



MASTER AGREEMENT #030425
CATEGORY: Public Safety Software
SUPPLIER: TD SYNEX Corporation

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and TD SYNEX Corporation, 39 Pelham Ridge Dr., Greenville, SC 29615 (Supplier).

Sourcewell is a local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

Article 1:
General Terms

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about

Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on July 17, 2029, unless it is cancelled or extended as defined in this Agreement.
- a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
- b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in Solicitation #030425, Category 3. Comprehensive Solutions, to Participating Entities. In-scope solutions include:
- a) Category 1. Public Safety Response – Agency Situational Awareness, including but not limited to:
- i) Incident command and management (incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.);
 - ii) Mapping (vertical location, indoor, outdoor);
 - iii) Asset tracking and location (personnel, vehicles, controlled substances, equipment, etc.);
 - iv) Community notifications (evacuations, minor crime reporting, shelter in place, etc.);
 - v) One-to-one and one-to-many collaboration and coordination (SMS, push to talk, video, voice, etc.); and
 - vi) Public safety focused data and analysis applications, to include but not limited to video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration.
- b) Category 2. Public Safety Response – Agency Operations, including but not limited to:
- i) Pre-incident planning software, such as:
 - (1) Fire prevention related inspections and enforcement;
 - (2) Operational management (scheduling, training, compliance, etc.); and
 - (3) Data analytics to inform staffing, deployment, station location, budget, and other management decisions.
 - ii) Incident/post-incident software, such as:
 - (1) CAD, RMS for law enforcement, fire, and EMS;
 - (2) Electronic Patient Care Reporting (ePCR) and data transfer to hospitals;
 - (3) Digital and physical evidence management;
 - (4) E-citation systems; and
 - (5) Law enforcement case management
- c) Category 3. Comprehensive Solutions

- i) Solutions that offer at least one (1) or a combination of solutions from BOTH Category 1 and Category 2 above.

Complimentary equipment, accessories, and services must be directly related to the offering of systems or solutions described in sections 7)a) – c) above. Software platforms or solutions should be able to integrate with a broad range of other software and hardware solutions to improve and/or expand agency capabilities. Sourcewell IS NOT looking for artificial intelligence (AI) customization, but public safety software with existing AI capabilities is eligible.

- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
 - ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
 - iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.
- 14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.
 - 15) **Debarment and Suspension.** Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded

from programs operated by the State of Minnesota, the United States federal government, or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

- 16) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to “federal” should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier’s Included Solutions with United States federal funds.

- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of “federally assisted construction contract” in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 C.F.R. § 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.” The equal opportunity clause is incorporated herein by reference.
- ii) **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).**

Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies, materials, or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

v) **CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387).** Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Supplier certifies that during the term of this Agreement it will comply with applicable requirements as referenced above.

vi) **DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689).** A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. § 180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

vii) **BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352).** Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

viii) **RECORD RETENTION REQUIREMENTS.** To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

ix) **ENERGY POLICY AND CONSERVATION ACT COMPLIANCE.** To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

x) **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

xii) **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

xiii) **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Agreement or any purchase by an authorized user.

xv) **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. § 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Agreement or any purchase by a Participating Entity.

xvi) **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

xviii) **U.S. EXECUTIVE ORDER 13224.** The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

xix) **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.** To the extent applicable, Supplier certifies that during the term of this Agreement it will comply with applicable requirements of 2 C.F.R. § 200.216.

xx) **DOMESTIC PREFERENCES FOR PROCUREMENTS.** To the extent applicable, Supplier certifies that during the term of this Agreement, Supplier will comply with applicable requirements of 2 C.F.R. § 200.322.

Article 2: Sourcewell and Supplier Obligations

The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Agreement and will be incorporated by reference.

- 3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
 - Maintenance and management of this Agreement;
 - Timely response to all Sourcewell and Participating Entity inquiries; and
 - Participation in reviews with Sourcewell.

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.
- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.

- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.
- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.

- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.
- 18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.

19) Grant of License.**a) During the term of this Agreement:**

i) **Supplier Promotion.** Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.

ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.

b) **Limited Right of Sublicense.** The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.

c) Use; Quality Control.

i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

d) **Termination.** Upon the termination of this Agreement for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

20) Venue and Governing law between Sourcewell and Supplier Only. The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.

21) Severability. If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

- 22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:
- a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
 - b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
 - c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.
 - d) **Waiver of Subrogation.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.
 - e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.
- 23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve

the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

- 24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

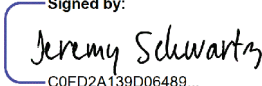
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

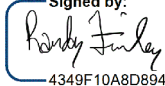
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.
- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.

- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

TD SYNEX Corporation

Signed by:

 By: C0FD2A139D06489...
 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 9/5/2025 | 3:28 PM CDT

Signed by:

 By: 4349F10A8D89442...
 Randy Finley
 Title: Sr. Director Public Sector
 Date: 9/5/2025 | 4:26 PM EDT

RFP 030425 - Public Safety Software

Vendor Details

Company Name: TD SYNnex Corporation

Does your company conduct business under any other name? If yes, please state: SC

Address: 39 Pelham Ridge Drive,
Greenville, SC 29615

Contact: Janie Frandsen

Email: janie.frandsen@tdsynnex.com

Phone: 761-419-7461

Fax: 727-275-5000

HST#: 94-2703333

Submission Details

Created On: Tuesday February 18, 2025 09:13:15

Submitted On: Saturday March 01, 2025 12:58:07

Submitted By: Janie Frandsen

Email: janie.frandsen@tdsynnex.com

Transaction #: a672d9a9-8288-4066-8b67-bde4164c6972

Submitter's IP Address: 147.243.204.146

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer's corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	TD SYNEX Corporation	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes. TD SYNEX is a distributor for IT hardware, software and services.	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	DLT Solutions, LLC - a TD SYNEX Corporation Company and Hyve Solutions Corporation	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	CAGE CODE: 3F1Q4 UEI: LYXBWDHL4VR9	*
5	Provide your NAICS code applicable to Solutions proposed.	423430	*
6	Proposer Physical Address:	39 Pelham Ridge Dr Greenville, SC 29615	*
7	Proposer website address (or addresses):	www.tdsynnex.com	*
8	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer):	Randy Finley, Sr. Director Public Sector; 39 Pelham Ridge Dr. Greenville, SC 29615; ed.somers@tdsynnex.com; 864-230-9730	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Randy Finley; Senior Director; 39 Pelham Ridge Dr. Greenville, SC 29615; randy.finley@tdsynnex.com; 510-402-7058	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Destiny Lark; Sr. Manager Public Sector Contracts ; 39 Pelham Ridge Dr. Greenville, SC 29615; destiny.lark@tdsynnex.com; 864-349-4713	*

Table 2A: Financial Viability and Marketplace Success (50 Points, applies to Table 2A and 2B)

Line Item	Question	Response *	
11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>TD SYNEX has come together through a history of balanced Mergers & Acquisitions and organic growth. On March 22, 2021, SYNEX Corporation (NYSE: SNX) and Tech Data Corporation announced a definitive merger agreement under which SYNEX and Tech Data will combine. The combined company, with a team of over 23,000 co-workers will provide customers and vendors with expansive reach across products, services, and geographies to accelerate technology adoption. Tech Data was wholly owned by funds managed by affiliates of Apollo Global Management, Inc. (NYSE: APO) (the "Apollo Funds") and their co-investors.</p> <p>The merger with Tech Data was completed on September 1, 2021. The combined company was named TD SYNEX Corporation.</p> <p>TD SYNEX has come together through a history of balanced Mergers & Acquisitions and organic growth. On March 22, 2021, SYNEX Corporation (NYSE:</p>	

(SNX) and Tech Data Corporation announced a definitive merger agreement under which SYNnex and Tech Data will combine. The combined company, with a team of over 23,000 co-workers will provide customers and vendors with expansive reach across products, services, and geographies to accelerate technology adoption. Tech Data was wholly owned by funds managed by affiliates of Apollo Global Management, Inc. (NYSE: APO) (the "Apollo Funds") and their co-investors.

The merger with Tech Data was completed on September 1, 2021. The combined company was named TD SYNnex Corporation.

Headquartered in Fremont, CA and Clearwater, FL, TD SYNnex is an industry leader in IT distribution with global operations. TD SYNnex is listed on the New York Stock Exchange (NYSE: SNX) and is ranked #64 on the 2023 Fortune 500. TD SYNnex has built upon its core distribution business to create a highly efficient hybrid model that provides customers with a wide range of solutions and value-added services. A publicly-traded corporation on the New York Stock Exchange (SNX), TD SYNnex is a global business process services company, providing outsourcing services in IT distribution, contract assembly, logistics management, and more to resellers and original equipment manufacturers (OEMs) around the world.

TD SYNnex distributes technology products from more than 2,500 world-leading IT OEM suppliers to more than 25,000 resellers throughout the US, Canada, and Mexico. Our focused product categories include IT systems, rugged mobility, peripherals, system components, software, and networking.

TD SYNnex Public Sector is a specialized, fully integrated business unit that focuses on bridging the gap between technology partners and U.S. public sector organizations so they can achieve their individual missions. This is accomplished through specialized and scalable aggregator solutions, including channel enablement, engineering services and support, industry-centric marketing, the Diversity Alliance Program, and our Cloud Navigator, Enterprise Agreement Platform, Confirmed Stateside Support and Secure Software Factory offerings.

TD SYNnex Public Sector has been exclusively focused on the Public Sector, including higher education customers, since 1991. The organization has experience with some of the nation's largest state universities and community colleges. The organization consists of approximately 400 co-workers.

TD SYNnex tracks sales in the traditional public sector verticals of Education, State/Local government, and Federal. Education sales include all K-12, higher education (colleges and university), and community, and/or vocational & technical college revenue. State/Local government sales include all state and local government, but also includes any city, local, township, municipal, borough, county, parish, and/or commonwealth, revenue. Federal sales include all civilian, defense, and/or administrative revenue, also includes sales to prime contract holders and federal integrators.

National Presence, Nationwide Distribution Capabilities:

TD SYNnex' distribution model focuses on top-tier manufacturers, offering value-added resellers, system integrators, and solution providers access through knowledge-based sales consultants. We have over 1 million square feet of warehouse space across 15 distribution centers, located strategically throughout the United States.

TD SYNnex offers:

- Proven distribution, logistics and product management processes
- Excellent past performance in the Public Sector market
- A national presence and nationwide distribution network
- ISO 9001-certified supply chain that increases efficiencies and reduces costs
- Supply Chain Risk Management (SCRM) Plan (available upon request)
- Customs-Trade Partnership Against Terrorism (C-TPAT) Certified
- Membership in Transported Asset Protection Association (TAPA)
- Experienced government contractor with both Federal and State contracts
- A nationwide network of value-added resellers and solution providers with one or more SBA certified small business socio-economic statuses.

TD SYNnex is 23,000 coworkers of the IT industry's best and brightest, who share an unwavering passion for bringing compelling technology products, services and solutions to the world. We're an innovative partner that helps our customers maximize the value of IT investments, demonstrate business outcomes and unlock growth opportunities.

At our core, we're a company that cares. We care about our partners, our co-workers, our investors and the world around us. And we're committed to being a diverse, inclusive employer of choice and a good corporate citizen.

Living our Values. We hold ourselves to the highest standards every day. That's the key to unlocking the potential of the IT ecosystem.

		<p>INCLUSION – Your voice matters. With diverse backgrounds, expertise and experiences, our co-workers make us who we are. When we seek to understand one another and recognize the power of the individual, we demonstrate respect and dignity; we learn, evolve and unlock potential to achieve outstanding results for our customers and win together. This broad perspective is integral to our commitment to diversity, equity and inclusion.</p> <p>COLLABORATION – We amplify strengths. We meet the ever-evolving demands of our customers and the marketplace by bringing out the best in our people and our partners across every aspect of the supply chain. When we leverage our collective expertise, listen well, support and inspire each other we do more than achieve our goals — we do great things.</p> <p>INTEGRITY – Character counts. Acting with honesty, transparency, respect and fairness builds trust. Trust fosters the entrepreneurial spirit and is a catalyst for innovation that drives outstanding results for our customers. When we hold each other accountable to the highest standards, we create an open and honest environment that fosters creative ideas and brings value to our customers, vendors and each other.</p> <p>EXCELLENCE – We win. We deliver value to our customers and vendors through our strong work ethic and our commitment to excellence. We proactively seek opportunities and address challenges. We adapt quickly and execute confidently to maximize results for our partners and our business. When we embrace a driven mindset, the strengths of individual ownership and collaboration come together naturally, learning embeds itself in the process and we deliver meaningful experiences everywhere.</p>	
12	What are your company's expectations in the event of an award?	<p>We expect to exceed hundreds of thousands of dollars in sales in our first year and thereafter achieve year-over-year growth in excess of 15% per year. If our value-added products are accepted for award, with this broader spectrum of solutions and services that we could offer on a potential award, this will result in an increase of business as well as an increase in market awareness for this contract. The Sourcewell contract will be a valuable extension to both TD SYNEX and Sourcewell participating entities and would be advantageous in markets such as airports, cities/governments, universities/stadiums, K-12, healthcare, and ports/warehouses. TD SYNEX will utilize a network of reseller partners who will interface with the Sourcewell customers, providing onsite assessments/consultation, product information, technical support, customer service support and post-sales support as authorized. Authorized TD SYNEX reseller partners will be responsible for invoicing Sourcewell customers directly on behalf of TD SYNEX. Reseller Order Fulfillers will be utilized under the TD SYNEX Sourcewell program contract. These resellers will be required to maintain the appropriate vendor authorizations and sign agreements with TD SYNEX agreeing to follow the terms and conditions of our Sourcewell program contract. Resellers will be reviewed on a regular basis to ensure we have the appropriate resources to support this contract.</p>	*
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	<p>TD SYNEX Corporation is a publicly traded company on the New York Stock Exchange under the stock symbol SNX. On March 22, 2021, SYNEX Corporation (NYSE: SNX) and Tech Data Corporation announced a definitive merger agreement under which SYNEX and Tech Data will combine. Tech Data was managed by affiliates of Apollo Global Management, Inc. (NYSE: APO) (the "Apollo Funds") and their co-investors. The merger with Tech Data was completed on September 1, 2021. The combined company was named TD SYNEX Corporation.</p> <p>D&B Finance Analytics report and FY2023 Fourth Quarter & Full Year Results press release (https://s22.q4cdn.com/848111767/files/doc_financials/2023/q4/FQ4-23-Earnings-Press-Release.pdf) provided as supporting documents (See file Step 2 Documents TD SYNEX Response – Financial Strength and Stability F4-23-Earnings.zip)</p>	*
14	What is your US market share for the Solutions that you are proposing?	For calendar year 2023, TD SYNEX estimates that the Total Available Market for Public Sector IT spend was ~\$256 Billion, with ~\$59 Billion being IT products. TD SYNEX represented 20% (\$11.6 Billion) of the products market share.	*
15	What is your Canadian market share for the Solutions that you are proposing?	Market share will vary by manufacturer. TD SYNEX-Canada will be utilized to provide serve the Canadian marketplace for the Sourcewell customers. As a policy, many of our OEM partners don't disclose market share percentages by country.	*

16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	N/A. TD SYNEX is a publicly traded company (NYSE: SNX) in good financial standing.
17	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b).</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>In response to question a): TD SYNEX holds all necessary authorizations, approvals, and master distributor agreements to be a tier one distributor, based on the different vendor requirements. TD SYNEX relies upon a network of independent dealers, resellers and solutions providers to provide onsite sales and support to end user agencies. Resellers authorized to sell under this contract will be required to sign a Dealer Agreement acknowledging the Terms and Conditions of the contract in order to participate.</p> <p>TD SYNEX Corporation is submitting our entire product catalog for inclusion in our response to this RFP. With over 2,500 IT manufacturers, the TD SYNEX proposal offers a broad range of multi-vendor solutions that can be purchased in entirety using the Sourcewell contract without having to utilize multiple contracts to meet their technology needs. We will continue to leverage our proven network of order fulfillment partners to grow this program with incremental revenue currently utilizing other contract vehicles. Our complete catalog of our tier one Original Equipment Manufacturers' (OEM) solutions, with authorized and proven reseller/integrator partners, and world-class program management compliments the Public Safety solutions and brings a one contract approach to procurement for Sourcewell participating entities.</p> <p>TD SYNEX will provide a network of reseller partners who will interface with Sourcewell participating intities, providing onsite assessments/consultation, product information, technical support, customer service support and post-sales support as authorized Order Fulfillers under the TD SYNEX Sourcewell Contract. These resellers will be required to maintain the appropriate vendor authorizations and sign agreements with TD SYNEX agreeing to follow the terms and conditions of our State of Minnesota Telecom Contract. Resellers will be reviewed on a regular basis to ensure we have the appropriate resources to support this contract.</p> <p>These resellers will be our "feet on the street" and act as our local presence with Sourcewell participating entitites. TD SYNEX will also recruit resellers who hold small business and socioeconomic diversity status to ensure small business participation in this contract. TD SYNEX Public Sector Program Team will work closely with the participating resellers to ensure they have the tools they will need to develop and close opportunities with Sourcewell participating entities.</p> <p>This network of resellers will have access to a number of support services through TD SYNEX, including marketing, technical, sales, post-sales and contractual support from the TD SYNEX Public Sector Program Team. This model provides participating entities full-service solutions while providing a unique "Best Value" option for participating entities. A copy of the complete TD SYNEX line card has been included in our response.</p> <p>TD SYNEX is an authorized distributor to the following OEM manufacturers mentioned in the response but is not limited to only these manufactures: ADD OEM's HERE!! The OEM's Letters of Distribution are available as an uploaded document (See file Stage 2 TD SYNEX RESPONSE_ Additional Documents.zip Letters of Distribution</p>

18	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>As a nationally known, award-winning IT distributor, TD SYNEX holds all necessary and required authorizations, approvals, and master distributor agreements to be a tier one distributor, based on the requirements of the 2,500+ different vendors we distribute today. A list of these requirements and certifications can be made available based on the requested vendors.</p> <p>TD SYNEX follows a Supply Chain Risk Management (SCRM) plan. This SCRM Plan describes the policies, procedures, controls and training that TD SYNEX Public Sector uses and implements to manage and mitigate risks in its supply chains including, but not limited to, the supply of hardware, software and services to its direct customers.</p> <p>The SCRM Plan is based on, and intended to remain consistent with, the appropriate guidance set forth in, among other things, National Institute of Standards and Testing (NIST) Special Publication 800-53 Revision 4 for Security and Privacy Controls for Federal Information Systems and Organizations (NISTSP 800-53), and NIST Special Publication 800-161r1, Supply Chain Risk Management Practices for Federal Information Systems and Organizations (NISTSP 800-161).</p> <p>TD SYNEX conducts due diligence to safeguard against counterfeit of components and information systems. TD SYNEX's policies require that the organization purchases items only from approved OEM vendors and prohibits the organization from buying unauthorized distributors or third-party vendors unless approved at the executive level. TD SYNEX will hold any necessary or required authorization and/or certification in order to have a direct relationship with the OEM Manufacturer.</p> <p>In addition to any required vendor authorizations or certifications, TD SYNEX holds ISO 9001 and ISO 14001 certifications:</p> <p>ISO CERTIFICATE DISCLOSURE The following TD SYNEX sites are certified for the Quality Management Systems which complies with ISO 9001:2015 are:</p> <ul style="list-style-type: none"> • TD SYNEX, Nobel Drive, Fremont CA • TD SYNEX, Auto Mall Parkway, Fremont CA • TD SYNEX, Stateline Road, Olive Branch MS • TD SYNEX, Research Drive, Southaven, MS • TD SYNEX, Perry Road, Plainfield IN <p>The following TD SYNEX sites that are certified for the Environmental Management System which complies with ISO 14001:2015 are:</p> <ul style="list-style-type: none"> • TD SYNEX, Nobel Drive, Fremont CA • TD SYNEX, Auto Mall Parkway, Fremont CA • TD SYNEX, Stateline Road, Olive Branch MS <p>Note: Other TD SYNEX Corporation sites follow the same ISO procedures, however only the sites mentioned above are certified. Please initially confirm the location where the product/commodity will be shipped from and follow the above protocol</p> <p>ISO CERTIFICATE DISCLOSURE The following TD SYNEX sites are certified for the Quality Management Systems which complies with ISO 9001:2015 are:</p> <ul style="list-style-type: none"> • TD SYNEX, Nobel Drive, Fremont CA • TD SYNEX, Auto Mall Parkway, Fremont CA • TD SYNEX, Stateline Road, Olive Branch MS • TD SYNEX, Research Drive, Southaven, MS • TD SYNEX, Perry Road, Plainfield IN <p>The following TD SYNEX sites that are certified for the Environmental Management System which complies with ISO 14001:2015 are:</p> <ul style="list-style-type: none"> • TD SYNEX, Nobel Drive, Fremont CA • TD SYNEX, Auto Mall Parkway, Fremont CA • TD SYNEX, Stateline Road, Olive Branch MS <p>Note: Other TD SYNEX Corporation sites follow the same ISO procedures, however, only the sites mentioned above are certified. Please initially confirm the location where the product/commodity will be shipped from and follow the above protocol</p>	*
19	<p>Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.</p>	<p>TD SYNEX has not had any suspensions or debarment proceedings in the past 10 years.</p>	*
20	<p>Describe any relevant industry awards or recognition that your company has received in the past five years.</p>	<p>The expertise of SYNEX has been recognized worldwide, with a range of accolades and awards. Our vendors, resellers and clients are proud to call us partners as we continue to support their business strategies with best-in-class technology and business solutions.</p>	

Corporate Citizenship Recognition
<ul style="list-style-type: none"> • 2025, 2024, 2023 & 2022 Fortune World's Most Admired Company • 2025, 2024, 2023 & 2022 Great Place to Work® Certified • 2023 CRN Women & Diversity in Channel Award • 2024 & 2023 CRN Inclusive Channel Leaders • Received a score of 100 on the Human Rights Campaign Foundation's 2023-2024 Corporate Equality Index
Acronis
Distributor of the year award at the Acronis Partner Day Singapore 2023 event
Adobe
2023 EMEA Best Cloud Marketplace; 2023 Best Retention Program Winner, UK
Alibaba Cloud
2023 Cloud Rising Star Partner of the Year, Tech Data, APAC
APC
2022 Best IT Distributor, France
Asus
2022 Highest Loyalty Partner, Japan; 2021 Best Commercial Collaboration Distribution, Indonesia
Arista
2022 Global Distributor of the Year
Aruba
2023 Distributor of the Year, Canada; 2023 SMB Excellence Award, France; 2022 Global Distributor for the EdgeConnect platform, U.S; Distributor of the Year, U.S. and Canada (2021, 2019, 2018, 2017) Canada Distributor of the Year (2020); Andean Distributor of the Year, SYNnex Westcon Colombia (2019)
AWS
2022 EMEA Distributor Partner of the Year
Barracuda
2022 Americas Distributor of the Year
Beyond Trust
Beyond Trust, Value Added Distributor of the Year, Westcon Brazil and Westcon Mexico (2019)
Broadcom
2021 Marketing Partner of the Year and Cloud Solution Provider Marketplace, U.S.
Check Point
Canada Distributor of the Year 2022
Distributor of the Year, SYNnex Westcon, North American (2020, 2019, 2018); Distributor of the Year, SYNnex Westcon Brazil (2019)
Cisco
2023 Distributor of the year-Peru, 2022 and 2021 Distributor of the Year, Hong Kong; 2022 Capital Best Reseller Award, Spain; 2022 Top Growing Partner of the Year, Vietnam; 2022 Distributor of the Year, Colombia; 2021 Distributor of the Year, LATAM, Canada Marketing Partner of the Year 2023; Global Distributor of the Year, SYNnex Comstor, U.S. (2020); Americas Distributor of the Year, SYNnex Comstor, U.S. (2020); North America Distributor Cisco Marketing Innovator, SYNnex Comstor (2020); LATAM Distributor of the Year SYNnex Comstor LATAM (2020,2019); Distributor of the Year MCO SYNnex Comstor Colombia (2020,2019); Distributor of the Year Mexico SYNnex Comstor Mexico (2020); Distributor of the Year CANSAC SYNnex Comstor CANSAC (2019); Marketing Innovator Distributor of the Year SYNnex Comstor LATAM (2019)
Citrix
Distributor of the Year, Westcon Americas, Brazil (2018)
Cloudera
2023 Valued Partner, Tech Data India, 2022 Best Distributor of the Year, Tech Data APJ
Cohesity
2022 and 2021 Americas Distributor of the Year, North America
CommScope
Ruckus Networks North America and LATAM Distributor of the Year, SYNnex

Westcon (2019); Ruckus Networks Canada Distributor of the Year (2018); Ruckus Networks Trailblazer Unleashed, U.S. (2017)

CRN
2023 Distributor of the Year, UK&I, 2023 Gender Parity Award

Dell
2023 Best of the Best Distributor of the Year, 2023 and 2022 North America Channel Distributor of the Year; 2023 Distributor Excellence in Expansion, LAC region and Distributor Spotlight NOLA, Central America; 2023 Data Center Solutions Server, Distributor of the Year, Tech Data Singapore; 2022 Distributor of the Year, UK; 2021 Top Distributor for Data Center Solutions, Storage and Server, and Top Performing Distributor of the Year, Tech Data Singapore; 2021 Transformation Distributor of the Year, Vietnam

Digi
2023 Top Distribution Partner, U.S.; 2022 North American Infrastructure Management Partner of the Year; 2019 North American Distribution Partner of the Year, U.S. and Canada

Digium
Pinnacle Partner Canadian Distributor of the Year (2019)

Eaton
Best Wholesaler for the 2022 calendar year-France

Entrust
2022 Distributor of the Year, U.S.; 2021 New Partner of the Year: Data Protection, U.S

Extreme Networks
2022 Americas Partner Journey Distributor of the Year

Fortinet
Latin America Distributor of the Year, SYNnex Westcon-Comstor (2021)

F5
2022 Score Big Distribution Award. 2022: Distributor of the Year, Brazil; Latin America Distributor of the Year, SYNnex Westcon, (2019, 2018, 2017)

Firemon
Americas Distributor of the Year (2019); North American FireMon Ignite Distributor of the Year (2018)

ForeScout
2022 Americas Distributor of the Year

Fortinet
2022 Distributor Partner of the Year, LATAM; 2022 Distributor of the Year, Hong Kong; 2022 Distributor of the Year, Colombia; 2022, 2021 Top Performing Distributor and Distributor Excellence, Tech Data, Southeast Asia & Hong Kong; 2021 Distributor Lead Business Partner, Hong Kong

Fujifilm
2022 Top Equipment Distributor of the Year, Singapore

Google
2023 Diversity, Equity, and Inclusion Partner of the Year, Japan, 2023 Greatest Impact, Europe

Hewlett Packard Enterprise
Global Distributor of the Year (2023, 2022 & 2021); North America Distributor of the Year (2020, 2023); UK+I Distributor of the Year (2023 & 2022); 2022 Top Distributor, Singapore; 2022 Best Value-Added Distributor, Vietnam; 2021 Top Performing Distributor of the Year, Hong Kong; Distributor of the Year, U.S. (2019, 2017)

Hitachi Vantara
Hitachi Vantara 2023 Distributor of the Year, EMEA

HP Inc.
2023 U.S. and Canada Partner of the Year; 2022 Partner of the Year, Print Hardware Distributor of the Year, U.S.; 2022 Partner of the Year, Canada; 2022 Best Performing Distributor Reseller Coverage, Hong Kong; Top PC Distributor, SMB, Singapore; 2022 The Ultimate Collaboration, Capabilities and Performance, Indonesia; Partner of the Year, Personal Systems, Print Hardware and Supplies, U.S., (2023 & 2019); Partner of the Year, Personal Systems, Print Hardware and Supplies,

Canada (2023); Canada Distributor of the Year, SYNEX Canada (2019); Partner of the Year, Personal Systems, Print Hardware and Supplies, U.S. (2019)
IBM 2023 Best EMEA Distributor for Marketing ROI, Budapest. 2023 Excellence Sell Partner Award, Japan, 4 consecutive years; 2022 Systems Top Distributor, Singapore; 2022 Partner Recruitment and Activation Distributor of the Year, Vietnam
Infoblox North American Distributor of the Year (2019); Distribution Partner of the Year, SYNEX Westcon-Comstor, U.S. (2018)
ISG Technology Vendor of the Year, U.S. (2020)
Intel 2022 North America DCAI (Datacenter and Artificial Intelligence Group) Distributor of the Year; [year] Marketing Distributor of the Year, Internet of Things Group (IoT) Solution Aggregator of the Year, and Branded Datacenter and Cloud Distributor of the Year; DCG Distributor of the Year, U.S. (2021, 2019, 2018); CCG Distributor of the Year, U.S. (2018)
Juniper Networks Distributor of the Year, SYNEX Westcon, Mexico (2018)
Lenovo 2023 Top Workstation Commercial SMB Distributor Champion, 2022 EMEA Distributor of the Year; 360 Distributor of the Year, UK and Ireland; 2021 Best of Best Distributor, Malaysia; 2021 Best of Best Commercial Distributor, Malaysia; 2021 Top ISG Distributor, Singapore; 2021 Top Distributor, Top SMB Distributor, Top Consumer Distributor, Malaysia; 2021 Top Consumer LFR Distributor Champion, Hong Kong
Kensington Distributor of the Year, U.S. (2019)
Lifesize Global Distribution Partner of the Year (2019); Americas Distributor of the Year (2018)
Microsoft 2023 Worldwide Microsoft Surface Distributor of the Year North America, EMEA, and Asia; 2023 Microsoft Operational Excellence Partner of the Year; 2023, 2022 and 2021 Worldwide Partner of the Year, Indirect Provider of the Year and Partner of the Year, for Operational Excellence in, Colombia, France, Italy; 2022 Microsoft Partner of the Year, Award for Indirect Providers, Hong Kong; 2022 Microsoft Partner of the Year, Award for Indirect Providers, Hong Kong; Madrid 2022 Global Summit, Azure Core Infrastructure, Hong Kong; 2023 and 2022 Top CSP Indirect Provider Partner of the Year, Hong Kong; 2022 CSP Indirect Provider Partner of the Year, Vietnam; 2022 Highest PRO mix, Indonesia; 2022 Partner of the Year, Cayman Islands, Ecuador and Trinidad and Tobago; 2022 Highest Server Revenue & Growth, Indonesia; 2022, 2021 Cloud Champions 11 for Azure, India; 2022 Cloud Champions 11 for MWS, India; Surface Transformation Distributor of the Year, U.S. (2020, 2019); Indirect Provider of the Year for Latin America and the Caribbean Region, SYNEX Westcon-Comstor, Brazil, (2020); WW Devices Distributor of the Year, (2019, 2017); Partner of the Year, Westcon Colombia (2019); SAP on Azure Partner of the Year LATAM, Westcon Colombia; Modern Workplace U.S. Distributor of the Year, OEM Devices Partner, U.S. (2019); OEM Windows Pro Devices Partner of the Year and Surface Hub Partner of the Year, U.S. (2018)
NetApp 2023 Service Partner of the Year, EMEA & LATAM; 2022 Distribution Excellence, Tech Data India; [year] Distributor of the Year, Brasil; Major Revenue Distributor of the Year, Westcon Americas, Brazil (2018)
Nutanix 2022, 2021 Americas Distributor of the Year
Palo Alto Networks 2023, 2022 Global Distributor of the Year and AMS Distribution Partner of the Year; Most Growth, Americas, (Education), SYNEX Westcon, North America, (2020); Distributor of the Year, SYNEX Westcon, North Latin America (2018), Global and North American Distributor Partner of the Year (2023 & 2022)
Panasonic

North America Distributor of the Year (2019)

PureStorage

Disruptor of the Year Partner Award, SYNnex Westcon-Comstor, LATAM (2019)

Radware

2022 Best Distributor of the Year, Ecuador and Colombia

Red Hat

Distributor of the Year, ANZ; 2021 Best Growing Partner Award; 2021 Best Partner Marketing Manager Award; Commercial Distributor of the Year, North America (2019, 2017, 2016, 2014, 2013); Training Distributor of the Year, North America (2019, 2018, 2017)

Ruckus

2021 Americas Distributor of the Year; NAR 2021 Big Dog of the Year for Most Impactful, U.S

Samsung

2023 Display Distribution Partner of the Year, U.S.; 2021 Enterprise Business Value Partner; Mobile Distribution Partner of the Year (2020); Overall Distribution Partner of the Year, Smart Signage Award (2020)

Schneider Electric

2023 Best Distributor, Spain

Seagate

Enterprise Distributor of the Year, U.S. (2019, 2018)

Seal Shield

2022 Distributor of the Year, U.S

Symantec

SecureOne Services Excellence Award, Americas, Westcon LATAM (2019)

Veeam

2023 Distributor of the Year, Partner Growth and Ecosystem, Indonesia; 2022 North American Distributor of the Year; 2022 Benelux Aggregator of the Year, 2 consecutive years; 2022 Distributor of the Year, Partner Growth & Ecosystem, Indonesia; 2021 Distribution Partner of the Year, UK; 2021 Aggregator of the Year, UK

Veritas

2023 Top Distribution Partner, U.S; 2023 EMEA Distributor of the Year, UKI Region

Vertiv

2022 Distributor of the Year (Asia), Tech Data Singapore; 2022 IT Distributor of the Year, U.S.

VMWare

Emerging Markets Global and Americas Distributor of the Year, Westcon Americas, Latin America (2018); Education Services Partner of the Year, Westcon Mexico, Latin America (2018)

Zoom

2023 Zoom- LATAM Distributor Partner Award / Marketing Innovation Partner Award

21	What percentage of your sales are to the governmental sector in the past three years?	<p>TD SYNnex tracks sales in the traditional public sector verticals of Education, State/Local government, and Federal. Education sales include all K-12, higher education (colleges and university), and community, and/or vocational & technical college revenue. State/Local government sales include all state and local government, but also includes any city, local, township, municipal, borough, county, parish, and/or commonwealth, revenue. Federal sales include all civilian, defense, and/or administrative revenue, also includes sales to prime contract holders and federal integrators.</p> <p>TD SYNnex Public Sector fiscal year 2022 public sector sales were in excess of \$11.2 Billion (18.0% of overall company revenue):</p> <ul style="list-style-type: none"> • Education \$4 Billion • State/Local government \$3.3 Billion • Federal \$3.9 Billion <p>TD SYNnex Public Sector fiscal year 2023 public sector sales were in excess of \$11.6 Billion (20.2% of overall company revenue):</p> <ul style="list-style-type: none"> • Education \$3.9 Billion • State/Local government \$3.5 Billion • Federal \$4.0 Billion <p>TD SYNnex Public Sector fiscal year 2024 public sector sales were in excess of \$12.5 Billion (21.4% of overall company revenue):</p> <ul style="list-style-type: none"> • Education \$4.5 Billion • State/Local government \$4.1 Billion • Federal \$3.9 Billion <p>TD SYNnex fiscal year starts on December 1st of the current year and ends on November 30th of the following year.</p> <p>FY 2022 \$62,343,800,000.00 FY 2023 \$57,555,400,000.00 FY 2024 \$58,452,400,000.00</p>	*
22	What percentage of your sales are to the education sector in the past three years?	<p>TD SYNnex tracks sales in the traditional public sector verticals of Education, State/Local government, and Federal. Education sales include all K-12, higher education (colleges and university), and community, and/or vocational & technical college revenue.</p> <p>Fiscal year 2022 Education sales were in excess of \$4 Billion (6.4% of overall company revenue)</p> <p>Fiscal year 2023 Education sales were in excess \$3.9 Billion (6.8% of overall company revenue)</p> <p>Fiscal year 2024 Education sales were in excess \$4.5 Billion (7.7% of overall company revenue)</p> <p>TD SYNnex fiscal year starts on December 1st of the current year and ends on November 30th of the following year.</p> <p>FY 2022 \$62,343,800,000.00 FY 2023 \$57,555,400,000.00 FY 2024 \$58,452,400,000.00</p>	*

23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	<p>Texas Department of Information Resources Contracts:</p> <p>TX DIR-TSO-4075 Emergency Preparedness and Disaster Recovery Information Technology (IT) Products and Related Services (Expired March 22, 2023) FY2021 sales of \$2,214,986.06 FY2022 sales of \$2,551,017.09 FY2023 sales of \$1,138,671.88</p> <p>TX DIR-CPO-4458 Data Communication and Networking (Expires March 19, 2025) FY2022 sales of \$495,035.51 FY2023 sales of \$508,747.89 FY2024 sales of \$496,984.37</p> <p>TX DIR-TSO-4383 Software (Expires August 21, 2025) FY2022 sales of \$965,992.00 FY2023 sales of \$457,443.45 FY2024 sales of \$4,384.96</p> <p>TX DIR-CPO-5077 Telecom and Conferencing (Expires August 4, 2027) FY2023 sales of \$7,610.67 FY2024 sales of \$7,638.82</p> <p>TX DIR-TSO-3866 Miscellaneous IT Hardware, Peripherals, Components and Related Services (Expired May 31, 2022) FY2021 not active FY2022 sales of \$13,082.61</p> <p>TX DIR-CPO-5096 Miscellaneous IT Hardware, Peripherals and Components (Expires December 13, 2027) FY2022 not active FY2023 sales of \$553,788.80 FY2024 sales of \$1,319,865.43</p> <p>TX DIR-4846 Cybersecurity Products and Services (Expires January 25, 2028) FY2022 not active FY2023 sales of \$144,509.53 FY2024 sales of \$62,637.37</p> <p>OHIO State Term Schedule (STS) Contract: Ohio STS Contract #534604 (Expires September 26, 2024) FY2022 sales of \$695,421.20 FY2023 sales of \$308,087.10 FY2024 sales of \$11,941.24</p> <p>***New*** Ohio STS Contract #STS022111 (Expires September 29, 2029) FY2024 no sales *</p> <p>North Carolina Statewide Contract: North Carolina Cisco Systems 204X – IT Infrastructure Solutions (Expires June 30, 2024) FY2022 not active FY2023 \$434,760.93 FY2024 \$1,748,806.44</p> <p>Pennsylvania Education Purchasing Program for Microcomputers (PEPPM): PEPPM 533902-184 for Pennsylvania (Expires December 31, 2025) and PEPPM 535122-043 for California (Expires December 31, 2025) FY2022 sales of \$7,852,654.37 FY2023 sales of \$24,661,203.42 FY2024 sales of \$25,390,594.27</p> <p>National Cooperative Purchasing Alliance (NCPA): NCPA 01-97 Advanced Technology Solutions Aggregator Contract (Expires July 31, 2024) FY2022 sales of \$108,646,474.44 FY2023 sales of \$86,715,165.94 FY2024 sales of \$26,984,909.69</p> <p>***New*** NCPA 01-170 Advanced Technology Solutions Aggregator Contract (Expires December 31, 2026) FY2024 sales of \$12,178,511.43</p> <p>Omnia Partners Public Sector: OMNIA Partners – Cyber Security Solutions and Associated Products & Services Contract Number: #R200803 (Expires September 30, 2025) FY2022 sales of \$2,862,255.95 FY2023 sales of \$8,296,629.42 FY2024 sales of \$36,331,673.47</p> <p>OMNIA Partners Managed Print Solutions MPS R171403 (Expired February 28, 2023) FY2021 no sales FY2022 sales of \$101,088.33 FY2023 sales of \$135,078.10</p> <p>Equalis Group: Equalis Group Contract Number: EQ-013120-01 Technology Software, Equipment, Services and Related Solutions (Expires April 30, 2025 Renewable through April 30, 2027) FY2022 sales of \$304,485.27 FY2023 sales of \$1,042,293.14 FY2024 sales of \$6,553,922.24</p>
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24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>General Services Administration:</p> <p>GSA Multiple Award Schedule Contract # 47QTCA19D00MM (Expires September 26, 2029) FY2022 sales of \$19,548,044.90 FY2023 sales of \$15,346,655.52 FY2024 sales of \$9,527,637.79</p> <p>GSA Multiple Award Schedule Contract #GS-35F-0563U (Expires September 4, 2028) FY2022 sales of \$5,722,099.02 FY2023 sales of \$52,162,987.41 FY2024 sales of \$14,242,850.16</p> <p>GSA Multiple Award Schedule Contract # 47QTCA21D00BD (Expires June 21, 2026) FY2022 sales of \$5,104,005.52 FY2023 sales of \$3,715,941.61 FY2024 sales of \$4,856,736.16</p> <p>GSA Multiple Award Schedule Contract # GS-35F-0349S (Expires April 4, 2026) FY2022 sales of \$1,836,335.95 FY2023 sales of \$1,325,432.75 FY2023 sales of \$4,100.38</p> <p>GSA's 2nd Generation Information Technology (2GIT) Blanket Purchase Agreements: 2GIT BPA #47QTCA21A0026 (Expires March 30, 2026) FY2022 sales of \$3,721,017.41 FY2023 sales of \$931,077.72 FY2024 sales of \$1,784,614.86</p> <p>2GIT BPA #47QTCA21A002E (Expires March 30, 2026) FY2022 sales of \$4,985,829.64 FY2023 sales of \$2,781,227.13 FY2024 sales of \$37,621,284.48</p> <p>2GIT BPA 47QTCA21A0027 (Expires March 30, 2026) FY2022 sales of \$1,880,141.57 FY2023 sales of \$4,691,316.66 FY2024 sales of \$447,477.70</p>
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Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcwell participating entities.

Entity Name *	Contact Name *	Phone Number *	
Westwind Computers	Lupe Montoya	505-345-4720	*
Strategic Sourcing, Inc.	Howard Mandel	513-310-5411	*
TKK Electronics	Juan Hernandez	414-290-0585	*

Table 3: Ability to Sell and Deliver Solutions (150 Points)

Describe your company's capability to meet the needs of Sourcwell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
26	Sales force.	<p>At TD SYNEX, we bring a wealth of experience and a proven track record in owning and managing Public Sector contracts. We owe our success to our strategic approach to sales and demand generation, tailored to maximize the reach of these contracts.</p> <p>We have over 800 sales representatives located throughout the US and Canada who work directly with our reseller partners to ensure timely quoting, sales, and delivery to Sourcwell participating entities.</p> <p>TD SYNEX has a dedicated team who are responsible for the overall management of our state contracts. Responsibilities include the coordination of marketing efforts; reseller recruitment and development, quoting, sales, technical support, customer service, post-sales support, reporting and compliance.</p> <p>TD SYNEX Public Sector Contracts Team Organization for Sourcwell Executive Team</p> <ul style="list-style-type: none"> Eddie Franklin, Senior Vice President of Sales, Public Sector eddie.franklin@tdsynnex.com Randy Finley, Senior Director of Public Sector Business Development randy.finley@tdsynnex.com <p>Management Team</p> <ul style="list-style-type: none"> Richard Lundy, Senior Manager Public Sector Field Sales richard.lundy@tdsynnex.com Mike Gambrell, Director of State and Local Government Vertical Alliance mike.gambrell@tdsynnex.com Will Reid, Director of Education and E-Rate Programs will.reid@tdsynnex.com Steve Wells, Vice President of Program Management steve.wells@tdsynnex.com <p>Business Development Team</p>

- Jamie Grimm, Senior Manager of Contracts Business Development
jamie.grimm@tdsynnex.com
 - Janie Frandsen, Manager, Public Sector Programs janie.frandsen@ydsynnex.com
 - Greg Villamarin, Bid Desk Supervisor greg.vilamarin@tdsynnex.com
 - Nick Coperine, Senior Contracts Business Development, Southeastern US
nicholas.coperine@tdsynnex.com
 - Travis Matthews, Contracts Business Development, Central US
travis.matthews@tdsynnex.com
 - Lisa McElroy, Contracts Business Development, Northeast US
lisa.mcelroy@tdsynnex.com
 - Caroline Trembly, Contracts Business Development, West US
caroline.trembly@tdsynnex.com
 - Austin Hassold, Contracts Business Development, West/Central US,
austin.hassold@tdsynnex.com
 - Robert Kirkland, Contracts Business Development, Northeast/Southeast US
robert.kirkland@tdsynnex.com
 - Mike Gambrell, Contracts Business Development, Northeast/Southeast US
mike.gambrell@tdsynnex.com
 - Will Reid, Director of Education and E-Rate Programs will.reid@tdsynnex.com
 - Steve Wells, Vice President of Program Management steve.wells@tdsynnex.com
- Business Development Team
- Jamie Grimm, Senior Manager of Contracts Business Development
jamie.grimm@tdsynnex.com
 - Greg Villamarin, Bid Desk Supervisor greg.vilamarin@tdsynnex.com
 - Nick Coperine, Senior Contracts Business Development, Southeastern US
nicholas.coperine@tdsynnex.com
 - Travis Matthews, Contracts Business Development, Central US
travis.matthews@tdsynnex.com
 - Lisa McElroy, Contracts Business Development, Northeast US
lisa.mcelroy@tdsynnex.com
 - Caroline Trembly, Contracts Business Development, West US
caroline.trembly@tdsynnex.com
 - Austin Hassold, Contracts Business Development, West/Central US,
austin.hassold@tdsynnex.com
 - Robert Kirkland, Contracts Business Development, Northeast/Southeast US
robert.kirkland@tdsynnex.com

Each member of the TD SYNEX Public Sector Contracts Team is involved in the ongoing success of the Sourcewell contract through reseller recruitment, solution development, and contract compliance.

TD SYNEX will utilize a network of reseller partners who will interface with Sourcewell's participating entities, providing onsite assessments/consultations, product information, technical support, customer service support and post-sales support as authorized Order Fulfillers under the TD SYNEX Sourcewell contract. These resellers will be required to maintain the appropriate vendor authorizations and sign agreements with TD SYNEX agreeing to follow the terms and conditions of our Sourcewell contract. Resellers will be reviewed on a regular basis to ensure we have the appropriate resources to support this contract.

These resellers are our "feet on the street" and act as our local presence with Sourcewell participating entities. The TD SYNEX Public Sector Program Tm works closely with the resellers to ensure they have the tools to meet the needs of Sourcewell participating entities.

A Map Public Sector Contract Specialists is in Step 2 TD SYNEX Response-Additional Documents.zip Contract Specialists Map

This network of resellers has access to a number of support services through TD SYNEX, including marketing, technical, sales, post-sales and contractual support from the TD SYNEX Public Sector Program Team.

With 11 distributions and 5 office facilities nationwide, TD SYNEX gets the right products to market, right-on-time. Our distribution processes are highly automated to reduce errors, ensure timely order fulfillment, and enhance the efficiency of our warehouse operations and back-office administration.

TD SYNEX Office Facilities:

- Fremont, CA (44201 Nobel Drive, Fremont, CA 94538)
- Clearwater, FL (16202 Bay Vista Drive, Clearwater, FL 33760)
- Greenville, SC (39 Pelham Ridge Drive, Greenville, SC 29615)
- Herndon, VA (DLT Solutions, 2411 Dulles Corner Park #800, Herndon, VA 20171)
- Gilbert, AZ (410 E Rivulon Blvd, Suite 201, Gilbert, AZ 85295)

TD SYNEX Distribution Centers:

- Chino, California
- Fontana, California

		<ul style="list-style-type: none"> • Tracy, California • Miami, Florida • Suwanee, Georgia • Romeoville, Illinois • South Bend, Indiana • Southaven, Mississippi • Swedesboro, New Jersey • Columbus, Ohio • Fort Worth, Texas. 	
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>In aligning with the objectives of the Sourcewell Contract, TD SYNEX leverages an extensive network of reseller partners. These partners are instrumental in providing comprehensive support to Sourcewell's participating entities, including onsite assessments, product consultations, technical support, customer service, and post-sales support. As authorized Order Fulfillers under the Sourcewell Contract, our reseller partners are carefully vetted to ensure compliance with vendor authorizations and the contractual terms set forth by TD SYNEX. We conduct regular evaluations of our reseller network to ensure alignment with our standards and the evolving needs of Sourcewell participating entities. authorized Order Fulfillers under the Sourcewell Contract, our reseller partners are carefully vetted to ensure compliance with vendor authorizations and the contractual terms set forth by TD SYNEX. We conduct regular evaluations of our reseller network to ensure alignment with our standards and the evolving needs of Sourcewell participating entities.</p> <p>Our resellers, serving as the local representatives of TD SYNEX, play a pivotal role in the relationship with participating entities. We ensure that our resellers are equipped with the necessary tools and resources, supported by our Public Sector Program Team, including marketing, technical, sales, and post-sales assistance. TD SYNEX' national distribution infrastructure includes 11 distribution warehouses and 5 office facilities. This network ensures the efficient, timely distribution of products, and is supported by advanced automation and stringent quality controls. Our logistical expertise, combined with our commitment to technological innovation and operational excellence, positions TD SYNEX as the leader in distribution and logistics support for Sourcewell participating entities.</p> <p>TD SYNEX' commitment to excellence, innovation, and partner support is central to our proposal, reflecting our dedication to meeting the needs of Sourcewell's participating entities and contributing to the success of the contract.</p> <p>Supply Chain Capabilities</p> <p>TD SYNEX provides logistics support such as outsourced fulfillment, virtual distribution, consignment, and direct ship to end-users to our reseller customers. Other logistics support activities include generation of customized shipping documents, multi-level serial number tracking for customized, configured products, and online order and shipment tracking.</p> <ul style="list-style-type: none"> • Drop shipments • Same-day shipping o AIT Worldwide o Dynamex • Delivery Services – Parcel, LTL, TL, FTL, Air o FedEx o United Parcel Service (UPS) • 24x7 emergency services • Cross-Dock & Consolidation • Import/Export Management <p>TD SYNEX offers logistical support capabilities and processes to handle local, regional, and multi-national rollouts. Logistical systems are designed to augment and complement our partners current capabilities, extend their geographical reach, provide technical support, and offer the ability to expand market reach and opportunities with little capital investment by leveraging TD SYNEX as a business partner.</p> <p>TD SYNEX' proprietary IT systems and processes enable distribution operations to be automated. For example, TD SYNEX uses RFID and bar code scanning technologies in all warehouse operations to maintain real-time inventory records and facilitate cycle counts every 2 weeks to improve the accuracy of order fulfillment. In addition, TD SYNEX uses palm readers to capture real-time labor cost data, enabling efficient management of our daily labor costs.</p> <p>To increase the accuracy of our order fulfillment and protect our inventory from shrinkage, our systems also incorporate numerous controls. These controls include order weight checks, bar code scanning, and serial number profile verification to verify that the product shipped matches the customer order. We also use digital video imaging to record our small package shipping activities by order. These images and other warehouse and shipping data are available online to our customer service representatives, enabling us to quickly respond to order inquiries by our customers. TD SYNEX' regional locations enable local deliveries and provide will-call fulfillment to more customers. Our workforce is comprised of permanent and temporary employees to respond to short -term changes in order activity.</p> <p>Distribution Capabilities</p>	

		<p>With 11 distribution centers nationwide. TD SYNnex is well positioned to provide world class distribution and logistics support to Sourcewell participating entities. In addition, we have two ISO-9001:2015 certified full-service integration facilities located in Southaven, MS and Fremont, CA.</p> <p>United States Logistical Centers: Chino, California Fontana, California Tracy, California Miami, Florida Suwanee, Georgia Romeoville, Illinois South Bend, Indiana Southaven, Mississippi Swedesboro, New Jersey Columbus, Ohio Fort Worth, Texas</p> <p>United States Headquarters: Fremont, California Clearwater, Florida Greenville (Public Sector), South Carolina</p>	
28	Service force.	<p>TD SYNnex SERVICESolv</p> <p>In the fast-paced environment of technology services, there are many touchpoints to make technology ready- to-use for its users. Together with reseller partners, TD SYNnex SERVICESolv can make that happen quickly, cost-effectively with technology engineered for the future. TD SYNnex SERVICESolv's value-added, white- labeled services can support and supplement partners' current service offerings, skillsets, and geographic reach to expand their business opportunities.</p> <p>Technology services have a full U.S. geographic coverage in all zip codes plus 140 countries overseas with more than 800 technical resources with expertise from the desktop to the datacenter, on-premises and in the cloud.</p> <p>You can learn more about ServiceSolv by reviewing the ServiceSolv Line Card (See file TD SYNnex Response – Additional Document.pdf page 6) and the Network Services.pdf (See file TD SYNnex Response – Additional Document.pdf page 8) or by going to https://www.synnexcorp.com/us/servicesolv/</p> <p>TD SYNnex SERVICESolv Delivered</p> <p>TD SYNnex SERVICESolv Delivered provides both on and off-premise services for end-users on behalf of its reseller customer including:</p> <ul style="list-style-type: none"> • In-Field Services <ul style="list-style-type: none"> o Installations: On-site Installations (wireless, signage, cabling, Pro AV, physical security, client devices, fleet services, audio-visual systems, telephony, data center, rack & stack & configuration) o Help Desk, 1-800 support o Monitoring (NOC) o Training and Certifications, Smart Hands, Warranties, Staffing, Data Destruction/Asset buyback, and Software Services o Support Services (NOC, SOC, SIEM) GoldSeal® Support Services • Lifecycle Management • Help Desk • Asset Disposal with Data Destruction * • De-staging, repair, recycling to disposal • TD SYNnex RENEWSolv, proprietary renewal platform • Software Services • IT Maintenance • International Shipping (Importer/Exporter of Record as a Service) <p>(See file Step 2 TD SYNnex Response – Additional Documents.zip ServiceSolv Line Card or by going to https://www.synnexcorp.com/us/servicesolv/)</p> <p>TD SYNnex SERVICESolv Delivered</p> <p>TD SYNnex SERVICESolv Delivered provides both on and off-premise services for end-users on behalf of its reseller customer including:</p> <ul style="list-style-type: none"> • In-Field Services <ul style="list-style-type: none"> o Installations: On-site Installations (wireless, signage, cabling, Pro AV, physical security, client devices, fleet services, audio-visual systems, telephony, data center, rack & stack & configuration) o Help Desk, 1-800 support o Monitoring (NOC) o Training and Certifications, Smart Hands, Warranties, Staffing, Data Destruction/Asset buyback, and Software Services o Support Services (NOC, SOC, SIEM) GoldSeal® Support Services • Lifecycle Management • Help Desk • Asset Disposal with Data Destruction • De-staging, repair, recycling to disposal • TD SYNnex RENEWSolv, proprietary renewal platform • Software Services • IT Maintenance • International Shipping (Importer/Exporter of Record as a Service) 	

29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>Sourcewell participating entities will work directly with TD SYNnex Authorized Resellers for all quotes, order fulfillment, and invoices. Resellers will work directly with their TD SYNnex sales representatives and all order fulfillment will be through TD SYNnex to ensure compliance, Sourcewell participating entity satisfaction, and accurate reporting.</p> <p>All Authorized Reseller participation will be in accordance with the Terms and Conditions set forth in the Sourcewell Master Agreement.</p> <p>Any order placed by a Participating Entity or Purchasing Entity for a product and/or service available from this Master Agreement shall be deemed to be a sale under (and governed by the prices and other terms and conditions) of the Master Agreement unless the parties to the order agree in writing that another contract or agreement applies to such order.</p> <p>Sales Quoting/Orders</p> <p>Sourcewell participation entities can obtain contract quotes and place orders on this contract in one of four ways:</p> <ol style="list-style-type: none"> 1. Authorized Participating Reseller (Order Fulfiler) 2. E-mail: sourcewell@tdsynnex.com 3. Toll Free: 1-877-230-5680 4. www.tdsynnex.com/na/us/td-synnex-public-sector/ <p>A dedicated Sourcewell contract webpage will contain the Terms and Conditions of the contract, pricing/discounts; authorized resellers and contact information.</p>	*
30	Describe your product implementation strategy. If utilizing installation partners, describe and define their role in the strategy.	<p>As this is a bid for multiple products from different vendors, there is a varied implementation method. Several of these products will work just off of a web browser. Other solutions will simply need an installation on a cell phone or other device. There are other implementations that will involve some amount of hardware (the software is "hardware agnostic") and someone from the vendor will come and train on how the system works. We will ensure that the end user customer is satisfied with an understanding of how our products operate to give them the best customer experience possible.</p>	*
31	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>TD SYNnex Authorized Reseller Partners assume the first level of support, serving as the primary contact, and offer resolution for common challenges like network connectivity, firmware updates, and basic hardware/software troubleshooting. Onsite technical support will be provided by the Authorized Reseller Partners.</p> <p>TD SYNnex' Customer Care after-sale support team recognizes the importance of providing timely, responsive services to Return Merchandise Authorizations (RMAs) and RMA discrepancies, order inquiries, including outbound shipments, and claim processing. We continuously strive to provide world-class customer support, and address all of our customer requests as opportunities to improve and raise the quality of our services because repeat business depends on your satisfaction.</p> <p>Customer Service is available Monday through Friday (8:00 AM to 6:00 PM Eastern Time).</p> <p>Customer Service Contact Information:</p> <p>Phone: (800) 756-1888</p> <p>Fax Number: (501) 360-6801 Email: CShelp@tdsynnex.com</p> <p>Our distribution processes are highly automated to reduce errors and ensure timely order fulfillment. We track several performance measurements to continuously improve the efficiency and accuracy of our distribution operations.</p>	*

32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>TD SYNEX has significant experience owning and managing Public Sector contracts. TD SYNEX has over ninety active public sector contracts, all in good standing. Our company has always upheld our contractual obligations, never experiencing a default. Furthermore, we have maintained a strong performance record, never having a contract terminated for cause.</p> <p>We currently offer Cradlepoint and Ericsson private network solutions on nine public sector contracts.</p> <p>TD SYNEX distributes technology products from more than 2,500 world-leading IT OEM suppliers to more than 25,000 resellers throughout the US, Canada, and Mexico. Our focused product categories include IT systems, rugged mobility, peripherals, system components, software, and networking.</p> <p>TD SYNEX Public Sector is a specialized, fully integrated business unit that focuses on bridging the gap between technology partners and U.S. public sector organizations so they can achieve their individual missions. This is accomplished through specialized and scalable aggregator solutions, including channel enablement, engineering services and support, industry-centric marketing, the Diversity Alliance Program, and our Cloud Navigator, Enterprise Agreement Platform, Confirmed Stateside Support and Secure Software Factory offerings.</p> <p>National Presence, Nationwide Distribution Capabilities</p> <p>TD SYNEX' distribution model focuses on top-tier manufacturers, offering value-added resellers, system integrators, and solution providers access through knowledge-based sales consultants. We have over 1 million square feet of warehouse space across 15 distribution centers, located strategically throughout the United States.</p> <p>TD SYNEX offers:</p> <ul style="list-style-type: none"> • Proven distribution, logistics and product management processes • Excellent past performance in the Public Sector market • A national presence and nationwide distribution network • ISO 9001-certified supply chain that increases efficiencies and reduces costs • Supply Chain Risk Management (SCRM) Plan • Customs-Trade Partnership Against Terrorism (C-TPAT) Certified • Membership in Transported Asset Protection Association (TAPA) • Experienced government contractor with both Federal and State contracts • A nationwide network of value-added resellers and solution providers with one or more SBA certified small business socio-economic statuses. 	*
33	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>TD SYNEX services more than 150,000 customers in 100+ countries, including Canada, to maximize the value of technology investments, demonstrate business outcomes and unlock growth opportunities.</p> <p>TD SYNEX Canada has sales offices in: Calgary, AB Guelph, ON Halifax, NS Montreal, QB Mississauga, ON Richmond, BC Winnipeg, MB</p> <p>TD SYNEX Canada has logistic centers in: Calgary, AB Guelph, ON Halifax, NS Mississauga, ON Richmond, BC</p>	*
34	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	None. TD SYNEX supports all 50 states, plus Canada.	*
35	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	<p>All of the following Sourcewell Public Sector entities will be supported through the TD SYNEX line cards, including:</p> <p>Federal Governments State/Province Governments Municipal Governmental Entities K-12 Entities Higher Education Entities Nonprofit Entities Tribal Government Other Public Entities located in the United States and Canada</p>	*
36	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	TD SYNEX might be charged additional shipping and freight charges for Hawaii and Alaska and U.S. Territories, which would be passed down to the Sourcewell entity.	*
37	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	TD Synnex will extend terms of the Master Agreement across all industries, including nonprofit industries.	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
38	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.</p> <p>TD SYNEX has significant experience owning/managing Public Sector contracts. These vehicles do not sell themselves and require a significant amount of investment in sales and demand generation to make them successful. Our plan will include several facets addressing both resellers and end-users. Although we don't sell direct to end-users, we do have a team that provides end-user demand generation through call out</p>

campaigns, print/mailers, e-mail, website contract landing page and an electronic storefront offering.

TD SYNEX has significant experience owning/managing Public Sector contracts. These vehicles do not sell themselves and require a significant amount of investment in sales and demand generation to make them successful. Our plan will include several facets addressing both resellers and end-users. Although we don't sell direct to end-users, we do have a team that provides end-user demand generation through call out campaigns, print/mailers, e-mail, website contract landing page and an electronic storefront offering. For our resellers, we will pull our historical procurement data per awarded vendor line to identify the most responsive/responsible resellers selling into State and Local Government, K- 12, higher education, and public hospitals nationwide. Likewise, we will do this globally and include higher education institutions and state/local government sales. In this way we can ensure we have the correct "feet on the street" in all areas covered by the Sourcewell.

Marketing activities include:

- Press releases
- Identifying resellers to authorize to promote & sell off of this contract
- Reseller recruitment and training
- Multiple training webinars for both internal and external sales teams
- Dedicated Sourcewell web page development
- Development of marketing materials
- Attending industry events and table top shows
- Ongoing reseller recruitment efforts and internal sales training
- End-user demand generation team to drive awareness with end-users on behalf of our resellers
- Webinars
- Customized events that help to create awareness for the contract
- Specific plan developed & collaborated with our partners
- Social Media collaboration

TD SYNEX' presence and participation in social media/interactive technology is currently designed to:

- Educate, engage, notify and entertain interested audiences.
- Deliver conversation not conversion, interaction not transaction
- Increase audience participation at events through custom mobile apps and social engagement
- Provide additional communication platform for resellers, vendors, media, and associates for conversations that are already happening
- Protect and elevate the TD SYNEX corporate brand with associated vendor brands in the social environment
- Offer timely responses to questions, suggestions, and requests
- Maintain an overall positive social sentiment

- Contract Management Summary with Marketing and Sales Strategy Post-Award
- Create Terms and Conditions summary; develop pricing calculator
- Communicate contract requirements internally and with each manufacturer line
- Determine rules of engagement, assign responsibility roles

Recruitment

- Identify Resellers: Vendor lists, TD SYNEX Point of Sale reports, Sales Managers and Outside Sales Reps
- Training: onsite, online, webinars
- Establish eligibility requirements
- Sign participation agreement ensuring contract compliance Contract Management
- Monthly contract review by TD SYNEX contracts team - the good, the bad and the ugly

- Monthly status calls with each participating reseller
- Quarterly cadence calls with the contractor community
- Ongoing calls with participating manufacturers to update/revise strategy.

Initial Kick-Off Phase

- Upon award, communicate to vendor and internal Product Management/Business Development teams

- Develop contract terms and conditions statement, pricing calculator, and published contract price file.

- Review administrative requirements
- Set e-mail aliases (Sourcewell@tdsynnex.com)
- Develop Sourcewell dedicated contract webpage with required contract details, pricing

* calculator, and additional relevant contract information for ease of navigation

- Determine manufacturer's strategy and reseller engagement
- Establish reseller qualifiers, sales minimums, agreement
- Review contract requirements with authorized resellers
- Review required business plan/marketing plan from authorized resellers
- Conduct training via webinars of resellers, sales reps, Business Development Reps, Product Managers and manufacturers.

- Where applicable, conduct joint road shows to promote/train
- Publish TD SYNEX Corporation press release
- Provide marketing collateral for resellers

		<p>Ongoing Management</p> <ul style="list-style-type: none"> • Training/webinars - initial and ongoing • Product Refresh - marketing and communication • Business Development - slip/gain report for both reseller and manufacturer • Business Development - monthly sales report to Manufacturer with email updates • Quarterly Business Review for reseller (or as needed) • Quarterly Business Review for manufacturers (or as needed) • Identification of potential seasonal pricing (hot list) for Sourcewell eligible agencies • Quarterly Business Review webinar for reseller community • Periodic events to include Sourcewell contract dedicated marketing and training sessions at our TD SYNEX Public Sector SLED events (see https://www.synnecorp.com/us/govsolv/events/ for examples of upcoming events) • Maintenance of authorized reseller database with contact information • Contract reporting and administrative fee payment to the Sourcewell • Pricing updates as well as new product identification and submission <p>TD SYNEX has identified our training processes in the preceding sections for both inside/outside sales teams, our business development teams and authorized resellers/solution providers. Essentially, it will entail training, marketing collateral, PowerPoint presentations and onsite visits to conduct Q&A. Training is an ongoing process scheduled throughout the year via webinars, onsite training and industry events. Resellers will be given access to the TD SYNEX contract website, marketing collateral, and instruction on the processes of obtaining quote/orders and contract pricing. All aspects of the contract, from end-user marketing to customer service to tech support, must be fully explained and expectations identified.</p> <p>A bid-desk, dedicated to providing quote assistance to TD SYNEX Sourcewell authorized resellers, will be employed to assist our partners to ensure that Sourcewell customers receive timely, accurate, and contract complaint quotes.</p> <p>TD SYNEX Public Sector Contracts Team Organization for Sourcewell Executive Team Eddie Franklin, Senior Vice President of Sales, Public Sector Ed Somers, Vice President, Public Sector Programs Randy Finley, Senior Director of Public Sector Business Development Management Team Mike Gambrell, Director of State and Local Government Vertical Alliance Steve Wells, Vice President of Program Management Business Development Team Jamie Grimm, Senior Manager or Contracts Business Development Greg Villamarin, Bid Desk Supervisor Nick Coperine, Senior Contracts Business Development, Southeastern US Travis Matthews, Contracts Business Development, Central US Lisa McElroy, Contracts Business Development, Northeast US Caroline Trembly, Contracts Business Development, West US Each member of the TD SYNEX Public Sector Contracts Team is involved in the ongoing success of the Sourcewell contract through reseller recruitment, solution development, and contract compliance.</p>	
39	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>TD SYNEX' presence and participation in social media/interactive technology is currently designed to:</p> <ul style="list-style-type: none"> • Educate, engage, notify and entertain interested audiences • Deliver conversation not conversion, interaction not transaction • Increase audience participation at events through custom mobile apps and social engagement • Provide additional communication platform for resellers, vendors, media, and associates for conversations that are already happening • Protect and elevate the TD SYNEX corporate brand with associated vendor brands in the social environment • Offer timely responses to questions, suggestions, and requests • Maintain an overall positive social sentiment 	*
40	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	<p>TD SYNEX has a dedicated team who are responsible for the overall management of our state contracts. Responsibilities include the coordination of marketing efforts; reseller recruitment and development, quoting, sales, technical support, customer service, post-sales support, reporting and compliance.</p> <p>TD SYNEX has significant experience owning/managing Public Sector contracts. These vehicles do not sell themselves and require a significant amount of investment in sales and demand generation to make them successful. Our plan will include several facets addressing both resellers and end-users. Although we don't sell direct to end-users, we do have a team that provides end-user demand generation through call out campaigns, print/mailers, e-mail, website contract landing page and an electronic storefront offering. Support from the Sourcewell team is part of our strategy. We will leverage Sourcewell as a resource to help with webinar trainings and other one to one trainings, when necessary. We will also rely on Sourcewell's expertise when our reseller partners need additional support with end user customers that are not familiar with the Sourcewell contract and are not clear if it would be an approved procurement option. We will rely on Sourcewell to ensure we have all the updated training information and marketing collateral that can be co-branded. On a case by case basis, Sourcewell will also be invited to participate in TD SYNEX Public Sector live events. All the information we receive from Sourcewell will be used to develop our training and marketing collateral.</p>	

For our resellers, we will pull our historical procurement data per awarded vendor line to identify the most responsive/responsible resellers selling into State and Local Government, K- 12, higher education, and public hospitals nationwide. Likewise, we will do this globally and include higher education institutions and state/local government sales. In this way we can ensure we have the correct "feet on the street" in all areas covered by Sourcewell. Marketing activities include:

- Press releases
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- Reseller recruitment and training
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- Dedicated Sourcewell web page development
- Development of marketing materials
- Attending industry events and tabletop shows
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- Maintain an overall positive social sentiment

Contract Management Summary with Marketing and Sales Strategy Post-Award

- Create Terms and Conditions summary; develop pricing calculator
- Communicate contract requirements internally and with each manufacturer line
- Determine rules of engagement, assign responsibility roles Recruitment
- Identify Resellers: Vendor lists, TD SYNnex Point of Sale reports, Sales Managers and Outside Sales Reps
- Training: onsite, online, webinars
- Establish eligibility requirements
- Sign participation agreement ensuring contract compliance Contract Management
- Monthly contract review by TD SYNnex contracts team - the good, the bad and the ugly
- Monthly status calls with each participating reseller
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- Ongoing calls with participating manufacturers to update/revise strategy. Initial Kick-Off Phase
- Upon award, communicate to vendor and internal Product Management/Business Development teams
- Develop contract terms and conditions statement, pricing calculator, and published contract price file.
- Review administrative requirements
- Set e-mail aliases (axia@tdsynnex.com)
- Develop Sourcewell-dedicated contract webpage with required contract details, pricing calculator, and additional relevant contract information for ease of navigation
- Determine manufacturer's strategy and reseller engagement
- Establish reseller qualifiers, sales minimums, agreement
- Review contract requirements with authorized resellers
- Review required business plan/marketing plan from authorized resellers
- Conduct training via webinars of resellers, sales reps, Business Development Reps, Product Managers and manufacturers
- Where applicable, conduct joint road shows to promote/training
- Publish TD SYNnex Corporation press release
- Provide marketing collateral for resellers Ongoing Management
- Training/webinars - initial and ongoing
- Product Refresh - marketing and communication
- Business Development - slip/gain report for both reseller and manufacturer
- Business Development - monthly sales report to Manufacturer with email updates
- Quarterly Business Review for reseller (or as needed)
- Quarterly Business Review for manufacturers (or as needed)
- Identification of potential seasonal pricing (hot list) for Sourcewell participating entities.
- Quarterly Business Review webinar for reseller community
- Periodic events to include Sourcewell contract dedicated marketing and training sessions at our TD SYNnex Public Sector SLED events (see <https://www.synnexcorp.com/us/govsolv/events/> for examples of upcoming events)
- Maintenance of authorized reseller database with contact information

		<ul style="list-style-type: none"> Contract reporting and administrative fee payment to Sourcewell. Pricing updates as well as new product identification and submission <p>TD SYNEX has identified our training processes in the preceding sections for both inside/outside sales teams, our business development teams and authorized resellers/solution providers. Essentially, it will entail training, marketing collateral, PowerPoint presentations and onsite visits to conduct Q&A. Training is an ongoing process scheduled throughout the year via webinars, onsite training and industry events. Resellers will be given access to the TD SYNEX contract website, marketing collateral, and instruction on the processes of obtaining quote/orders and contract pricing. All aspects of the contract, from end-user marketing to customer service to tech support, must be fully explained and expectations identified.</p> <p>A bid-desk, dedicated to providing quote assistance to TD SYNEX Sourcewell authorized resellers, will be employed to assist our partners to ensure that Sourcewell participating entities receive timely, accurate, and contract compliant quotes.</p>
41	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	<p>TD SYNEX utilizes a proprietary enterprise resource planning (ERP) system called CIS. CIS has been built from the ground up to specifically support all aspects of distribution business needs.</p> <p>With CIS as the backbone of the TD SYNEX system, TD SYNEX is able to offer eBusiness solutions. We feature a complete suite of solutions that partners can pick from that best best-fits their business needs. Whether partners are new to eCommerce or already have extensive capabilities, we have options to help your business run leaner and faster.</p> <p>TD SYNEX offers the following:</p> <p>TD SYNEX eStorefronts</p> <p>eStorefronts is an online ordering system based on ECEExpress, built and hosted by TD SYNEX. eStorefronts allow resellers to create their own end-customer catalog, or offer all TD SYNEX Skus to their end-customers, while controlling pricing at a customer or product level. eStorefronts include built-in order management controls, real-time pricing and availability, personalized branding, order notifications and more, all for one inclusive monthly fee.</p> <p>In addition, TD SYNEX offers also offers other B2B e-commerce solutions that include:</p> <p>TD SYNEX ECEExpress</p> <p>TD SYNEX' ECEExpress is a real-time back-office management and e-commerce platform that streamlines orders, quotes, and invoices. While securely navigating across all TD SYNEX sites and tools without logging in again, the ECEExpress platform enables you to see product alerts and available inventory, save frequent product searches, and subscribe to reports that include:</p> <ul style="list-style-type: none"> XpressTrak Alerts Price and Availability Download (Reseller partners only) Bid Portal (Reseller partners only) Reports Custom Product Search Recent Orders <p>TD SYNEX' Footprint in Mobile Apps</p> <p>TD SYNEX B2B services offer reseller partners Application Development Services to help balance costs, boost service levels and improve productivity through vigorous management of flexible, high-performance, business-critical applications. Leveraging the best-of-technologies and practices, we ensure that your business applications are developed, maintained and managed within optimal costs and acceptable timeframes to provide you secure and undistruptive business environments. We approach Application Development in a mature and proactive way. We believe that Application outsourcing can reap benefits only if risks are minimized, while being balanced by off shoring incentives like reducing costs, unfailing performance ratios and consistent quality levels. Our development model is a recipe of conventional and current business practices. We complement conventional practices with agility to provide faster, more enhanced solutions to clients. We deliver applications within shorter timeframes and agreed-upon deadlines, all without cutting corners or compromising quality.</p> <p>B2B & eCommerce</p> <p>TD SYNEX believes the sole purpose of Information Technology(IT) is to support our businesses. We understand that our customers have unique eCommerce capabilities, preferences, and "best technologies" available. Our eCommerce options allow customers to choose the most cost effective solution that fits their needs, from the simplest to the most advanced cutting-edge technologies. TD SYNEX supports both EDI ANSI x12 File Document Specifications and Flat File Document Specifications.</p> <p>Web Services & XML</p>

		<p>TD SYNnex Web Services are available to reseller partners. The following Web Services are available:</p> <ul style="list-style-type: none">• Customer Purchase Order• Price and Availability• Expense Estimate• Product Feed Service• Customer PO Status <p>TD SYNnex also offers real-time XML services. Real-time available services include:</p> <ul style="list-style-type: none">• EDI• PO Submit• PO Status• Freight Quote• Price and Availability• RMA Create• RMA Status• XML Invoice <p>Punch-out Catalogs</p> <p>Migrate away from Excel and PDF contract pricing lists by implementing a PunchOut with your customer. Leverage TD SYNnex' experience and create a branded product catalog accessible from reseller end-user customers' ordering system. Resellers can include a shopping cart with products, quantities and pricing, directly linked to your customers' procurement system.</p> <p>Features</p> <ul style="list-style-type: none">• Brand the catalog as your own - TD SYNnex becomes your silent partner.• Keyword search, product specifications, real-time availability.• Supports Configure-To-Order(CTO) and non TD SYNnex sku sales. <p>Benefits</p> <ul style="list-style-type: none">• Our connections use cXML/XML, SOAP/Web Service, HTTP Post and REST/JSON.• Our most popular enterprise systems to date include SAP/Ariba, Oracle, Perfect Commerce and service now.• Our programmers can seamlessly connect to your customer's procurement system using the highest security standards, such as PCI, Trustwave and HTTPS(TLS) 1.1	
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Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *	
42	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	<p>The OEM's working with TD SYNnex cover different levels of product solutions, equipment functionalities, maintenance support, and training programs which will be offered to Sourcewell entities. Many of the OEM's include standard training at no cost but will offer optional fee-based custom training priced based on what the entity requires for their personnel.</p> <p>Ref: Step 2: Pricing: TD SYNnex response Pricing and Discounts and Services Line card.zip</p>	*

43	Describe any technological advances that your proposed solutions offer.	<p>We are bidding multiple solutions that are compatible with each other as well as outside technologies. EAGL Gunshot Detection functions without microphones, greatly enhancing security and accuracy of each detection. EAGL can also tell you which direction the projectile is traveling with the proper setup. Rapid Deploy is a cloud native, web-based dispatch system. They can take phone calls in their PSAP, text a link to 911 callers, ask for permission to use the camera and microphone, and live stream the event as it happens. Blueforce Development takes police phones, cameras, dogs, drones, or any other device with an IP address and puts it on a single dashboard. Agencies don't have to use 20 different apps for 20 different products. It can be used so the incident commander sees where all his assets are in real time on one dashboard. Embedded Works does asset tracking, and can work either independently, or through Blueforce to notify the proper personnel of movement or other needs. Wasp is software that will allow for evidence management. This will check things in and out of property rooms, supply rooms, EMS vehicles or firetrucks. Wasp software can either be used with Wasp hardware or any other standardized vendor. ISS and IronYun both do video analytics. Tag reading, vehicle (or person) identification, notification of loitering, and countless other custom analytics can be programmed to watch video and notify the right person. Avrio Analytics does incident planning software as well as training for officers using augmented reality glasses. For example, a fire chief can see where all of his assets are in a city (fire trucks and hydrants) and plan where they should be located for best coverage in an emergency</p> <p>Embedded Works provides not only the latest in asset tracking "Where is my device?" but also can check device status, "How is my device doing?" Most other asset tracking software does not do this.</p> <p>WASP offers the latest in scanning technology to keep track of items whether they be actual assets, or just items of inventory that will be consumed.</p> <p>Blackberry AtHoc provides an agency the ability to send messages in emergency situations to ALL cell phones in their jurisdiction geofence, regardless of carrier and regardless of whether they are a citizen or a visitor to the jurisdiction.</p> <p>ISS and IronYun both provide the latest in video analytics. The advantage in both cases is that the "AI" can watch the video and alert when a person needs to see an event. It is ineffective for one person to attempt to watch multiple cameras.</p> <p>EAGL has a distinct advantage in gunshot detection systems because they do not use microphones. Other manufacturers have been kicked out of agencies because people felt like they were being spied on by the government. No microphones mean better security because no hackers can "hack" the microphone and listen in.</p> <p>Avrio Analytics has an advantage to be usable by Augmented Reality glasses. This is cutting edge technology. You can create any scenario and train to it. It offers advantages of training multiple people together (up to four). It offers the ability to have computerized characters interact with trainees and react to what they say.</p> <p>Blueforce gives the distinct advantage of getting value from data that has a "short shelf life". Knowing where an officer is during an armed robbery response where a perimeter must be maintained is very valuable, but only for a few minutes. Knowing how much air is in a firefighter's SCBA is very valuable. The ability to see them on one dashboard without looking back and forth is the advantage and will save lives. VIDIZMO has the advantage of being cloud based DEMS. They can identify faces, voices, license plates, etc as well as transcribe and redact automatically. They can also manage continuing education requirements for training certifications.</p>
44	Demonstrate your solution's capabilities in data privacy, integrity, storage and protection standards, and the adherence of your products and services to applicable cybersecurity and industry standards, such as but not limited to the requirements of the Criminal Justice Information Services (CJIS), the Health Insurance Portability and Accountability Act (HIPAA), etc.	<p>The software products offered in this proposal are dependent on secure and compliant networks and adhere to applicable cybersecurity and industry standards such as CJIS, HIPAA and others.</p> <p>TD SYNnex as the distributor follows a Supply Chain Risk Management (SCRM) plan. This SCRM Plan describes the policies, procedures, controls and training that TD SYNnex Public Sector uses and implements to manage and mitigate risks in its supply chains including, but not limited to, the supply of hardware, software and services to its direct customers. The SCRM Plan is based on, and intended to remain consistent with, the appropriate guidance set forth in, among other things, National Institute of Standards and Testing (NIST) Special Publication 800-53 Revision 4 for Security and Privacy Controls for Federal Information Systems and Organizations (NISTSP 800-53), and NIST Special Publication 800-161r1, Supply Chain Risk Management Practices for Federal Information Systems and Organizations (NISTSP 800-161).</p> <p>A copy of TD SYNnex SCRM plan is available upon request.</p>

45	Describe your data backup and recovery solutions.	Most of the products offered are cloud-based products in this proposal. Backup is automatic in the cloud. The customer may generally select the level of cloud security and compliance that they want. For EAGL gunshot detection, there is either a cloud or on-premise option. If the customer wants to use the on-prem, backup would only be achievable through a redundant server. For WASP, all server instances are backed up via EC2 snapshots on every application update. They can do hourly, daily, or monthly backups. Restoration should take less than 5 hours for the application and 1-12 hours for a database failure.
46	Demonstrate your connectivity, interoperability and integration capabilities between your offered solution(s) and other software systems.	As this is a bid for multiple products from different vendors, there are multiple connectivity routes. The products we are bidding are software products used on a variety of hardware devices. Some use a cell phone that can either be connected cellularly, wi-fi, or with Bluetooth. Other products are installed on computers that may use wi-fi or ethernet. The backhaul is as consequential as the end user wants to make their network. We also offer a variety of network security products that we can use to implement secure connectivity.
47	Describe any "green" initiatives that relate to your company or to your solutions, and include a list of the certifying agency for each.	Refer to TD SYNEX Response: Step 2 Additional Documents.zip file. Corporate-Citizenship-Report.pdf. Environmental Commitments Our goal is to help build a healthier planet and develop a more sustainable approach to doing good business. To do this, we are committed to setting emissions-reduction targets in our own operations, increasing our sustainability initiatives and supporting our customers and vendors to reduce the impact of technology products
48	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	TD SYNEX sites that are certified for the Environmental Management System which complies with ISO 14001:2015 are: <ul style="list-style-type: none"> • TD SYNEX, Nobel Drive, Fremont CA • TD SYNEX, Stateline Road, Olive Branch MS Note: Other TD SYNEX Corporation sites follow the same ISO procedures, however only the sites mentioned above are certified. Please initially confirm the location where the product/commodity will be shipped from and follow the above protocol. Copies of the ISO 14001:2015 certificates are provided (See file under Step 2 Documents: "WMBE/MBE/SBE or Related Certifications" TD SYNEX Response – ISO CERTS and Diversity Program.zip
49	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	As a value-add, TD SYNEX is also pleased to offer Sourcewell participating entities our proposal of more than 2,500 OEM IT manufacturers, offering the broadest advanced technology solutions that can be purchased in entirety using the Sourcewell contract without having to utilize multiple contracts to meet their technology needs. TD SYNEX distributes technology products from more than 2,500 world-leading IT OEM suppliers to more than 25,000 resellers throughout the US, Canada, and Mexico. Our focused product categories include IT systems, rugged mobility, peripherals, system components, software, and networking. TD SYNEX Public Sector is a specialized, fully integrated business unit that focuses on bridging the gap between technology partners and U.S. public sector organizations so they can achieve their individual missions. This is accomplished through specialized and scalable aggregator solutions, including channel enablement, engineering services and support, industry- centric marketing, the Diversity Alliance Program, and our Cloud Navigator, Enterprise Agreement Platform, Confirmed Stateside Support and Secure Software Factory offerings. National Presence, Nationwide Distribution Capabilities TD SYNEX' distribution model focuses on top-tier manufacturers, offering value-added resellers, system integrators, and solution providers access through knowledge-based sales consultants. We have over 1 million square feet of warehouse space across 15 distribution centers, located strategically throughout the United States. TD SYNEX offers: <ul style="list-style-type: none"> • Proven distribution, logistics and product management processes • Excellent past performance in the Public Sector market • A national presence and nationwide distribution network • ISO 9001-certified supply chain that increases efficiencies and reduces costs • Supply Chain Risk Management (SCRM) Plan • Customs-Trade Partnership Against Terrorism (C-TPAT) Certified • Membership in Transported Asset Protection Association (TAPA) • Experienced government contractor with both Federal and State contracts • A nationwide network of value-added resellers and solution providers with one or more SBA certified small business socio-economic statuses.

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
50	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or resellers if available. Select all that apply.		<input checked="" type="radio"/> Yes <input type="radio"/> No	<p>Any diversity requirements can be filled through our Diversity Alliance Program which is currently 2,882 in the program. This ecosystem is a national program that uses all the diverse status partners under one program. These partners form strong alliances to partner on opportunities. Diverse statuses include all the ones listed below.</p> <p>See the DAP Program file under Step 2 Documents- TD SYNEX Response- ISO CERTS and Diversity Program.zip</p>	*
51		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	TD SYNEX does not hold any diversity status however we provide contract support for many MBEs in the State, Local, Education (SLED) agencies.	*
52		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	TD SYNEX does not hold any diversity status however we provide contract support for many WBEs in the State, Local, Education (SLED) agencies.	*
53		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	TD SYNEX does not hold any diversity status however we provide contract support for many DOBEs in the State, Local, Education (SLED) agencies.	*
54		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	TD SYNEX does not hold any diversity status however we provide contract support for many VBEs in the State, Local, Education (SLED) agencies.	*
55		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	TD SYNEX does not hold any diversity status however we provide contract support for many SDVOBs in the State, Local, Education (SLED) agencies.	*
56		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	TD SYNEX does not hold any diversity status however we provide contract support for many SBEs in the State, Local, Education (SLED) agencies.	*
57		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	TD SYNEX does not hold any diversity status however we provide contract support for many MDBs in the State, Local, Education (SLED) agencies.	*
58		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	TD SYNEX does not hold any diversity status however we provide contract support for many WOSBs in the State, Local, Education (SLED) agencies.	*

Table 6A: Pricing (400 Points, applies to Table 6A and 6B)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *	
59	Describe your payment terms and accepted payment methods.	<p>TD SYNEX Resellers will provide 30-day payment terms to Sourcewell Participating Entities and will accept credit card payments if requested.</p> <p>TD SYNEX provides our resellers with access to TD SYNEX Capital in addition to standard Net Terms, Escrow, Flooring Accounts, Wire Transfer, and Credit Card payment terms.</p>	*

60	Describe any leasing or financing options available for use by educational or governmental entities.	<p>TD SYNnex Capital State, local and education (SLED) financing requirements are more diverse and complex than those of commercial clients due to the unpredictability of future budgets, non-appropriation risk and uncertainty around the lifespan of the investment. TD SYNnex Capital has extensive regulatory knowledge to assist these SLED agencies in acquiring the equipment they need at a lower cost:</p> <ul style="list-style-type: none"> • Align payments to budget availability • Benefit from multi-year discounts • Free up capital for other projects • No large, upfront cash expenditures • Only current year payments are included in operating budget • Put all products and services on a single agreement <p>TD SYNnex CAPITAL MAKES IT EASY</p> <ul style="list-style-type: none"> • Competitive pricing, including municipal rates • Easy credit application • Fast funding • Streamlined documentation that includes non-appropriations protections 	*
61	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	<p>REF: Step 2 Standard Transaction Document Samples- EULA's and T&C's.zip</p> <p>This file includes the End User Licensing Agreements from the OEM's we are offering in this proposal, plus the Terms and Conditions from TD SYNnex.</p>	*
62	Explain your licensing process and the service agreements required of end users.	We are bidding multiple software solutions and including their licensing process plus service agreements with their End User Licensing Agreement documentation found in Step 2: Special Transaction Document Samples.zip	*
63	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	Yes. On a case-by-case basis, up to a 3% credit card transaction fee may apply.	*

64	<p>Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.</p>	<p>TD SYNnex Corporation would like to submit our entire product catalog for inclusion in our response to this RFP. With over 2,500 IT manufacturers, the TD SYNnex proposal offers a broad range of multi-vendor solutions that can be purchased in entirety using the Sourcewell contract without having to utilize multiple contracts to meet their technology needs. We will continue to leverage our proven network of order fulfillment partners to grow this program with incremental revenue currently utilizing other contract vehicles. Our complete catalog of our tier one Original Equipment Manufacturers' (OEM) solutions, with authorized and proven reseller/integrator partners, and world-class program management compliments the Public Safety solutions and brings a one contract approach to procurement for Sourcewell participating entities.</p> <p>The pricing below reflects the discount we propose. Due to the depth and breadth of our entire catalog, we proposed a 4% discount from MSRP (with exceptions noted below) because it is impossible to provide discounts for each manufacturer and/or for each product segment within each manufacturing line. In addition, we sell a broad range of products from commodities like printers and Chromebooks up to enterprise class data center server and storage manufacturers with a corresponding range of discounts. In order to offer the most complete, all-inclusive catalog offering, we are proposing discounts from MSRP as a minimum threshold discount for all vendor lines and product categories with the ability to offer greater discounts depending on the manufacturer and specific product segments being quoted as well as any additional discounts/rebates that are being offered by the manufacturer.</p> <p>Pricing Summary NTE (Not-to-Exceed) Contract Pricing</p> <ul style="list-style-type: none"> • 4% Discount from MSRP applicable to all manufacturing lines, (unless noted in Exceptions below) • 2% Discount from MSRP for the following: <ul style="list-style-type: none"> o All Chromebooks, HP Smartbuys, Lenovo TopSeller Products and all other promotionally priced products. * o Manufacturers exceptions include: APC <p>Asus Contract pricing for Avaya's non-discountable SKUs will have no (0%) discount from MSRP Avaya products, not to include non-discountable SKUs will be priced at 2% off MSRP Cisco Crucial F5 Global Knowledge Training Google HP SmartBuys Lenovo Topseller products Microsoft Software NEC Seagate TD SYNnex Services</p> <ul style="list-style-type: none"> • 0% Discount for: <ul style="list-style-type: none"> o Non-Discountable SKUs • Services: Please refer to the Services line card for a complete breakdown of specific costs associated with our services. Please email fieldservices@TDSYNnex.com with any questions. • Dealers are encouraged to offer additional discounts from the established contract price when possible. <p>TD SYNnex would like to reserve the right to amend this List of Exceptions from time to time on an as needed basis. TD SYNnex agrees to provide IUC-PG with written notification and justification for any revisions/adjustments to this list. New vendors and products that are added during the period of the contract shall follow the same product classification as described above.</p> <p>See Step 2 Pricing: TD SYNnex response Pricing_and Discounts and Services Line card.zip</p>
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65	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	<p>Pricing Summary</p> <p>NTE (Not-to-Exceed) Contract Pricing</p> <ul style="list-style-type: none"> • 4% Discount from MSRP applicable to all manufacturing lines, (unless noted in Exceptions below) • 2% Discount from MSRP for the following: <ul style="list-style-type: none"> o All Chromebooks, HP Smartbuys, Lenovo TopSeller Products and all other promotionally priced products. o Manufacturers exceptions include: APC <p>Asus</p> <p>Contract pricing for Avaya's non-discountable SKUs will have no (0%) discount from MSRP</p> <p>Avaya products, not to include non-discountable SKUs will be priced at 2% off MSRP</p> <p>Cisco Crucial F5</p> <p>Global Knowledge Training Google</p> <p>HP SmartBuys</p> <p>Lenovo Topseller products Microsoft Software</p> <p>NEC</p> <p>Seagate</p> <p>TD SYNEX Services</p> <ul style="list-style-type: none"> • 0% Discount for: <ul style="list-style-type: none"> o Non-Discountable SKUs <p>Value Added Product Offerings: NTE (Not-to-Exceed) Contract Pricing</p> <ul style="list-style-type: none"> • 4% Discount from MSRP applicable to all manufacturing lines, (unless noted in Exceptions below) • 2% Discount from MSRP for the following: <ul style="list-style-type: none"> o All Chromebooks, HP Smartbuys, Lenovo TopSeller Products and all other promotionally priced products. o Manufacturers exceptions include: APC <p>Asus</p> <p>Contract pricing for Avaya's non-discountable SKUs will have no (0%) discount from MSRP</p> <p>Avaya products, not to include non-discountable SKUs will be priced at 2% off MSRP</p> <p>Cisco Crucial F5</p> <p>Global Knowledge Training Google</p> <p>HP SmartBuys</p> <p>Lenovo Topseller products Microsoft Software</p> <p>NEC</p> <p>Seagate</p> <p>TD SYNEX Services</p> <ul style="list-style-type: none"> • 0% Discount for: <ul style="list-style-type: none"> o Non-Discountable SKUs • Services: Please refer to the Services line card for a complete breakdown of specific costs associated with our services. Please email fieldservices@TDSYNEX.com with any questions. • Dealers are encouraged to offer additional discounts from the established contract price when possible. <p>TD SYNEX would like to reserve the right to amend this List of Exceptions from time to time on an as needed basis. TD SYNEX agrees to provide IUC-PG with written notification and justification for any revisions/adjustments to this list. New vendors and products that are added during the period of the contract shall follow the same product classification as described above.</p>	
66	Describe any quantity or volume discounts or rebate programs that you offer.	<p>TD SYNEX can offer a 50bps (0.50%) discount for one time orders of \$250,000 or more. One time orders must be placed on one purchase order with one ship to location.</p>	*
67	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	<p>With TD SYNEX' offering of our entire product catalog for inclusion in our response to this RFP as a value-add, there will be little to no "Open Market" products required.</p> <p>Should a Sourcewell Participating Entity require products not included on the TD SYNEX linecard of more than 2,500 IT manufacturers, the quote, purchase order, and invoice will clearly identify all Open Market products.</p> <p>Should a Sourcewell Participating Entity require products not included on the TD SYNEX line card of more than 2,500 IT manufacturers, the quote, purchase order, and invoice will clearly identify all Open Market products as such.</p>	*

68	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	Sourcewell participating entities will receive free UPS and/or FedEx ground shipping for products that ship directly from a TD SYNnex distribution center. This policy excludes expedited shipping costs (overnight, 2 day, etc.) and items over 150 pounds, OCONUS shipments, LTL shipments and/or items that require white glove services, liftgate services, and items such as heavyweight printers, wide format printers, large displays and televisions, batteries, paper, furniture/shelving, and other heavy/bulky items that require special delivery. On a case by case basis, up to a 3% credit card transaction fee may apply. Cost for Ancillary Services are provided. See Step 2 Documents: "TD SYNnex Response – Pricing and Discounts and Services Line card.zip"	*
69	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Shipping and Freight Policy Sourcewell participating entities will receive free UPS and/or FedEx ground shipping from products that ship directly from a TD SYNnex distribution center. This policy excludes expedited shipping costs (overnight, 2 day, etc.) and items over 150 pounds, OCONUS shipments, LTL shipments and/or items that require white glove services, liftgate services, and items such as heavyweight printers, wide format printers, large displays and televisions, batteries, paper, and furniture/shelving.	*
70	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Shipping and Freight Policy Sourcewell participating entities will receive free UPS and/or FedEx ground shipping from products that ship directly from a TD SYNnex distribution center. This policy excludes expedited shipping costs (overnight, 2 day, etc.) and items over 150 pounds, OCONUS shipments, LTL shipments and/or items that require white glove services, liftgate services, and items such as heavyweight printers, wide format printers, large displays and televisions, batteries, paper, and furniture/shelving. Alternative carriers will be used for OCONUS (Outside the continental United States) shipments, to include Alaska, Hawaii, Canada, or any offshore delivery. Shipping cost will vary by order.	*
71	Describe any unique distribution and/or delivery methods or options offered in your proposal.	TD SYNnex provides logistics support such as outsourced fulfillment, virtual distribution, consignment, and direct ship to end-users to our reseller customers. Other logistics support activities include generation of customized shipping documents, multi-level serial number tracking for customized, configured products, and online order and shipment tracking. <ul style="list-style-type: none"> • Drop shipments • Same-day shipping o AIT Worldwide o Dynamex • Delivery Services – Parcel, LTL, TL, FTL, Air o FedEx o United Parcel Service (UPS) • 24x7 emergency services • Cross-Dock & Consolidation • Import/Export Management TD SYNnex offers logistical support capabilities and processes to handle local, regional, and multi-national rollouts. Logistical systems are designed to augment and complement our partners current capabilities, extend their geographical reach, provide technical support, and offer the ability to expand market reach and opportunities with little capital investment by leveraging TD SYNnex as a business partner.	*
72	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	TD SYNnex has significant experience owning/managing Public Sector contracts. We have dedicated teams that work with sales teams, resellers, and authorized Sourcewell order fulfillers to provide: <ul style="list-style-type: none"> • Contract pricing • Collection of contract fees and reporting • Audit Sourcewell orders are identified at the time of entry. Once entered, they are "coded" as a Sourcewell order and contract fees are automatically collected. Entering sales teams are also required to upload any supporting documentation, if required. The contract administration team audits POS reports for accuracy and submits required reporting. The contract administration team is also responsible for the payment of any contract fees. TD SYNnex utilizes a proprietary enterprise resource planning (ERP) system called CIS. CIS has been built from the ground up to specifically support all aspects of distribution business needs, including contract administration.	*

73	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	<p>TD SYNEX has a dedicated team of who are responsible for the overall management of our state contracts. Responsibilities include the coordination of marketing efforts; reseller recruitment and development, quoting, sales, technical support, customer service, post- sales support, reporting and compliance.</p> <p>The TD SYNEX Contract Manager will periodically review Authorized Reseller sales and work directly with the sales teams to ensure the resellers have the tools needed to be successful with this contract. Non-performing resellers may be removed to allow additional resellers the opportunity to support the Sourcewell participating entities. We will work directly with our vendors to ensure only the best resellers with the required experience are included on this contract.</p> <p>TD SYNEX will also work with our designated Sourcewell representative to ensure we are meeting Sourcewell's desired results and expected performance.</p>	*
74	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	<p>TD SYNEX has enjoyed significant success with our current contract administrative fee model contract in a very competitive contractual marketplace. TD SYNEX requests using the same pricing model that we currently use to drive the success in other SLED contracts we hold. This contract can be a strategic advantage for our dealers who drive the success of this contract.</p> <p>TD SYNEX requests that contract fees reflect:</p> <p>0.80% or 80 Bps for Commodity Products 2.00% or 200 Bps for Enterprise Products</p> <p>The Contract Fee is calculated off the Dealer's combined monthly sales based on the total pricing charged to the Sourcewell participating entities.</p>	*

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments	
75	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	TD SYNEX was recently awarded a Sourcewell contract for Wireless Communications and Networking using this pricing structure.	*

Table 7A: Depth and Breadth of Offered Solutions (200 Points, applies to Table 7A through 7D)

Line Item	Question	Response *	
76	Provide a detailed description of all the Solutions offered, including used Solutions if applicable, offered in the proposal.	<p>We are bidding multiple solutions that are compatible with each other as well as outside technologies. EAGL Gunshot Detection functions without microphones, greatly enhancing security and accuracy of each detection. EAGL can also tell you which direction the projectile is traveling with the proper setup. Blackberry AtHoc provides an agency the ability to send messages in emergency situations to ALL cell phones in their jurisdiction geofence, regardless of carrier and regardless of whether they are a citizen or a visitor to the jurisdiction. Blueforce Development takes police phones, cameras, dogs, drones, or any other device with an IP address and puts it on a single dashboard. Agencies don't have to use 20 different apps for 20 different products. It can be used so the incident commander sees where all his assets are in real time on one dashboard. Embedded Works does asset tracking, and can work either independently, or through Blueforce to notify the proper personnel of movement or other needs. Wasp is software that will allow for evidence management. This will check things in and out of property rooms, supply rooms, EMS vehicles or firetrucks. Wasp software can either be used with Wasp hardware or any other standardized vendor. ISS and IronYun both do video analytics. Tag reading, vehicle (or person) identification, notification of loitering, and countless other custom analytics can be programmed to watch video and notify the right person. Avrio Analytics does incident planning software as well as training for officers using augmented reality glasses. For example, a fire chief can see where all of his assets are in a city (fire trucks and hydrants) and plan where they should be located for best coverage in an emergency. VIDIZMO has the advantage of being cloud based DEMS. They can identify faces, voices, license plates, etc as well as transcribe and redact automatically. They can also manage continuing education requirements for training certifications.</p> <p>We also have many other vendors on our entire line card which can work with these identified vendors to deliver countless, custom public safety solutions.</p>	*
77	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>TD SYNEX provides the total ecosystem to support all aspects of the technology subcategories below.</p> <ol style="list-style-type: none"> 1) Technology that goes in the field, supporting technology for first responders, plus solutions for risk management and safety. 2) Technology that resides in headquarters. 3) Technology for communication between the field and headquarters. <p>TD SYNEX will be more than happy to share our technology capabilities with the Sourcewell agencies.</p>	*

Table 7B: Category 1. Public Safety Response - Agency Situational Awareness. Proposers selecting Category 1 are ONLY able to provide one (1) or a combination of solutions below (Line 78 - 83). *See the Appendix in the RFP for further information.

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

☒ We will not be submitting for Table 7B: Category 1. Public Safety Response - Agency Situational Awareness. Proposers selecting Category 1 are ONLY able to provide one (1) or a combination of solutions below (Line 78 - 83). *See the Appendix in the RFP for further information.

Line Item	Category or Type	Subcategory	Offered *	Comments	
78	Incident command and management	Incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
79	Mapping	Vertical location, indoor, outdoor	<input type="radio"/> Yes <input type="radio"/> No		*
80	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
81	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
82	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	<input type="radio"/> Yes <input type="radio"/> No		*
83	Public safety focused data and analysis applications	Video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration	<input type="radio"/> Yes <input type="radio"/> No		*

Table 7C: Category 2. Public Safety Response - Agency Operations. Proposers selecting Category 2 are ONLY able to provide one (1) or a combination of solutions below (Lines 84 - 92). *See the Appendix in the RFP for further information.

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

☒ We will not be submitting for Table 7C: Category 2. Public Safety Response - Agency Operations. Proposers selecting Category 2 are ONLY able to provide one (1) or a combination of solutions below (Lines 84 - 92). *See the Appendix in the RFP for further information.

Line Item	Category or Type	Subcategory	Offered *	Comments	
84	Pre-incident planning software	Fire prevention related inspections and enforcement	<input type="radio"/> Yes <input type="radio"/> No		*
85		Operational management (scheduling, training, compliance, etc.)	<input type="radio"/> Yes <input type="radio"/> No		*
86		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input type="radio"/> Yes <input type="radio"/> No		*
87	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input type="radio"/> Yes <input type="radio"/> No		*
88		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input type="radio"/> Yes <input type="radio"/> No		*
89		Digital and physical evidence management	<input type="radio"/> Yes <input type="radio"/> No		*
90		E-citation systems	<input type="radio"/> Yes <input type="radio"/> No		*
91		Law enforcement case management	<input type="radio"/> Yes <input type="radio"/> No		*

Table 7D: Category 3. Comprehensive Solutions. Proposers selecting Category 3 can provide one (1) or a combination of solutions in BOTH Category 1 and Category 2 (Lines 93 - 109). *See the Appendix in the RFP for further guidance.

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

☐ We will not be submitting for Table 7D: Category 3. Comprehensive Solutions. Proposers selecting Category 3 can provide one (1) or a combination of solutions in BOTH Category 1 and Category 2 (Lines 93 - 109). *See the Appendix in the RFP for further guidance.

Line Item	Category or Type	Subcategory	Offered *	Comments	
92	Category 1 - Public Safety Response Agency Situational Awareness		<input checked="" type="radio"/> Yes <input type="radio"/> No	WASP; Embedded Works; Blueforce Development; Blackberry AtHoc Intelligent Surveillance Systems; IronYun; EAGL	*
93	Incident command and management	Incident tracking response and reporting, weather/traffic/construction considerations, unit assignments and staffing, training activities, etc.	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not at this time	*
94	Mapping	Vertical location, indoor, outdoor	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not at this time	*
95	Asset tracking and location	Personnel, vehicles, controlled substances, equipment, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	WASP; Embedded Works; Blueforce Development	*
96	Community notifications	Evacuations, minor crime reporting, shelter in place, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Blackberry AtHoc	*
97	One-to-one and one-to-many collaboration and coordination	SMS, push to talk, video, voice, etc.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Blueforce Development	*
98	Public safety focused data and analysis applications	Video, image, and pattern analysis, acoustic firearms discharge identification, incident response, investigative lead development, predictive analysis, and other data source integration	<input checked="" type="radio"/> Yes <input type="radio"/> No	Intelligent Surveillance Systems; IronYun; EAGL	*
99	Category 2 - Public Safety Response Agency Operations		<input checked="" type="radio"/> Yes <input type="radio"/> No	Blueforce Development, Embedded Works, Wasp, ISS, IronYun, EAGL, Avrio Analytics, VIDIZMO	*
100	Pre-incident planning software	Fire prevention related inspections and enforcement	<input checked="" type="radio"/> Yes <input type="radio"/> No	Avrio Analytics (pre-planning software but must be used with MagicLeap glasses as hardware)	*
101		Operational management (scheduling, training, compliance, etc.)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not at this time	*
102		Data analytics to inform staffing, deployment, station location, budget, and other management decisions.	<input checked="" type="radio"/> Yes <input type="radio"/> No	Blueforce Development, Embedded Works, Wasp, ISS, IronYun, EAGL, Avrio Analytics	*
103	Incident/post-incident software	CAD, RMS for law enforcement, fire, and EMS	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not at this time	*
104		Electronic Patient Care Reporting (ePCR) and data transfer to hospitals	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not at this time	*
105		Digital and physical evidence management	<input checked="" type="radio"/> Yes <input type="radio"/> No	Wasp, VIDIZMO	*
106		E-citation systems	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not at this time	*
107		Law enforcement case management	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not at this time	*

Table 8: Exceptions to Terms, Conditions, or Specifications Form

Line Item 108. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

Do you have exceptions or modifications to propose?	Acknowledgement *	
	<input type="radio"/> Yes <input checked="" type="radio"/> No	*

Documents

Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”
 - [Pricing](#) - TD SYNEX response Pricing_and Discounts and Services Line card.zip - Wednesday February 19, 2025 16:14:32
 - [Financial Strength and Stability](#) - TD SYNEX Response - Financial Strength and Stability_FQ4-23-Earnings.zip - Thursday February 27, 2025 13:35:12
 - [Marketing Plan/Samples](#) - TD SYNEX Marketing Plan.pdf - Wednesday February 19, 2025 16:14:10
 - [WMBE/MBE/SBE or Related Certificates](#) - TD SYNEX response ISO CERTS and Diversity Program.zip - Wednesday February 19, 2025 16:16:19
 - [Standard Transaction Document Samples](#) - EULA's and T&C's.zip - Friday February 28, 2025 13:07:16
 - Requested Exceptions (optional)
 - [Upload Additional Document](#) - ADDITIONAL DOCUMENTS.zip - Friday February 28, 2025 16:47:59

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for award.
3. The Proposer certifies that:
 - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-
 - (i) Those prices;
 - (ii) The intention to submit an offer; or
 - (iii) The methods or factors used to calculate the prices offered.
 - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
 - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. Proposer its employees, agents, and subcontractors are not:
 1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

☒ By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - Randy Finley, Sr. Director Public Sector, TD SYNEX Corporation

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the obligations contemplated in the solicitation proposal.

☒ Yes ☐ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_12_Public_Safety_Software_RFP030425 Mon February 24 2025 04:31 PM	<input checked="" type="checkbox"/>	4
Addendum_11_Public_Safety_Software_RFP030425 Fri February 21 2025 08:25 AM	<input checked="" type="checkbox"/>	2
Addendum_10_Public_Safety_Software_RFP030425 Wed February 19 2025 02:57 PM	<input checked="" type="checkbox"/>	2
Addendum_9_Public_Safety_Software_RFP030425 Wed February 12 2025 04:18 PM	<input checked="" type="checkbox"/>	2
Addendum_8_Public_Safety_Software_RFP030425 Mon February 10 2025 10:04 AM	<input checked="" type="checkbox"/>	2
Addendum_7_Public_Safety_Software_RFP030425 Mon February 3 2025 04:39 PM	<input checked="" type="checkbox"/>	4
Addendum_6_Public_Safety_Software_RFP030425 Fri January 31 2025 10:29 AM	<input checked="" type="checkbox"/>	2
Addendum_5_Public_Safety_Software_RFP030425 Wed January 29 2025 03:58 PM	<input checked="" type="checkbox"/>	2
Addendum_4_Public_Safety_Software_RFP030425 Fri January 24 2025 11:47 AM	<input checked="" type="checkbox"/>	2
Addendum_3_Public_Safety_Software_RFP030425 Tue January 21 2025 02:21 PM	<input checked="" type="checkbox"/>	3
Addendum_2_Public_Safety_Software_030425 Fri January 17 2025 03:35 PM	<input checked="" type="checkbox"/>	1
Addendum_1_Public_Safety_Software_030425 Fri January 17 2025 10:38 AM	<input checked="" type="checkbox"/>	1