation and testing of the new equipment.	X	
1.2.04	The needs analysis report shall list the recommended training requirements of the member.	X	
1.2.05	The needs analysis report shall list the appropriate and minimums for LAN/WAN technology, hardware, software and services that are required.	X	
1.3 Infrastructure for Departmental and Workgroup LANs Requirements			
1.3.01	The cabling system shall be one that shall last a minimum of fifteen years and be based on the current applicable structured cabling ANSI/TIA/EIA standard.	X	
1.3.02	All cable pathways shall be designed through conduit, cable trays and/or underfloor ducts to provide for the protection of cables, or provide for easy installation of additional cables, or the replacement of cables.	X	
1.3.03	Only horizontal cable types recommended by current applicable ANSI/TIA/EIA standard shall be installed.	X	
1.3.04	Cabling density in a work area should be reasonable but with future needs in mind.	X	
1.3.05	A telecommunication's closet should be located as close as possible to the center of the location it will be serving, and shall be large enough to house the equipment that may potentially be located there.	X	
1.3.06	All LAN equipment shall be grounded as described in the current applicable ANSI/TIA/EIA standard.	X	
1.3.07	Copper-based cabling systems shall be protected from electromagnetic interference (EMI) by being located a sufficient distance from power lines and other sources of EMI.	X	
1.3.08	Equipment shall be protected from power fluctuations (spikes, surges, brownouts, blackouts) by surge suppressors and uninterruptible power supplies.	X	
1.4 Infrastructure for Organizational LAN Requirements			
1.4.01	The connecting of two or more workgroup LANs of the same technology to form a backbone network shall be available in multiple configurations and use a variety of technologies, as described in the current applicable ANSI/TIA/EIA standard.	X	
1.4.02	Backbone distances shall be within industry standards.	X	
1.4.03	The transmission technique should include, but not be limited to: ATM, CAN, switched Ethernet, FDDI, Frame Relay, TCP/IP or Token-ring technology. The backbone should be able to operate at speeds of up to 1 Gbps, with a migration path for 10 Gbps and up to 40/100 Gbps.	X	
1.4.04	The backbone network shall connect various LANs to each other using switches, repeaters, bridges and routers.	X	
1.4.05	Backbone hardware should be installed in a central location for easier maintenance, greater security, and ease of operation.	X	

**Specifications
(Place after Tab 1e)**

1.5 Infrastructure for Enterprise Networking Requirements			
1.5.01	Contract vendor shall provide plans and recommendations for the connectivity of locations over local and wide area networks.	X	
1.5.02	Contract vendor shall identify one or more private networks that shall be available for a telecommunication link, if needed.	X	
1.5.03	Contract vendor shall identify access to switching and communications equipment that can be leased from a regulated carrier to a value-added carrier.	X	
1.6 Passive and Active Hub, Shared Media Switches, and Concentrator Requirements			
1.6.01	Passive, active and gigabit speed switches, or concentrators shall be available.	X	
1.6.02	Workgroup switches shall have the ability to connect multiple network devices and shall support at least one network technology and one type of transmission medium.	X	
1.6.03	Smart or intelligent switches shall provide for management functions and be able to connect multiple technologies and media types.	X	
1.6.04	Enterprise switches shall support all the cabling and networking needs of the member.	X	
1.6.05	Modules that plug into the back pane of switches or modules that provide bridging, routing and management functions may be offered.	X	
1.6.06	Shared media hubs shall be scalable and modular in design; be OSI Layer 2/3 capable; allow for multiple LAN/WAN protocols; as well as PoE or PoE+.	X	
1.6.07	Switches shall be desktop models or rack mountable.	X	
1.7 Channel Bank and Digital Access Carrier Systems (DACS) Requirements			
1.7.01	Channel banks and DACS shall be 56k/T1/DS3/frame relay capable, be SNMP managed, shall support multiple LAN/WAN protocols, support integration of synch data and digital voice channels and provide in-band and out-band data management.	X	
1.7.02	Channel banks and DACS shall be equipped with at least the following data cards: subrata data multiplexer cards, inverse multiplexer cards, DS0 and DS1 cards and switched 56 cards.	X	
1.7.03	Channel banks and DACS voice cards shall be available as 2-wire or 4-wire analog cards and DS1 cards.	X	
1.8 Repeater (Line Drivers) Requirements			
1.8.01	Repeaters, or line drivers, shall be used to connect distant stations to a LAN and/or within a single building. Signals shall be passed at network speeds.	X	
1.8.02	Digital repeaters shall regenerate the signal, clean up any noise, and reshape the digital pulses.	X	
1.8.03	Analog repeaters shall amplify the transmission.	X	
1.8.04	Optical fiber repeaters shall extend the distance for optical transmissions	X	
1.8.05	Contract vendor shall provide, as needed, the following types of repeaters: local; remote using copper or fiber; multi-port; buffered (non-discriminating bridges); or hub.	X	
1.8.06	Repeaters shall be desktop models or rack mountable.	X	
1.9 Bridge Requirements			
1.9.01	To create a single logical network or to interconnect networks that have been extended using repeaters, a bridge (intelligent repeater) shall be offered.	X	

**Specifications
(Place after Tab 1e)**

1.9.02	Bridges shall permit stations on one segment to communicate with stations on another segment using a filtering system.	X	
1.9.03	Contract vendor shall provide local bridges for back-to-back type connections and remote bridges for LANs separated by a large distance.	X	
1.9.04	Contract vendor shall provide multi-port and switching bridges, as needed.	X	
1.9.05	Bridges shall be desktop models or rack mountable.	X	
1.10 Routers and Bridge Router (Brouters) Combination Requirements			
1.10.01	Routers shall be scalable and modular, shall be OSI layer 3 capable, shall allow for multiple LAN/WAN protocols, shall be encryption capable, VPN capable and firewall capable.	X	
1.10.02	Routers shall allow for LAN/WAN modularity and scalability.	X	
1.10.03	Access routers and router hubs that are full function routers that provide WAN and LAN interfaces and support many protocols are requested.	X	
1.10.04	When necessary to have a central switching device in a star topology router network, boundary routers may be provided.	X	
1.10.05	Brouters that use proprietary technologies and do not operate with other brouters, bridges and routers are not acceptable.	X	
1.10.06	Routers and brouters shall be desktop models or rack mountable.	X	
1.11 Gateway Requirements			
1.11.01	When a network needs a device to translate transmission between two often proprietary protocol stacks (such as SNA and DNA or AppleTalk to TCP/IP), a gateway device is requested.	X	
1.11.02	LAN-to-host, LAN-to-LAN, LAN-to-WAN, IPX-to-SPX or X.400 standard gateways are requested.	X	
1.12 Channel Service Unit (CSU)/Data Service Unit (DSU) Requirements			
1.12.01	For analog communications, modems are needed and for digital communications a CSU/DSU is requested.	X	
1.12.02	No modems under 56k baud shall be offered on contract.	X	
1.12.03	All CSUs offered shall keep a line connected if a failure should occur in other communications equipment.	X	
1.12.04	DSUs shall convert signals from bridges, routers and multiplexers into bipolar digital signals. DSUs and CSUs should be mounted in the same box.	X	
1.12.05	CSU/DSUs shall be 56k/T1/DS3/frame relay capable; shall support multiple LAN/WAN protocols; support integration of synch data and digital voice channels and provide in-band and out-band data management.	X	
1.12.06	Units shall have a mean-time between failure (MTBF) rating of greater than 20 years.	X	
1.12.07	DSU/CSUs shall be desktop models or rack mountable.	X	
1.13 Network Management System (NMS) Requirements			
1.13.01	The NMS shall have a graphical user interface; allow for LAN/WAN topology discovery; allow for in-band and out-band transmission of network related data and allow for monitor and control to port level.	X	
1.13.02	The NMS shall be available, at minimum, in either a Unix, Windows or Linux based operating system.	X	
1.13.03	The NMS shall allow for network traffic monitoring, provide network statistics, allow for multiple topologies (10/100T, GbE, Token Ring, FDDI) and shall have alarms that can be preset by member to monitor various system outages or problems.	X	

**Specifications
(Place after Tab 1e)**

1.14 Dynamic Host Configuration Protocol Server (DHCP) Requirements			
1.14.01	The DHCP shall have a graphical user interface; LAN/WAN protocol capabilities; check syntax of DNS records; automatically add reverse lookup records for new nodes; dynamically updates DNS records, support secondary IP address on single physical networks and allow for multiple topologies (10/100T, GbE, Token Ring, FDDI)	X	
1.14.02	Converged and hyper converged infrastructure for virtual environment and support services for server and storage are requested.	X	
1.14.03	The DHCP shall be available in either a Unix, Windows or Linux based operating system.	X	
1.15 Remote Access Server (RAS) Requirements			
1.15.01	The RAS shall be scalable and modular in design; be OSI Layer 2/3 capable; allow for multiple LAN/WAN protocols; be IDSN BRI/PRI capable; be 56k/T1 capable and be encryption capable.	X	
1.15.02	The RAS shall allow for LAN/WAN modularity and scalability.	X	
1.15.03	The RAS shall allow for multiple topologies (10/100T, GbE, Token Ring, FDDI) and have adequate security and encryption protection.	X	
1.16 Cell Switch Device Requirements			
1.16.01	The cell switches shall comply with all industry open-standards; shall be OSI layer 2 and 3 capable; shall be interoperable for all specified LAN/WAN protocols; and shall have a Standards Compliant Network Management System implementation plan (SNMP).	X	
1.17 ATM Cell Access Multiplexer Requirements			
1.17.01	The ATM Cell access multiplexers shall comply with all industry open-standards; shall be OSI layer 2 and 3 capable; shall be interoperable for all specified LAN/WAN protocols; and shall have a SNMP.	X	
1.18 Internet Gateway (Firewalls) Requirements			
1.18.01	Firewalls shall work at the Internet, intranet, department and workgroup level, depending on the member's requirements.	X	
1.18.02	Firewalls shall be equipped with, but not be limited to the following features: address translator, packet filters, circuit gateways, application level gateway and provide a minimum through-put (in and out) of at least Ethernet packet size.	X	
1.19 Communication Gateway Requirements			
1.19.01	Communication gateways shall work at the intranet, department and workgroup level, depending on the member's requirements	X	
1.19.02	Communication gateways shall allow for voice over Ethernet/Internet and wireless to wired.	X	
1.19.03	Communication gateways shall allow for multiple topologies (10/100, GbE) and have adequate security and encryption protection.	X	
1.20 Power Monitoring and Uninterruptible Power Supply (UPS) Requirements			
1.20.01	Power monitoring products shall monitor for power harmonics, high-speed voltage and current transients.	X	
1.20.02	Power monitoring products shall have a graphics display that shall display peak/hold indicators and provide data logging.	X	
1.20.03	Power monitoring products shall measure the power feed for true current; AC/DC voltage levels; EMF; harmonics; impulses demand vs. energy, and cycle-by-cycle disturbances.	X	
1.20.04	UPS products shall be rack mountable and should be located in the equipment rack of the equipment being protected.	X	

**Specifications
(Place after Tab 1e)**

1.20.05 Any UPS unit supporting a server shall have at least 100% greater rating than the supported loads and have a minimum of eight (8) minutes of run-time at full speed. In addition, it shall warn the NMS that power has been lost when it is in the battery power operational mode.	X	
1.21 Network Monitor, Analyzer and Tester Requirements		
1.21.01 Network monitors shall monitor, analyze and test OSI layers 1-7.	X	
1.21.02 Network monitors shall inventory and store data for all LAN/WANs connected; shall provide frame monitoring (real time); shall monitor peak, average and current network utilization; numbers of errors; stations and users; and traffic, protocol distributions.	X	
1.21.03 Network analyzers shall analyze and store data for all LAN/WANs connected; shall provide frame monitoring (real time); shall analyze peak, average and current network utilization; numbers of errors; stations and users; and traffic, protocol distributions.	X	
1.21.04 Network testers shall test and store data for all LAN/WANs connected; shall provide frame monitoring (real time); shall analyze peak, average and current network utilization; numbers of errors; stations and users; and traffic, protocol distributions.	X	
1.22 Telephone and Network Integration - General Communication Requirements		
1.22.01 Automated services and state-of-the-art telephony are requested.	X	
1.22.02 Telephone system shall include speech recognition that permits a caller to reach a destination by speaking their name or by using their touch-tone phones to enter an extension, name, department or "0" to get a live operator.	X	
1.22.03 Telephone system shall include a voice attendant system that provides a 24-hour voice messaging communication to individuals and departments.	X	
1.22.04 Telephone system shall include hardware or software to route incoming calls to a particular extension, the operator, or other destinations.	X	
1.22.05 Telephone system shall include software that works in conjunction with a networked computing device to provide a phone line directory with first party call control functions including dial, transfer and conference.	X	
1.22.06 Telephone system shall include a call center program that allows a caller to select options while waiting, including listening to music or a special message, leaving a message, or to request information.	X	
1.22.07 A telephone system shall allow a worker to call in, enter a password or ID number, and activate his cell or home phone as if it were a company extension.	X	
1.22.08 A telephone system with the ability to record telephone voice digitally and store the messages as easily accessed files is preferred.	X	
1.22.09 A telephone system with a homework help line that provides 24-hour access by students and parents is requested.	X	
1.22.10 A telephone system that can provide out calling to member or member's customers to announce events is requested.	X	
1.22.11 A telephone system with password protected voice mailboxes is requested.	X	

**Specifications
(Place after Tab 1e)**

1.22.12 Fully digital/IP or hybrid systems (end-to-end) are required. Configurations shall be modular in design with universal ports. All hardware shall be NANPA compliant. Configurations may be expanded to the full capacity by the addition of circuit card modules, voice terminals, station wiring and cabinets. None of the original equipment shall become obsolete through expansion.	X	
1.22.13 The unit shall contain all of the necessary printed circuit cards, power supply and other components necessary for line and intercom switching and feature operation. The system shall be of modular design for ease of expansion and replacement of defective components.	X	
1.22.14 Station instruments/voice terminals shall be multi-button, digital type, with modular connectors, and a built-in speaker for tone signals and intercom voice announcements. The instrument shall have the appropriate number of programmable buttons as required for normal operations. The instrument shall provide audible and visual signals to indicate ringing, call, and feature status. All instruments shall be hearing aid and amplified handset compatible.	X	
1.22.15 A headset and connector may be ordered for connection with a station instrument. The connector shall contain a volume control and an on-off switch to enable switching between headset and handset operation.	X	
1.22.16 The attendant console (physical or soft) shall have access to all lines in the system with the ability to transfer any call to any and all voice terminals in the system.	X	
1.22.17 Direct station selection/busy lamp field console with its associated features may be ordered for installation adjacent to the voice terminal serving as a main call answering point. Note, this can be offered as a software function of the software console. The cost of the console shall include the required circuit card, installation, wiring and programming. The DSS/BLF shall have the appropriate number of buttons and associated lights for the maximum number of voice terminals specified by the end user.	X	
1.22.18 Programming should be able to be completed via software on a computer, on the network, or via a browser.	X	
1.22.19 Other peripheral equipment may be offered, and may include, but not be limited to: music source (digital) recorded announcement machines (4 channel, digital); paging amplifier (100 W); speaker (indoor/outdoor); voice mail; terminal (minimum platform specification – Intel Core i5 (or similar) processor; 2.3 GHz; 6MB L2 cache; Windows 7 (or similar) operating system; 4GB RAM; 256GB hard drive; Integrated 10/100 Ethernet; 17 inch flat panel display; keyboard; mouse; printer (ink jet or laser depending on member requirements); and battery backup (4 hour at the wired level which does not require venting).	X	
1.23 Hosted Voice over Internet Protocol (VoIP) Systems/Platforms		
1.23.01 Contract vendors may offer hosted VoIP systems and platforms.	X	
1.23.02 Hosted systems and platforms shall function as an onsite system functions.	X	
1.23.03 Hosted systems and platforms shall manage all sites and endpoints with web controls.	X	
1.23.04 Hosted systems and platforms shall provide flexible system with configuration options.	X	

**Specifications
(Place after Tab 1e)**

1.23.05	Hosted systems and platforms shall provide normal system options and features as listed in the VoIP requirements.	X	
1.23.06	Contract vendor hosted systems and platforms shall offer support services to monitor voice infrastructures. Services shall provide after hour emergency contact information.	X	
1.24 Telephone and Network Integration – VoIP Requirements			
1.24.01	VoIP systems shall allow voice-data to flow over a general purpose packet-switched network.	X	
1.24.02	VoIP systems shall allow for the integration of various services, including but not limited to: video conversations; message and data file exchange in parallel with a conversation; audio conferencing; managing address books; and passing information between users.	X	
1.24.03	VoIP systems shall allow members to make and receive calls, regardless of their location on the LAN/WAN.	X	
1.24.04	VoIP system shall keep latency problems to a minimum, ensuring the audio stream maintains proper time consistency.	X	
1.24.05	VoIP system shall include an UPS to maintain VoIP services during a power outage.	X	
1.24.06	VoIP system shall provide for emergency call services.	X	
1.24.07	VoIP system shall meet industry standards for allocating and assigning telephone numbers according to current applicable ITU E.164 standards.	X	
1.24.08	VoIP systems offered shall meet either current applicable Session Initiation Protocol (SIP) or ITU H.323 standards.	X	
1.25 Telephone and Network Integration – Non-VoIP Telephone System Requirements			
1.25.01	Non-VoIP systems shall allow voice-data to flow over a general-purpose circuit-switched network.	X	
1.25.02	Telephone hardware switches shall use PCM and/or ITU-T ISDN BRI.	X	
1.25.03	Telephone hardware switches shall have duplicated components that operate independently as a hot standby with switching occurring spontaneously in a failure.	X	
1.25.04	Telephone hardware switches shall have remote service capabilities.	X	
1.25.05	Telephone hardware switches shall support a wide number of interfaces including X.25 dedicated links (for Electronic Data Interchange [EDI]); EIA RS-232 links, ISDN BRI; contact for connecting analog devices; and auxiliary for analog trunk connections networks.	X	
1.25.06	Telephone hardware switches shall operate in temperatures between 40° to 120° F and in relative humidity as moist as 95% at 84° F.	X	
1.25.07	Telephone hardware voice terminals with a variety of features shall be offered, including ISDN user-friendly terminals; analog voice terminals; video capable terminals; headsets; adapters; and speakerphones.	X	
1.26 Telephone and Network Integration – VoIP/Non-VoIP Installation, Management and Administration Requirements			
1.26.01	Contract vendor shall provide for the installation of equipment, configuration of software, testing of the equipment, and establish a management capability for the administrators of the LAN.	X	
1.26.02	The following cards shall be hot swappable without loss of the fiber optic hub's functionality or configuration: concentrator modules, management modules, interconnectivity device modules deployed within the hub, such as bridges and routers.	X	

**Specifications
(Place after Tab 1e)**

1.26.03	The network management system shall be menu-driven and shall have a graphical user interface. The network management system hardware platform shall be fully configured, including all necessary interface hardware, software, and cabling.	X	
1.26.04	The network management system shall support SNMP and have an integrated database with the ability to provide hooks to outside software packages.	X	
1.26.05	The network management system shall provide multi-layered management of hubs, bridges, and routers with automatic recognition of all manageable elements; the network management system shall provide graphic reports, reporting network topology, traffic and statistics.	X	
1.26.06	The network management system shall be able to perform diagnostic tests at all nodes in the LAN. The network management system shall have the ability to gather and store information about the operation of the network and publish, from time to time, reports about the system, including information about major and minor alarms.	X	
1.26.07	Contract vendor shall specify that the network management system have the ability to distinguish context-sensitive and time-sensitive alarms (either major or minor) and shall have screens to display these alarm classifications. Users shall be able to set alarm thresholds.	X	
1.26.08	All update releases of network management system software shall be made available to the member without additional charge during the warranty period. Revisions that involve a change in the product shall be offered.	X	
1.26.09	Contract vendor shall coordinate all data cabling and termination requirements; including media converters; physical connectivity; impedance matching; and filtering. Contract vendor shall verify that any patch cords used are necessary and installed correctly.	X	
1.26.10	Contract vendor shall supply all necessary transient voltage surge suppression devices needed to assure compliance with applicable ANSI/IEEE C62.41.1 AC line-voltage requirements. Surge protection devices that have manufacturer's guarantee of protection with an insurance package are preferred.	X	
1.26.11	Local code-approved fire-stop means shall be applied at each interface between floors and between all fire-rated spaces. All necessary drawings shall show fire-stop means and materials. Copies shall be provided to the member and to other authorities, as applicable.	X	
1.26.12	Contract vendor shall supervise the installation of any cable. Contract vendor shall require the cable installation personnel to be familiar with safety procedures, equipment operation, and cable manufacturer's installation requirements, such as maximum pulling tensions and the correct use of a pulling-eye. Pull-through of copper with offsets shall be rigged with two (2) sheaves.	X	
1.26.13	Cable shall be secured in a neat and organized manner with plastic tie-wraps. Any excess cable in splicing vaults shall be neatly coiled for storage prior to splicing. After splicing is completed, splice cases shall be properly secured to racks with plastic tie-wraps.	X	
1.26.14	Cable-pulling lubricant shall be used per manufacturer's instruction and the manufacturer's pulling tension limitations shall not be exceeded. No copper splicing shall be allowed within system.	X	

**Specifications
(Place after Tab 1e)**

1.26.15 All cable and cable pairs shall be terminated according to industry standards; terminating blocks shall be grounded; and only the minimum amount of sheathing required to obtain access for termination of individual pairs shall be removed (less than 1/2 inch).	X	
1.26.16 All copper wiring shall be routed as closely as possible to the backboard and cable tray ground planes. Cable rings or other physical means shall be used to assure that all cabling shall permanently maintain correct position.	X	
1.26.17 Contract vendor shall provide physical support and cable management means for all copper runs and termination points; especially between floors; between cable tray and equipment racks; and on equipment racks. Proper bend radius to wire diameter shall be maintained. Cable run outside shall be suitable for runs buried in conduits and aerial runs. Cable performance shall not be degraded and the cable shall not be damaged in any way by long-term immersion in ground water. Aerial cable outer jacket shall be suitable for long-term exposure to sunlight and weather, with a life cycle greater than 20 years. Outer jackets on all cables shall be fungus inert and crush resistant.	X	
1.26.18 If optical fiber is spliced, the loss per splice shall be 0.2db or less. The contract vendor shall test the system to verify loss by splices is within specifications.	X	
1.26.19 The fiber network shall be tested and 100% of all fibers shall test within specifications. If any segment of cable is found to have unsatisfactory test results, that specific cable link shall be replaced with a new link, which shall then pass the test.	X	
1.26.20 The copper cabling network shall pass all tests for Category 5/5e/6 wire. Where Category 6 wire is not required, the contract vendor shall be permitted to use Category 5/5e. Cable used shall be standard color-coded and UL listed.	X	
1.26.21 All internetworking devices provided by the contract vendor shall interoperate with at least two (2) other manufacturer's equivalent bridges and routers.	X	
1.26.22 All bridges and routers shall comply with industry open-standards and have documented interoperability with all related protocols. All remote bridges and routers shall be capable of adapting to a full or partial T-3, T-1, fractional T-1, or 56/64 kbps bandwidth of their particular protocol.	X	

Indicate if any of the following features are standard, or an option of the systems that you are providing by indicating "Standard", "Option", or by using "S" or "O" in the S/O column or indicate if a "no bid" in the No Bid column:

1.27 Telephone System Standard and Optional Feature Requirements

1.27.01 <u>Abbreviated Dialing, Station or System Level:</u> This feature shall allow voice terminal users to store station or system frequently called telephone numbers or frequently used dial access codes in system memory and use a shortened dialing procedure to access those numbers.	S	
1.27.02 <u>Account Codes:</u> This feature allows the caller to input billing information (i.e. client account number) when placing/receiving a call.	S	

Specifications
(Place after Tab 1e)

<p>1.27.03 <u>Alerting</u>: This feature shall provide unique patterns of voice terminal alerting for all voice terminal users to distinguish between various types of incoming calls. The pattern should indicate various types of calls including, but not limited to: terminal-to-terminal call, an attendant or incoming trunk call, or a priority call. Users of terminals serving both voice and data should be provided with the ability to transfer or cut off alerting patterns at their voice terminals.</p>	S	
<p>1.27.04 <u>Alternate Console Position</u>: This feature shall provide for the capability of an alternate attendant console position as well as the regular attendant console position(s). This position shall provide all regular attendant console functions. A lockout capability shall be affected from the main console to prevent unauthorized access.</p>	S	
<p>1.27.05 <u>Attendant Manual Splitting</u>: This feature shall allow the attendant to consult privately with one party on a call without a second party hearing.</p>	S	
<p>1.27.06 <u>Attendant Call Waiting</u>: This feature shall provide for calls completed by the attendant (to a busy series voice terminal line) to be held waiting while a tone indication of the waiting call is directed toward the busy voice terminal.</p>	S	
<p>1.27.07 <u>Attendant System Control of Trunk Group Access</u>: This feature shall allow for the restriction of terminal lines and incoming tie trunks from accessing selected trunk facilities. Calls to restricted facilities shall be routed to the attendant position.</p>	S	
<p>1.27.08 <u>Attendant System Control of Voice Terminals</u>: This feature shall provide for the restriction of selected lines or groups of lines.</p>	S	
<p>1.27.09 <u>Attendant Direct Trunk Group Selection</u>: This feature shall provide for an attendant to be able to directly access an idle-outgoing trunk by depressing a button associated with the desired trunk group.</p>	S	
<p>1.27.10 <u>Attendant Display</u>: This feature shall provide for an alphanumeric display to allow the attendant to visually identify: calling number, class of service, trunk identification or other important information.</p>	S	
<p>1.27.11 <u>Authorization Code</u>: This feature shall allow a terminal user or attendant to dial a code, which overrides the facilities', restriction level associated with the terminal.</p>	S	
<p>1.27.12 <u>Automated Attendant</u>: This feature shall automate the transfer of incoming calls to the particular voice terminal or voice message box that corresponds to the caller's inputs.</p>	S	
<p>1.27.13 <u>Automatic Call Distribution</u>: Automatic Call Distribution feature shall provide for a large volume of incoming calls to be answered by a group of telephones allocated for this purpose. Incoming calls are served on a first-in, first-out basis and are distributed among the available telephones (agent positions) such that the agent position that has been idle the longest is presented with the first call. A reporting package shall be included that provides, as a minimum, agent, and agent group and trunk activity reports.</p>	S	
<p>1.27.14 <u>Automatic Callback</u>: This feature shall provide for voice terminal users, calling a busy station, to be automatically connected to that line when the station becomes idle.</p>	S	
<p>1.27.15 <u>Automatic Route Selection/Least Cost Routing</u>: This feature shall provide routing of long distance calls over the most preferred route based on time of day and day of week. An access code and the public network telephone number shall be utilized to select the least expensive route. At least 10-digit screening/routing capability is required. All digit translation required to conflate the call shall be performed automatically.</p>	S	

**Specifications
(Place after Tab 1e)**

1.27.16 <u>Auxiliary Equipment Access</u> : This feature shall provide (through an extension or trunk) for the auxiliary equipment access between the system and dictation, voice, or paging equipment.	S	
1.27.17 <u>Call Forwarding-Internal</u> : This feature shall allow calls (internal or external) destined for the attendant or a voice terminal to be routed to another voice terminal or to the attendant. This feature shall be activated or canceled by the user or the attendant.	S	
1.27.18 <u>Call Park</u> : This feature shall allow a voice terminal user to have the ability to place a call on hold without tying up the activating line.	S	
1.27.19 <u>Call Pickup</u> : This feature shall allow a voice terminal user to have the ability to answer any call directed to another terminal line within the users pickup group.	S	
1.27.20 <u>Call Waiting</u> : This feature shall allow any call attenuating to terminate on a user's voice terminal, when the user is busy on another call, to be held waiting while a tone indication of the waiting call is directed toward the busy terminal. The called terminal user may then be connected to the waiting call at the user's convenience.	S	
1.27.21 <u>Caller Identification</u> : This is an Integrated Services Digital Network (ISDN) service feature. Caller ID provides out-of-band channel delivery of data about an incoming caller.	O	
1.27.22 <u>Class of Service</u> : For each station on the system, the proposed system shall have the ability to provide variable classes of service, alterable from an on-premise administration terminal. Service class shall define the specific calling privileges of the associated station.	S	
1.27.23 <u>Computer Telephone Integration</u> : The interconnecting of computers and telephone systems wherein the computer directs the system to switch calls to various internal resources and also might forward stored data to various Internal resources. It is preferred to be compliant with Telephony Application programming Interface (TAPI) and/or Telephony Server Application Programming Interface (TSAPI).	S	
1.27.24 <u>Conference, Three-Party</u> : This feature shall allow a voice terminal user to have the ability to connect a third party to an existing 2-party call.	S	
1.27.25 <u>Console Alarm Display</u> : This feature shall allow system to provide audible and visual alarms at the attendant console, which signal major and minor system failures.	O	
1.27.26 <u>Data Protection</u> : This feature shall protect data calls from intrusion by the various bridge-on features, which may otherwise disturb data transmission.	S	
1.27.27 <u>Dial Access to Attendant</u> : This feature shall allow the attendant to be dial accessed by voice terminal users. Unique access codes can be assigned to individual attendant positions to allow dial access to a specific attendant position.	S	
1.27.28 <u>Direct Department Calling</u> : This feature shall provide a distribution service for selected high incoming call volume departments.	S	
1.27.29 <u>Direct Inward Dialing</u> : An incoming call from the exchange network shall be directed to the dialed voice terminal without attendant intervention.	S	
1.27.30 <u>Direct Outward Dialing</u> : A voice terminal user shall be able to access the public exchange network without attendant assistance.	S	
1.27.31 <u>Dual-tone Multi-frequency (DTMF) Service</u> : This feature shall provide DTMF signaling for terminal and attendant console users.	S	
1.27.32 <u>Hold</u> : This feature shall allow terminal users to maintain a current call in a held state. Access to the held call shall be provided.	S	

Specifications
(Place after Tab 1e)

1.27.33 <u>Hunting</u> : This feature shall allow an incoming call to a voice terminal to be routed to an idle voice terminal in a prearranged group when the called-terminal is busy. Circular and linear hunt groups shall be possible.	S	
1.27.34 <u>Intercept Treatment</u> : This feature shall allow calls that cannot be automatically completed, to be routed to either an attendant or a recorded announcement.	S	
1.27.35 <u>Intercom</u> : This feature shall allow voice terminal users to be connected to a conning intercom path with other voice terminals. An alerting signal shall be provided to audibly identify intercom calls.	S	
1.27.36 <u>Last Number Redial</u> : This feature shall allow voice and data terminal users to automatically redial the last number called by depressing a single terminal button.	S	
1.27.37 <u>Line/Feature Status Indication</u> : A status lap shall be provided with an indication of the call status for each call appearance on all digital voice and data terminals.	S	
1.27.38 <u>Line Lockout</u> : Intercept tone shall be provided to a voice terminal user who remains off-hook for 10 seconds without dialing.	O	
1.27.39 <u>Loudspeaker Paging Access</u> : This feature shall allow the attendant and voice terminal users access to voice paging equipment.	S	
1.27.40 <u>Moves, Adds and Change Administration by Member</u> : This feature shall allow moves, adds, deletes and changes to extension numbers, service classes, and station and trouncing arrangements to be accomplished by member via an on-premise phone/terminal.	S	
1.27.41 <u>Message Waiting</u> : This feature shall allow two modes of usage, manual and automatic. In the manual mode of operation, a voice terminal user shall have the ability to activate a status lap at another designated voice terminal to indicate there is a message for the designated terminal user. System shall also have the ability to automatically light a message-waiting lap at a user terminal in conjunction with various message services provided.	S	
1.27.42 <u>Music-on-Hold Access</u> : This feature shall allow music to be provided to the held party during any holds interval.	S	
1.27.43 <u>Night Answer from Console</u> : A feature, which automatically reroutes incoming calls to an attendant position, in this case an executive station set after hours.	S	
1.27.44 <u>Off-premises Terminal</u> : This feature shall provide access to the system by voice terminals located off-premises from the system location. Off-premises terminals shall be connected to the system via a line or trunk circuit, depending upon the application required.	O	
1.27.45 <u>Override</u> : This feature shall allow a warning tone to be applied to a busy connection followed by bridge-on of the calling party, when activated by a calling terminal user on a call to a busy terminal line.	S	
1.27.46 <u>Privacy</u> : This feature shall prevent another user from entering into an established call.	S	
1.27.47 <u>Queuing</u> : This feature shall allow for calls to an all-busy trunk group to be placed in a queue while awaiting an idle trunk.	S	
1.27.48 <u>Private Network Access</u> : This feature shall provide connection to a tandem tie trunk network, a common control switching arrangement, and an enhanced private switched communications service network or an electronic tandem network. Private network access calls shall have the ability to tandem through the local or distant system or on-premises system without attendant assistance if this option is provided.	O	

**Specifications
(Place after Tab 1e)**

1.27.49 <u>Recall Signaling</u> : This feature shall provide a unique audible signal, which indicates that the system has recognized a recall and is ready to receive a request for activation of a voice terminal feature.	S	
1.27.50 <u>Remote Access</u> : This feature shall provide users outside of the system access to the system via the public network for the purpose of using system services.	S	
1.27.51 <u>Remote Maintenance System Access</u> : This feature shall provide for accessibility to the system via the serving network, by a remote central facility for administration, maintenance and automatic reporting of system alarms.	S	
1.27.52 <u>Serial Calls</u> : This feature shall provide the ability for the attendant to extend a call to two or more voice terminals or trunks in succession without requiring the calling party to redial the attendant.	S	
1.27.53 <u>Station Message Detail Recording/Call Recording</u> : This feature shall provide a means to permanently record the completion time, call duration, dialed number and the trunk group used for outgoing and/or incoming calls. Any authorization code shall also be recorded. Records shall be available for extensions and the attendant(s) position(s).	S	
1.27.54 <u>Terminal Busy Indication</u> : This feature shall provide a visual indication of the switch hook status of a particular voice and data terminal.	S	
1.27.55 <u>Time Reminders</u> : This feature shall alert the attendant after 30 seconds when a call on the console is waiting to be connected.	S	
1.27.56 <u>Toll Restriction</u> : This feature shall restrict voice terminals from completing toll calls or calls to the toll operator without attendant assistance.	S	
1.27.57 <u>Transfer</u> : This feature shall permit certain voice terminal users to transfer a 1-party call to another party. Voice terminal users shall be able to transfer a 1- or 2-party call to a third party.	S	
1.27.58 <u>Trunk Group Busy/Warning Indicators</u> : This feature shall alert the attendant (with visual warning indication) when a preset number of trunks in a group is busy, or a visual busy indication when the entire trunk is busy.	S	
1.27.59 <u>Trunk-to-Trunk Connections</u> : This feature shall allow an incoming trunk call to be extended to an outgoing trunk, or an outgoing trunk call is extended to another outgoing trunk.	S	
1.27.60 <u>Uniform Call Distribution</u> : This feature shall allow incoming listed directory number trunk calls to be terminated, without attendant assistance, directly to a prearranged group of voice terminals.	S	
1.27.61 <u>Visually Impaired Attendant Services</u> : This feature shall enable a visually impaired person to operate the attendant position by augmenting the normal visual signals with special devices and audible signals.	O	
1.27.62 <u>Voice Mail System</u> : Voice mail system shall be fully integrated with the telephone system.	S	
1.28 Sustainability and Environmental Requirements		
1.28.01 Products manufactured with sustainable, environmentally responsible techniques are preferred under this contract. They shall be available for members specifically requesting sustainable, environmentally responsible products. These products shall be identified as such in printed or online marketing literature.	S	
1.28.02 It is preferred that products offered under this contract meet the current applicable Energy Star standards.	S	
1.28.03 Products manufactured utilizing bioplastics and recycled plastics (without the use of styrene) are preferred.	S	

Specifications
(Place after Tab 1e)

1.28.04 Shipping materials (crates and pallets) made with 100% recycled cardboard are preferred.	S	
1.29 Warranty Requirements		
1.29.01 The minimum length of warranty required under this contract shall be one (1) year for equipment and components, and fifteen (15) years for all cabling (copper and fiber).	S	

***Exceptions/deviations must be listed on the *Scope of Work and Specifications Acceptance Form*. List the specification number for each exception/deviation.**

Scope of Work and Specifications Acceptance Form
(Place after Tab 1e)

Signature on page 2 certifies complete acceptance of the Scope of Work and Specifications in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the Scope of Work and Specifications:

- We take no exceptions/deviations to the Scope of Work and Specifications.**

(Note: If nothing is listed below, it is understood that no exceptions/deviations are taken.)

- We take the following exceptions/deviations to the Scope of Work and Specifications. All exceptions/deviations shall be clearly explained. Reference the corresponding Scope of Work or Specifications that you are taking exceptions/deviations to. Provide details on your exceptions/deviations below:**

(Note: All requested exceptions/deviations must be clearly explained. Reference the specific language that you are taking exceptions/deviations to, detail any proposed substitute language, and clearly explain how the exceptions/deviations meet or exceed Scope of Work and Specifications. Unacceptable exceptions/deviations shall remove your proposal from consideration for award. Mohave shall be the sole judge on the acceptance of exceptions/deviations and Mohave's decision shall be final.)

Primary Vendor Information – Method of Approach
(Place after Tab 2a)

Offeror shall respond to each item below. The information will be used to assist Mohave in evaluating the method of approach that an offeror would take regarding specific issues under an awarded contract. Do not use "boilerplate" answers. Respond to each item by specifically addressing the Mohave request. Failure to complete all questions may result in your proposal being considered nonresponsive.

1. Offeror shall provide a project plan that describes how the offeror intends to implement the plan. This information shall include, but not be limited to:

Logicalis has been involved in the Public Sector area since its inception and has specialized in K-12 Education. Logicalis has been involved with district and MESC members throughout Arizona on helping plan and implement their telecommunication and network systems and is one of the leading providers in the state in this vertical. Ensuring effective communications, video and data is critical to the learning environment as well as safety in our classrooms.

As Logicalis is a turnkey network integration company, very large infrastructure projects, which are typical of these types' projects, are led by our experienced and certified project management team. As Logicalis performs all work in house including all infrastructure cabling and networking, we ensure all systems function together and there are not required components that were not bid resulting in change orders which cost both time and money as well as delay projects from vendor "finger pointing".

As a self-performing turnkey contractor highly experienced in educational integrated systems, we are offering our maximum pricing discounts on all of the aforementioned systems and infrastructure. Our dedication to the educational market is a long term business commitment and one we take great pride in. Logicalis is a member of AzTEA (Arizona Technology in Education Alliance) and participates in numerous education events as well as hosts seminars and training, we are committed to the education community in Arizona.

Logicalis is committed to provide all the services, expertise, time and patience required to implement projects resulting from this RFP. Logicalis is able to offer even greater and expanded service offerings as well as additional discount to MESC members due to our National and International presence.

- a. Account team structure (for a Mohave contract) and role which includes, but is not limited to description of sales contact process, account team support, and periodic account review processes;

Logicalis account sales and support team includes the following personnel. The Sales Manager is responsible for periodic account reviews:

- Allison Hughes, Regional VP Sales
- Matt Catalanotto, Director Area Sales
- Brent Graves, Senior Education Account Manager
- Robert Lundblade, Account Executive
- Jay Ivey, Account Executive
- Jaime Kazee, Senior Solutions Group Specialist
- Catrina Mundhenk, RMO Specialist

- b. Communication process with Mohave and its members;
Logicalis Account Managers handle the communications with Mohave members in regards to what is eligible to be included on quotes based on the contract. Logicalis Solutions Group ensures all processes are followed and updates are done to the contract based on the RFP requirements.

- c. Standard delivery time for products/services after receipt of purchase order;
As soon as Logicalis receives the members PO. Services arrangements will be made with the member.

- d. Any other value-added services that may benefit members. Provide specific information;
Logicalis' solutions architects are design professionals who have attained brand certifications to design best-practice solutions. Our technical design and implementation teams are assigned to solution design or installation based upon their professional skills and accreditations. • Our technical design and implementation teams are assigned to solution design or installation based upon their professional skills and accreditations. We

Primary Vendor Information – Method of Approach
(Place after Tab 2a)

also are partnered with leaders in technology like Cisco, HP, and IBM whom we can lean on for additional technical support if needed. • Logicalis' technical resources are required to stay up-to-date on the latest technologies and receive frequent trainings to ensure they follow industry standards. In addition to technical expertise we assign technical leads for our projects who use their expertise and experience to lead other technicians/engineers in the field. Many of our experts are trained and certified for safety standards as well as technical ability.

- e. Indicate how you will ensure your sales staff does not sell products or services that are not on contract; and

Logicalis can positively ensure that our sales staff will not sell a product or service to a Mohave member that is known to not be on contract or will not meet the needs of the client. Logicalis can ensure this because our sales staff will be offering pricing based on this RFP submission and therefore no gap would exist to cause this problem. We currently have a part check system in place that allows us to catch anything that may not be currently on the contract.

- f. Are there any limitations to the types of members that you will provide services to? If so, indicate what those limitations are.

There are no limitations on the type of members Logicalis will provide services to.

2. Mohave is established to offer a cooperative purchasing program, which can be accomplished more efficiently and economically as a multi-entity operation.

Efficiency and economy can be established through reduced bidding effort for members and vendors, management of a single contract, fewer price schedules to maintain, fewer contact persons, using Mohave as an extension of members' purchasing departments. Additionally, it is Mohave's assertion that a statewide contract available to approximately 450 public agencies results in economies of scale and lower prices than those received by bidding individual contracts, especially, but not limited to small member agencies.

Will a contract based upon your proposal result in the efficiencies and economies described above?

Yes X No _____

If no, what efficiencies and economies would members receive from a contract based on your proposal?

3. Describe how you would use local subcontractors to accomplish the work. What is the maximum amount of work you would subcontract to complete a job?

Logicalis is not in the habit of subcontracting more than 25% of the awarded work. Should the

need arise to use a local subcontractor, Logicalis has relationships with several companies throughout the state.

Primary Vendor Information – Method of Approach
(Place after Tab 2a)

4. Indicate if your bid is regional or statewide: Regional _____ Statewide X

Using the chart below, please indicate the following:

- a. In the past three years, what percent of your Arizona business do you estimate was in each geographical area identified below?
- b. Indicate which area(s) of the state that you will provide services under an awarded contract.
- c. If you are awarded a contract with Mohave, which area(s) of the state will your sales force target?

Counties	a: Percentage of Business	b: Area(s) You Will Provide Services In	c: Area(s) Sales Force Will Target
Apache	5%	X	X
Cochise	7%	X	X
Coconino	4%	X	X
Gila	2%	X	X
Graham	2%	X	X
Greenlee	2%	X	X
La Paz	2%	X	X
Maricopa	50%	X	X
Mohave	5%	X	X
Navajo	2%	X	X
Pima	5%	X	X
Pinal	5%	X	X
Santa Cruz	2%	X	X
Yavapai	2%	X	X
Yuma	5%	X	X

Primary Vendor Information – Method of Approach
(Place after Tab 2a)

Add lines or pages as needed to answer the following questions.

5. Provide information regarding details of your response time to warranty or service calls.

Logicalis provides customers with 24x7 service, real-time system monitoring, proactive maintenance agreements, customized service level agreements and business recovery planning. Logicalis maintains control of our customers' service tickets and documents all service activity from ticket entry to resolution. Logicalis maintains an inventory of spares that can be deployed when needed. When not responding to service emergencies, the Logicalis team members are participating in additions, moves, changes, documentation and preventative maintenance activities.

For Basic Maintenance Services under this agreement, Logicalis Service Administrator shall receive incoming requests via email, web portal, or telephone from Customer, and log them into the Logicalis Services Management System.

The Logicalis service administrator shall identify the type of call, location of the trouble; provide that call with an authorized Logicalis Services Management ID# and document the problem to ensure that the applicable service level is identified and that the call is processed accordingly.

The Logicalis service administrator will then manage the categorized request to completion.

A log of all Customer service calls will be added to the Logicalis service database along with accompanying call request tickets through the Service Desk located at the Logicalis Service Center.

Once a Logicalis engineer, representative and/or a vendor resource has completely addressed the request for resolution of a problem or performance of a service, the Service Administrator will document the closure of the call.

6. Provide information regarding details of the training you will provide to the member for the installed telecommunication systems.

Administrator Training:

1. The customer's designated support staff has the option of participating in the installation & configuration of the IP Telephony equipment and software. This is defined as "over the shoulder" training.
2. A review of the system features and functions (like adding a phone, changing extensions, etc) will be provided for at the end of the implementation.

End User Training:

1. Logicalis will host one or more user-oriented training sessions at the customers site for IP phone use and voicemail use.
2. Training will be in the groups of 15 or less and will be accomplished during the first three days of the new telephone system being installed.

7. Provide evidence of your VoIP systems ability to provide for emergency call services.

Logicalis provides customers with 24x7 service, real-time system monitoring, proactive maintenance agreements, customized service level agreements and business recovery planning. Logicalis maintains control of our customers' service tickets and documents all service activity from ticket entry to resolution. Logicalis maintains an inventory of spares that can be deployed when needed. When not responding to service emergencies, the Logicalis team members are participating in additions, moves, changes, documentation and preventative maintenance activities.

o **Call Management Process:**

- For Basic Maintenance Services under this agreement, Logicalis Service Administrator shall receive incoming requests via email, web portal, or telephone from Customer, and log them into the Logicalis Services Management System.
- The Logicalis service administrator shall identify the type of call, location of the

Note: See Best and Final Offer
For further details

Primary Vendor Information – Method of Approach
(Place after Tab 2a)

trouble; provide that call with an authorized Logicalis Services Management ID# and document the problem to ensure that the applicable service level is identified and that the call is processed accordingly.

- The Logicalis service administrator will then manage the categorized request to completion.
- A log of all Customer service calls will be added to the Logicalis service database along with accompanying call request tickets through the Service Desk located at the Logicalis Service Center.
- Once a Logicalis engineer, representative and/or a vendor resource has

Priority	Descriptions	Escalation Policy
CRITICAL PRIORITY (priority 1)	An existing network is down or there is a critical impact to the end user's business operation. Network Hardware Service Provider, NIC and end user will commit full-time resources to the situation.	1 Hour: Customer Support Supervisor 4 Hours: Department Manager 24 Hours: Director of Service Operations 48 Hours: President / CEO
HIGH PRIORITY (priority 2)	Operation of an existing network is severely degraded or significant aspects of the end user's business operation are being negatively impacted by unacceptable network performance. The Network Hardware Service Provider, NIC and end user will commit full-time resources during standard business hours to address the situation.	4 Hours: Customer Support Supervisor 24 Hours: Department Manager 48 Hours: Director of Service Operations 96 Hours: President / CEO
NORMAL PRIORITY (priority 3)	Operational performance of the network is impaired while most business operations remain functional. The Network Hardware Service Provider, NIC and end user are willing to commit resources during standard business hours to restore service to satisfactory levels.	72 Hours: Customer Support Supervisor 96 Hours: Department Manager
LOW PRIORITY (priority 4)	Information or assistance is required on Network hardware manufacture product capabilities, installation or configuration. There is clearly little or no impact to the end user's business operation. The Network Hardware Service Provider, NIC and end user are willing to provide resources during standard business hours to provide information or assistance as requested.	96 Hours: Customer Support Supervisor

completely addressed the request for resolution of a problem or performance of a service, the Service Administrator will document the closure of the call.

o Escalation Process:

- Calls that cannot be resolved in accordance within the escalation schedule will be escalated to a Customer support provider or specified Customer contact.

For all Logicalis Outage Support level contracts, service providers will be notified of all outages requiring service provider or vendor intervention.

• Escalation Schedule:

8. Place evidence of your systems ability to meet the International Public Telecommunication Numbering Plan, E.164 standards.
Please see attachment 2a1.

9. Provide a list of your main product lines, e.g. top 8-12 manufacturers.
Cisco, HP, Cergon, Bogen, EMC, Nimble, Redline, Ubiquiti, VMware, APC,

Commscope-AMP Netconnect

**Note: See Best and Final Offer
For further details**



Cisco Unified Communications Manager 10.5

Cisco® Unified Communications Manager is the heart of Cisco collaboration services, enabling session and call control for video, voice, messaging, mobility, instant messaging (IM), and presence.

Product Overview

In this post-PC era when users want bring-your-own-device (BYOD) environments at the work place, today's organization is challenged in unprecedented ways. These changes in work styles and the ever-increasing need for collaboration require organizations to have an integrated productivity solution that enables users to communicate from anywhere, using any device, on any network cost-effectively, reliably, and securely. With more than 200,000 customers worldwide, more than 60 million Cisco® IP Phones, and tens of millions of soft clients deployed, Cisco Unified Communications Manager (Unified CM) is the industry leader in enterprise call and session management platforms. It delivers people-centric user and administrative experiences while supporting the full range of collaboration services including video, voice, instant messaging and presence, messaging, and mobility on Cisco as well as third-party devices.

New with Cisco Unified Communications Manager Version 10.0

Cisco Unified Communications Manager Version 10.0 builds on the many capabilities of previous versions by:

- Providing smooth experiences for end users and system administrators: Cisco Unified Communications Manager (Unified CM) 10.0 enables network-based call recording for any device, including Jabber® clients; permits remote devices to connect without creating a VPN; provides integrated administration, serviceability, and user options and preferences for instant messaging and presence (IM&P); and supports standards-based Single Sign-On (SSO) for administrative users.
- Offering new capabilities such as agent-selected video on hold and caller-specific audio on hold for contact centers and a powerful new user-oriented application programming interface (API) as well as enhancements to existing APIs for developers.
- Assuring the most efficient use of valuable human and network resources by simplifying the installation, upgrade, and platform migration process; automating dial-plan replication; providing end-user self-provisioning and self-care; offering more efficient use of videoconferencing resources, and offering enhancements to network bandwidth management.
- Removing management complexity with automated, accelerated provisioning and simplified, real-time monitoring and troubleshooting: Comprehensive management is now included with every Cisco Unified Communications Manager installation. Cisco Prime™ Collaboration Standard, a fully web-enabled management application, is included with all Cisco Unified Workspace Licensing and Cisco User Connect Licensing for Cisco Unified Communications Solutions. Cisco Prime Collaboration Advanced offers additional automation, deeper diagnostic capabilities, and long-term reporting.

Table 1 lists major features in Cisco Unified Communications Manager Version 10.0.

Table 1. High-Level Features in Cisco Unified Communications Manager 10.0

Feature	Benefits
SSO	<ul style="list-style-type: none"> • SSO enables system administrators to work on different clusters and different applications without repeatedly responding to challenges for their username and password. • Security Access Markup Language (SAML) enables integration with various commercial identity providers.
Network-based call recording	<ul style="list-style-type: none"> • Network-based call recording enables call recording without regard to device capabilities or location, including mobility calls using Single Number Reach or Extend and Connect. • The system automatically selects the best point at which to replicate audio media. Cisco Unified Border Element (UBE), Cisco Session Initiation Protocol (SIP) voice gateway, or a Cisco device. • Cisco Unified CM integrates with Cisco MediaSense and other commercial call recording servers, in centralized or distributed deployments.
Remote access	<ul style="list-style-type: none"> • Session-based firewall traversal limits exposure of enterprise and personal data by enabling remote devices to connect without establishing a VPN. • Cisco Unified CM works with Cisco and select Cisco devices to optimize audio and video media paths for economical, large-scale deployment.
IM&P	<ul style="list-style-type: none"> • Unified administration of IM&P and voice and video call control users reduces time and effort to add, change, and verify user configuration. • Common administration of IM&P and other nodes within a cluster simplifies installation, node configuration, backup, and restore. • Integrated serviceability allows easy navigation and supports a single client for the Real-Time Monitoring Tool (RTMT). • A common portal makes it easy for end users to manage their options and preferences for IM&P together with voice and video. • Increased flexibility in Microsoft Active Directory (AD) integration makes it easier to migrate from other IM&P services.
IPv6	<ul style="list-style-type: none"> • Cisco Unified CM 10.0 offers an expanded portfolio of IPv6-capable endpoints that will be compatible with future versions. • Version 10.0 provides video and presentation-sharing capability for IPv6 endpoints. • A reduced need for Media Termination Points (MTPs) provides IPv4-to-IPv6 interworking for announcements and music on hold (MoH). • Server-based MTP can provide IPv4-to-IPv6 interworking for audio.
Contact center	<ul style="list-style-type: none"> • Agent-selected video on hold supports a rich, interactive experience for users of premium contact center services. • Video awareness for Computer Telephony Integration (CTI) offers a broader opportunity to match video-capable callers and agents. • Caller-specific MoH makes it possible to preserve the source selection most appropriate for the caller as a call is transferred from Interactive Voice Response (IVR) to agent or subsequently from agent to agent.
Mobility and Extend and Connect	<ul style="list-style-type: none"> • The solution restores and maintains connections with remote clients and controlled devices for improved end-user experience. • Additional enterprise features for mobile clients and support for concurrent use of mobility and Extend and Connect amplify end-user control. • Self-provisioning and -care make it easy for administrators to offer these capabilities to all users.
Developer APIs	<ul style="list-style-type: none"> • A powerful, standards-based, new API makes it easy to develop new applications to manage user-based settings consistently for multiple devices. • Comprehensive change notification keeps Administrative XML (AXL) applications synchronized with Cisco Unified CM.
Global dial-plan replication	<ul style="list-style-type: none"> • Numeric patterns configured in one cluster are automatically distributed among all communicating clusters, reducing administrative effort. • Common service with intercluster Uniform Resource Identifier (URI) distribution eases setup.
Self-provisioning and -care	<ul style="list-style-type: none"> • Provisioning templates enable administrators to define user configuration once and apply it automatically to new users discovered through directory integration. • End users can complete the provisioning process without administrative assistance, configuring their personal device through an application or Interactive Voice Response (IVR) interaction. • A new self-care interface makes it easy for end users to manage their options and preferences for all devices.

Feature	Benefits
Videoconferencing	<ul style="list-style-type: none"> Integration with Cisco TelePresence® Conductor enables shared use of common videoconferencing resources for ad hoc and rendezvous conferencing across multiple clusters, increasing usage and lowering unit cost. A new data channel for videoconferences enables enhanced information exchange and control capabilities for conference participants. Endpoint-based three-way videoconferencing expands the resource pool while protecting the user experience from MoH.
Network bandwidth accounting	<ul style="list-style-type: none"> Improved Call Admission Control for Cisco Unified CM Extension Mobility across clusters protects call quality for visiting users. Video promotion reduces inefficient use of network bandwidth and dynamically enables telepresence video quality for the Cisco Desktop Collaboration Experience DX600 Series desktop video endpoints participating in telepresence video calls.
Cisco Prime Collaboration deployment	<ul style="list-style-type: none"> Cisco Prime Collaboration deployment automates multiversion software upgrades and physical-to-virtual platform migrations with ease and simplicity for administrators. It automates and simplifies installations, IP address and hostname changes, file distribution, and notification. This solution enables you to realize the benefits of upgrading without the challenges.
Cisco Prime Collaboration Provisioning Standard	<ul style="list-style-type: none"> This solution provides a single interface for a single cluster for call control, messaging, presence, and video. Administrator audit log and order tracking promote accountability, network security, and operational control, and they facilitate troubleshooting. Lightweight Directory Access Protocol (LDAP) integration for user changes helps ensure consistency among systems. Batch provisioning (single cluster only) increases operating efficiencies and reduces costs with scheduled scripts and templates that let an operator rapidly and consistently add or modify a large number of users or a large number of endpoints or device profiles (and the corresponding configuration settings).
Cisco Prime Collaboration Assurance Standard	<ul style="list-style-type: none"> This solution provides a web-enabled single interface for fault monitoring for core Cisco Unified Communications and video components. Email notification of alarms alerts operators even if they are not viewing the management system, reducing downtime and helping ensure that critical alarms are not missed. Precanned and customizable performance metrics dashboards display short-term trends for core unified communications components and Cisco Unified Contact Center Enterprise and provide visibility into critical performance metrics for reduced troubleshooting time and effort. The ability to search components within a unified communications cluster and view them in real time allows you to customize searches and find the status of components quickly. Custom performance alerts based on user-configurable thresholds facilitate proactive notification of problems.

New with Cisco Unified Communications Manager Version 10.5

Cisco Unified CM 10.5 also builds on the many capabilities of previous versions by:

- Expanding SSO support through standards-based SAML 2.0 to end-user sign-on, which allows for ease of end-user integration of numerous workflow applications within their day-to-day activities
- Expanding on the usage of end-user self-provisioning and -care for enhanced end-user efficiencies and ease of system usage
- Providing for easy certificate management by allowing Certificate Authority (CA) certifications to be assigned across a whole Cisco Unified CM cluster, including instant messaging and presence, as opposed to node-by-node
- Extending the application environment to support Cross Origin Resource Sharing for efficient and effective application integrations
- Continuing to assure the most efficient use of valuable human and network resources by continued enhancement in the area of the installation, upgrade, and platform migration process as well as providing for ease of both telepresence endpoint and time zone management, and optimization of hardware usage for video services

Table 2 lists major features in Cisco Unified Communications Manager Version 10.5.

Table 2. High-Level Features in Cisco Unified Communications Manager 10.5

Feature	Benefits
SSO	<ul style="list-style-type: none"> • SSO enables end users to invoke different applications without repetitive sign-on for each application, providing for a more secure and user-friendly work environment. • SAML enables integration with various commercial identity providers for end-user SSO as well as administrator SSO.
Telepresence endpoint end-user configuration	<ul style="list-style-type: none"> • Cisco Unified CM 10.5 stores end-user configuration within the telepresence endpoint. • It allows for high-touch users to provide their own options directly from the endpoint. • The solution allows for ease of migration from Cisco Video Communication Server (VCS) to Cisco Unified CM without administration reentry of end-user configuration options.
Mobile client enhancements	<ul style="list-style-type: none"> • The solution supports Session Initiation Protocol (SIP) Uniform Resource Identifier (URI) dialing. • Support for Transport Layer Security (TLS) and Secure Real-Time Transport Protocol (SRTP) allows for security comparable to that for Cisco desk phones and desktop clients.
Cross-origin resource sharing	<ul style="list-style-type: none"> • This feature allows you to use applications residing in external environments for Cisco Unified CM deployments. • It provides a wider variety of application integration for Cisco UCM customers.
Certificate management	<ul style="list-style-type: none"> • You can now assign Certificate Authority certifications across the whole Unified CM cluster, including instant messaging and presence nodes, instead of on a node-by-node basis. • Cisco Unified CM 10.5 provides total-cost-of-ownership (TCO) savings to Cisco Unified CM customers in both the acquisition and management of certificates.
Self-provisioning and -care	<ul style="list-style-type: none"> • Cisco Unified CM 10.5 enhances the self-provisioning in Cisco Unified CM 10.0 by supporting variable extension lengths and E.164 Directory Number definition for the end users. • The solution enhances the self-care end in Cisco Unified CM 10.0 by supporting the setup of telepresence meetings directly from the self-care portal.
Videoconferencing	<ul style="list-style-type: none"> • Support for SIP Best Effort Early Offer signaling allow for ease of codec negotiations. • Videoconferencing allows for optimized use of Media Termination Point (MTP) resources in video deployments.
Time zone rules	<ul style="list-style-type: none"> • Enhanced time zone rules allow for easier management of time zone changes.
IPv6	<ul style="list-style-type: none"> • Cisco Unified CM 10.5 extends IPv6 support to instant messaging and presence service. • Dual-mode support allows for both IPv4 and IPv6 on all instant messaging and presence external interfaces.

For More Information

For more information about Cisco Unified Communications Manager, please visit <http://www.cisco.com/go/unifiedcm> or contact your local Cisco account representative.



Americas Headquarters
Cisco Systems, Inc
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Primary Vendor Information – Qualifications and Experience
(Place after Tab 2b & 2d – As Noted Below)

Offeror shall respond to each item below. The information will be used to assist Mohave in evaluating the qualifications and experience of the offeror. Do not use "boilerplate" answers. Respond to each item by specifically addressing the Mohave request. Failure to complete all questions may result in your proposal being considered nonresponsive.

1. **Place after Tab 2b:** Prepare a summary of your firm, explaining the qualifications and experience necessary to provide the products/services in this solicitation as follows:
- A short narrative description of what you are offering for this contract.
 - A *brief* history of your company that includes length of time in business, how long your company has provided the products/services you are proposing, and your firm's philosophy of doing business.

Logicalis is a customer focused and technology driven network integrator locally serving Arizona, California, and Texas since 1998. Logicalis specializes in Telephony (VoIP), LAN/WAN integration, security, audio/video, cabling and Wireless Microwave. We select manufacturer's products based on the specific requirements of each customer's application. Our key goal is to find the best communication solutions to enhance our customer's business. Our solutions are based on Logicalis meeting the highest standards of engineering certifications, value-added services, and customer satisfaction. Logicalis' team of professionals combines a wide range of experience in information technology. Our hands on experience give us a definite edge in providing technical solutions that really work. Logicalis provides these solutions by practicing an internal policy of education. Our engineers are constantly trained and certified in the latest technology solutions and enhancements. Our installers are certified in structured cabling systems and quality delivery of workmanship. Our designers are BICSI registered and RCDD certified. Our project management staff is experienced in providing immediate customer response, on time and within budget projects, and total customer satisfaction. Our Sales, Project Management, and Engineering team holds the highest certification available in the industry including but not limited to CCIE, PMP, and RCDD's.

Logicalis distinguishes itself from the competition as a Prime Integrator by focusing on total end-to-end solutions. We feel that in order to understand the complexities and growth of your communications systems we must fully understand and appreciate the environment in which those systems reside. The success of a communication system cannot be measured by the complexity and sophistication of its design, but by its ability to perform and facilitate your communications requirements.

Logicalis is currently the prime integrator in Arizona. These integration projects would include school districts, cities, government agencies, and a large number of commercial accounts. We are very familiar with information delivery system specifications, standards, and installation requirements, especially in today's emerging technology systems. We believe that because we have this experience and expertise, we can provide you with the best solution that will be competitive, on time and most cost effective.

- Provide written verification if offeror has recently purchased an established business or has proof of prior success in this business or a closely related business.
Logicalis has not purchased an established business. We do have proof of prior success in the business as we have been the prime integrator in Arizona since we started servicing this vertical in 1994.
- Provide information regarding your authorization to submit a proposal for the specified products/services and confirm that you can provide the products/services if awarded a contract. Indicate if you are a bona fide dealer for the products/services in the proposal, or if you are a manufacturer or dealer of the products/services in the proposal.

____ Manufacturer X Dealer

All products proposed are nationally recognized as top of the line from authorized dealers and manufacturers. Logicalis is authorized to submit a proposal for the specified equipment/services and can provide the equipment and services if awarded a contract. We are a bona fide dealer and hold the highest level of certifications in the industry for the product lines and services

Primary Vendor Information – Qualifications and Experience
(Place after Tab 2b & 2d – As Noted Below)

proposed. Logicalis maintains the highest certifications with industry-leaders Cisco, HP, IBM, Microsoft, and EMC to provide quality technology to serve all our customer's business needs. In addition to our certifications, we have received numerous awards and commendations from our various business partners. Logicalis strives to provide the best solutions based on customer needs, not the latest IT trend.

2. **Place after Tab 2b:** Indicate if your firm would qualify as a minority owned business. To qualify for ownership as a minority owned business, at least 51% of the firm's ownership must be held by a person, or persons, of a particular group (e.g., Woman owned, Hispanic owned, Native American owned). Proof of ownership is evidenced by the transaction privilege tax license or business privilege license for sole proprietorship; business privilege license **and** written partnership agreement for partnerships; or the Articles of Incorporation, Corporate By-laws **and** stock certificates for corporations. *NOTE: This information is used for reporting purposes only and is not a factor in the evaluation.*

Logicalis does not qualify for a minority owned business.

3. **Place after Tab 2b:** Provide a letter of reference from three (3) different Arizona public agencies where work has been successfully accomplished/products and services have been sold in the past five (5) years, for specific goods/services similar to this solicitation. If you cannot provide three (3) Arizona public agency letters of reference, provide other public agency references. Include the reference letters in your response. Reference letters sent directly to Mohave on your behalf cannot be accepted. The letters of reference should provide the following information:

- Organization's name and location
- Organization's representative and contact information (phone and email address)
- A brief description of the work, when and where the work was performed
- Any specific issues that may be pertinent regarding the work performed
- Letters shall be properly dated, signed and on organization's letterhead

Please see letters of reference located under Tab 2B1.

4. **Place after Tab 2b:** Contract vendor shall be able to demonstrate knowledge, compliance with industry standards and experience in designing, installing and maintaining telecommunication systems. Such experience may be in the form of membership in industry recognized organizations, manufacturer training and/or other industry recognized certifications.

- Please see all key personnel resume's included in this submission with certifications under Tab 2B2.
- Logicalis maintains the highest certifications with industry-leaders Cisco, HP, IBM, Microsoft, and EMC to provide quality technology to serve all our customer's business needs. In addition to our certifications, Logicalis has received numerous awards and commendations from our various business partners. Logicalis strives to provide the best solutions based on customer needs, not the latest IT trend. Our partnerships and/or affiliations include the following:

- Cisco
 - Logicalis is one of the world's leading Cisco integrators, providing support for all aspects of the network life cycle and is a specialist in Unified Communications, Data Center, Wireless LANs, and Security.
 - Logicalis is a Cisco Gold Partner, having achieved the Master Unified Communications Specialization in 2009; as well as the Advanced Specializations in Data Center Networking Infrastructure, Data Center Storage Networking, Routing & Switching, Security and Wireless LAN.
 - Logicalis is one of only six Gold Partners with this certification in the U.S. and less than 10 worldwide to achieve this distinction.
 - Logicalis was also approved for the Unified Communications Specialization Advanced Technology Program and the Cisco TelePresence Advanced Technology Program.

Primary Vendor Information – Qualifications and Experience
(Place after Tab 2b & 2d – As Noted Below)

- We have been the recipient of the following Cisco awards:
 - 2012 Best Cloud Consultant-Cloudcor UP 2012 Computing Conference
 - 2012 Cisco National Commercial Partner of the Year
 - 2012 Cisco Cloud Builder Designation
 - 2011 National Solution Innovation Partner of the Year
 - 2009 Global National Enterprise Partner of the Year
 - 2009 Central Region Commercial Partner of the Year
 - 2008 U.S. Services Partner of the Year
 - 2004 "Best Performance in Advanced Technologies" for any nationwide partner
 - 2003 DVAR (Direct Value-Added Reseller) of the Year
- As a long-time Cisco Gold Partner, Logicalis has the expertise and experience needed. We can bring together voice, video, and data – seamlessly and securely – over wired and wireless networks.
- HP
 - Logicalis is one of HP's largest national solution providers in North America, and a 15-year HP partner. We have been recognized as a:
 - 2012 HP Storage Customer Excellence
 - 2011 HP Solution Elite Partner
 - Converged Technology Elite Partner; this new designation provides the highest level of Elite and Solution
 - Elite rewards and recognition from HP in recognition of the value and savings Logicalis is able to pass on to its customers. We gained this status in seven of HP's Solution Elite programs including SQL, Unified Communications, Virtualization, SAP, Microsoft Virtualization, Oracle, and the newly formed Scalable Computing and Infrastructure (SCI) track.
 - Previously, we were recognized as a:
 - Platinum National Solution Partner
 - Enterprise Servers & Storage Elite Partner
 - HP Software Elite Partner
 - #1 HP TSG Enterprise Reseller
 - Logicalis was also recognized by Avnet as the partner with the Top Overall HP Revenue for FY '07.
 - Our close relationship with HP gives our customers access to the latest technology, helping us effectively deliver HP solutions to enterprise and mid-size organizations. Logicalis provides hardware, software, and consulting in a number of technologies, including servers, storage, HP Software, and HP Services.
- IBM
 - Logicalis is a Premier IBM Partner and recipient of the following awards:
 - 2011 North America Excellence Award
 - 2011 Beacon Award for Storage Solutions
 - 2010 Beacon Award for Outstanding Power Systems Solution for Major Markets
 - 2009 Growth Leadership Award
 - 2009 Business Leadership Award
 - 2009 Competitive Leadership Award

Primary Vendor Information – Qualifications and Experience
(Place after Tab 2b & 2d – As Noted Below)

- 2009 Beacon Award for Outstanding Virtualization and Consolidation Solution
- 2008 IBM Competitive Leadership Award
- 2008 IBM Global Public Sector Business Partner "Top Star" Award
- 2008 IBM Beacon Award for IBM Global Services – Product Affinity
- 2007 IBM Revenue Growth Fast Track Award
- IBM Business Partner Excellence Award for the Americas 2007
- 2007 IBM Global Services U.S. Leadership Award
- Avnet 2007 Top Partner Award
- 2007 IBM Beacon Award Winner for Best Technical Excellence in a Business Partner
- 2006 IBM Beacon Award for Best System x Solution
- Tivoli Storage Award for the #1 Partner in second half '06
- We provide a complete range of IBM-based offerings, supported by the services needed to design and implement the right solution, put it into production rapidly, and support and maintain it flexibly and cost effectively.
- Logicalis is a responsive business partner that has expertise and experience with IBM products and the ability to integrate IBM solutions with all of our customer's critical hardware and applications.
- Microsoft
 - Logicalis is a Microsoft Gold Certified Partner with certifications in Portals & Collaboration, Business Intelligence, Data Management, Unified Communications, Infrastructure, and Hosting.
 - We have built, deployed and managed hundreds of solutions for medium and large customers built on Microsoft products such as .NET, Hyper-V, SharePoint, OCS, SQL Server, Exchange, Office 365 and Active Directory. We also sell service and support customers who choose a software-as-a-service model with the Microsoft Business Online Services.
 - Logicalis' staff includes Microsoft Certified Professionals (MCP), Microsoft Certified Solution Developers (MCSD),
 - Microsoft Certified Solution Engineers (MCSE) and a broad range of additional qualifications and certifications.
- EMC
 - Logicalis has been an EMC reseller since 1992, and is currently the fastest growing EMC partner with year-over-year growth of more than 250 percent. We hold dual status as a National EMC Premier Velocity Partner and an Authorized Services Network (ASN) Partner.
 - Logicalis and EMC solutions help organizations centralize and automate storage management tasks, reduce costs by consolidating resources, and protect information to ensure business continuity.
- Complementary Partners
 - Logicalis also has the following complementary partners:
 - APC (Certified Gold Partner)

Primary Vendor Information – Qualifications and Experience
(Place after Tab 2b & 2d – As Noted Below)

- BEA (Value Added Reseller Partner)
- NetApp
- Nutanix
- Oracle (Certified Solution Partner)
- Sun (iForce Partner)
- Sybase
- Symantec
- Veritas (Partner Program)
- VMware (Premier Partner)

5. Place after Tab 2b: List five (5) telecommunication system projects that have had problems. Describe the problem, and identify how the problem was solved (what steps were taken to satisfy the customer). Provide the name of the public agency, type of project, year of the project, contract amount, contact name and telephone number. Do not include problems caused by another firm that your firm fixed. This information is used to evaluate your resolution to the issue(s), not to identify problematic vendors.

Number	Name of Public Agency	Contract Sales Amount	Year of the Project	Contact Name	Phone Number
1	Isaac ESD	\$96,527	2015	Berto Perez	602 768 0385
Description of problem #1, and what steps were taken to satisfy the customer.					
The project required the use of DID's for fail over. The lines could not be located so we work with their phone vender to locate and extend needed lines to the back of the equipment. This required the help from our cabling team and engineering team to facilitate.					
2	Cartwright SD	\$160,127	2015	Kevin Smith	623 691 5996
Description of problem #2, and what steps were taken to satisfy the customer.					
The customer's existing call manager was failing on a regular basis. We had to place a temporary server in place so we could bring their call manager vision up to the current required version that was needed to install the new server.					
3	Baltz ESD	\$935,436	2014	Julie Morgenthal	602 629 6424
Description of problem #3, and what steps were taken to satisfy the customer.					
The solution was a complete school district cabling upgrade. We ran into pathways that would not support the added cabling drops. We worked with the district to locate new pathways along with clearing existing pathways. All of this was done without creating any downtime for the district.					
4	Pendergast SD	\$771,155	2013	John Moreno	623-772-2243
Description of problem #4, and what steps were taken to satisfy the customer.					
The solution we provided (Ceragon MIMO) was the first deployed in North America. There were configurations that we were not aware of and the system would not operate normal. We contacted the manufacture and worked with them to get the right configurations and the system worked as designed.					
5	Madison ESD	\$327,695	2015	Justin Wright	602 319 9584
Description of problem #5, and what steps were taken to satisfy the customer.					
This solution was to cable one of their campuses being rebuilt. This project was set up to be completed in phases. The problem was that we needed to keep the campus up and running through all phases. We worked with the district, GC and outside vendors to coordinate turning on and off services as to not interrupt the normal school activities.					

Primary Vendor Information – Qualifications and Experience
(Place after Tab 2b & 2d – As Noted Below)

6. **Place after Tab 2d:** Provide a current letter from your financial institution indicating the range of credit available to your firm, (e.g., "credit in the low nine figures" or "credit line exceeding five figures"). Provide a current letter from your financial institution and/or officers of major suppliers, indicating confidence in your firm's stability and payment history. *These letters will only be used to evaluate proposals and will not be made available to the public.*

Offerors may submit current audited annual financial reports in lieu of letters from financial institutions. However, the annual financial reports must provide essentially the same information as requested from the letters. Offerors are encouraged to highlight the requested information in any audited annual financial report submitted in response to this solicitation. All financial information will be kept confidential.

Please reference attached current letter from our financial institution in Tab 2d.

March 14, 2016

Mohave Educational Services Cooperative
Julia E. Tribbett
Executive Director
625 East Beale Street, Kingman, AZ 86401

Regarding: Letter of Reference

Mrs. Tribbett,

I am writing this letter of reference for Logicalis, Inc. on behalf of Washington Elementary School District. Washington ESD has worked with Logicalis for over the past 10 years on implementation, support and service of numerous special systems including Telecommunication/Phone System, Network & Wireless Communication Systems.

Logicalis provides excellent service and support and having them available under Mohave Contract is a great asset to Washington Elementary School District.

If there are any questions or clarifications needed, please feel free to contact me.

Sincerely,



Christopher R. Lieurance

Director of MIS

chris.lieurance@wesdschools.org

(602) 896-5281



Superintendent's Office

15002 N 32nd St
Phoenix, Arizona 85032

March 14, 2016

Mohave Educational Services Cooperative
Julia E. Tribbett
Executive Director
625 East Beale Street, Kingman, AZ 86401

Regarding: Letter of Reference

Mrs. Tribbett,

I am writing this letter of reference for Logicalis, Inc. on behalf of Paradise Valley School District. Paradise Valley School District has worked with Logicalis for the past 15 years on implementation, support and service of numerous special systems including Telecommunication Systems, Network & Wireless Communication Systems.

Logicalis provides excellent service and support and having them available under Mohave Contract is a great asset to Paradise Valley School District.

If there are any questions or clarifications needed, please feel free to contact me.

Sincerely,

A handwritten signature in black ink that reads "Jeffrey A. Billings". The signature is written in a cursive, flowing style.

Jeff Billings

Director of Information Technology
jbillings@learners.net
(602) 449-2345



Scottsdale *Unified* School District

Engage, Educate and Empower Every Student, Every Day

Education Center
7575 E Main St
Scottsdale, Arizona 85251

Telephone: 480-484-6100
FAX: 480-484-6295
Web site: www.susd.org

March 14, 2016

Mohave Educational Services Cooperative
Julia E. Tribbett
Executive Director
625 East Beale Street, Kingman, AZ 86401

Regarding: Letter of Reference

I am writing this letter of reference for Logicalis, Inc. on behalf of the Scottsdale Unified School District.

I have personally worked with Logicalis for over the past 13 years on design, service and support of Telecommunication Systems, Intercom/Bell systems, Video Surveillance, Video Distribution and Network and Wireless Communication systems between several different school districts.

Logicalis provides excellent service and support. The staff of Logicalis not only know their business, but take the time to understand schools as well. They work alongside staff to understand their technology needs, but also the needs of the school and students. They are a great asset and having them on a Mohave contract would better the schools and entities that use Mohave.

If there are any questions or clarifications needed, please feel free to contact me.

Sincerely,

Daniel O'Brien
Chief Financial Officer
DO'Brien@susd.org
(480) 484-6183



INFORMATIONAL
16000 N. Civic Center Plaza
Surprise, AZ 85374
Ph 623-222-7555
Fax 623-222-7501

March 23, 2016

Mohave Educational Services Cooperative
Julia E. Tribbett
Executive Director
625 East Beale Street, Kingman, AZ 86401

Regarding: Letter of Reference

Mrs. Tribbett,

This is a letter of reference for Logicalis, Inc. on behalf of the City of Surprise. The City of Surprise has utilized WLAN services from Logicalis for more than 5 years. Logicalis is very responsive and has provided quality implementations, technical support and services. We look forward to continuing to utilize their services and believe MESC members would greatly benefit from the products and services Logicalis offers.

If there are any questions or clarifications needed, please feel free to contact me.

Sincerely,

Burton Piper
Network Engineer, Information Technology
City of Surprise | 16000 N. Civic Center Plaza | Surprise, AZ 85374
(623) 222-7540
burton.piper@surpriseaz.gov

Allison West Hughes

Regional Vice President

More than 20+ years experience in helping clients assess and implement IT solutions including unified communications, networking, server virtualization, public, private, and hybrid clouds, storage, networking, and software defined data centers.

Strong background in marrying IT projects to quantifiable business outcomes.

Professional Experience

While at Logicalis I have direct sales and sales leadership for Logicalis Enterprise, Commercial, Healthcare and SLED business in the West. Managing three Area Sales Directors, 20 individual contributors, and dotted line responsibility for 75 Logicalis employees in the West.

I bring 20 years of experience in technology hardware and software experience. Notable prior experience includes a variety of roles in 8 years with Cisco Systems, 2 years with VMware in sales strategy and leadership, and experience with Service Providers like Century Link and AT&T.

Key Accomplishments:

- Presenter at Cisco Executive Briefing Center
- Participated in the launch of the SLED vertical at VMware
- Board member of a STEM focused charter school in Arizona



Specialization Areas

- Sales Leadership
- Business Development
- Account Planning and Strategy
- State, Local and Education

Education

- **Bachelor of Arts** in Art History from University of California, Los Angeles

Matt Catalanotto

Director of Area Sales, Arizona

Mr. Matt Catalanotto as the Director of Area Sales in Arizona, is an expert in identifying business requirements and building high performance sales teams.

With more than 20 years of experience in information technology sales, Mr. Catalanotto is responsible for the growth of the Arizona sales team, as well as its product and service goals for Logicalis. In this role he provides strategic direction to Account Executives with large deals/significant accounts, implements national and area marketing events, manages key vendor partner development and drives local area sales forecasts and business plans.

Professional Experience

XO Communications

- Focused on selling Voice, Data, Cloud, Hosted, and Managed Services Products to the upper Mid-Market.
- Increased the average deal size 40% in the first six months in market.
- Took the Southwest Region from 11th out of 13 in the company, to the #1 Region.

Level 3 Communications

- Responsible for managing a multi-million book of business, with both new revenue and existing growth targets.
- Top account managers for new revenue for 3 consecutive years, selling into a variety of global multi-national Fortune 100 accounts.
- Recognized with multiple Presidents' Clubs for achievements, and was asked to run Field Marketing nationally.



Specialization Areas

- Customer Relationships
- Customer Satisfaction
- Marketing
- Strong understanding of Federal, State and Local laws/regulations
- Sales Development

Education

- **Bachelor Degree**
Miami University, Oxford,
OH (1994-1996)

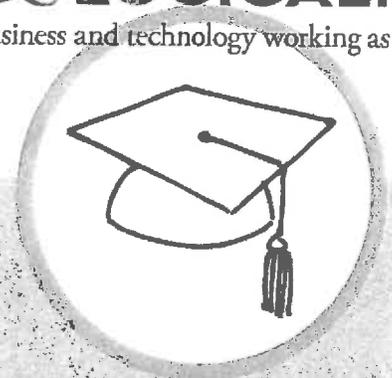
Brent J. Graves

Senior Account Executive

As a senior Account Executive, Mr. Graves has overall responsibility for customer services in the public sector and possesses a vast amount of experience in consulting and helping organization in selecting the best technology investments that conform to their individual procurement needs. He manages relationships and ensures customer satisfaction through a consult, design and manage approach to projects. Mr. Graves is dedicated to pulling together budgets for grant funding, federal funding and always looks for new ways to help support school districts and public agencies.

Professional Experience

- Madison School District:
 - 1.2 Gig Wireless WAN
 - IP Video Distribution
 - 10gig Network & WLAN, New School Design/Build
- Paradise Valley Unified School District:
 - Largest School District Point-to-Point Wireless WAN
 - 1st Telepresence in the World over Wireless
 - Data Center Virtualization, 68 Servers Down to (4) Blades
- Phoenix Union High School District:
 - State of the art network implementation enabling schools like the new BioScience campus dedicated to preparing high school students to biological science research.



Certifications

- NetApp Accredited Sales Professional
- EMC Sales Professional
- Cisco Sales Expert
- Data Center Storage Specialist
- Data Center Networking Specialist
- Advanced Unified Communications Specialist
- Advanced Security/Sales Specialist
- Advanced Switching/Routing Specialist
- Advanced Wireless Specialist
- Collaboration Sales Specialist for Architecture
- Wide Area Application Services
- Digital Media Systems
- Telepresence Video Sales Specialist
- Sales Specialist for Unified Computing
- Content Security Sales Specialist
- Borderless Networks Sales Specialist
- APC Design Specialist
- APC Sales Specialist
- Keyscan Sales Specialist
- Ceragon Networks Wireless Specialist
- Redline Communications
- Nortel Networks
- 3COM
- APC
- Lucent/Avaya
- AMP
- Motorola
- Enterasys

Education

- Bachelor of Science
Arizona State University
- MBA Coursework
Management Marketing
Sales
- Associate of Arts Mesa
Community College
- Associate of General Studies
Mesa Community College

Robert Lundblade

Account Executive

As an Account Executive, Robert brings over ten years of experience in providing complex technology solutions to SLED and public sector entities with an emphasis on customer satisfaction. Robert is detail oriented and well versed in Arizona and Erate procurement procedures. Always focused on delivering the highest quality technical solution to meet the customers' business objectives while respecting budgetary obligations.

Professional Experience

- Laveen Elementary School District:
 - District Wide Wireless LAN Deployment
 - Cisco Data Switch Distribution
 - New School Design/Build Implementation
 - Infrastructure Data Cabling

- Glendale Elementary School District:
 - Extreme 802.11ac Wireless LAN Deployment
 - Extreme Network Infrastructure Upgrade
 - Infrastructure Cabling and Fiber Distribution

- Whiteriver Unified School District:
 - Extreme Network Infrastructure Upgrade
 - District Wide 802.11ac Wireless Deployment
 - Unified Communications Virtual Voice Solution
 - Video Surveillance and Access Control



Certifications and Expertise

- Cisco Sales Professional
- Data Center Storage Specialist
- Data Center Networking
- Unified Communications Specialist
- Video Surveillance Professional
- Access Control Specialist
- Advanced Switching/Routing Specialist
- Ruckus Wireless Specialist
- Wide Area Application Services
- Digital Media Systems
- Content Security Sales Specialist
- Borderless Networks Sales Specialist
- APC Sales Specialist
- Ceragon Networks Wireless Specialist
- Redline Communications
- APC
- Mitel Sales

Education

- Bachelor of Science
University of Phoenix

- Associate of Arts
Electronic Technology
University Alaska Anchorage

Tim Aldrich

Senior Project Manager

As Project Manager, Mr. Aldrich is responsible for ensuring the success of Customer projects. His responsibilities include ensuring customer satisfaction, maintaining project budgets, and completing jobs on schedule. Mr. Aldrich balances the branch resources to bring the project to completion seamlessly to the customer



Certifications

- Project Management Professional (PMP)
- CTS Certified
- Active Member of PMI Chapter

Education

- Associates of Electronic Technology, St. Paul Technical College

Professional Experience

- Highly successful, long-term history of project management overcoming the challenge of working with short-time frames and economic limitations
- 25 years of experience in the technology industry
- Extensive background in project management showcasing the supervision and organization of a vast number of various-level estimators, technicians, warehouse and office staff in a fast-paced environment
- Extensive knowledge of all low voltage cabling topologies, including data, voice, video, audio and security
- Project managed infrastructure projects (Cisco, VoIP, IT, AV, Security, Wireless and cabling infrastructure)

Cory Frost

Project Manager

As a project manager, Cory Frost is responsible for the successful completion projects. Mr. Frost responsibilities include ensuring customer satisfaction, maintaining project budgets and completing jobs on schedule.



Certifications

- Certified Associate in Project Management (CAPM)
- Six Sigma Green Belt Certified
- Certificate of Completion for Ceragon FibeAir Technical Training
- Comtrain Certified
- Redline Certified
- AMP Certified for Installing, Certifying and Troubleshooting Premise Cabling
- Panasonic iPro Technical Specialist
- MSHA Certified
- Universal Technical Institute

Professional Experience

- Oversees projects from initiation to completion for the past 2 years
- Successfully completed low to high rigor projects in both the SW and National regions
- Assisted in more than 5 Wireless RF microwave System implementations with Logicalis as an RF engineer for over 6 years.
 - Completed special systems design, build and install for new construction sites
 - Structured cabling-fiber, CAT5E, CAT6, special systems
 - Wireless microwave & towers-WWAN, LWAN
 - IP CCTV security solutions
 - AV- intercom, sound reinforcement, video conferencing and Extron installations

Troy Sempsrott

Director, Professional Services

Mr. Troy Sempsrott as the Director of Professional Services, is an expert in identifying business requirements, building high performance technical teams, and leading others in the initiating, planning, controlling, and execution of leading edge business solutions.

With more than 25 years of information technology experience in computing, networking, telecommunications, Mr. Sempsrott is responsible for the personnel management of service delivery managers and post sales delivery managers. In this role he provides strategic direction, drives and implements process improvement, and is responsible for all sourcing, recruiting and hiring of key individuals for the Professional Services team.

Professional Experience

- Avondale Elementary School District – MDF/IDF Switch Refresh: Implementation of 80 switches spanning 5 campuses
- Livingston County – design/implementation of a LAN/WAN/IPT network that consisted of 3 campuses and over 800 IP phones
- Sparrow Hospital – design/implementation of an Enterprise LAN that spanned 3 campuses and 2 data centers. Included a Nexus Core and over 30 Catalyst 6500 switches
- CVG – Provided technical management of resources for a Global LAN/WAN/IPT rollout that spanned over 30 sites in 8 countries



Specialization Areas

- Cisco Enterprise Networking
- Cisco Unified Communications
- IT Management

Certifications

- Cisco CCNA Networking
- Cisco CCNA Voice
- Meraki CMNA

Education

- **Associates Degree**
Electrical Engineering from
ITT Tech (1990)

Erik Estrada

Network Engineer

Erik is a network technology integration expert. He leads the Arizona market in cutting-edge Wi-Fi deployments in addition to a broad range of business enabling technologies. Erik brings a breadth of experience and value to every project.



Professional Experience

- 10+ years of experience as a LAN/WAN/WiFi
- Staff expert for Wireless networks including secure WiFi & BYOD
- Manages complex deployments while mentoring team members in other projects
- Establish and maintain relationships with customers with clear communicating
- Successfully leads large projects to completion while meeting or exceeding customer expectations

Certifications

- Certified Network Associate (CCNA) Route/Switch & Wireless
- Certified Network Professional (CCNP) Route/Switch & Wireless
- Advanced Wireless LAN Field Engineer Specialist
- Microsoft Certified Systems Engineer (MCSE)

Joe Tavera

Network Technician

Mr. Joe Tavera is a seasoned network technology specialist. He has 14 years of experience consulting, designing, implementing, testing and troubleshooting networks for a variety of corporate and public sector clients



Certifications

- Cisco CCNA (Routing and Switching)
- Cisco CCNA (Wireless)

Education

- Associate of Applied Science in Business, Scottsdale Community College (2005)
- CH-46D/E Helicopter – Hydro Pneumatic Technician Certification
- Advanced Leadership Training, USMC(1995)

Professional Experience

- Leads an average of 20 major network upgrades and installations per year in some of Arizona's largest school districts from concept to implementation
- 14 years of experience as a network technician/engineer
- 4 years of experience in aircraft maintenance and 2 years' experience as a department head for the United States Marine Corps
- Lead technician in installations of several new Indian Tribal Gaming networks which included Cocopah, Fort McDowell and Desert Diamond Casinos
- Specialist in network simplification and cleanup, improving network performance and reliability while greatly reducing customer overhead costs, improving maintainability and reducing risk of unscheduled downtime
- Significant experience and knowledge working with several major network vendors including Cisco, 3Com, Nortel, Enterasys, APC, HP, Dell and Microsoft

Josh Blanchette

Network Engineer

Mr. Blanchette is a technical engineer responsible for implementing infrastructure projects of various volumes for schools and businesses in the southwest. He utilizes critical thinking in effectively troubleshoot problems while installing new technologies throughout school districts to create more advanced learning environments.



Certifications

- Fiber Optics Technician, Amphenol Fiber Systems International
- Organizational Unit Administrator, USAREUR
- Information Assurance Computer Network Defense I & II, USAREUR

Professional Experience

- 9+ years of experience delivering professional customer service as help desk technician, information management officer and systems administrator for US ARMY
- Experience with Cisco Internetwork Operating System, Cisco Prime and previous applications, Active Directory, VMware, Microsoft Office Suites
- Experience in leading successful projects to increase network efficiency and performance
- Consistently demonstrates supportive communication on projects and service with clients
- Uses critical thinking to creatively resolve complex problems
- Extensive coursework in Cisco networking systems and architectural environments

Education

- Bachelors of Science in Technical Management , DeVry University (2012)
- Currently pursuing Cisco Certified Network

Kristopher Sandersfeld

Network Engineer

Kris Sandersfeld is a network and data center engineer. Kris' experience is composed of implementing network design, troubleshooting virtual and data inefficiencies in network topologies.



Certifications

- Cisco CCNA
- Cisco CCNP – Route Switch
- Cisco CCNA - Wireless
- NPP3: Nutanix Platform Professional
- NTSP: NetApp Accredited Technical Sales Professional

Professional Experience

- Determined to quickly learn the current technologies in the IT field, while adapting to technology integration
- Working alongside senior level IT engineers to optimize network performance, in addition to maintaining system resources
- Sensitive to customer needs while providing valuable options to help achieve customer goals
- Dedicated to troubleshooting customer issues and following through to resolution
 - 11+ years providing customer service with top-marks in satisfaction survey

Mark Haught

Solutions Architect

Accomplished IT professional with 25 years of experience designing, implementing, and supporting enterprise technology systems.

Completed successful IT consulting engagements with customers in many market segments including the Federal government, U.S. Air Force, Army, Navy and Marines, state and local governments, K12 education, higher education, health care, finance, retail and manufacturing



Specialization Areas

- Collaboration
- Routing and Switching
- Telecommunications
- Project Management

Certifications

- Project Management Professional (PMP)
- Cisco Certified Network Professional – Routing and Switching (CCNP Network)
- Cisco Certified Network Professional – Voice (CCNP Voice)
- Hewlett Packard Master Accredited Solutions Expert (HP MASE – Networking)
- VMware Certified Associate - Data Center Virtualization (VCA-DCV)

Education

- **Master of Business Administration (MBA)**
– W.P. Carey School of Business, Arizona State University

Professional Experience

- Designed, configured and installed Cisco Unified Communications IP Telephony solutions for customers throughout the United States.
- Designed core networking and data center networking solutions for Federal government customers. Responsible for customer technical presentations, information gathering, BOM development and RFP responses.
- Designed, configured and installed video teleconferencing and telemedicine solutions for a variety of customers. Responsible for project management, information gathering, proposal design and review, equipment staging and programming, vendor supervision and end user training.
- Planned, proposed, and delivered WAN telecommunications products and services including DS-1 and DS-3 connections, ISDN, frame relay, MPLS, SONET, dark fiber and DWDM.

Cory Urbatsch

Connectivity Manager

Mr. Cory Urbatsch as Connectivity Manager, provides management direction for Logicalis' Connectivity Services Department to include Microwave Wireless, Structured Cabling, Physical Security and Audio Visual. He is responsible for designing and estimating opportunities within the department. Mr. Urbatsch establishes operations service objectives, policies, procedures, and performance standards for connectivity projects and maintains customer relations.



Professional Experience

- 17 years of professional work experience as a LAN/WAN Specialist in telecommunications systems, network topologies, network management, voice equipment (PBX) and cabling
 - Paradise Valley School District – Designed and implemented WWAN consisting of 54 microwave links and 2 100ft monopole towers
 - Deer Valley School District – designed and implemented a WWAN consisting of 13 microwave links and 1 tower of 145ft
- US ARMY for 10 years
 - Ft. Belvoir, VA – Intelligence and Security Command with TS/SCI Security Clearance
 - Okinawa – Major DoD Technical Control Facility
Troubleshoot high speed data circuits and acted as liaison between US and foreign military branches

Certifications

- Ceragon FibeAir Technical Training
- Redline RCSP AN50, AN80I and WiMAX
- Bridgewave
- Anritsu Site Master
- Comtrain
- FASTLANE
- TACLANE
- Basic Installer Course
- Varcom Matrix Switch
- Panasonic iPro Technical Specialist

Education

- Networking coursework, Strayer University (2003-2005)
- Western Wyoming Community College (1996)
- Primary Leadership Development Course (2001)



Certifications

- Panasonic iPro Technical Specialist
- Cisco Connected Physical Security Solutions Specialist
- Milestone Advanced Certifications
- Assa Abloy IP-Based Products Certification

Education

- Bachelors of Science in Information Technology, University of Phoenix (2005)
- Computer and Switching Systems Specialist, USAF (2004)

Michael S. Papp

Physical Security Sales Engineer

Michael Papp is the Physical Security Practice Sales Engineer for Logicalis, Southwest Business Unit. Mr. Papp has wide experience in designing and implementing infrastructure protection for commercial, government, mining and K-12 industries. Under Mr. Papp's leadership, Logicalis' security team has pursued strategies for implementing cost-effective and capable IP-based security and surveillance systems. In 2014, forty percent of all schools that were awarded the Arizona State Security Hardware Grant implemented solutions designed by Mr. Papp. During Mr. Papp's tenure at Logicalis, the business unit was able to achieve and maintain premier partnership levels with the surveillance industry's leading manufacturers. Mr. Papp was previously the Senior Design Engineer for Logicalis, Arizona

Professional Experience

- 10+ years of experience including 100+ system installations.
- Senior Security Design Engineer, Network Infrastructure Corporation
 - Responsible for engineering all intrusion, access control and surveillance solutions for NIC
 - Designed Custom Interlock solutions for Justice Center and Casino customers.
- Performed as Security Lead Field Technician for the installation, programming, testing and documentation of Access Control, CCTV and Security Systems for Law Enforcement, Gaming, Education and Medical customers

Jonathan Calhoun

Physical Security Technician II

Jonathan Calhoun is a Physical Security Technician II for Logicalis, Southwest Business Unit. Mr. Calhoun has experience in implementing infrastructure protection for commercial, mining and K-12 industries. His military experience as a Blackhawk Maintainer and Crew Chief brings his military work ethic, attention to detail, and integrity to the Physical Security team. He has experience implementing such systems as Cisco's Physical Access Manager and Video Surveillance Manager, Milestone Xprotect Suites, Razberi with Milestone Arcus, Panasonic's ASM200.

Professional Experience

- Implemented Cisco Physical Access Manager multi-site installations for customers such as Freeport-McMoran Copper and Gold, Holbrook Unified School District, and Concentrix Corporation.
- Implemented Video Surveillance solutions
 - Milestone
 - ASM200
 - VSOM



Education

- Avionic Mechanic (Army 2008)
- Electronic Technology (Army 2008)
- UH-60 Helicopter Repairer (Army 2006)

Justin McBee

Audio-Visual Practice Leader

As the Audio/Visual Practice Leader, Mr. McBee works with our customers and Account Managers to design audio and video solutions that meets the customer's needs. Mr. McBee is responsible for the design of the systems and works with our installation teams to ensure accurate implementation.



Certifications

- V AMX Certified ACE Designer
- Bogen Quantum Multicom IP Technical Training
- Bogen Mass Notification and Emergency Communications Training
- Bogen Multicom 2000 Technical Training
- Configuration of Crestron Systems Technical Training
- Extron School of Audio Visual Technologies for System Designers
- Extron School of Configurable Control Systems Technical Training
- Extron Certified Control Associate
- Extron Certified AV Associate
- Extron School of Emerging Technologies Technical Training
- Chief Certified Partner Technical Training
- VBrick Network Certified Partner Training

Professional Experience

- 18+ years of experience in the audio/visual industry, seven of that with Logicalis
- 9 years of audio/visual design experience
- Experienced with live sound engineering and the design and installation of; sound reinforcement, video projectors, video displays, video display walls, IP video distribution, lecture capture and control systems in classrooms, boardrooms, gymnasiums, outdoor venues and control rooms
- Responsible for the direction of the AV department

Tim Bennett

Audio-Visual Technician

Tim Bennett is the Senior AV Technician for the Southwest region. He provides professional installation, service, and integration of audio, video, and control solutions. He assists with the planning, design, coordination, implementation and documentation of your solution needs. He leads installation teams in the field and communicates with our customers, other contractors, and vendors to ensure the project is successfully completed. When the work is done, he will provide user training and follow-on service into the

Professional Experience

- 20+ years as a Senior Electronics Technician working to the component level with a broad range of audio and video communications systems too numerous to list here
- 13+ years as a Lead Technician in the installation, service, and integration of Special Low Voltage Systems, specializing in the K-12 Education environment
- Experienced Project Development Specialist ensuring each system installation or upgrade project was completed to the satisfaction of the customer
- Defense Contract Technician with Loral Aerospace.
- US Air Force Veteran trained to Sr Technician Level in Ground Radio Communications Repair. Technical Representative for the USAF Contracting Office. Graduate, Non-Commissioned Officers Academy. Awarded the Air Force Commendation and Good Conduct Medals



Certifications

- Military Technical Training
- ClearOne Converge Pro Conferencing Systems
- Dukane StarCall Factory Certification
- Bogen Multicomm 2000 and Quantum Intercom Factory Certifications
- Valcom Loudspeaker Paging Systems
- Blonder Tongue Video Distribution Systems Training Analog and Digital
- Extron Certified AV Associate
- Extron Emerging Technologies Training
- Extron Configurable Control Systems Training
- Bose CSR
- NEC CSR
- Loral Aerospace technical certification for:
 - Maintenance and operation of air-to-ground and FM communications
 - Voice logging systems
 - Video surveillance recording and distribution

Education

- Associates of Applied Sciences in Radio Communication Technology, Community College of the Air Force

Josh Kehl

RF Engineer

As a RF Engineer, Mr. Kehl uses experience in customer service in the Microwave/Networking market and consults Public safety in selecting the best technology investments that conform to their individual procurement needs. He manages relationships and ensures customer satisfaction through a consult, design and manage approach to projects

Professional Experience

- 10 years of experience in Microwave/ Wireless communication mostly for Home land security
- DOD top secret level clearance for the last four years
- Extensive experience in tower modifications, Radio programming, network design and signal conversion
- RF design and testing specialist to ensure customer satisfaction
- Experience in the following areas of expertise:
 - Wireless communication
 - Radar implementation
 - High level security systems, i.e. Long range cameras/Thermal devices and sensor systems
- Current Project
 - PCWIN – Pima County Wireless Infrastructure Network
- Previous projects
 1. FAA – Air traffic control communication system upgrade nation wide
 2. SBI net – Secure Border Initiative Network
 3. EGWISN – Equatorial Guinea Wireless Security Infrastructure Network (Africa)



Certifications

- Certificate, Anritsu Site Master Network Analyzer
- Certificate, 52 hour Non Ionizing Radiation
- Certificate, OSHA 30 Hour for Supervisors
- Certificate, Com train Tower Safety and High Angle Rescue
- Certificate, Andrew Transmission Line Connector and Accessories
- Certificate, RFS Transmission Line Connector and Accessories
- Certificate, 29 CFR 1910.147 LO/TO
- Certificate, Intrepid Micro Point sensor system
- Certificate, MSHA 40 hour course
- D.O.T license
- Certificate, Path Align – R microwave alignment system

Fernando Pena

Wireless Engineer

As a Wireless Engineer, Mr. Pena is responsible for the accurate and thorough completion of all required assignments. Mr. Pena addresses wireless hardware and software related issues according to the manufacturer's specifications and is responsible for efficient and proficient workmanship.



Professional Experience

- 8 years Logicalis (Formerly NIC) Wireless Engineer
 - Involved in the installation of 54 links in Paradise Unified School District
 - Installed 13 links for Deer Valley USD
 - Pima County Wireless Integrated Network (PCWIN), NWFD, City of Tempe, Pendergast USD, City of Goodyear
 - Cisco Certified – CCNA / CCNAW
 - Wireless estimating, design, implementation
 - 4 years US ARMY: Microwave Technician
 - Installed, operated, and maintained Asynchronous Transfer Mode and a Mobile Subscriber Equipment
 - Wire/cable splicing and installation, RF antenna installation, digital secure phones

Certifications

- CCNA – Cisco Certified Network Associate
 - CCNW
- Comtrain Tower Rescue & Safety Basic Course Certified Instructor
- Comtrain Advanced Tower Climbing Safety & Rescue Certification course
- Ceragon Certificate of Completion for FibeAir Technical Training
- MSHA Certified
- Certifications:
 - General Dynamics
- Communications Systems
 - Asynchronous Transfer Mode
- Switch Operator
 - Multi-Channel Transmission
- Systems Operator

Education

- Bachelors of Science in Network and Communications Management, Devry University
4years

Craig Hlebak

Structured Cabling Lead Technician

Mr. Craig Hlebak is responsible for installation of structured cable systems and peripherals to install networks in existing buildings and new construction sites. He is responsible for entry-level installers and ensuring the job is completed in the most professional manner and according to BICSI and Logicalis Standards. He supervises the installation, modification, repair, and maintenance of voice, video and data cabling systems and surveys installation areas to determine work methods, tools, materials, etc.



Certifications

- OSHA Confined Space & Asbestos Training
- AMP Act 1 & Act 2 Training
- BICSI Certified Technician
- Hilti Powered Actuator Gun Certified
- Wirescope 360
- Life Training & Firestopping Training
- Berktek-Ortronics Certified
- Lead-Based Paint Renovator
- CPR Certified
- OSHA Class IV Training and EPA Asbestos Awareness
- Legrand-Ortronics Certified

Professional Experience

- 14+ years of cabling experience
- Lead Technician:
- Site Supervisor for the Glendale Arena (Now Known as Jobing.Com Supervised Multiple Contractors)
- Structured cabling field supervisor (supervised 15-20 field technicians)
 - Glendale Arena where my team and I installed all of the broadcast cabling and put in more than 1 Million ft. of cable
 - Cocopah Casino where we installed all of the data cabling and cabled for more than 700 cameras)
 - Ft. McDowell Resort & Casino where my team and I installed all data cabling for the hotel and RV park)
 - Paradise Valley Schools (We installed more than 1,000 wireless access points)
 - Balsz Schools where my team and I installed about 4,000 data drops and more than 6,000 ft. of fiber for 5 schools)
 - Madison Schools where my team installed wireless access points, pulled in all new fiber to each IDF and also installed all new telecom cabinets

I have worked all over the state of Arizona including Page, Holbrook, Payson, Show Low, Sedona, Eloy, San Carlos, Wilcox, Yuma, Sommerton, Tucson and Douglas.

Jordan Hlebak

Structured Cabling Technician

Mr. Hlebak is responsible for installation of structured cable systems and peripherals to install networks in existing buildings and new construction sites. He is responsible for adhering to BICSI and Logicalis Standards for all cabling installations. He provides the installation, modification, repair, and maintenance of voice, video and data cabling systems.



Specialization Areas

- Terminate data cabling
- Install data cabling
- Install fiber optic cables

Professional Experience

- I have 2+ years of field experience terminating copper and fiber.
 - East Valley Institute of Technology 500 cables.
 - Phoenix Union school district installing over 200 cables
 - Page unified school district we re-cabled 5 schools in the area which was 1,200 drops and over 6,000 feet of fiber
 - San Carlos high school 800 cables
 - Installed over 1,000 access points for the Paradise Valley school district
 - Tolleson school district in which we re-cabled two schools in their district which was also a job with over 1,000 data cables
 - Balsz school district which included over 2,000 cables and new fiber for all schools located in the district.

Zachary Salaiz

Structured Cabling Technician

Mr. Salaiz is responsible for installation of structured cable systems and peripherals to install networks in existing buildings and new construction sites. He is responsible for adhering to BICSI and Logicalis Standards for all cabling installations. He provides the installation, modification, repair, and maintenance of voice, video and data cabling systems.



Specialization Areas

- AMP Certified (Copper & Fiber)
- Install data cabling
- Install fiber optic cables
- First Aid CPR
- Forklift and Boom lift Certified

Professional Experience

- I have 2 years of field experience terminating copper and fiber.
 - Phoenix Union school district installing over 200 cables
 - Bullhead School District installing over 300+ cables and backbone install
 - Installed over 1,000 access points for the Paradise Valley school district
 - Tolleson school district in which we re-cabled two schools in their district which was also a job with over 1,000 data cables
 - Balsz school district which included over 2,000 cables and new fiber for all schools located in the district.
 - PUHSD Betty Fairfax installing 600+ cables and fiber.
 - Washington School District installing 800+ cables and fiber run.
 - Dysart School District installing wireless devices, 100+ access points.
 - Tonopah Schools installing Copper and cameras.

Frank Valdez

Infrastructure Design Engineer

Mr. Valdez is responsible for the infrastructure design engineering of structured cable systems and peripherals that utilize both copper and or fiber optic cabling systems. These include installation of networks in existing buildings and new construction sites. He is responsible for ensuring the job is completed in the most professional manner according to BICSI and Logicalis standards. He provides custom design solutions of voice, video and data cabling systems to include site surveys design layout, materials, labor, etc.

Professional Experience

- 40+ years of infrastructure and cabling experience
- RCDD certification with BICSI
 - (Registered Communications Distribution Designer)
- Prior Experience as a sales engineer, project manager, senior field services technician, with expertise in fiber optic and copper cabling systems, microwave and satellite systems, network operations center (NOC), data center operations, and POS systems
- Infrastructure designs utilizing this broad experience for SLED, gaming, state and local government, mining, and commercial ventures
- Infrastructure designs utilizing GPON technologies



Certifications

- BICSI RCDD (Registered Communications Distribution Designer)
- State of Arizona Low Voltage Contractors License (L67) – ROC278234



Certifications & Contracts

CISCO SYSTEMS

CCIE (Internetworking Expert) CCNA (Network Associate) CCNP (Network Professional) CCDA (Design Associate) CCDP (Design Professional) CCVP (Voice Professional) CSE (Sales Expert)

FIELD & SUPPORT SPECIALISTS

Advanced Wireless
Advanced Routing & Switching Field Advanced Routing & Switching Design Advanced Wireless LAN Design
Unity Design
IP Telephony Operations

VMWARE

VCP (VMware Certified Professional)

MICROSOFT

MCSE (Certified Systems Engineer)
Information Systems Security (INFOSEC) Professional (ISSP)

SECURITY

Panasonic iPro Certification FLIR Certification
Milestone XProtect Corporate 1.5 Software Milestone XProtect Enterprise 6.0 Software

AUDIO VISUAL

Bogen Multicom IP Technical Training Bogen Multicom 2000 Technical Training AMX ACE Certified Installer
AMX ACE Certified Designer
InfoComm Certified Technology Specialist Teradon Video & OVC Certification

WIRELESS

Ceragon FibeAir Technical Training Certification Redline Certified Support Professional

CABLING

AMP Installer Certification
RCDD

Contracts

STATE CONTRACTS

AZ-AV-ADSP012-032692
AZ-Cable-ADSP012-033459
AZ Networking ADSP012-024629

MOHAVE CONTRACTS

13A-LOGIC-0529
Networking Services, Fire Alarm Systems,
Intercom Systems & Master Clocks

14S-ELOGIC-1224
E-Rate Internal Connections

11D-NIC-0722
Telephone Systems

1GPA SECURITY CONTRACT

1GPA
Contract#13-85

1GPA E-Rate
Contract#115-54-035

SPIN NUMBER

143004779

LICENSES

B-01 ROC276187
General Commercial Contractor

CR67 ROC278234
Electrical Contractors

07-595843-B
AZ State



Specializations

Cisco Systems Certifications
Gold Certified Partner

Specializations

Advanced Data Center Architecture Specialization
Advanced Data Center Networking Infrastructure
Advanced Data Center Storage Networking
Advanced Routing & Switching
Advanced Security
Advanced Unified Communications
Advanced Wireless LAN
Master UC Specialization

Cloud Partner
Cloud Provider

Managed Services
Managed Services Master

Cisco Powered Managed Contact Center
Cisco Powered Managed Unified Communications
Cisco Powered Managed Connectivity

Cisco Authorized Partners
Cisco Authorized Unified Meetingplace Partner

Other Authorizations
Registered Partner
Accelerated TelePresence Try and Buy
Cisco Capital Financing
Cisco Smart Care Service
Customer Satisfaction Excellence
GPN Managed Services (MSCP) Host
Indirect Service Discount Promo
IronPort Gold Certified
Regular Try and Buy
TANDBERG Migration Advanced
UCS Capacity Assurance-Try and Buy
WebEx Commission Pilot Program
ATP – Cisco TelePresence
ATP – Cisco TelePresence Video Advanced
ATP – Data Center Unified Computing
ATP – Identity Service Engine

	Nancy Colbaugh	Mark DiBlasi	Shawnee Hess	Heisman Rank	Total Score*	Lines	Main Manufacturers Offered	Areas Covered
NVision Networking, Inc.	2	1	5	2.67		12	Cisco, Altim/LED, APC, Barracuda, IQ NetSolutions, Microsoft, SingieWire, SolarWinds, Syn-Apps, VMware	VoIP and PBX Systems; Hosted Solutions
Extreme Integration	1	5	4	3.33	273.60	10	Cisco, Cisco Meraki, Ascom, Trip, Ruckus, Lifesize Video Solutions, Variphy, Amedius, DVS, Syn-Apps, APC, DataLink Cabling Solutions	VoIP and PBX Systems; Hosted Solutions
Logicalis, Inc.	3	4	3	3.33	273.13	97	Aveya, Cisco, Cisco Meraki, HP, Cergon, Bogen, EMC, Nimble, Redline Ubiquiti, VMware, APC, CommScope-AMP Network	VoIP and PBX Systems; Hosted Solutions
Trans-West Network Solutions	4	2	7	4.33	269.61	15	Mitel, Cisco Meraki, HP, Ruckus, Fortinet, Juniper, VMware, Tripp Lite, Hubble, Adtran, Valcom	VoIP and PBX Systems; Hosted Solutions
Wilson Electric Services Corp. dba Netsian Technologies Group	5	7	1	4.33	267.52	26	NEC, Middle Atlantic, The Siemon Company, Leviton, General Cable, Ortronics, Corning, Dell, 3M, Circa, Scanmax	VoIP and PBX Systems; Hosted Solutions
Premise One, LLC	6	6	2	4.67		74	Cisco, Cisco Meraki, Allworx, HP, Fortinet, Aruba, APC, Tripp Lite, Liebert, CommScope, Hubbell, Panduit, Ortronics, Leviton	VoIP, PBX (no hosted VoIP solutions/platforms)
Copper State Communications TB Consulting, Inc.	7	3	6	5.33		24	Aveya, ShoreTel, Toshiba, Adtran, Aerohive, Algo, APC, Audiodocs, Cash Plus, DVS Analytics, ESNA, Leviton, Minuteman, Multare, Panduit, Phybridge, Plantronics, Polycom, Resource Software, Sonicwall, Telstrat, Ubiquiti, Valcom	VoIP and PBX Systems; Hosted Solutions, VoIP and PBX Systems; Hosted Solutions
Sentinel Technologies, Inc.	9	8	11	5.33		44	Aveya, Sophos Cisco, Cisco Meraki, EMC, Nimble-Storage, Citrix, VMware, Microsoft, APC, Dell, 3000s, Allen Vault and Vesam	VoIP, No bid most of LAN, and non-VoIP
Aspen Communications Jive Communications	10	10	9	9.67		121	Mitel, AlenTel, APC, Clarity, Corteco, ICC, Ideal, ITW, Luv, Lynn Electronics, Konnex, Minuteman, NetSian, Phybridge, Softe, The Siemens Company, Plantronics, Tripp Lite, Valcom, Vertical, Vlang	VoIP and PBX Systems; Hosted Solutions VoIP, Cloud Hosted System
Crexendo	11	11	10	10/67		6	Jive, Veeva and Jive Contract Center, Pro	VoIP, Cloud Hosted System
	12	12	12	12.00		9	Crexendo, Polycom, Yealink, Panasonic, Grandstream, Simple View, Cyberday, Stony Peripherals	VoIP, Cloud Hosted System

Pricing Information – Pricing Methodology, Volume Discounts and Quick Pay Discount (Place after Tab 3b)

Pricing Methodology Description

- Our pricing methodology is percent of discount off manufacturer's price list or catalog.
- Our pricing methodology is fixed pricing.
- Our pricing methodology is a combination of percent of discount off manufacturer's price list or catalog and fixed pricing.

Provide a description as to how your pricing will be managed under an awarded contract. If you are using fixed pricing, outline any contingencies for economic adjustments. Mohave shall make the sole determination whether contingencies for economic price adjustments identified in your proposal are appropriate under an awarded contract. (See **Basis for Pricing** in the Special Terms and Conditions.)

Logicalis bases our pricing to Mohave clients on discounts off of the manufacturer's MSRP/List price.

The contract pricing will be updated as new equipment becomes available, older equipment is deemed end of life and is no longer available or new pricing becomes available for currently offered equipment.

Volume Discount Description

Provide a description as to how your volume discount (if offered) will be managed under an awarded contract.

In accordance with the Volume Discount Matrix on the Workbook section 4; Logicalis will offer a 1% discount on orders over \$1,000,000.00. This volume discount will only be offered if Manufacture is not already providing any trade-in/buy back credit. If a trade-in/buy back is being offered there will be no additional volume discount.

Quick Pay Discount

Will you offer members a quick pay discount if payment is made within 10 or 20 days?

Yes _____ No _____ If yes, what is the discount for 10 days? _____ 20 days? _____

Acceptance of Pcards for Payment

Will you accept Pcards as a method of payment? Yes _____ No _____

Pricing Information – Mobilization and Travel Description
(Place after Tab 3c)

Mobilization and Travel Description

If mobilization and/or travel rates are applicable, describe how they are calculated, and when they are necessary, (e.g. 50 miles from origin). Include information regarding what the mobilization and travel rates cover. (See **Pricing: Reimbursement for Transportation, Mileage, Lodging, Meals and Incidental Expenses** in the Special Terms and Conditions.)

Logicalis bases their travel rates on the state allowable rates. The rates are based on the resource necessary for the client's needs at the time and the time the resource must travel.

Fees start at 50 miles from the Tempe office location. Fees based on mileage, lodging and per diem are included as individual line items on our pricing structure being included with this bid.

Supporting Contract Documents
(Place after Tab 4a)

1. Contact information for firm's headquarters:

Physical Address One Penn Plaza 51st. Floor, Ste. 5130 New York, NY 10119

Mail Address, if different _____

Main Phone Number 1-866-456-4422

Website www.us.logicalis.com

2. Contact information for firm's Arizona branch office:

Physical Address 8945 S. Harl Ave. Ste. 102 Tempe, AZ 85284

Mail Address, if different _____

Main Phone Number 480-850-5050

Website, if different _____

Add additional contact information if firm has more than one Arizona branch office.

3. Contact information for purchase orders:

Physical Address 8945 S. Harl Ave. Ste. 102 Tempe, AZ 85284

Email Address swsolutionsgroup@us.logicalis.com

Attention of Jaime Kazee

4. Payment remittance address Logicalis, Inc; PO Box 67000

Attn: Department #172301

City Detroit

State MI

Zip 48267-1723

Telephone (invoice questions) 480-850-5050

5. Provide Arizona Transaction Privilege (sales) Tax License Number: 07-595843-B

Do you collect city, county and/or other local sales tax in Arizona? Yes No

If yes, please check one:

Our combined state, city, county and/or other local sales tax rate is ___% (local rate).

The sales tax rate varies by the location (e.g. ship to rate). Provide additional information below:

Logicalis bases their sales tax rate by the final location of the services and product being offered and provided.

Supporting Contract Documents
(Place after Tab 4a)

6. Contacts for Mohave:

Main Mohave representative contact: Jaime Kazee

(Shall be the main point of contact for members and be responsible for member information requests.)

Title Senior Solution Group Specialist Email address jaime.kazee@us.logicalis.com

Phone number 480-346-2347 Fax 480-850-5051

Contract Administrator contact: Jaime Kazee

(Shall be the main point of contact for contract information requests.)

Title Senior Solution Group Specialist Email address jaime.kazee@us.logicalis.com

Phone number 480-346-2347 Fax 480-850-5051

Accounting contact: Candice Lawrence

(Shall be the main point of contact for accounting issues.)

Title Accounts Payable Specialist Email address Candice.Lawrence@us.logicalis.com

Phone number 248-957-5646 Fax _____

Open Order/Status Report contact: Candice Lawrence

(Shall be the main point of contact regarding open orders and status reports.)

Title Accounts Payable Specialist Email address Candice.Lawrence@us.logicalis.com

Phone number 248-957-5646 Fax _____

Audit contact: Candice Lawrence

(Shall be the main point of contact for audit requests and clarifications.)

Title Accounts Payable Specialist Email address Candice.Lawrence@us.logicalis.com

Phone number 248-957-5646 Fax _____

Reconciliation contact: Candice Lawrence

(Shall be the main point of contact for reconciliation report requests and/or clarifications and payment of administration fees.)

Title Accounts Payable Specialist Email address Candice.Lawrence@us.logicalis.com

Phone number 248-957-5646 Fax _____

Escalation contact: Matt Catalanotto

(Shall be the main point of contact when an issue needs to be escalated above the main contact and/or contract administrator for the RFP/contract. This contact shall be a different individual than those named for the contacts listed above.)

Title Area Sales Director Email address Matt.Catalanotto@us.logicalis.com

Phone number 480-346-2319 Fax 480-850-5051

Marketing contact: Christine Sandersfeld

(Shall be the main point of contact for providing marketing information for Mohave's website.)

Title Marketing Email address christine.sandersfeld@us.logicalis.com

Phone number 480-346-2318 Fax 480-850-5051

**Supporting Contract Documents – Support, Warranty,
and Maintenance Information**
(Place after Tab 4a)

Provide the requested customer support information for warranty and maintenance service offered by your firm, as applicable.

Do you provide warranty and maintenance for the items in the proposal?

Yes, the following is applicable to our offer. (If yes, please provide the information below.)

No, the following is not applicable to our offer.

Describe the steps a member should take to activate a warranty and how they obtain warranty and maintenance service.

Contact our service desk at the following (480) 850-5060 or servicedesk@us.logicalis.com

Provide the name and address of the facility that will provide warranty and maintenance service, under an awarded contract. Additionally, provide a contact person and phone number for warranty and maintenance service. If there is more than one facility, provide the names and addresses for all facilities. Attach a list if necessary.

Logicalis Inc; 8945 S. Harl Ave., Suite 102; Tempe, AZ 85284

(480) 850-5060 or servicedesk@us.logicalis.com

Do you provide technical assistance via phone? **Yes** **No** If yes, provide a phone number and contact.

(480) 850-5060 or servicedesk@us.logicalis.com

How many technicians are located at each warranty/service facility that would serve a Mohave contract?

27

What is your service response time for metropolitan areas (e.g., Phoenix, Tucson) and rural areas?

Normal Service response times are dependent upon the severity of the problem. Regardless of the severity typical phone call response would be within 4 hours maximum.

**Supporting Contract Documents – Sample Supplemental or
End-Users Agreement(s)
(Place after Tab 4b)**

Will members be required to sign supplemental or end-user agreements (sales, maintenance)?

Yes No

If yes, review/revise your agreement(s) for terms that conflict with the Mohave terms and conditions. In addition, review for the following common issues:

Acceptable agreements **shall** include:

- o Non-appropriations clause;
- o Contract or agreement must be governed by the laws of the State of Arizona;
- o Net payment is thirty (30) days.

Agreements **shall not** include:

- o Terms beyond one year;
- o Waiver of right for a jury trial;
- o Requirement of upfront payment by member when purchase order is placed;
- o Entire agreement language;
- o Auto-renewal language.

Attach your reviewed/revise agreement(s). **Unacceptable agreement(s) may render your proposal nonresponsive.** Do not assume a Request for Best and Final Offer will be issued to resolve conflicts within your agreement(s).

Please reference Tab 4B

Logicalis does use a supplemental Scope of Work document describing the scope of services that will be included in any given project. This will include any installations and configurations that will be completed regarding the customers ordered project. All terms and conditions are per MESC contract and MESC terms/conditions supersede terms notated in the Logicalis scope of work document. This document is to ensure that both Logicalis and the member are in agreement on the actual scope of work to be performed and there are no misunderstandings of what is expected.

Statement of Work for Example Services Consulting

Prepared by Logicalis for
Sample Company

To the attention of:
Donald Marks
4567 Main Street
Town, WI 45678
(789) 456-1230
donald.marks@sampleco.com

April 21, 2016

Contents

Section 1.	Professional Services	3
Section 2.	Solution Summary	3
Section 3.	Scope of Work	3
3.1.	Tasks and Activities, Deliverables.....	3
3.2.	Project Management Services	3
3.3.	Out of Scope	3
Section 4.	Firm Fixed Price Information.....	4
4.1.	Pricing	4
4.2.	Travel Expenses	4
4.3.	Invoicing	4
4.4.	Limitation.....	4
Section 5.	Resource Scheduling.....	4
Section 6.	Completion Criteria	5
Section 7.	Customer Responsibilities.....	5
Section 8.	General Project Assumptions.....	7
Section 9.	Project Change Management Process.....	8
Section 10.	Terms & Conditions.....	8
Section 11.	Statement of Work Acceptance.....	9
Section 12.	Appendices	10
Appendix A.	General Information	

Section 1. Professional Services

Logicalis will provide professional services at a firm fixed price to Sample Company ("Customer") under the terms and conditions set forth in this Statement of Work ("SOW").

Section 2. Solution Summary

Logicalis plans to xxx.

Section 3. Scope of Work

3.1. Tasks and Activities, Deliverables

Based on the information provided, Logicalis will work on the following Tasks and Activities, to provide the Deliverables (if any) as part of the Example Services project.

Tasks and Activities

1. Xxx
- 1.1. Xxx

Deliverables

- Xxx

Customer Roles / Responsibilities

- Xxx

Assumptions

- Xxx

3.2. Project Management Services

The assigned Logicalis Project Coordinator will be responsible for providing the following services:

1. Xxx
2. Xxx

3.3. Out of Scope

All items not specifically included in the Scope of Work section of this document are out of scope.

Section 4. Firm Fixed Price Information

4.1. Pricing

The Services listed in the Scope of Work Section will be provided at a firm, fixed price, and billed according to the Milestone Payment Schedule Table. The pricing in this SOW does not include taxes, if any, which will be Customer's responsibility.

Milestone Payment Schedule Table

Milestone	Description	Amount
	Total Materials	\$0.00
	Total Labor	\$0.00
	Total Travel	\$0.00
	Total Sales Tax	\$0.00
1	Project Completion	\$0.00

4.2. Travel Expenses

The firm fixed price includes travel expenses.

4.3. Invoicing

Logicalis will invoice Customer for Services delivered as stated in the Milestone Payment Schedule Table, or once per month.

4.4. Limitation

The firm, fixed pricing listed above is for work performed during normal business hours (8:00 AM – 5:00 PM, Monday through Friday, local time) unless otherwise identified in this SOW. Should any work need to be scheduled outside of normal business hours, or on a holiday, such requests will be handled via a Project Change Request, with a fifty percent (50%) uplift to the standard rate. Please see the Project Change Management Process section below for details.

This pricing assumes all the work is performed as part of a single project; a delay caused by Customer may increase the price.

In the event Customer decides to cancel the project before its completion, Customer shall be responsible for payment of all fees for Services performed through the date of termination and fifty percent (50%) of the remaining balance on the fixed price, once all completed milestone payments are paid.

Section 5. Resource Scheduling

Within 10 business days of receipt of the signed SOW, Logicalis will discuss scheduling the delivery of these services.

Section 6. Completion Criteria

This project will be considered complete when the Tasks and Activities specified and Deliverables specified in the Scope of Work section are complete.

Section 7. Customer Responsibilities

Customer is responsible for providing and/or performing the following (as applicable to this project):

1. Provide timely access to people and information including, but not limited to, the following areas:
 - a. Operations personnel knowledgeable of system and network administration and problem resolution flow.
 - b. Applications knowledgeable personnel for the applications that will be running on the systems.
 - c. Management personnel who are knowledgeable of the architecture of the project to resolve issues that occur during the project. These people shall be designated in advance and be readily available to the Logicalis consultants. To the extent possible, meetings will be scheduled in advance. However, access on an ad hoc basis may be necessary as work proceeds.
2. Ensure all sites are ready for equipment delivery. Customer is responsible for providing adequate and secure on-site storage for all product, equipment deliveries, staging and installation.
3. Ensure that any and all conditioned power (appropriate power rails and circuit breakers have been tested in the racks and cabinets where required), rack space, cable management, grounding points, air conditioning, carrier circuit installation, or other preparation work required to complete this SOW, has been completed prior to the Logicalis resource(s) arrival.
4. Provide the specified/required floor/rack space, power and network connectivity for a single timely installation of the new hardware configuration.
5. Customer has identified and has access to the main communications area in the occupied building. Customer ensures that all carrier circuits that are intended to connect to Logicalis provided or re-programmed equipment has been fully tested, extended, identified/labeled, and subsequently proven to be suitable to carry voice and data network traffic.
6. Customer has assigned implementation technicians who are deemed capable and competent to follow the implementation plan with due care and skill, and authorized to signoff and approve the required parts of the implementation.
7. Unless specifically addressed in the SOW, Customer is expected to have all copper and fiber runs identified (clearly labeled with an accompanying structured cabling map/diagram). Improperly labeled (or no labels) on runs may require a Tone/Test and Tag Project Change Request and a Project Delay Fee.
8. Provide appropriate work areas for Logicalis resource(s) when they are on-site. This includes, but is not limited to, a quiet work area, telephone access, printer access, internet access, and fax access.

9. Provide all necessary security access to the locations where the work is to be delivered, as well as the passwords, equipment, etc. required to successfully complete this project.
10. Customer ensures that the work environment is free of hazardous materials and free from asbestos. Customer is responsible for supplying Logicalis with any information concerning safety issues and/or hazardous material for disclosure to all Logicalis and third-party employees working on the project.
11. Provide all the necessary support agreements for the software that is needed for the environment.
12. To have any and all licensing issues related to the movement of applications understood and resolved. New license key codes, if required, are obtained.
13. To have all application sources readily available in the event of having to reload applications from scratch.
14. Customer has finalized all contract negotiations with third-party suppliers for hardware, software, physical plant requirements, and/or additional network equipment. Customer will provide Logicalis with an updated list of all third-party contacts, as well as Customer's assigned project coordinator and all contacts necessary to facilitate this SOW.
15. Any Customer and third-party vendor actions that either accelerate or postpone Logicalis project responsibilities may result in a change to the SOW and a subsequent Project Change Request.
16. If not included as part of this project, Customer shall have performed all required backups and/or data migrations of existing data prior to work being performed by a Logicalis resource(s), unless otherwise agreed to via a Project Change Request.
17. If not included as part of this project, Customer has implemented a back-up power and backup data strategy that ensures the availability of mission critical data and voice equipment, and applications.
18. Schedule and facilitate 'down-time' for systems and applications during certain periods during the project.
19. If remote access is required then Customer will allow VPN connectivity. If VPN connectivity is not permitted then a Project Change Request may be required.
20. Customer acknowledges that during the performance of services, Customer may be asked to download software as part of such services. In downloading such software, Customer affirms that it has received the software from Logicalis for use in its internal systems only and will use the software internally according to the instructions set forth by Logicalis.
21. Customer is responsible for obtaining all permits, licenses, and right of ways necessary for the completion of this project, including but not limited to building and city requirements.
22. Customer will communicate any issues or changes to the original project plan and/or this SOW to Logicalis immediately upon discovery.
23. Customer acknowledges that it has five (5) business days after receipt of Project Closure and Acceptance (PCA) form to review the deliverables for the project and deliver to Logicalis the signed PCA, or alternatively, a written notification clearly describing a specific project element's failure to meet identified specifications. If Customer does not return the PCA or a written notice of nonconformity within such time period, the project will be deemed accepted on the 6th business day after receipt of the PCA.

Section 8. General Project Assumptions

Several general project assumptions are included in this SOW. General project assumptions include but are not limited to:

1. Logicalis uses a forty (40) hour workweek as its full-time standard designation, delivered over a five (5) day workweek, including travel to and from Customer's location(s) when applicable. Personnel may work hours other than normal business hours to accommodate their travel schedules and time zones as mutually agreed upon by the parties.
2. At the start of the project and throughout the duration of the project, the Logicalis Project Manager or other appointed personnel shall work with Customer to mutually determine any on-site requirements of non-local resources. During weeks with Logicalis-observed holidays or during periods when a resource is not required to be on-site full time, the parties will mutually agree upon an alternate full-time work schedule with the resource(s) performing project-related activities remotely.
3. For Logicalis resource(s) performing work on-site, Customer agrees that a designated and responsible Customer representative will be present at all times.
4. If applicable, travel that is included in Logicalis projects is quoted assuming three (3) weeks' advance notice. All travel expenses that are incurred with less than three (3) weeks' advance notice will be subject to price adjustments.
5. Logicalis assumes Customer will procure and have readily available appropriate hardware, software, licenses for software products, network wiring, patch cords, uplink cables, additional network equipment and/or features that are applicable to this project that allows work to be completed and to meet project milestones.
6. The project will involve some 'knowledge transfer.' The purpose of transfer of technology knowledge is to explain functionality provided by Logicalis delivered for the project and to provide a high level overview of how that functionality may be utilized by Customer. Knowledge transfer is not intended to replace the manufacturers' formal instruction/classes.
7. Adequate staffing and project management is included in this SOW. If Customer accelerates their timeline, additional staffing or overtime to meet the new deadlines may be required. Changes to Customer's schedule must be communicated to the Logicalis Project Manager or other appointed personnel in writing within 24 hours of the change.
8. All communication that affects the technical aspects of the project will be directed through the Project Manager or other appointed personnel.
9. Review meetings will be held at milestone points in the project. These meetings are intended to facilitate discussion regarding project timelines. The availability of Customer's management and support personnel is critical to this project and Customer representation at these meetings is essential.

Should any of the above assumptions prove to be incorrect or incomplete, Logicalis may modify the price, scope of work, or if applicable, project milestones. Any such modifications shall be managed by the Project Change Management Process set forth in this SOW.

Section 9. Project Change Management Process

Changes to the project scope will be negotiated separately through a mutually-approved Project Change Management process. In the event either party desires to change this project, the following procedures shall apply:

1. Either party shall notify the other party of any requested changes. Logicalis will deliver a Project Change Request to Customer for review and execution. The Project Change Request will describe the nature of the change, the reason for the change, and the effect the change will have on the scope of work, which may include changes to the Tasks and Activities, Deliverables, project price and/or the schedule.
2. If both parties agree to implement the Project Change Request, the appropriate authorized representatives of the parties will sign the Project Change Request, indicating the acceptance of the changes by the parties.
3. Each executed Project Change Request will be incorporated into, and made a part of, this Statement of Work.
4. No party is under any obligation to proceed with the Project Change Request until such time as the Project Change Request has been agreed upon by both parties.

In the event of a conflict between a Project Change Request's Scope of Work and that set forth in the original Statement of Work, or previous fully executed Project Change Request, the most recent fully executed Project Change Request shall prevail.

Section 10. Terms & Conditions

1. This SOW is for services only and the pricing shall remain valid for 90 days from date of issuance of this SOW to Customer.
2. The pricing and services identified in this SOW are only valid for one year following the signed date of acceptance of this SOW.
3. The delivery of services will be performed at a Logicalis facility and/or Customer's location specified in the Statement of Work Acceptance section or provided to us prior to the commencement of services under this SOW.
4. To the extent applicable, the terms of the Mohave Educational Services Coop. Contract #11D-NIC-0722 are incorporated herein by reference. For all other terms not addressed in the previously stated contract, Logicalis Terms of Sale, found on our website at www.us.logicalis.com/tcsales apply and are incorporated herein by reference.
5. Only activities identified in this SOW will be performed. If other work is desired or additional activities are identified, a Project Change Request or new SOW will be required prior to completion of that work or those activities.

Note: See Best and Final Offer
For further details

Section 11. Statement of Work Acceptance

Example Services Consulting from Logicalis for Sample Company

Firm Fixed Price: \$0.00. (Travel expenses are included).

Acceptance:

To confirm our retention and authorize work to begin on your engagement, please return a signed copy of this document along with a copy of the Purchase Order, if required. Alternatively, you may email a copy to your Logicalis Account Executive or fax a copy to (248) 232-5412. Upon acceptance by Logicalis, a counter-signed copy will be returned to your attention. Any reference to a customer's Purchase Order or P.O. number does not indicate Logicalis' acceptance of terms and conditions referenced on/attached to any such P.O.

Accepted By:

Sample Company

Accepted By:

Logicalis, Inc.

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

Sample Company
P.O. Number (if provided)

Logicalis Engagement Number
(when available)

Billing Contact:

Donald Marks
Sample Company
4567 Main Street
Town, WI 45678
(789) 456-1230

Billing Contact Correction:

Cc: xx, xx, xx

Section 12. Appendices

Appendix A. General Information

SAMPLE

Appendix A. General Information

Contacts

Local Contact	xx, Account Executive Address, Address, ST 12345 Tel: (234) 567-8901 xx@us.logicalis.com
Legal Notices	Logicalis, Inc. ATTN: Legal Services 2600 Telegraph Road, Suite 200 Bloomfield Hills, MI 48302

Document Information

File Name	SAMP0012345
Creation Date	April 21, 2016
Print Date	April 21, 2016

Copyright Information

© 2016 Logicalis, Inc. All trademarks are acknowledged. All rights reserved.

Freedom of Information

Many of Logicalis' customers are in the public sector and Logicalis is well aware of the obligations imposed on its public sector customers by the United States Freedom of Information Act ('FOIA'). Logicalis' policy is to co-operate with its public sector customers to assist them in meeting their obligations under the FOIA.

Logicalis considers that the following sections of this Response are confidential or commercially sensitive and that disclosure of all or part of the information contained in these sections may harm Logicalis' commercial interests:

Solution Design: The solution has been derived from the intellectual effort, knowhow and expertise of Logicalis staff and consultants and may contain proposals that are original or innovative. The disclosure of this information to Logicalis' competitors may give them an unfair advantage in competing with Logicalis in future similar projects.

Costs Section: Disclosure of Logicalis' costs to competitors is likely to give those competitors an unfair advantage in competing against Logicalis in future bids and may reduce the competitiveness of future tenders.

Customer References: Information relating to customers is frequently protected by confidentiality obligations where disclosure is permitted only for specified purposes, such as providing details to potential new customers. Disclosure of this information to others may be in breach of these confidentiality obligations and disclosure of this information to competitors may harm Logicalis' commercial interests by assisting competitors to compete for business from those customers.

**Supporting Contract Documents – Extended Warranty and
Maintenance Service Plan Information**
(Place after Tab 4c)

Do you offer extended warranty or maintenance service plans? Yes No

If yes, provide a summary of the plans here and/or copies of the plans after this page. Include pricing for extended warranty or maintenance service plans in your price schedule after **Tab 3a**. Place any supplemental end-user agreement forms, which include terms and conditions and/or member signature after **Tab 4b**.

Please reference Tab 4B for Sample Maintenance Agreement has been included/attached.



Cisco Service Offerings and FCC E-Rate Program Eligibility

The FCC and the E-Rate Program Administrator, USAC have announced changes to the eligibility requirements for E-Rate Basic Maintenance of Internal Connect services. Cisco would like to ensure that our Customers are aware of these changes, including USAC's recent statement indicating that Cisco SMARTnet is ineligible as E-Rate Basic Maintenance, and Cisco's alternative Service Offerings, such as Cisco Base, are eligible.

Background

The FCC's Sixth Report and Order, dated September 28, 2010, revised the methods of reimbursement for certain E-Rate Basic Maintenance of Internal Connection services.

The rules now require two different invoicing methods:

- Services such as software upgrades and patches, including bug fixes and security patches, and online and telephone-based technical assistance and tools may be invoiced on an annual one-time basis for E-Rate reimbursement.
- Services related to replacement parts and labor can now only be invoiced for reimbursement on a per-incident basis, after the services have been performed.

These recently announced changes to the E-Rate Program may affect the delivery of services by vendors and service providers participating in E-Rate funded contracts. These changes to the E-Rate program affect the eligibility status of Cisco's SMARTnet service offering.

The E-Rate rule changes did not affect the provision that allows E-Rate eligible equipment to include a warranty that includes parts replacement, as long as the warranty does not exceed three years.

**Note: See Best and Final Offer
For further details**

FCC Changes to E-Rate Basic Maintenance

New rules identify two different methods for reimbursement

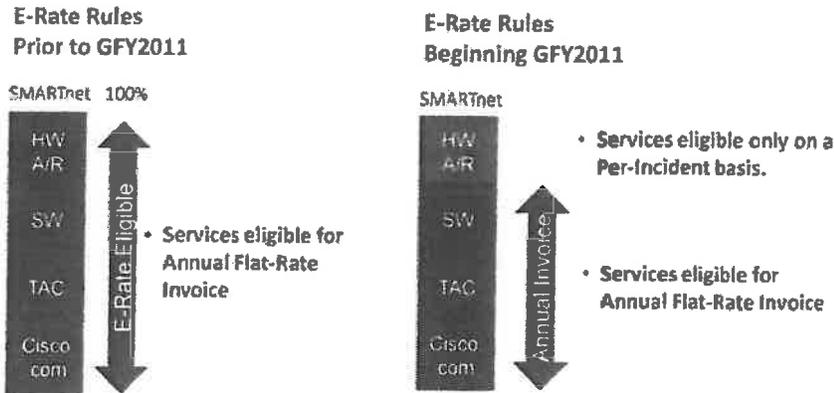
Reimbursement	Services Definition	E-Rate Application	Delivery & Invoice
Annual One-Time Charge	Typical Fixed-Price Offerings: <ul style="list-style-type: none">• Software Upgrades• Software Patches, including bug fixes and security patches• Telephone-based Technical Assistance• Online Technical Assistance & Tools	Applicants may: <ul style="list-style-type: none">• Seek reimbursement of a one-time charge• Any time during the funding year	Delivery: <ul style="list-style-type: none">• Services entitled and delivered via typical subscription model. Invoice: <ul style="list-style-type: none">• One-time charge• Reimbursed without demonstrating work performed
After Repair Performed	Physical Maintenance & Repair <ul style="list-style-type: none">• Labor and Parts needed to repair equipment at the school	Applicant may: <ul style="list-style-type: none">• Apply for E-Rate funds for <i>estimated</i> repairs• Must be based on verifiable or historical data	Delivery: <ul style="list-style-type: none">• Services delivered on a per-incident basis Invoice: <ul style="list-style-type: none">• Invoice for actual work performed• Customer submit to USAC• USAC review/approve, then funds released

Impact to Cisco SMARTnet

The USAC Special Edition Newsletter <http://www.usac.org/sl/tools/news-briefs/preview.aspx?id=344> released on January 27, 2011th provides additional information regarding these changes, addressing the eligibility status of specific Cisco Service Offerings.

SMARTnet is a subscription program, which includes Hardware Advanced Replacement as well as software updates and patches and online and telephone-based technical assistance. The inclusion of hardware replacement in an annual service contract conflicts with the new E-Rate rule requiring per-incident invoicing for part replacement.

Implications to Cisco SMARTnet and E-Rate Reimbursement



Cisco Service Offerings within the E-Rate Program

In view of the recent changes Cisco would like to highlight the following for our Customers who participate in the E-Rate Program:

1) Services at time of Product purchase:

Previously, Cisco offered the Customer one year of SMARTnet Next Business Day services at no additional cost with the purchase of E-Rate Eligible Product.

Commencing with the GFY 2011 E-Rate Program, E-Rate eligible product purchases that qualify will now include the following Cisco E-Rate Services Bundle at no additional cost:

- 3 years of Next Business Day Advanced Hardware Replacement
- 1 year of the following:
 - Cisco Technical Assistance Center (365 days x 24 hours)
 - Customer access to Cisco.com web tools, online knowledge database
 - Operating system updates

2) Cisco Technical Service Contract Renewals:

Cisco's SMARTnet offering includes services which require two different invoicing methods under the new E-Rate rules. Part replacement must now be invoiced for E-Rate reimbursement on a per-incident basis, after the services have been performed. Other services continue to be eligible for E-Rate reimbursement as an annual one-time charge.

Under the E-Rate rules, Basic Maintenance contracts with ineligible components may not be cost-allocated. As a result, it is Cisco's understanding that SMARTnet is not eligible for reimbursement as Basic Maintenance of Internal Connections. Educators may continue to purchase SMARTnet as long as they are not depending upon E-Rate support to fund the purchase.

Educators depending on E-Rate funding have other options for Annual Subscription Renewal, as shown below:

The Cisco Base service offering provides access to the Cisco Technical Assistance Center (365 x 24 hours), registered access to Cisco.com web tools, online knowledge database, and ongoing operating system updates, including minor and major releases within the customer's licensed feature set (i.e., the services eligible for reimbursement under the new rules as an annual one-time charge). Customers that have previously utilized the Cisco SMARTnet service offering may use the Cisco Base service offering to obtain these services.

Further details are available at:

http://www.cisco.com/en/US/products/ps6116/serv_group_home.html

3) Per-Incident Part Replacement:

The revised E-Rate rules for Basic Maintenance now require E-Rate Applicants to submit an annual estimate of their part replacement requirements, and submit invoices for each incident after the repair has been performed, prior to receiving reimbursement from USAC.

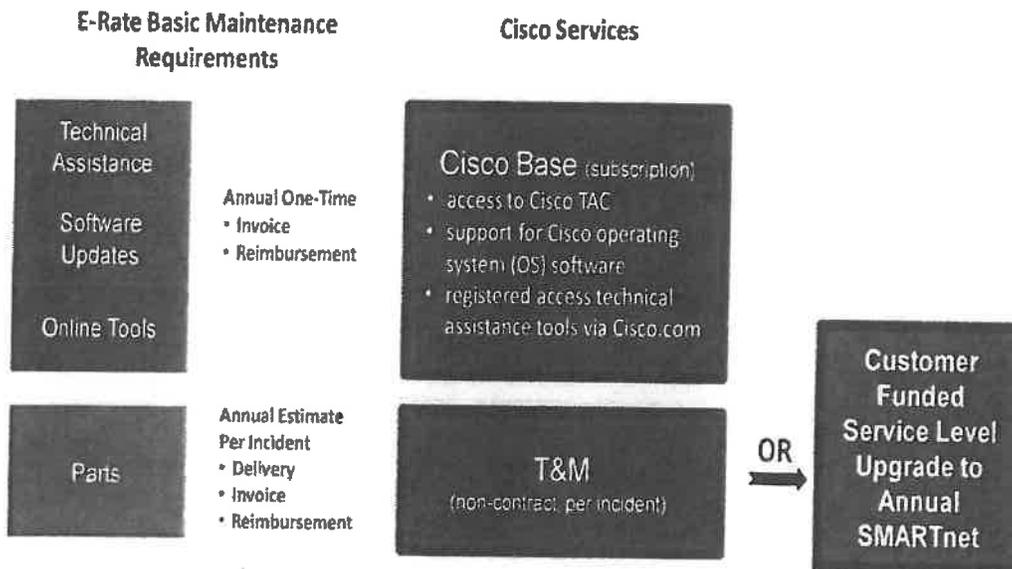
The new per-incident requirement will likely impact Customers in a variety of ways, depending on their current service and support model. We recognize that our Customers will have unique circumstances regarding; internal staffing, help-desk support, Partner support services, contract

administration, E-Rate invoice administration for compliance with the E-Rate Program, as well as other support processes. These are key considerations in planning for the integration of the new E-Rate per-incident invoice requirements into an overall support model.

Cisco has available non-contract services that are per-incident in nature via the Cisco Technical Assistance Center. These services are provided on a Time & Material basis and can assist in a manner that is consistent with the revised requirement for per-incident invoices. E-Rate Applicants should consider the invoicing requirements of the E-Rate program, and the role of Authorized E-Rate Service Providers in the E-Rate invoicing methods.

Cisco recommends consultation with your Cisco Authorized Partner and authorized E-Rate Service Providers, as well as your Cisco Sales Team to discuss the implication of these changes.

Renewal of Installed Base



February 2011

Please contact your Cisco Authorized and E-Rate Authorized Partner and Cisco Sales team for further information and assistance regarding these changes to Cisco Services offerings that are recommended for E-Rate Programs.

Additional Resources:

- Funds For Learning fundsforlearning.com
- Information on all Cisco eligible equipment and services:
<http://cisco.fundsforlearning.com/>
- New Cisco Base Service Offerings: Log in to your WSCA Participating State at <http://www.cisco.com/web/strategy/government/wsc/index.html>
- USAC web site <http://sl.universalservice.org>

**LINKING AGREEMENT
BETWEEN
THE CITY OF GLENDALE, ARIZONA
AND
LOGICALIS, INC.**

**EXHIBIT B
Scope of Work**

PROJECT

Logicalis, Inc. will provide 4 Wireless Links Consulting for various City of Glendale Water Services locations. These links will involve the installation of eight (8) Ubiquiti AirFiber 24HD radio platform wireless links. The Scope of Work for these projects is attached to Exhibit B.

Logicalis, Inc. will also provide their entire portfolio of technical resources and service on an as-needed basis. This will include the purchase of technical services on an hourly basis along with necessary materials. Rates are based on the Mohave Educational Services Cooperative Telecommunications Systems Contract, 16B-LOGIC-0723, as shown in Exhibit C.

Statement of Work for 4 Wireless Links Consulting

Prepared by Logicalis for
City of Glendale

To the attention of:
Joe Greth
11550 West Glendale Ave
Glendale, Arizona 85307
623-930-3919
JGreth@GLENDALEAZ.com

October 21, 2016

Contents

Section 1.	Professional Services	3
Section 2.	Solution Summary.....	3
Section 3.	Scope of Work.....	3
3.1.	Tasks and Activities, Deliverables.....	3
3.2.	Project Management Services	4
3.3.	Out of Scope	5
Section 4.	Firm Fixed Price Information	5
4.1.	Pricing	5
4.2.	Travel Expenses	5
4.3.	Invoicing	5
4.4.	Limitation.....	6
Section 5.	Resource Scheduling.....	6
Section 6.	Completion Criteria.....	6
Section 7.	Customer Responsibilities.....	6
Section 8.	General Project Assumptions.....	8
Section 9.	Project Change Management Process	9
Section 10.	Terms & Conditions.....	10
Section 11.	Statement of Work Acceptance.....	11
Section 12.	Appendices	12
Appendix A.	General Information	

Section 1. Professional Services

Logicalis will provide professional services at a firm fixed price to City of Glendale ("Customer") under the terms and conditions set forth in this Statement of Work ("SOW").

Section 2. Solution Summary

Logicalis plans to implement four microwave links using Ubiquiti 24HD radios. Logicalis will provide and install needed tower mounts, cable, surges and radio equipment for this project. Logicalis has informed Customer that these radios operate in the un-licensed frequency spectrum and cannot guarantee that frequency spectrum is available in that area and frequency interference can happen. The link locations are as follows:

1. WWT – OWT – appx 7miles
2. OWT – CWT – appx 6miles
3. AWT – CWT – appx 9miles
4. AWT - WWT – appx 5miles

Section 3. Scope of Work

3.1. Tasks and Activities, Deliverables

Based on the information provided, Logicalis will work on the following Tasks and Activities, to provide the Deliverables (if any) as part of the 4 Wireless Links project.

Tasks and Activities

1. Inventory and log serial numbers of the equipment being installed
2. Power-up and pre-test equipment prior to deployment
3. Program new IP addressing scheme
4. Install necessary mounts at each location
5. Install antennas on mounts at designated azimuths
6. Install radio/power injectors in designated IDF locations
7. Install power to the radios via nearest 110VAC power source
8. Install cabling from the radios to the antennas as needed
9. Install connectors, ground and necessary support hardware
10. Weather seal exterior connections
11. Path-align antennas to the manufacturer's recommended specifications
12. Test system functionality of the link

Deliverables

- Complete inventory of the new radios equipment installed
- Radio screen shots of each radio and how they are configured

Customer Roles / Responsibilities

- Access into each facility and necessary floor locations
- IP address for the new radio link

Assumptions

- Logicalis assumes there is rack space
- Logicalis assumes there is ports available on the customer supplied switch
- Logicalis assumes there is existing power for the radios
- Logicalis assumes there is room on the towers for the new mounts for the antennas
- Logicalis assumes there is an existing cable pathway that is less then 300ft from the antennas to the MDF/IDF location

3.2. Project Management Services

The assigned Logicalis Project Manager will be responsible for providing the following services:

Project Management (Medium Rigor)

Planning

- Project kick-off call agenda & notes
- Project kick-off call facilitation
- Identify project team and define roles & responsibilities
- Resource Scheduling
- Project Work Breakdown Structure (WBS) & Gantt creation
- Supplemental project information management

Execution

- Product tracking, if applicable
- Project status call agenda & notes
- Weekly project status call facilitation
- Weekly project status report, consisting of:
 1. Overall Health Status
 2. Schedule, Risk & Budget Key Performance Indicator (KPI) Reporting
 3. Percentage Complete
 4. Project Phase
 5. High Level Accomplishments
 6. Current Activities / Upcoming Activities
 7. Past Due Activities
 8. Project Issues
 9. Financial & Hours Summary, applicable to T&M projects
- Resource management & allocation
- Project WBS & milestone management

- Project escalations

Monitoring & Controlling

- Project Deliverable review and delivery, as applicable
- Scope management
- Document Project Change Requests (PCRs), if applicable
- Timeline & budget monitoring
- Project performance measurement
- Risk monitoring

Closing

- Project closure call
- Project Closure and Acceptance processing

3.3. Out of Scope

All items not specifically included in the Scope of Work section of this document are out of scope.

Section 4. Firm Fixed Price Information

4.1. Pricing

The Services listed in the Scope of Work Section will be provided at a firm, fixed price, and billed according to the Milestone Payment Schedule Table. The pricing in this SOW does not include taxes, if any, which will be Customer's responsibility.

Milestone Payment Schedule Table

Milestone	Description	Amount
	<i>Total Materials</i>	<i>\$30,500.00</i>
	<i>Total Labor</i>	<i>\$15,390.00</i>
	<i>Total Sales Tax</i>	<i>\$2,470.50</i>
1	Project Completion	\$48,360.50

4.2. Travel Expenses

Reasonable travel expenses will be tracked separately and billed directly to Customer. Travel expenses will include cost incurred from travel (airfare, rental car, mileage, tolls, and lodging). Meals, if any, will be billed at the per diem rate of \$45.

4.3. Invoicing

Logicalis will invoice Customer for Services delivered as stated in the Milestone Payment Schedule Table, or once per month.

4.4. Limitation

The firm, fixed pricing listed above is for work performed during normal business hours (8:00 AM – 5:00 PM, Monday through Friday, local time) unless otherwise identified in this SOW. Should any work need to be scheduled outside of normal business hours, or on a holiday, such requests will be handled via a Project Change Request, with a fifty percent (50%) uplift to the standard rate. Please see the Project Change Management Process section below for details.

This pricing assumes all the work is performed as part of a single project; a delay caused by Customer may increase the price.

In the event Customer decides to cancel the project before its completion, Customer shall be responsible for payment of all fees for Services performed through the date of termination and fifty percent (50%) of the remaining balance on the fixed price, once all completed milestone payments are paid.

Section 5. Resource Scheduling

Within 10 business days of receipt of the signed SOW, Logicalis will discuss scheduling the delivery of these services.

Section 6. Completion Criteria

This project will be considered complete when the Tasks and Activities specified and Deliverables specified in the Scope of Work section are complete.

Section 7. Customer Responsibilities

Customer is responsible for providing and/or performing the following (as applicable to this project):

1. Provide timely access to people and information including, but not limited to, the following areas:
 - a. Operations personnel knowledgeable of system and network administration and problem resolution flow.
 - b. Applications knowledgeable personnel for the applications that will be running on the systems.
 - c. Management personnel who are knowledgeable of the architecture of the project to resolve issues that occur during the project. These people shall be designated in advance and be readily available to the Logicalis consultants. To the extent possible, meetings will be scheduled in advance. However, access on an ad hoc basis may be necessary as work proceeds.
2. Ensure all sites are ready for equipment delivery. Customer is responsible for providing adequate and secure on-site storage for all product, equipment deliveries, staging and installation.

3. Ensure that any and all conditioned power (appropriate power rails and circuit breakers have been tested in the racks and cabinets where required), rack space, cable management, grounding points, air conditioning, carrier circuit installation, or other preparation work required to complete this SOW, has been completed prior to the Logicalis resource(s) arrival.
4. Provide the specified/required floor/rack space, power and network connectivity for a single timely installation of the new hardware configuration.
5. Customer has identified and has access to the main communications area in the occupied building. Customer ensures that all carrier circuits that are intended to connect to Logicalis provided or re-programmed equipment has been fully tested, extended, identified/labeled, and subsequently proven to be suitable to carry voice and data network traffic.
6. Customer has assigned implementation technicians who are deemed capable and competent to follow the implementation plan with due care and skill, and authorized to signoff and approve the required parts of the implementation.
7. Unless specifically addressed in the SOW, Customer is expected to have all copper and fiber runs identified (clearly labeled with an accompanying structured cabling map/diagram). Improperly labeled (or no labels) on runs may require a Tone/Test and Tag Project Change Request and a Project Delay Fee.
8. Provide appropriate work areas for Logicalis resource(s) when they are on-site. This includes, but is not limited to, a quiet work area, telephone access, printer access, internet access, and fax access.
9. Provide all necessary security access to the locations where the work is to be delivered, as well as the passwords, equipment, etc. required to successfully complete this project.
10. Customer ensures that the work environment is free of hazardous materials and free from asbestos. Customer is responsible for supplying Logicalis with any information concerning safety issues and/or hazardous material for disclosure to all Logicalis and third-party employees working on the project.
11. Provide all the necessary support agreements for the software that is needed for the environment.
12. To have any and all licensing issues related to the movement of applications understood and resolved. New license key codes, if required, are obtained.
13. To have all application sources readily available in the event of having to reload applications from scratch.
14. Customer has finalized all contract negotiations with third-party suppliers for hardware, software, physical plant requirements, and/or additional network equipment. Customer will provide Logicalis with an updated list of all third-party contacts, as well as Customer's assigned project coordinator and all contacts necessary to facilitate this SOW.
15. Any Customer and third-party vendor actions that either accelerate or postpone Logicalis project responsibilities may result in a change to the SOW and a subsequent Project Change Request.
16. If not included as part of this project, Customer shall have performed all required backups and/or data migrations of existing data prior to work being performed by a Logicalis resource(s), unless otherwise agreed to via a Project Change Request.
17. If not included as part of this project, Customer has implemented a back-up power and backup data strategy that ensures the availability of mission critical data and voice equipment, and applications.

18. Schedule and facilitate 'down-time' for systems and applications during certain periods during the project.
19. If remote access is required then Customer will allow VPN connectivity. If VPN connectivity is not permitted then a Project Change Request may be required.
20. Customer acknowledges that during the performance of services, Customer may be asked to download software as part of such services. In downloading such software, Customer affirms that it has received the software from Logicalis for use in its internal systems only and will use the software internally according to the instructions set forth by Logicalis.
21. Customer is responsible for obtaining all permits, licenses, and right of ways necessary for the completion of this project, including but not limited to building and city requirements.
22. Customer will communicate any issues or changes to the original project plan and/or this SOW to Logicalis immediately upon discovery.
23. Customer acknowledges that it has five (5) business days after receipt of Project Closure and Acceptance (PCA) form to review the deliverables for the project and deliver to Logicalis the signed PCA, or alternatively, a written notification clearly describing a specific project element's failure to meet identified specifications. If Customer does not return the PCA or a written notice of nonconformity within such time period, the project will be deemed accepted on the 6th business day after receipt of the PCA.

Section 8. General Project Assumptions

Several general project assumptions are included in this SOW. General project assumptions include but are not limited to:

1. Logicalis uses a forty (40) hour workweek as its full-time standard designation, delivered over a five (5) day workweek, including travel to and from Customer's location(s) when applicable. Personnel may work hours other than normal business hours to accommodate their travel schedules and time zones as mutually agreed upon by the parties.
2. At the start of the project and throughout the duration of the project, the Logicalis Project Manager or other appointed personnel shall work with Customer to mutually determine any on-site requirements of non-local resources. During weeks with Logicalis-observed holidays or during periods when a resource is not required to be on-site full time, the parties will mutually agree upon an alternate full-time work schedule with the resource(s) performing project-related activities remotely.
3. For Logicalis resource(s) performing work on-site, Customer agrees that a designated and responsible Customer representative will be present at all times.
4. If applicable, travel that is included in Logicalis projects is quoted assuming three (3) weeks' advance notice. All travel expenses that are incurred with less than three (3) weeks' advance notice will be subject to price adjustments.
5. Logicalis assumes Customer will procure and have readily available appropriate hardware, software, licenses for software products, network wiring, patch cords, uplink cables, additional network equipment and/or features that are applicable to this project that allows work to be completed and to meet project milestones.
6. The project will involve some 'knowledge transfer.' The purpose of transfer of technology knowledge is to explain functionality provided by Logicalis delivered for

the project and to provide a high level overview of how that functionality may be utilized by Customer. Knowledge transfer is not intended to replace the manufacturers' formal instruction/classes.

7. Adequate staffing and project management is included in this SOW. If Customer accelerates their timeline, additional staffing or overtime to meet the new deadlines may be required. Changes to Customer's schedule must be communicated to the Logicalis Project Manager or other appointed personnel in writing within 24 hours of the change.
8. All communication that affects the technical aspects of the project will be directed through the Project Manager or other appointed personnel.
9. Review meetings will be held at milestone points in the project. These meetings are intended to facilitate discussion regarding project timelines. The availability of Customer's management and support personnel is critical to this project and Customer representation at these meetings is essential.

Should any of the above assumptions prove to be incorrect or incomplete, Logicalis may modify the price, scope of work, or if applicable, project milestones. Any such modifications shall be managed by the Project Change Management Process set forth in this SOW.

Section 9. Project Change Management Process

Changes to the project scope will be negotiated separately through a mutually-approved Project Change Management process. In the event either party desires to change this project, the following procedures shall apply:

1. Either party shall notify the other party of any requested changes. Logicalis will deliver a Project Change Request to Customer for review and execution. The Project Change Request will describe the nature of the change, the reason for the change, and the effect the change will have on the scope of work, which may include changes to the Tasks and Activities, Deliverables, project price and/or the schedule.
2. If both parties agree to implement the Project Change Request, the appropriate authorized representatives of the parties will sign the Project Change Request, indicating the acceptance of the changes by the parties.
3. Each executed Project Change Request will be incorporated into, and made a part of, this Statement of Work.
4. No party is under any obligation to proceed with the Project Change Request until such time as the Project Change Request has been agreed upon by both parties.

In the event of a conflict between a Project Change Request's Scope of Work and that set forth in the original Statement of Work, or previous fully executed Project Change Request, the most recent fully executed Project Change Request shall prevail.

Section 10. Terms & Conditions

1. This SOW is for services only and the pricing shall remain valid for 90 days from date of issuance of this SOW to Customer.
2. The pricing and services identified in this SOW are only valid for one year following the signed date of acceptance of this SOW.
3. The delivery of services will be performed at a Logicalis facility and/or Customer's location specified in the Statement of Work Acceptance section or provided to us prior to the commencement of services under this SOW.
4. To the extent applicable, the terms of the Mohave 0723 contract are incorporated herein by reference. For all other terms not addressed in the previously stated contract, Logicalis Terms of Sale, found on our website at www.us.logicalis.com/tcsales apply and are incorporated herein by reference.
5. Only activities identified in this SOW will be performed. If other work is desired or additional activities are identified, a Project Change Request or new SOW will be required prior to completion of that work or those activities.

Section 11. Statement of Work Acceptance

Microwave Wireless Consulting from Logicalis for City of Glendale

Firm Fixed Price Services: \$48,360.50. (Travel expenses not included).

Acceptance:

To confirm our retention and authorize work to begin on your engagement, please return a signed copy of this document along with a copy of the Purchase Order, if required. Alternatively, you may email a copy to your Logicalis Account Executive or fax a copy to (248) 232-5412. Upon acceptance by Logicalis, a counter-signed copy will be returned to your attention. Any reference to a customer's Purchase Order or P.O. number does not indicate Logicalis' acceptance of terms and conditions referenced on/attached to any such P.O.

Accepted By:

Accepted By:

City of Glendale

Logicalis, Inc.

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

City of Glendale
P.O. Number (if provided)

Logicalis Engagement Number
(when available)

Billing Contact:

Billing Contact Correction:

Joe Greth
City of Glendale
11550 West Glendale Ave
Glendale, Arizona 85307
623-930-3919

Cc: Jay Ivey, Cory Urbatsch

Section 12. Appendices

Appendix A. General Information

Appendix A. General Information

Contacts

Local Contact	Jay Ivey, Account Executive 8945 S. Harl Avenue Suite 102, Tempe, AZ, 85284 Tel: (480) 346-2325 Jay.Ivey@us.logicalis.com
Legal Notices	Logicalis, Inc. ATTN: Legal Services 2600 Telegraph Road, Suite 200 Bloomfield Hills, MI 48302

Document Information

File Name	CITY4075433
Creation Date	October 19, 2016
Print Date	October 21, 2016

Copyright Information

© 2016 Logicalis, Inc. All trademarks are acknowledged. All rights reserved.

Freedom of Information

Many of Logicalis' customers are in the public sector and Logicalis is well aware of the obligations imposed on its public sector customers by the United States Freedom of Information Act ('FOIA'). Logicalis' policy is to co-operate with its public sector customers to assist them in meeting their obligations under the FOIA.

Logicalis considers that the following sections of this Response are confidential or commercially sensitive and that disclosure of all or part of the information contained in these sections may harm Logicalis' commercial interests:

Solution Design: The solution has been derived from the intellectual effort, knowhow and expertise of Logicalis staff and consultants and may contain proposals that are original or innovative. The disclosure of this information to Logicalis' competitors may give them an unfair advantage in competing with Logicalis in future similar projects.

Costs Section: Disclosure of Logicalis' costs to competitors is likely to give those competitors an unfair advantage in competing against Logicalis in future bids and may reduce the competitiveness of future tenders.

Customer References: Information relating to customers is frequently protected by confidentiality obligations where disclosure is permitted only for specified purposes, such as providing details to potential new customers. Disclosure of this information to others may be in breach of these confidentiality obligations and disclosure of this information to competitors may harm Logicalis' commercial interests by assisting competitors to compete for business from those customers.



PROPOSAL

Terms	Account Manager	Date	Quote #
NET 30	Jay Ivey	10/21/16	LOGQ14354
Contract:			
Mohave 16B-LOGIC2-0723			

Customer: City of Glendale AZ Joe Greth Phone: (623) 930-3919 Fax:	Address: 11550 West Glendale Ave Glendale, AZ 85307	Project Name: 4 Wireless Links Project Number: OPP072859
---	--	---

* Per detailed Scope of Work.
 * Purchase order constitutes acceptance of Quote and Scope of Work.

Manufacturer	Part Number	Description	Qty	Unit Price	Ext. Price
UBIQUITI	AF-24HD-US	AirFiber 2Gbps+Backhaul 24Ghz	8.00	\$3,250.00	\$26,000.00
HD	MISCHDWE-5	Misc. Hardware Kit (Surge kits)	4.00	\$450.00	\$1,800.00
HD	MISCHDWE-5	Misc. Hardware Kit (Tower Mounts)	4.00	\$450.00	\$1,800.00
HD	MISCHDWE-5	Misc. Hardware Kit (Outdoor Cat6 Cable)	2.00	\$450.00	\$900.00
Total Material:					\$30,500.00
Total Labor:					\$15,390.00
Sales Tax:					\$2,470.50
Total					\$48,360.50

Please note Logicalis Quote number on purchase order. Proposal expires 30 days from the date above.

Logicalis, Inc.

City Of Glendale Az

By: _____
 Name: _____
 Title: _____
 Date: _____

By: _____
 Name: _____
 Title: _____
 Date: _____
 PO # _____

Logicalis' terms of sale, found on our website at www.us.logicalis.com/tcsales, are incorporated herein by reference. For applicable engagements, State, Mohave, and SLD contract terms are incorporated herein by reference; however, for terms not addressed in the State, Mohave or SLD contracts, Logicalis' terms of sale shall supersede.

Statement of Work for Time and Materials Services

Prepared by Logicalis for
City of Glendale

To the attention of:
Joe Greth
City of Glendale
4805 West Cholla Street
Glendale, AZ 85304
P: 623-930-3919
E: JGreth@GLENDALEAZ.com

August 9, 2016

Contents

Section 1.	Overview	3
Section 2.	Time and Materials: Terms	3
Section 3.	Time and Materials: Customer Responsibilities	4
Section 4.	Statement of Work Acceptance.....	5
Section 5.	Appendices	6
Appendix A.	General Information	

Section 1. Overview

Time & Materials (T&M) is a method of engaging Logicalis that allows you to utilize our entire portfolio of technical resources on an as-needed basis. With a T&M engagement you are purchasing technical services on an hourly basis, not a fixed set of deliverables, along with the materials necessary to complete the task. Any products that are purchased as a result of this Statement of Work (SOW), but not necessary to complete the task will be reflected in a Quote and will be provided to the Customer.

Section 2. Time and Materials: Terms

Logicalis, Inc. (Logicalis) and City of Glendale (Customer) agree that Logicalis will provide the IT-related technical services and materials as follows:

1. To the extent applicable, the terms of the Mohave or Arizona State Contract are incorporated herein by reference. For all other terms not addressed in the previously stated contract, Logicalis Terms of Sale, found on our website at www.us.logicalis.com/tcsales/ apply and are incorporated herein by reference. If there is not such a procurement agreement in place, then all services are provided under Logicalis' Terms & Conditions of Sale which are found at www.us.logicalis.com/tcsales/, and are incorporated herein by reference.
2. The resources assigned by Logicalis will be qualified to perform the services.
3. The services delivered under this SOW will be performed under Customer's direct supervision.
4. When requested to do so, Logicalis will provide a good faith effort to estimate the number of service hours required to achieve Customer's goals; however, the estimate is not a guarantee that the Customer-directed tasks will be performed in that estimated time.
5. Customer shall pay for all time and materials expended, regardless of actual results achieved. Materials necessary to complete the tasks will be charged to Customer at the then-current Logicalis list prices for those materials.
6. Logicalis reserves the right to change these rates upon thirty days written notice to Customer.
7. After Hours, Weekend, and Holiday work will be charged at a 50% uplift to the hourly rate.
8. There is a four hour minimum charge for work performed away from a Logicalis office, i.e. remote or at Customer's location.
9. Customer will be responsible for all travel related charges, including mileage, airfare, hotel, rental car and meals and travel time required for the delivery of services.
10. If Customer cancels the services prior to completion, then Customer will be responsible for all charges incurred through the date of termination.
11. Logicalis or Customer may terminate this SOW upon thirty days written notice; however, Customer must pay for all charges through the date of termination.

Section 3. Time and Materials: Customer Responsibilities

Customer will provide timely access to people and information including, but not limited to, the following areas (as applicable to the engagement):

- Operations personnel knowledgeable of system and network administration and problem resolution flow.
- Applications knowledgeable personnel for the applications that will be running on the systems.
- Management personnel who are knowledgeable of the architecture of the engagement to resolve issues that occur during the engagement. These people shall be designated in advance and be readily available to the Logicalis consultants. To the extent possible, meetings will be scheduled in advance. However, access on an ad hoc basis may be necessary as work proceeds.
- Schedule and facilitate 'down-time' for systems and applications during certain periods during the engagement.
- Provide appropriate work areas for Logicalis consultants when they are onsite. This includes a quiet work area, telephone access, printer access, Internet access, and fax access.
- Provide all necessary security access to the locations where the work is to be delivered.
- Provide all the necessary support agreements for the software that is needed for the environment.
- Provide the specified/required floor/rack space, power and network connectivity for a single timely installation of the new hardware configuration.
- To have any and all licensing issues related to the movement of applications understood and resolved. *New license key codes, if required, are obtained.
- To have all application sources readily available in the event of having to reload applications from scratch.
- Provide Customer personnel to perform all required backup of its data prior to work being performed by Logicalis technical specialists.
- Customer acknowledges that during the performance of services, Customer may be asked to download software as part of such services. In downloading such software, Customer affirms that it has received the software from Logicalis for use in its internal systems only and will use the software internally according to the instructions set forth by Logicalis.

Section 4. Statement of Work Acceptance

Time and Materials Services from Logicalis for City of Glendale

Acceptance:

To confirm our retention and authorize work to begin on your engagement, please return two (2) signed copies of this document along with a copy of the Purchase Order, if required.

Alternatively, you may FAX a copy to (248) 232-5412. Upon acceptance by Logicalis, a counter-signed copy will be returned to your attention. Any reference to a customer Purchase Order or P.O. number does not indicate Logicalis acceptance of terms and conditions referenced on/attached to any such P.O.

Accepted By:

Accepted By:

City of Glendale

Logicalis, Inc.

Signature

Signature

Printed Name

Printed Name

Title

Title

Date

Date

City of Glendale
P.O. Number (if provided)

Logicalis Engagement Number
(when available)

Billing Contact:

Joe Greth
City of Glendale
4805 West Cholla Street
Glendale, AZ 85304
P: 623-930-3919

Billing Contact Correction:

Cc: Jay Ivey, Account Executive

Section 5. Appendices

Appendix A. General Information

Appendix A. General Information

Contacts

Local Contact	Jay Ivey, Account Executive 8945 S. Harl Ave., Suite 102 Tempe, AZ 85284 Phone: 480-346-2325 Email: Jay.Ivey@us.logicalis.com
Legal Notices	Logicalis, Inc. ATTN: Legal Services 34505 W Twelve Mile Rd, Suite 210 Farmington Hills, MI 48331

Document Information

File Name	CTYGLE08092016
Creation Date	August 9, 2016
Print Date	August 9, 2016

Copyright Information

© 2015 Logicalis, Inc. All trademarks are acknowledged. All rights reserved.

Freedom of Information

Many of Logicalis' customers are in the public sector and Logicalis is well aware of the obligations imposed on its public sector customers by the United States Freedom of Information Act ('FOIA'). Logicalis' policy is to co-operate with its public sector customers to assist them in meeting their obligations under the FOIA.

Logicalis considers that the following sections of this Response are confidential or commercially sensitive and that disclosure of all or part of the information contained in these sections may harm Logicalis' commercial interests:

Rate Table: Disclosure of Logicalis' prices to competitors is likely to give those competitors an unfair advantage in competing against Logicalis in future bids and may reduce the competitiveness of future tenders.

**LINKING AGREEMENT
BETWEEN
THE CITY OF GLENDALE, ARIZONA
AND
LOGICALIS, INC.**

EXHIBIT C

METHOD AND AMOUNT OF COMPENSATION

The method and amount of compensation will be provided based on rates outlined in the Mohave Telecommunications Systems Contract, 16B-LOGIC-0723.

NOT TO EXCEED AMOUNT

The total amount of compensation paid to Contractor for full completion of all work required by the Project must not exceed \$75,000 for the entire term of the Agreement.

DETAILED PROJECT COMPENSATION

Project compensation will be comprised of installation of 4 wireless links between West Area Water Reclamation Facility and Oasis Water Treatment Plant, Oasis Water Treatment Plant and Cholla Water Treatment Plant, Arrowhead Water Reclamation Facility and Cholla Water Treatment Plant and Arrowhead Water Reclamation Facility and West Area Water Reclamation Facility. This project will be based on quote #LOGQ14354 for a total of \$48,360.50

The remaining balance will be used for the use of technical services and materials on an as-needed basis. Rates are shown in the Mohave Telecommunications Systems Contract, 16B-LOGIC-0723.



PROPOSAL

Terms	Account Manager	Date	Quote #
NET 30	Jay Ivey	10/21/16	LOGQ14354
Contract:			
Mohave 16B-LOGIC2-0723			

Customer: City of Glendale AZ Joe Greth Phone: (623) 930-3919 Fax:	Address: 11550 West Glendale Ave Glendale, AZ 85307	Project Name: 4 Wireless Links Project Number: OPP072859
---	--	---

* Per detailed Scope of Work.
 * Purchase order constitutes acceptance of Quote and Scope of Work.

Manufacturer	Part Number	Description	Qty	Unit Price	Ext. Price
UBIQUITI	AF-24HD-US	AirFiber 2Gbps+Backhaul 24Ghz	8.00	\$3,250.00	\$26,000.00
HD	MISCHDWE-5	Misc. Hardware Kit (Surge kits)	4.00	\$450.00	\$1,800.00
HD	MISCHDWE-5	Misc. Hardware Kit (Tower Mounts)	4.00	\$450.00	\$1,800.00
HD	MISCHDWE-5	Misc. Hardware Kit (Outdoor Cat6 Cable)	2.00	\$450.00	\$900.00
Total Material:					\$30,500.00
Total Labor:					\$15,390.00
Sales Tax:					\$2,470.50
Total					\$48,360.50

Please note Logicalis Quote number on purchase order. Proposal expires 30 days from the date above.

Logicalis, Inc.

City Of Glendale Az

By: _____
 Name: _____
 Title: _____
 Date: _____

By: _____
 Name: _____
 Title: _____
 Date: _____

PO # _____

Logicalis' terms of sale, found on our website at www.us.logicalis.com/tcsales, are incorporated herein by reference. For applicable engagements, State, Mohave, and SLD contract terms are incorporated herein by reference; however, for terms not addressed in the State, Mohave or SLD contracts, Logicalis' terms of sale shall supersede.

Section Four: Labor Rates

Replace the text below with a description of each of your labor service rates. Replace the "Labor Description" below with the name of the labor rate (i.e., Service Technician I). Replace the "Labor Rate" below with the actual rate, or range of rates. Include regular, overtime, weekend and holiday rates for that specified labor type. Add additional line items as necessary to describe all of your labor rates. Indicate "N/A" if labor rates do not apply under an awarded contract.

Type of Labor Rate	Normal Hours	Overtime Hours	Weekend/Holiday Hours
Network Technician	\$85.00	\$127.50	\$170.00
Jr. Network Engineer	\$125.00	\$187.50	\$250.00
Network Engineer	\$160.00	\$240.00	\$320.00
Sr. Network Engineer	\$185.00	\$277.50	\$370.00
Network Consultant	\$215.00	\$322.50	\$430.00
MW, Security or AV Tech I	\$55.00	\$82.50	\$110.00
MW, Security or AV Tech II	\$80.00	\$120.00	\$160.00
MW, Security or AV Tech III	\$100.00	\$150.00	\$200.00
MW, Security or AV Engineer	\$123.75	\$185.63	\$247.50
Sr. MW, Sr. Security or Sr AV Engineer	\$157.50	\$236.25	\$315.00
Project Engineer/Asst. PM	\$59.90	\$89.85	\$119.80
Project Manager	\$95.00	\$142.50	\$190.00
Senior Project Manager	\$135.00	\$202.50	\$270.00
Technician III	\$41.70	\$62.55	\$83.40
Technician IV	\$46.90	\$70.35	\$93.80
RCDD	\$135.00	\$202.50	\$270.00
Technician I	\$31.20	\$46.80	\$62.40
Technician II	\$36.50	\$54.75	\$73.00
CAD Operator	\$52.00	\$78.00	\$104.00
Certified Fiber Tech	\$49.00	\$73.50	\$98.00
Supervisor/Foreman	\$69.00	\$103.50	\$138.00
Lead Technician	\$52.10	\$78.15	\$104.20

Section Five: Manufacturer's Discount Information

Replace the text below with a description of each of your manufacturer's discount information. Replace the "manufacturer" below with the name of the manufacturer. Replace the "Product Type" below with a description of the products provided by that manufacturer. Include the discount off MSRP, shipping and warranty information for that manufacturer. Add additional line items as

Manufacturer	Type of Products	Discount off MSRP	Shipping	Warranty Period
--------------	------------------	-------------------	----------	-----------------

ADTRAN	Virtual Mobility	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ALLEN TEL PATCH	Cabling & Fiber products	64%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ALVARION	Point-to-multipoint broadband/wireless access solutions	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ANDREWS	Voice-Over IP software	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
APC HARDWARE	UPS, Batteries, Power Supplies & Rack Accessories	12%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
APC MAINT	Maintenance	3%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ARNICO	Cable equipment, Fiber Pullers, Fiber Wheels	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ARUBA/HP	Servers/Storage	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ARUBA/HP MAINT	Servers/Storage	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
AVAYA	Cabling & Fiber products	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BARRACUDA	Security, Application Delivery and Data Protection Solutions	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BELDEN	Specialty wire, cable and cord products	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

BERK-TEK	Ethernet Optical Fiber and Category Cabling for LAN, SAN & Data Centers Nexans	55%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BLOXX	Web filter	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BOGEN	speakers, amplifiers, voice applications, telephones, paging, public addressing, intercommunications	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BRIDGEWAVE	Wireless backhaul and wireless point-to-point solutions	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
BURNDY	Electronic and electrical interconnect systems	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CABLOFIL	Cable management products	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CALLREX	IP call recording and monitoring call center software	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CALLREX MAINT	Maintenance of IP call recording and monitoring call center software	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CARLON	Cable management products	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CERAGON	Telecom & Wireless	56%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CERAGON-AOCS	Telecom & Wireless	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CHATSWORTH (CPI)	Closed server racks and cabinets, cable management hardware, and cable	19%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

CIELO	TELECOM & WIRELESS	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CIRCA	Surge protection	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO	Routers, Switches, Wireless, Security, Physical Security and Building Systems Optical Networking Network Management and Automation - Cisco IOS and NX-OS Software - Interfaces and Modules...	40%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO CIUS	Routers, Switches, Wireless, Security, Physical Security and Building Systems Optical Networking - Network Management and Automation - Cisco IOS and NX-OS Software - Interfaces and Modules...	55%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO LEARNING CREDITS	Cisco Learning Credits	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO UCS	Cisco Unified Computing System (UCS)	55%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO WEBEX <25	Cisco Web-conferencing	18%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO WEBEX >25	Cisco Web-conferencing	40%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

EDU-SMARTNET	Maintenance of Routers, Switches, Wireless, Security, Physical Security and Building Systems Optical Networking - Network Management and Automation - Cisco IOS and NX-OS Software - Interfaces and Modules...	23%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO-GOV-SMARTNET	Maintenance of Routers, Switches, Wireless, Security, Physical Security and Building Systems Optical Networking - Network Management and Automation - Cisco IOS and NX-OS Software - Interfaces and Modules...	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CISCO SERVICES	Maintenance of Routers, Switches, Wireless, Security, Physical Security and Building Systems Optical Networking - Network Management and Automation - Cisco IOS and NX-OS Software - Interfaces and Modules...	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
COMMSCOPE	Produces cables for enterprise, HFC, broadband, and carrier applications	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
COMMSCOPE-AMP NETCONNECT	Cabling & Fiber products	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
COMMVAULT	Data and Information Software	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

COMVAULT MAINTENANCE	Data and Information Software	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CORNING GILBERT	End-to-end fiber optic and copper product	1%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CSC	Consulting, systems integration and design, IT	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
CSI	Cable Assemblies and Spare Parts	6%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC	Data Recovery, Cloud Computing, and Storage Hardware	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC MAINT	Maintenance of Data Recovery, Cloud Computing, and Storage Hardware	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-A	Data Recovery, Cloud Computing, and Storage Hardware	45%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-B	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-C	Data Recovery, Cloud Computing, and Storage Hardware	35%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-D1	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-D2	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-D3	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

EMC-DE	Data Recovery, Cloud Computing, and Storage Hardware	16%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-DH	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-DM	Data Recovery, Cloud Computing, and Storage Hardware	24%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-E	Data Recovery, Cloud Computing, and Storage Hardware	16%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-SP	Data Recovery, Cloud Computing, and Storage Hardware	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EMC-SS	Data Recovery, Cloud Computing, and Storage Hardware	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EXTREME	Switches, routers, wireless	40%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EXTREME - HARDWARE MAINT	Maintenance of Network infrastructure and security solutions	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EXTREME - SOFTWARE MAINT	Maintenance of Network infrastructure and security solutions	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ERICO-CADDY	Cable fasteners & mounting hardware	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
EXALT	Wireless backhaul solutions	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
GEM ELECTRONICS	RF coaxial connectors	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

GENERIC	PVC, Misc Accessories / Cable Management Supplies	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
GFI	offer fax-server solution, email anti-virus and anti-spam software for Microsoft Exchange and email servers; Network security and monitoring	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
GOOGLE	Network Infrastructure and security solutions	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
GREENLEE	professional grade tools when it comes to installing wire and cable.	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HD	PVC, Misc Accessories / Cable Management Supplies	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HOFFMAN	custom built enclosures	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HP	Servers/Storage	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HP PROCURVE	switches, routers, wireless	30%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HP SERVICES	Provides driver downloads, software updates and patches, authorized support providers	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
HUBBELL	manufactures a wide variety of transmission, distribution, substation, OEM and telecommunications products used by utilities	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

IBM	software, storage, services, servers & systems	7%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
IDEAL	Manufacturer of tools and supplies for professional electrical and data communications cable installation and maintenance	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
INTERMAPPER	network monitoring & trapping	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ISI	Call Account Software	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ISI MAINT	Call Account Software	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
JUNIPER	Cloud managed network	50%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
JUNIPER SUPPORT	Cloud managed network	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
LEVITON	Cabling & Fiber products	55%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
LG ELECTRONICS	Monitors	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
LOGICALIS	PVC, Misc Accessories / Cable Management Supplies	25%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MAXCELL	fabric innerduct	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

MERAKI HARDWARE	Cloud managed network	40%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MERAKI LICENSING	Cloud managed network	23%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MICROSOFT	Core Operating Software	2%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MIDATLANTIC	Manufacturer of racks and enclosures, surveillance and monitoring console, data and cabling management, studio furniture, video mounts and power products.	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MOHAWK	manufacturer of carpet, rugs, hardwood floors, laminate, ceramic tile, and vinyl flooring	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MOTOROLA	analog and digital two-way voice and data radio products and systems for conventional, shared and private applications	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
MULTI-TECH	Cloud managed network	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
NERA	Manufactures a range of broadband radios and systems.	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
NETAPP	storage, delivery, and management of network data and content	12%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
NETAPP ACC	storage, delivery, and management of network data and content	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

NETMOTION	wireless support	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
NETMOTION MAINT	premium and standard maintenance	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
NEWMAR	Manufacturer of battery chargers, power supplies and converters, electrical panels and accessories for communication, navigation and industrial applications	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
Nimble	Storage & Backup	9%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
Nimble Maint	Storage & Backup Maint	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
ORTRONICS	high performance structured cabling products	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
PANDUIT	Wiring and communication products, network cabling systems	6%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
PLANTRONICS	mobile headsets manufacturer	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
POLYCOM	High definition telepresence, video	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
REDLINE	Wireless Broadband	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
RSA SECURITY	provides Secure Data, Compliance, SIM, SEM, Consumer Identity,	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

RSA SECURITY MAINT	provides Secure Data, Compliance, SIM, SEM, Consumer Identity,	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SAGEMCOM	software, storage, services, servers & systems	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SAGEMCOM SUPPORT	Support for fax server solution	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SAGEM-INTERSTAR	fax server solutions	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SAGEM-INTERSTAR MAINT	fax server solutions	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SEMTRON (VIA TE CONNECTIVITY)	Produces cables for enterprise, HFC broadband, and carrier applications	6%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE INFORMACAST LICENSES AND REMOTE PHONE CONTROL LICENSES	Phone Systems, Speaker systems, software solution design	38%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE INFORMACAST MOBILITY	Phone Systems, Speaker systems, software solution design	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE INFORMACAST PLUG-IN, LEGACY, PAGING HARDWARE/SOFTWARE, DIRECTOR, PUSH TO TALK PRODUCTS	Phone Systems, Speaker systems, software solution design	38%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE INFORMACAST SUBSCRIPTION	Phone Systems, Speaker systems, software solution design	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE MAINT 1YEAR	Phone Systems, Speaker systems, software solution design	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

SINGLEWIRE MAINT 2YEAR	Phone Systems, Speaker systems, software solution design	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE MAINT 3YEAR	Phone Systems, Speaker systems, software solution design	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE MAINT 4YEAR	Phone Systems, Speaker systems, software solution design	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE MAINT 5YEAR	Phone Systems, Speaker systems, software solution design	12%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SINGLEWIRE PAGING REPLACEMENT & PROFESSIONAL SERVICES	Phone Systems, Speaker systems, software solution design	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SOLARWINDS	Network mgt software and network monitoring	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SOLARWINDS MAINT	Network mgt software and network monitoring	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SPECIFIED TECHNOLOGIES INC (STI)	Wireless, wireless transmitter	6%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SRT	dial-up and wireless access	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SUPERIOR ESSEX	Manufacturer of magnet wire, communication wire, industrial wire, and building wire	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SYMANTEC	Backup software	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SYN-APPS	Telephony applications	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

SYN-APPS MAINT	Telephony applications	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
SYSTEMAX	High Bandwidth	19%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
TERRAWAVE	Distributor specializing in wireless	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
THE SIEMON COMPANY	based structured cabling system	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
TII-PORTA SYSTEMS	Cat 6 Network	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
TOOLS4EVER	Network mgt software and network monitoring	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
TREND MICRO	network anti virus	10%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
TRIPPLITE	Power Protection	16%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
UBIQUITI	Wireless communications	50%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
UNIPRISE	High-quality, easy-to-use Uniprise solutions	6%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VBRICK	P Video Solutions, Streaming Live Video	20%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VEEAM	tools and VMware infrastructure management solutions	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

VELCRO USA	Cable Management	21%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VMWARE	Deliver IT as a Service and reduce costs with a self-managed virtual infrastructure	5%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VMWARE EDU	Deliver IT as a Service and reduce costs with a self-managed virtual infrastructure	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VMWARE MAINT	Deliver IT as a Service and reduce costs with a self-managed virtual infrastructure	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VYOPTA	License	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
VYOPTA SERVICE	Services	0%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
WEBSense	Internet access management	15%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
WESTPENN	manufactures a full line of superior low voltage electronics wire and cable for almost any application	11%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details
WIREMOLD	wire and cable management solutions	19%	Included	*Varies from 1yr to Lifetime. See Mfg Specs for Details

Section Size Volume Discount Information

Replace the text below with a description of your volume discounts. Replace the "manufacturer" below with the name of the manufacturer. Replace the "volume purchase amount" with the purchase level necessary to qualify. Replace the "additional discount" with the additional discount amount.

Manufacturer	Amount of Purchase Required	Additional Discount
Manufacturer	Volume Purchase Amount	Additional Discount
Manufacturer	Volume Purchase Amount	Additional Discount
Manufacturer	Volume Purchase Amount	Additional Discount
Manufacturer	Volume Purchase Amount	Additional Discount
Manufacturer	Volume Purchase Amount	Additional Discount

Section Seven: Extended Warranty and Annual Maintenance Information

Replace the text below with a description of your extended warranty program. Replace the "manufacturer" below with the name of the manufacturer. Replace the "Extended Warranty" below with a description of the extended warranty. Replace the "warranty cost" with the cost of the warranty. Replace the "Licensing Support Cost" with the costs for any ongoing annual costs for

Manufacturer	Extended Warranty Description	Warranty Cost	Annual Licensing & Support Cost
Cisco	EDU-SmartBase	20% off List	NA
EMC	Maintenance	20% off List	NA
Meraki	Extended Warranty	Warranty Cost	10% off List
HP	Maintenance	10% off List	NA