**CITY OF STOCKTON**

# COOPERATIVE/PIGGYBACK PURCHASE AGREEMENT

## AGREEMENT SUMMARY:

| | | |
|---|---|---|
| 1. | **Cooperative/Piggyback Name:** | Omnia, Region 14 ESC Texas |
| 2. | **Contractor:** | Zones |
| 3. | **Cooperative Agency Agreement Name and Agreement Number:** | Technology Solutions, Products and Services, Contract 01-152 |
| 4. | **Cooperative Agency Initial Agreement Term:** | Start Date: December 1, 2022<br>End Date: November 30, 2025 |
| 5. | **Cooperative Agency's Agreement-Options to extend:** | Option to renew for five (5) additional one (1) year periods through November 30, 2030 |
| 6. | **Cooperative Agency Amended Term:** | N/A |
| 7. | **Cooperative Agency Remaining Options to Renew:** | Option to renew for five (5) additional one (1) year periods through November 30, 2030 |
| 8. | **City of Stockton Cooperative Purchase Agreement Term:** | Start Date: Date of Signature<br>End Date: November 30, 2025 |
| 9. | **City of Stockton Cooperative/ Piggyback Purchase Agreement Amount:** | Not to Exceed $5,006,000 for the term of the Agreement. |

## AGREEMENT

The City of Stockton, a California municipal corporation on behalf of itself and its associated entities ("City"), and the above-named Contractor ("Contractor"), do hereby agree that City shall be granted the pricing, terms, and conditions under the above referenced Technology Solutions, Products and Services, Contract 01-152 ("COOP") as such may be amended from time to time. The COOP and associated documents referenced in the agreement are incorporated herein as Exhibit A to this City Cooperative/Piggyback Purchase Agreement ("Agreement").

*(Rev. 9.30.22)*

Contractor shall grant such pricing, terms, and conditions to City for all procurements of goods and services, whether taking place on a City purchase order, purchasing card (credit card), or other purchasing modality, whether via telephone, via the Contractor website, or via direct purchase at a Contractor retail location.

1.    **Agreement Term:** The Term of this Agreement shall remain in effect from date of the signing of this Agreement through the date of signature until November 30, 2025 unless terminated earlier by the City. If the Cooperative/Piggyback Agency extends the COOP with Contractor by a written amendment, the City has the option to extend the term of this Agreement by written amendment not to go beyond the term stated in the COOP fully executed amendment.

2.    **Insurance and Hold Harmless:** In addition to the pricing, terms and conditions stated in the COOP and the associated documents incorporated herein as Exhibit A, Contractor shall, at Contractor's sole cost and expense and for the full term of the Agreement or any extension thereof, obtain and maintain at least all the insurance requirements listed in attached Exhibit B.

To the fullest extent permitted by law, Contractor shall hold harmless, defend and indemnify City of Stockton and its officers, officials, employees and volunteers from and against any and all liability, loss, damage, expense, costs (including without limitation costs and fees of litigation) of every nature arising out of or in connection with Contractor's performance of work hereunder or its failure to comply with any of its obligations contained in the agreement, except such loss or damage which was caused by the sole negligence or willful misconduct of the City of Stockton. This obligation is independent of, and shall not in any way be limited by, the minimum Insurance obligations contained in this Agreement. These obligations shall survive the completion or termination of this Agreement.

3.    **Compensation:** City and Contractor do hereby enter into this Agreement for technology solutions, products and services available in the above-named COOP and associated documents incorporated herein as Exhibit A and referenced in the attached quote Exhibit C. In no way, shall payment to the Contractor during the term of this Agreement exceed $5,006,000 for the purchase of technology solutions, products and services.  Any person signing this Agreement on behalf of City or Contractor does warrants that he or she has full authority to do so.

4.    **Governing Law**.  California law shall govern any legal action pursuant to this Agreement with venue for all claims in the Superior Court of the County of San Joaquin, Stockton Branch or, where applicable, in the Federal District Court of California, Eastern District, Sacramento Division.

5.    **Applicable Law.**  Deliverables must conform with all applicable federal, state, and local laws.  Such conformity includes compliance with federal sanctions, and Contractor certifies that it has not and will not engage in prohibited transactions with sanctioned persons or entities.

6.    **Special Funding.**  If Special Funding is applicable, Exhibit D – Special Funding

*(Rev. 9.30.22)*

Terms & Conditions are incorporated herein.

This Agreement may be amended only by a written amendment, consistent with the COOP, signed by Contractor and City.

**CITY OF STOCKTON**                          **CONTRACTOR NAME.**

_____        By: _____
Harry Black, City Manager                              Signature

Date:_____

                                                                    __Imran Yunus_____
                                                                             Print name

ATTEST:                                                  Title:   VP, SMB and Public Sector Sales

_____              _[If Contractor is a corporation, signatures must_
Katherine Roland CMC, CPMC, City Clerk      _comply with Corporations Code §313]_

APPROVED AS TO FORM:

_____              By:  _____
Lori Asuncion, City Attorney                          Signature

_____
                 Print name

                                                                    Title:   _____

3

**EXHIBIT A**

**(Insert Contract for Council)**

# National Cooperative Purchasing Alliance – Region 14 Education Service Center

Technology Solutions, Products and Services

Solicitation # 45-22

November 17, 2022

Response by:

Zones, LLC

1102 15th Street SW, Suite 102

Auburn, WA 98001-6509

Prepared by:

Elaine Williams
Public Sector Sales Strategy and Acquisition
615-339-3459
Elaine.Williams@zones.com

Patricia Karakash
Public Sector Contracts and Reports Manager
312-972-9300
Patricia.Karakash@zones.com

Region 14 Education Service Center

1850 Highway 351

Abilene Texas 79601


Dear Region 14 ESC:

Thank you for the opportunity to submit a renewal proposal for Region 14 Education Service Center's Technology Solutions, Products and Services National Cooperative.

We are grateful to have partnered with you over the past five years in servicing the needs of our mutual customers.

Zones is extremely honored to have the breadth of solutions covered in this Request for Proposal to meet the pressing priorities of our customers. We are very hopeful our proposal meets with your approval and look forward to offering a robust buy vehicle and the best value for our exceptionally hardworking public servants.

Sincerely,


**ELAINE WILLIAMS**


Public Sector Sales Strategy and Acquisition | Zones, LLC

C: 615-339-3459 | Elaine.Williams@zones.com | zones.com

# CONTENTS

**REQUEST FOR PROPOSAL (RFP) FOR**

**Technology Solutions, Products and Services**

**SOLICITATION NUMBER**

**45-22**

**PUBLICATION DATE**

**Tuesday, October 4th, 2022**

Competitive Solicitation by

Region 14 Education Service Center for

Technology Solutions, Products and Services on behalf of itself and other Government Agencies and made available through the

National Cooperative Purchasing Alliance RFP # 45-22

# NOTICE TO RESPONDENT:

Submittal Deadline:

Thursday, November 17th, 2022 2:00pm CT

Questions regarding this solicitation must be submitted to questions@ncpa.us no later than Thursday, November 10th, 2022. All questions and answers will be posted to http://www.ncpa.us/solicitations.

It is the intention of Region 14 Education Service Center (herein "Region 14 ESC") to establish a Master Agreement for Technology Solutions, Products and Services for use by Region 14 ESC and other public agencies supported under this contract. This Request for Proposal is issued on behalf of the National Cooperative Purchasing Alliance through a public agency clause, which provides that any county, city, special district, local government, school district, private K-12 school, higher education institution, state, other government agency, healthcare organization or nonprofit organization may purchase Products and Services through this contract. Respondents will be required to execute the NCPA Administration Agreement upon award.

This contract will allow agencies to purchase on an "as needed" basis from a competitively awarded contract. Respondents are requested to submit their total line of available products and services. While this solicitation specifically covers Technology Solutions, Products and Services, respondents are encouraged to submit an offering on any or and all products and services available that they currently perform in their normal course of business.

Responses shall be received electronically no later than the submittal deadline via our online Bonfire portal at ncpa.bonfirehub.com

Immediately following the deadline, all responses will be publicly opened and the respondents recorded. Any response received later than the specified deadline will be disqualified.

Responses will remain sealed by our online Bonfire portal until the bid opening time specified. Responses received outside our online Bonfire portal will not be accepted. Sealed responses may be submitted on any or all items, unless stated otherwise.

Proposal may be rejected for failure to comply with the requirements set forth in this invitation.

# 1. INTRODUCTION/SCOPE

Region 14 ESC on behalf of itself and all states, local governments, school districts, and higher education institutions in the United States of America, and other government agencies and nonprofit organizations (herein "Public Agency" or collectively "Public Agencies") is soliciting proposals from qualified vendors to enter into a Master Agreement for a complete line of Technology Solutions, Products and Services.

Region 14 ESC, as the lead public agency, has partnered with NCPA to make the resultant contract available to all participating agencies in the United States. NCPA provides marketing and administrative support for the awarded vendor that promotes the successful vendor's products and services to Public Agencies nationwide. The Vendor will execute the NCPA Administration Agreement (Tab 2) upon award. Vendor should thoroughly review all documents and note any exceptions to NCPA terms and conditions in their proposal.

Awarded vendor(s) shall perform covered product or services under the terms of this agreement. Respondents shall provide pricing based on a discount from their standard pricing schedules for products and/or services offered. Electronic Catalog and/or price lists must accompany the proposal. Multiple percentage discount structure is also acceptable. Please specify where different percentage discounts apply. Additional pricing and/or discounts may be included.

Each product or service proposed is to be priced separately with all ineligible items identified. Services may be awarded to multiple vendors. Respondents may elect to limit their proposals to a single product or service within any category, or multiple products or services within any and all categories.

The National Cooperative Purchasing Alliance (herein "NCPA") assists public agencies to increase their efficiency and reduce their costs when procuring goods and services. This is accomplished by awarding competitively solicited contracts that are leveraged nationally by combining the volumes and purchasing power of entities nationwide. Our contracts are available for use by any entity that complies with procurement laws and regulations.

It is the intention of Region 14 ESC and NCPA to achieve the following objectives through this RFP.

- Provide a comprehensive competitively solicited Master Agreement offering Products and Services to Public Agencies;

- Achieve cost savings of Vendors and Public Agencies through a single competitive solicitation process that eliminates the need for multiple proposals;

- Combine the purchasing power of Public Agencies to achieve cost effective pricing;

- Reduce the administrative and overhead costs of Vendors and Public Agencies through state of the art purchasing procedures.

## 2. INSTRUCTIONS TO RESPONDENTS

### 1. Submission of Response

- Only responses received via our online Bonfire portal will be accepted. Faxed or mailed responses will not be accepted.

- Responses may be submitted on any or all items, unless stated otherwise. Region 14 ESC reserves the right to reject or accept any response.

- Deviations to the terms, conditions and/or specifications shall be conspicuously noted in writing by the respondent and shall be included with the response.

- Withdrawal of response will not be allowed for a period of 120 days following the opening. Pricing will remain firm for 120 days from submittal.

### 2. Public Bid Opening

The public bid opening will be held via Zoom meeting. Interested parties who wish to attend the bid opening should email contracts@ncpa.us by 4:00 pm the day before the bid opening date to receive an invitation.

### 3. Required Proposal Format

Responses shall be provided electronically via our online Bonfire portal. Tabs should be used to separate the proposal into sections, as identified below. Respondents failing to organize in the manner listed may be considered non-responsive and may not be evaluated. It's recommended that all tabs, with the exception of Tab 7 (Pricing), be submitted in Portable Document Format (PDF). Please note pricing can be submitted separately in a alternate format (e.g. xlsx, xls, csv).

### 4. Tabs

Tab 1 – Master Agreement / Signature Form

Tab 2 – NCPA Administration Agreement

Tab 3 – Vendor Questionnaire

Tab 4 – Vendor Profile

Tab 5 – Products and Services / Scope

Tab 6 – References

Tab 7 – Pricing

Tab 8 – Value Added Products and Services

Tab 9 – Required Documents

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Tab 3 – Vendor Questionnaire
Tab 4 – Vendor Profile
Tab 5 – Products and Services / Scope
Tab 6 – References
Tab 7 – Pricing
Tab 8 – Value Added Products and Services
Tab 9 – Required Documents

## TAB 1
## MASTER AGREEMENT - GENERAL TERMS AND CONDITIONS

**Customer Support**
The vendor shall provide timely and accurate technical advice and sales support. The vendor shall respond to such requests within one (1) working day after receipt of the request.

**Disclosures**
Respondent affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

The respondent affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

**Renewal of Contract**
Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew for up to five (5) additional one-year terms or any combination of time equally not more than 5 years if agreed to by Region 14 ESC and the vendor.

**Funding Out Clause**
Any/all contracts exceeding one (1) year shall include a standard "funding out" clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity's current revenue only, provided the contract contains either or both of the following provisions:

Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract.

**Shipments (if applicable)**
The awarded vendor shall ship ordered products within seven (7) working days for goods available and within four (4) to six (6) weeks for specialty items after the receipt of the order unless modified. If a product cannot be shipped within that time, the awarded vendor shall notify the entity placing the order as to why the product has not shipped and shall provide an estimated shipping date. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.

**Tax Exempt Status**
Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.

**Payments**
The entity using the contract will make payments directly to the awarded vendor or their affiliates (distributors/business partners/resellers) as long as written request and approval by NCPA is provided to the awarded vendor.

**Adding Authorized Distributors/Dealers**
Awarded vendors may submit a list of distributors/partners/resellers to sell under their contract throughout the life of the contract. Vendor must receive written approval from NCPA before such distributors/partners/resellers considered authorized.

Purchase orders and payment can only be made to awarded vendor or distributors/ business partners/resellers previously approved by NCPA.

Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder.

All distributors/partners/resellers are required to abide by the Terms and Conditions of the vendor's agreement with NCPA.

**Pricing**
All pricing submitted shall include the administrative fee to be remitted to NCPA by the awarded vendor. It is the awarded vendor's responsibility to keep all pricing up to date and on file with NCPA.

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing

**Warranty**
Proposal should address the following warranty information:
- Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
- Availability of replacement parts
- Life expectancy of equipment under normal use
- Detailed information as to proposed return policy on all equipment

Products: Vendor shall provide equipment, materials and products that are new unless otherwise specified, of good quality and free of defects
Construction: Vendor shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.

**Safety**
Vendors performing services shall comply with occupational safety and health rules and regulations. Also all vendors and subcontractors shall be held responsible for the safety of their employees and any conditions that may cause injury or damage to persons or property.

**Permits**
Since this is a national contract, knowing the permit laws in each state is the sole responsibility of the vendor.

**Indemnity**
The awarded vendor shall protect, indemnify, and hold harmless Region 14 ESC and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract.

**Franchise Tax**
The respondent hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

**Supplemental Agreements**
The entity participating in this contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor.

**Certificates of Insurance**
Certificates of insurance shall be delivered to the Public Agency prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.

**Legal Obligations**
It is the Respondent's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.

**Protest**
A protest of an award or proposed award must be filed in writing within ten (10) days from the date of the official award notification and must be received by 5:00 pm CST. Protests shall be filed with Region 14 ESC and shall include the following:
- Name, address and telephone number of protester
- Original signature of protester or its representative
- Identification of the solicitation by RFP number
- Detailed statement of legal and factual grounds including copies of relevant documents and the form of relief requested

Any protest review and action shall be considered final with no further formalities being considered.

## Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders and regulation of any kind of government of the United States or any civil or military authority; insurrections; riots; epidemics; pandemic; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty

## Prevailing Wage

It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser. It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

## Termination

Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

## Open Records Policy

Because Region 14 ESC is a governmental entity responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG).  Region 14 ESC must provide the OAG sufficient

information to render an opinion and therefore, vague and general claims to confidentiality by the respondent are not acceptable.  Region 14 ESC must comply with the opinions of the OAG. Region14 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Respondent are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

# PROCESS

Region 14 ESC will evaluate proposals in accordance with, and subject to, the relevant statutes, ordinances, rules, and regulations that govern its procurement practices. NCPA will assist Region 14 ESC in evaluating proposals. Award(s) will be made to the prospective vendor whose response is determined to be the most advantageous to Region 14 ESC, NCPA, and its participating agencies. To qualify for evaluation, response must have been submitted on time, and satisfy all mandatory requirements identified in this document.

### Contract Administration
The contract will be administered by Region 14 ESC. The National Program will be administered by NCPA on behalf of Region 14 ESC.

### Contract Term
The contract term will be for three (3) year starting from the date of the award. The contract may be renewed for up to five (5) additional one-year terms or any combination of time equally not more than 5 years.

It should be noted that maintenance/service agreements may be issued for up to (5) years under this contract even if the contract only lasts for the initial term of the contract. NCPA will monitor any maintenance agreements for the term of the agreement provided they are signed prior to the termination or expiration of this contract.

### Contract Waiver
Any waiver of any provision of this contract shall be in writing and shall be signed by the duly authorized agent of Region 14 ESC. The waiver by either party of any term or condition of this contract shall not be deemed to constitute waiver thereof nor a waiver of any further or additional right that such party may hold under this contract.

### Price Increases
Should it become necessary, price increase requests may be submitted at any point during the term of the contract by written amendment. Included with the request must be documentation and/or formal cost justification for these changes. Requests will be formally reviewed, and if justified, the amendment will be approved.

### Products and Services Additions
New Products and/or Services may be added to the resulting contract at any time during the term by written amendment, to the extent that those products and/or services are within the scope of this RFP.

### Competitive Range
It may be necessary for Region 14 ESC to establish a competitive range. Responses not in the competitive range are unacceptable and do not receive further award consideration.

**Deviations and Exceptions**
Deviations or exceptions stipulated in response may result in disqualification. It is the intent of Region 14 ESC to award a vendor's complete line of products and/or services, when possible.

**Estimated Quantities**
While no minimum volume is guaranteed, the estimated (but not limited to) annual volume for Products and Services purchased under the proposed Master Agreement is $400 million dollars annually. This estimate is based on the anticipated volume of Region 14 ESC and current sales within the NCPA program.

**Evaluation**
Region 14 ESC will review and evaluate all responses in accordance with, and subject to, the relevant statutes, ordinances, rules and regulations that govern its procurement practices. NCPA will assist the lead agency in evaluating proposals. Recommendations for contract awards will be based on multiple factors, each factor being assigned a point value based on its importance.

**Formation of Contract**
A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective vendor must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process. Contract award letter issued by Region 14 ESC is the counter-signature document establishing acceptance of the contract.

**NCPA Administrative Agreement**
The vendor will be required to enter and execute the National Cooperative Purchasing Alliance Administration Agreement with NCPA upon award with Region 14 ESC. The agreement establishes the requirements of the vendor with respect to a nationwide contract effort.

**Clarifications/Discussions**
Region 14 ESC may request additional information or clarification from any of the respondents after review of the proposals received for the sole purpose of elimination minor irregularities, informalities, or apparent clerical mistakes in the proposal. Clarification does not give respondent an opportunity to revise or modify its proposal, except to the extent that correction of apparent clerical mistakes results in a revision. After the initial receipt of proposals, Region 14 ESC reserves the right to conduct discussions with those respondent's whose proposals are determined to be reasonably susceptible of being selected for award. Discussions occur when oral or written communications between Region 14 ESC and respondent's are conducted for the purpose clarifications involving information essential for determining the acceptability of a proposal or that provides respondent an opportunity to revise or modify its proposal. Region 14 ESC will not assist respondent bring its proposal up to the level of other proposals through discussions. Region 14 ESC will not indicate to respondent a cost or price that it must meet to neither obtain further consideration nor will it provide any information about other respondents' proposals or prices.

**Multiple Awards**

Multiple Contracts may be awarded as a result of the solicitation. Multiple Awards will ensure that any ensuing contracts fulfill current and future requirements of the diverse and large number of participating public agencies.

**Past Performance**

Past performance is relevant information regarding a vendor's actions under previously awarded contracts; including the administrative aspects of performance; the vendor's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the vendor's businesslike concern for the interests of the customer.

# EVALUATION CRITERIA

**Pricing (40 points)**
Electronic Price Lists
- Products, Services, Warranties, etc. price list
- Prices listed will be used to establish both the extent of a vendor's product lines, services, warranties, etc. available from a particular bidder and the pricing per item.

**Ability to Provide and Perform the Required Services for the Contract (25 points)**
- Product Delivery within participating entities specified parameters
- Number of line items delivered complete within the normal delivery time as a percentage of line items ordered.
- Vendor's ability to perform towards above requirements and desired specifications.
- Past Cooperative Program Performance
- Quantity of line items available that are commonly purchased by the entity.
- Quality of line items available compared to normal participating entity standards.

**References and Experience (20 points)**
- A minimum of ten (10) customer references for product and/or services of similar scope dating within past 3 years
- Respondent Reputation in marketplace
- Past Experience working with public sector.
- Exhibited understanding of cooperative purchasing

**Value Added Products/Services Description, (8 points)**
- Additional Products/Services related to the scope of RFP
- Marketing and Training
- Minority and Women Business Enterprise (MWBE) and (HUB) Participation
- Customer Service

**Technology for Supporting the Program (7 points)**
- Electronic on-line catalog, order entry use by and suitability for the entity's needs
- Quality of vendor's on-line resources for NCPA members.
- Specifications and features offered by respondent's products and/or services

# SIGNATURE FORM

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this bid in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Zones LLC
_____
Company Name

1102 15th Street SW Suite 102
_____
Address

Auburn, WA   98001
_____
City                                              State                        Zip

253 205 3000                                      NA
_____      _____
Telephone Number                                  Fax Number

russell.day@zones.com
_____
Email Address

Russell Day                                       EVP, Chief Financial Officer, Chief Strategy Officer
_____      _____
Printed Name                                      Position

_____
Russell Day (Nov 17, 2022 11:16 PST)
_____
Authorized Signature

# TAB 2 NCPA ADMINISTRATION AGREEMENT

This Administration Agreement is made as of _____December 1, 2022_____, by and between National Cooperative Purchasing Alliance ("NCPA") and _____Zones, LLC._____ ("Vendor").

### Recitals

WHEREAS, Region 14 ESC has entered into a certain Master Agreement dated ____December 1, 2022____, referenced as Contract Number _____01-152_____, by and between Region 14 ESC and Vendor, as may be amended from time to time in accordance with the terms thereof (the "Master Agreement"), for the purchase of Technology Solutions, Products and Services;

WHEREAS, said Master Agreement provides that any state, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution, other government agency or nonprofit organization (hereinafter referred to as "public agency" or collectively, "public agencies") may purchase products and services at the prices indicated in the Master Agreement;

WHEREAS, NCPA has the administrative and legal capacity to administer purchases under the Master Agreement to public agencies;

WHEREAS, NCPA serves as the administrative agent for Region 14 ESC in connection with other master agreements offered by NCPA

WHEREAS, Region 14 ESC desires NCPA to proceed with administration of the Master Agreement;

WHEREAS, NCPA and Vendor desire to enter into this Agreement to make available the Master Agreement to public agencies on a national basis;

NOW, THEREFORE, in consideration of the payments to be made hereunder and the mutual covenants contained in this Agreement, NCPA and Vendor hereby agree as follows:

**General Terms and Conditions**
- The Master Agreement, attached hereto as Exhibit 1 and incorporated herein by reference as though fully set forth herein, and the terms and conditions contained therein shall apply to this Administration Agreement except as expressly changed or modified by this Administration Agreement.

- NCPA shall be afforded all of the rights, privileges and indemnifications afforded to Region 14 ESC under the Master Agreement, and such rights, privileges and indemnifications shall accrue and apply with equal effect to NCPA under this Administration Agreement including, but not limited to, Contractor's obligation to provide appropriate insurance and certain indemnifications to Region 14 ESC.
- Contractor shall perform all duties, responsibilities and obligations required under the Master Agreement in the time and manner specified by the Master Agreement.
- NCPA shall perform all of its duties, responsibilities, and obligations as administrator of purchases under the Master Agreement as set forth herein, and Contractor acknowledges that NCPA shall act in the capacity of administrator of purchases under the Master Agreement.
- With respect to any purchases made by Region 14 ESC or any Participating Agency pursuant to the Master Agreement, NCPA (a) shall not be construed as a dealer, remarketer, representative, partner, or agent of any type of Contractor, Region 14 ESC, or such Participating Agency, (b) shall not be obligated, liable or responsible (i) for any orders made by Region 14 ESC, any Participating  Agency or any employee of Region 14 ESC or Participating Agency under the Master Agreement, or (ii) for any payments required to be made with respect to such order, and (c) shall not be obligated, liable or responsible for any failure by the Participating Agency to (i) comply with procedures or requirements of applicable law, or (ii) obtain the due authorization and approval necessary to purchase under the Master Agreement. NCPA makes no representations or guaranties with respect to any minimum purchases required to be made by Region 14 ESC, any Participating Agency, or any employee of Region 14 ESC or Participating Agency under this Administration Agreement or the Master Agreement.
- With respect to any supplemental agreement entered into between a Participating Agency and Contractor pursuant to the Master Agreement, NCPA, its agents, members and employees shall not be made party to any claim for breach of such agreement.
- This Administration Agreement supersedes any and all other agreements, either oral or in writing, between the parties hereto with respect to the subject matter hereof, and no other agreement, statement, or promise relating to the subject matter of this Administrative Agreement which is not contained herein shall be valid or binding.
- Contractor agrees to allow NCPA to use their name and logo within website, marketing materials and advertisement. Any use of NCPA name and logo or any form of publicity regarding this Administration Agreement or the Master Agreement by Contractor must have prior approval from NCPA.
- If any action at law or in equity is brought to enforce or interpret the provisions of this Administration Agreement or to recover any administrative fee and accrued interest, the prevailing party shall be entitled to reasonable attorney's fees and costs in addition to any other relief to which such party may be entitled.
- Neither this Administration Agreement nor any rights or obligations hereunder shall be assignable by Contractor without prior written consent of NCPA, provided, however, that the Contractor may, without such written consent, assign this Administration Agreement and its rights and delegate its obligations hereunder in connection with the transfer or sale of all or substantially all of its assets or business related to this Administration Agreement, or in the event of its merger, consolidation, change in control or similar transaction. Any permitted assignee shall assume all assigned obligations of its assignor under this Administration Agreement.

- This Administration Agreement and NCPA's rights and obligations hereunder may be assigned at NCPA's sole discretion, to an existing or newly established legal entity that has the authority and capacity to perform NCPA's obligations hereunder.

**Term of Agreement**

This Agreement shall be in effect so long as the Master Agreement remains in effect, provided, however, that the obligation to pay all amounts owed by Vendor to NCPA through the termination of this Agreement and all indemnifications afforded by Vendor to NCPA shall survive the term of this Agreement.

**Fees and Reporting**

The awarded vendor shall electronically provide NCPA with a detailed quarterly report showing the dollar volume of all sales under the contract for the previous quarter. Reports are due on the fifteenth (15th) day after the close of the previous quarter. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. The report shall include at least the following information as listed in the example below:

| Entity Name | Zip Code | State | PO or Job # | Sale Amount |
|---|---|---|---|---|
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Total** _____

Each quarter NCPA will invoice the vendor based on the total of sale amount(s) reported. From the invoice the vendor shall pay to NCPA an administrative fee based upon the tiered fee schedule below. Vendor's annual sales shall be measured on a calendar year basis. Deadline for term of payment will be included in the invoice NCPA provides.

| Annual Sales Through Contract | Administrative Fee |
|---|---|
| 0 - $30,000,000 | 2% |
| $30,000,001 - $50,000,000 | 1.5% |
| $50,000,001+ | 1% |

Supplier shall maintain an accounting of all purchases made by Public Agencies under the Master Agreement. NCPA and Region 14 ESC reserve the right to audit the accounting for a period of four (4) years from the date NCPA receives the accounting. In the event of such an audit, the requested materials shall be provided at the location designated by Region 14 ESC or NCPA. In the event such audit reveals an under reporting of Contract Sales and a resulting underpayment of administrative fees, Vendor shall promptly pay NCPA the amount of such underpayment, together with interest on such amount and shall be obligated to reimburse NCPA's costs and expenses for such audit.

**ACKNOWLEDGMENT OF CONTRACTOR REQUIREMENTS**

National Cooperative Purchasing Alliance
Organization

Matthew Mackel
_____
Name

Zones, LLC.

Jon Bailey
_____
Name

Director, Business Development
_____
Title
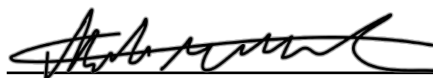
VP, Legal and Business Affairs
_____
Title

PO Box 701273
_____
Address

1102 15th Street , Suite 102
_____
Address

Houston, TX 77270
_____
Address

Auburn, WA 98001
_____
Address

_____
Signature

jon bailey (Jan 11, 2023 17:36 PST)
_____
Signature

December 1, 2022
_____
Date

January 11, 2023
_____
Date

## TAB 3 VENDOR QUESTIONAIRE

Please provide responses to the following questions that address your company's operations, organization, structure, and processes for providing products and services.

**Locations Covered**
- Bidder must indicate any and all locations where products and services can be offered.
- Please indicate the price co-efficient for each location if it varies.

☒ **All 50 States & District of Columbia**
(Selecting this box is equal to checking all boxes below)

| | | | |
|---|---|---|---|
| ☐ Alabama | ☐ Illinois | ☐ Montana | ☐ Rhode Island |
| ☐ Alaska | ☐ Indiana | ☐ Nebraska | ☐ South Carolina |
| ☐ Arizona | ☐ Iowa | ☐ Nevada | ☐ South Dakota |
| ☐ Arkansas | ☐ Kansas | ☐ New Hampshire | ☐ Tennessee |
| ☐ California | ☐ Massachusetts | ☐ New Jersey | ☐ Texas |
| ☐ Colorado | ☐ Michigan | ☐ New Mexico | ☐ Utah |
| ☐ Connecticut | ☐ Minnesota | ☐ New York | ☐ Vermont |
| ☐ Delaware | ☐ Mississippi | ☐ North Carolina | ☐ Virginia |
| ☐ D.C. | ☐ Missouri | ☐ North Dakota | ☐ Washington |
| ☐ Florida | ☐ Kentucky | ☐ Ohio | ☐ West Virginia |
| ☐ Georgia | ☐ Louisiana | ☐ Oklahoma | ☐ Wisconsin |
| ☐ Hawaii | ☐ Maine | ☐ Oregon | ☐ Wyoming |
| ☐ Idaho | ☐ Maryland | ☐ Pennsylvania | |

☐ **All U.S. Territories and Outlying Areas**
(Selecting this box is equal to checking all boxes below)

| | |
|---|---|
| ☐ American Somoa | ☐ Northern Marina Island |
| ☐ Federated States of Micrones | ☐ Puerto Rico |

| | |
|---|---|
| ☐ Guam | ☐ U.S. Virgin Islands |
| ☐ Midway Islands | |
| ☐ **All Canada Provinces and Territories**<br>    (Selecting this box is equal to checking all boxes below) | |
| ☐ Alberta | ☐ Prince Edward Island |
| ☐ British Columbia | ☐ Quebec |
| ☐ Manitoba | ☐ Saskatchewan |
| ☐ New Brunswick | ☐ Northwest Territories |
| ☐ Newfoundland and Labrador | ☐ Nunavut |
| ☐ Nova Scotia | ☐ Yukon |
| ☐ Ontario | |

If awarded a Master Agreement, will your company extend the terms offered in your Proposal to public agencies in Canada? If no or maybe, please explain.

☒ Yes          ☐ Maybe          ☐ No

If awarded a Master Agreement, will your company extend the terms offered in your Proposal to private sector customers?

☒ Yes          ☐ Maybe          ☐ No

**Minority and Women Business Enterprise (MWBE) and (HUB) Participation**
It is the policy of some entities participating in NCPA to involve minority and women business enterprises (MWBE) and historically underutilized businesses (HUB) in the purchase of goods and services. Respondents shall indicate below whether or not they are an M/WBE or HUB certified.

☒  Minority/Women Business Enterprise
Respondent Certifies that this firm        a
Minority / Women Business Enterprise

☐ Historically Underutilized Business
    Respondent Certifies that this firm is a
    Historically Underutilized Business

**Small Business, MWBE and HUB Growth**
If Proposer is a Large, National or Multinational Organization/Corporation, what programs are in place that partners or supports the growth of small and MWEB and HUB business? If yes, please describe.

☐   N/A, we are a recognized small, MWEB or HUB organization

☐   No, we do not have any programs in place.

☒   Yes, we have programs in place.

**Residency**
Responding Company's principal place of business is in the city of **Auburn** State of **WA**

**Felony Conviction Notice**
Please Check Applicable Box (If the 3rd box is checked, a detailed explanation of the names and convictions must be attached):

☐ A publicly held corporation; therefore, this reporting requirement is not applicable.

☒ Is not owned or operated by anyone who has been convicted of a felony.

☐ Is owned or operated by the following individual(s) who has/have been convicted of a felony

**Distribution Channel**
Which best describes your company's position in the distribution channel:

☐   Manufacturer Direct    ☐   Certified education/government reseller

☐   Authorized Distributor    ☐   Manufacturer marketing through reseller

☒   Value-added reseller    ☐   Other: _____

**Processing Contact Information**

| | |
|---|---|
| **Contact Person** | Patricia Karakash |
| **Title** | Contracts and Reports Manager |
| **Company** | Zones, LLC. |
| **Address** | 1102 15th Street, SW, Suite 102 |
| **City/State/Zip Code** | Auburn, WA  98001 |
| **Phone** | 312-972-9300 |
| **Email** | govedcontracts@zones.com |

**Pricing Information**
In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing. If answer is no, attach a statement detailing how pricing for NCPA participants would be calculated for future product introductions.

☒ Yes        ☐ No

Pricing submitted includes the required NCPA administrative fee. The NCPA fee is calculated based on the invoice price to the customer.

☒ Yes        ☐ No

# Tab 4 – Vendor Profile

♦ Company's official registered name.

Zones, LLC.

♦ Brief history of your company, including the year it was established.

Zones specializes in providing technology products, solutions, and services to the U.S. public sector. Zones total dollars in sales for software are approximately $500 million in 2019. Zones total dollars in Public Sector sales for software are approximately $70 million in 2019. Zones total sales are $2.2 billion in 2019.

Zones, LLC ("Zones") has expertise in all things tech, bringing over 34 years of experience in assessing, designing, implementing, and managing end-to-end solutions for clients across industry verticals. With headquarters in Seattle and New York, technology solution centers across the U.S., and a presence in over 200 countries worldwide, we also have sales and support offices in the U.S. located in Portland, Los Angeles, Dallas, Houston, and Chicago.

We will support rapid fulfillment for the State via our nationwide network of company-owned technology solution centers in Seattle, Los Angeles, Chicago, and Albany. Outside of these locations, Zones employs regionally-based sales and advanced technology experts who provide on-site assistance with the assessment, design, implementation, and management of complex IT solutions.

As an award-winning Minority Business Enterprise (MBE), Zones enables clients to capture tier-one spend towards their supplier diversity objectives.

Founded in the suburbs of Seattle in November 1986, we began as a provider of Mac products to consumers. In 1998, we started shifting our focus from consumer sales to the information technology needs of businesses. We built certified relationships with industry-leading software publishers, suppliers, and hardware manufacturers, eventually establishing an extensive strategic partner program. We built a global network that supports more than 200 countries and offers the seamless management capabilities our customers demand for their international technology footprint.

Our evolution continues to this day as we adapt to provide new technologies and better meet the needs of our clients. In March of 2018, we officially launched Zones nfrastructure, the Services Company of Zones to enhance the services capabilities which leverages technical sales, consulting, and professional services to help clients solve their toughest IT challenges. Our enhanced capabilities in workplace modernization, network optimization, data center transformation, and security fortification earned us a spot in the Elite 150 of CRN Managed Service Providers 500 list.

Zones' flexibility is one our primary advantages when compared to some of our larger competitors. Zones has the full buying power and certifications of a top-tier solutions provider, but we are also at an organizational size where we can be nimble enough to meet customized requirements. Rather than presenting a standard offering, our onboarding project management resources will design a program which provides you with the best possible support and value throughout the course of this project.

♦ Company's Dun & Bradstreet (D&B) number.

195590237

♦ Company's organizational chart of those individuals that would be involved in the contract.

♦ Corporate office location.
- List the number of sales and services offices for states being bid in solicitation.

Zones operates sales and services offices in:

| Zones Corporate Headquarters | Houston, TX |
|---|---|
| 1102 15th St. SW, Suite 102 | 2000 Bering Dr, Suite #720 |
| Auburn, WA 98001 | Houston, TX 77057 |
| | |
| Zones Corporate Headquarters East | New York, NY |
| 431 Broadway | 21 Penn Plaza, Suite 1003 |
| Menands, NY 12204 | New York, NY   10001 |
| | |
| Atlanta, GA | Portland, OR |
| 12735 Morris Road Ext, Suite 315 | 2525 SW First Avenue, Suite 200 |
| Alpharetta, GA 30004 | Portland, OR 97201 |
| | |
| Dallas, TX | San Francisco, CA |
| 3400 Waterview Parkway, Suite 112 | 128 Spear Street, 4th Floor |
| Richardson, TX 75080 | San Francisco, CA 94105 |
| | |
| Downtown Chicago, IL | Nashville, TN |
| 233 N. Michigan Ave, Suite 2600 | 2107 Lakeshore Drive |
| Chicago, IL 60601 | Old Hickory, TN   37138 |

- List the names of key contacts at each with title, address, phone and e--mail address.

Nashville, TN
Elaine Williams, Strategic Sales and Acquisition
615-339-3459
Elaine.Williams@zones.com

Virtual, IL
Patricia Karakash, Contract and Reports Manager
312-972-9300
Patricia.Karakash@zones.com

Auburn, WA
Dave Richardson, Director of Sales
1102 15th Street SW, Suite 102, Auburn, WA 98001
253-205-3300
Dave.Richardson@zones.com

| Public Sector Sales AM | Telephone | Location |
|---|---|---|
| Brian Christensen | 206-280-2077 | Virtual, WA |
| Jade Jacobson | 253-205-3586 | Auburn, WA |
| Keith Williams | 224-419-0431 | Virtual, IL |
| Kyle Stapeltom | 253-288-6354 | Chicago, IL |
| Joe DeDario | 312-883-3383 | Chicago, IL |
| Tammy Schneider | 253-205-3016 | Virtual, WA |
| Thomas McLemore | 253-205-3486 | Virtual, WA |
| Michelle Borland Stubbs | 253-205-3765 | Virtual, WA |
| Phil Olsen | 253-205-3057 | Chicago, IL |
| Jason Dahl | 253-288-6172 | Virtual, NY |
| Randell Murphy | 253-205-3403 | Chicago, IL |
| Erik Sanchez | 253-288-6334 | Chicago, IL |
| Donna Petralia-Mohamed | 646-300-3027 | Virtual, NJ |
| Robert Spencer | 508-740-9877 | Boston, MA |

Zones adheres to a Five Star Service expectation and our goal is to provide high-speed and high-quality service to our customers. Zones Public Sector Sales VP, Imran Yunus, who has over 30 years of sales and sales management experience provides Imran with comprehensive hands-on direct sales experience especially with governmental customers. He leads a team of sales executives who focus on Public Sector business. Each executive has minimum, of 5-year sales and support experience. He provided strategic marketing direction by engaging with partners to understand business objectives and the ability to use that insight to build and execute marketing plans and strategies focused on qualified pipeline creation. He specializes at improving channel partner sales teams' functionality by developing enablement tools and effective communication methods in multiple geographies. He has led his team the SLED team to year to year growth over the last two decades. Imran has managed current and previous NASPO SVAR contract when he was with his previous employer until early November of 2016.

Zones dedicated sales and support team will support sales, customer service, program management, issue resolution, reporting and overall account maintenance services. Zones will be provided support services through a variety of avenues to include phone, fax, and e-mail and in person support provided by the dedicated account team. Your Team will be knowledgeable about all aspects of the relationship, Real-time quote-formulation, order-placing and order tracking capabilities are available around the clock through Zones, LLC e-Procurement tool. Below we have included a breakdown of our average response times to customer requests.

We have a solution architect team that will help architect, migrate and deploy all the various OEM's either uniquely. Furthermore, we have license specialists for each product family that provide options for licensing to ensure the best overall value. Sometimes it will include a bundled approach for end user devices and infrastructure or a separate agreement for each depending on the needs and 1-3-year technology plan the

agency wants to implement. The same approach holds true for Cloud licensing and development platforms. All licensing is structured to immediate requirements as well as the 3-year technology outlook.

**Responsibilities of account support team includes but are not limited to:**

- Support through the 1-800 toll free number, email and fax for orders, quotes, reporting, sending out marketing collateral, etc.
- Providing complete information on Software products, licensing programs and services
- Ensuring timely and correct order processing along with proactive calls to State
- Invoicing and any other issues of concern
- Reviewing your business needs and presenting Software offerings
- Monitoring service levels through proactive customer contact
- Managing any pending/on-hold orders
- Managing customer account setup information
- Resolving customer orders and license issues
- Staying current with customer requirements

**Responsibilities of Field Account Executive team includes but are not limited to:**
- Exceeding customer expectations
- Involvement in all key account management decisions regarding pricing and services
- Acting as a direct escalation path for all account satisfaction issues
- Attending quarterly business reviews, on-site meetings and presentations
- Ensuring customer's needs are met for ongoing customer satisfaction, technical support, expert account Management, and procurement expertise
- Developing strong working relationships with external vendor representatives and internal vendor operations
- Establishing and maintaining key customer relationships within States
- Conducting account performance and service reviews
- Coordinating publisher meetings, demonstrations and product evaluations
- Reviewing workflow structure to ensure quality and efficiency
- Communicating customer's goals, strategies and policies to all members of the Zones team
- Suggesting best procurement practices based on regular review of purchase activity and other reports
- Identify purchasing trends and patterns

♦ Define your standard terms of payment.

Zones' standard payment terms are Net 30.

♦ Who is your competition in the marketplace?

As a national provider of IT products and solutions covering mobile platforms to the data center, Zones encounters a multitude of competitors based upon the customer size, geography and individual solution expertise the client is looking for.  In fact our most frequent competitors are also our strongest partners.  OEMs such as HP, IBM, Dell, EMC and Cisco all have direct sales organizations that will frequently compete against Zones in RFPs and large project deployments.  While the stated model for each of these OEMs is to leverage and support their partners, they also carry local sales quotas which can frequently put OEMs and partners into direct competition.

The reason why OEMs will "go direct" is that Zones provides our clients expertise and experience across many competing OEM solutions.  Zones represents the client in all situations and, as such, we recommend what the best solutions are for a particular client instead of simply proposing what an OEM would like us to propose.

In 2019, Zones completed 25 E-Rate projects totaling over $2.4 million in E-rate funded sales to schools and libraries. With offices in Seattle, Portland, Los Angeles, Dallas, Houston, Chicago, and New York we are well positioned to support E-rate projects for clients anywhere in the United States.

♦ What differentiates your company from competitors?

Our primary differentiators compared to value-added resellers include:
- Zones is a certified Minority Business Enterprise which enables our clients to count all spend conducted with Zones towards their supplier diversity objectives.
- Zones has the size to achieve the same top-tier OEM certifications as large OEMs, but we are still small enough to be customer-centric.  Our clients are consistently won over by our ability to design customized processes and solutions and remain flexible to their continually changing needs.  This level of responsiveness is just not achievable for a larger organization where internal processes are more rigid and the girth of the organization limits the ability to act quickly.
- Zones pre-sales and account support model for Enterprise clients like Capital One includes multiple senior resources, including the Account Manager, a Software Licensing Executive, Solutions Architects as well as Executive Sponsorship.

Our primary differentiators compared to OEM direct models include:
- Zones is a certified Minority Business Enterprise which enables our clients to count all spend conducted with Zones towards their supplier diversity objectives.
- Zones works as a representative for our clients and offers a level of flexibility that OEMs cannot.  We utilize our position in the market to actively force OEMs to compete against each other, which enables us to achieve the best possible pricing, service and terms for Capital One.
- As an IT solutions provider, Zones provides clients with a single source for the procurement of the full range of solutions from all major manufacturers.  In an OEM-direct model, clients have to manage relationships with all of the product manufacturers which adds considerable time and expense to their procurement operations.  Zones offers the ability to provide a single point of contact and reduce the time spent on vendor management while still providing the same breadth of product offerings and services.

♦ Describe how your company will market this contract if awarded.

Zones has a strong marketing engine that has grown from our roots as a direct marketer.  Zones will offer a very strategic target marketing campaign promoting the NCPA contract with qualifying agencies and entities throughout the U.S.  It is our intention to drive incremental growth through execution and high degrees of service to all our customers.  We're confident our structure and initiatives will meet and exceed your expectations while supporting your members. Zones proposes the following marketing strategies to drive incremental growth and promote the products available under this contract:

- Zones proposes a very specific outbound calling campaign to NCPA members. This would include a focused effort for a desired portion of each account executive's day targeting the NCPA membership list for all products listed in our proposal.
- Zones will provide a toll-free number by which any entity will be able to contact their account executive and receive personal assistance.
- Zones will organize and release a monthly or quarterly update via e-mail to NCPA members. This communication will focus on advertising and promoting the contract and products which are available.
- Zones will promote the NCPA contract on the Zones website. Additionally, Zones will create a dedicated webpage illustrating how NCPA PPAs can take advantage of the pricing and services under the contract.
- Zones will promote the NCPA contract at key public sector trade shows in throughout the U.S. This will include a targeted flyer promoting the NCPA contract. The events which Zones participates in will be communicated via email and personal contact further promoting the contract. This program will be explicitly executed through a focused and measurable follow-up campaign after the event.
- Zones will evaluate opportunities to co-sponsor events with manufacturers and publishers to help promote the NCPA contract.
- Zones will evaluate, in conjunction with NCPA and manufacturers, creating a direct mail campaign announcing and promoting the contract to NCPA members.
- Zones will commit to quarterly review meetings with NCPA to review performance and discuss other avenues for marketing or driving usage of the contract.
- Zones will work with NCPA to host regional events with webinars for those unable to attend. These events will focus on best practices and emerging technologies from key OEMs.

♦ Describe how you intend to introduce NCPA to your company.

Zones requires that all of our sales personnel engage in regular training on best practices and specific technologies and product lines. Zones' training organization will design a course which will be utilized to educate our SLED sales force on the necessary requirements and expectations for supporting the U.S. Communities contract. This will be provided via in-person session(s) with a trainer and also made available via our online learning tool so that our sales force can refer to it for refresher training at a later date.

♦ Describe your firm's capabilities and functionality of your on-line catalog/ordering website.

To support the growth and popularity of integrated procurement portals, Zones developed a portfolio of secure, client-specific web-based procurement tools named ZonesConnect. Designed by supply chain management and IT professionals, ZonesConnect has the ability to meet each of NCPA's requirements for real-time, automated, on-line ordering, procurement and customized reporting systems. Clients regularly access and utilize ZonesConnect through any standard web browser as a means of placing and tracking orders and obtaining extensive information about their product standards, availability, pricing and SLA performance.

Zones certified procurement specialists consult with clients to develop product standards and processes to meet virtually any client request. These standards can be bundled for each specific configuration to facilitate improved standard enforcement across the enterprise. Designated client personnel are supplied with unique administration rights to create and modify product bundles directly within the ZonesConnect system. As the client internal policies require, Zones provides a means of restricting order access and ordering capability. The ordering feature can also be restricted for each user based on each client's access and usage policies.

**ZonesConnect allows you to:**

- Track purchasing information using custom data fields
- Ensure policy compliance with a multilevel approval process
- Generate custom reports and distribute them by e-mail
- Check order status and request quotes
- Submit return material authorizations requests (RMA) online
- Use built-in efficiencies for frequent purchases
- View client supplied inventory at Zones integration facilities
- Manage your software licenses with Zones License Tracker
- Enjoy convenient 24x7 access to your account
- Access more than 150,000 products available from Zones
- Control user access with a secure, password-protected entryway
- Integrate ZonesConnect into your current e-procurement system
- Get expert assistance from your Zones account executive
- Manage assets online

**ZonesConnect integrates into the most popular e-commerce portals!**

With a click of the mouse, authorized end-users can research product information quickly and add it to a shopping cart to create customized quotes and orders. To streamline the internal approval process, the order is routed to a purchasing agent for budget approval/verification or can be sent directly to Zones for fulfillment and delivery. Once an order is received, the dedicated Zones sales manager e-mails confirmation of order receipt to the appropriate client contact. This option minimizes paperwork and simplifies the procurement process.
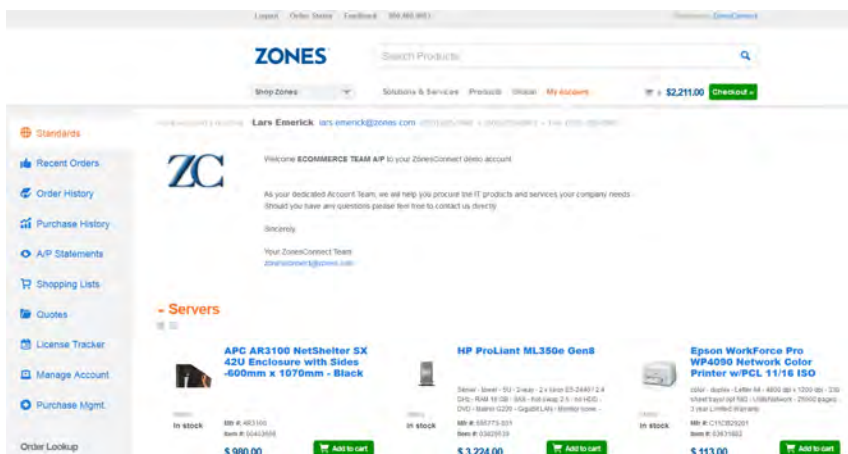


## Efficient Approval Process

Whenever an order is placed through ZonesConnect, an e-mail is automatically sent to the individual in your company who is authorized to approve orders. The e-mail includes a link to the Purchase Management section of ZonesConnect. The approver simply clicks on the Purchase Management link to begin reviewing orders.

The first screen of Purchase Management specifies who placed the order, the order date, the order number, the PO number and the order amount. This initial screen also features "approve" and "reject" buttons for fast and easy order processing. While in Purchase Management, the approver may view order details, make order changes and approve or disapprove orders. As soon as the order decision is made, and e-mail notification is sent back to the originator of the order.

For greater efficiency, approval levels can be established for employees designating maximum order amounts. For example, an employee may be allowed to spend up to $100 before approval is required. When the employee places an order for $50, the order will automatically be placed. If the same employee places an order for any amount greater than $100, the order will be processed through
Purchase Management.

## View and Change Order Details

To view the order, the approver clicks on the order number that appears on the first screen of Purchase Management. The approver now has complete control over the order and can make any necessary changes. For example, the approver may change the shipping address, adjust the shipping method, change the quantity of product(s) or alter the payment method(s).

## Complete the Order

When the approver has finished reviewing the order, it can be updated and approved. If the decision is to cancel the order, a comment box is available to explain why the order is being denied. Once the order is approved or cancelled, the originator is sent a notification e-mail.

## ZonesConnect Advantage

The ZonesConnect Purchase Management approval process can help ensure your standards are met and you can track how your budget dollars are being spent. Automating your purchasing process can also increase employee productivity by freeing up time for more important tasks. Orders will be placed by the fastest means possible through a secure online ZonesConnect account, so you experience timely and dependable delivery of your products.

**Customized Reports**

ZonesConnect increases efficiency at every stage of the procurement process; from establishing IT standards and placing orders to getting quotes and tracking software licenses. Of course, access to timely and accurate information is important to your business operations. That's why ZonesConnect makes a wide variety of reports available to your employees. These custom reports help track purchasing activity, spending levels, freight costs and more.

Based on client feedback, Zones provides clients the ability to leverage ZonesConnect by taking advantage of automated reporting subscriptions in addition to real-time customized ad hoc report submissions. With ZonesConnect reporting tools, clients can access detailed reporting history within minutes of requesting.

**ZonesConnect integrated reporting tools provide access into the following search criteria.**

**Accounts Payable –** This data can assist clients with reconciling open invoices.

**Asset Management –** Asset management data can be used to load an asset management system or a fixed asset accounting system or to analyze purchasing for a specific manufacturer's item or model.

**Vendor/Part number –** Clients can create specific reporting formats to analyze spend or performance data by vendor, product category or part number.

**Invoice History –** Data accessible through this link can be used to analyze purchasing activities and measure compliance with service-level agreements (SLAs).

**Order Tracking –** This data can be loaded into a client order-tracking system or can be used to measure compliance with SLAs and manage product installation schedules more accurately.

**Serial Number –** Serial number tracking and reporting allows Zones and our clients to identify individual products and shipments.

**Original Order –** Clients can utilize this to analyze the original order placed and any authorized substitutions.

**Product Catalog –** Data from the product catalog can be loaded into U.S. Communities' procurement system. This feature enables clients to request catalog-related reports based on items within the client's catalog. Catalogs can be modified real-time to add or remove products based on client direction.

**Shipment Tracking –** From this link, users track shipping, measure compliance with SLAs and maintain leasing schedules.

**Software License Management –** Zones License Tracker can be used to document compliance with software licensing requirements in addition to being an effective means of determining actual license utilization and reclamation. Zones License Tracker can also be an effective tool for negotiations with software publishers for true-ups and renewals of existing agreements.

ZonesConnect report data is output as a text file or Microsoft standard formats which can then be imported into various applications including Excel, Access and Lotus.

**Purchase History Reports**

Purchase History Reports enable employees to run purchasing activity reports based on criteria they select. The report can be given a name for later use and sent to one or more e-mail addresses. To save time, a report can be sent on a recurring basis by simply choosing whether it will run one time, hourly, daily, weekly, monthly or yearly.

**Example**

The accounting department asks for a monthly report of everything purchased from Zones. Select the report criteria, choose the date range and set up the recurring time frame. The report will be sent immediately and subsequent reports will run according to the set schedule. By taking advantage of recurring reports that are automatically distributed via e-mail, employees will save time and minimize costs.



**Order History Reports**

Order History Reports provide real-time access to account and order information. Choose the type of report you need – order status, order number, PO number or serial number. Then select the parameters of your search criteria and enter the applicable order information. Next, adjust the date range to view the orders in the status of your choosing. Account activity based on the selected options will be displayed on the screen. The invoice and tracking details for an order can be viewed by clicking on the order number.

**Example**

The IT department requests to know what was ordered last week and what the order status is for those items. Select the order status option and specify the date range. The report will provide you with real-time information and will notify you of what items were ordered and their status.

## Order Status

ZonesConnect is packed with powerful features to help lower your IT procurement costs, and it offers several reporting options to help you stay on budget and reconcile costs. Of course, ZonesConnect can also help answer the question that anyone in your office who places orders hears – "Where's my order?" The Recent Orders on-screen report allows buyers to print invoices on demand, review the order details and check the status of any order.

## Order Information

To view comprehensive information about open orders for the previous 14 days, go to the Recent Orders page. The screen displays buyer name, purchase order number, order number, entry date, last ship date, order amount and order status. To send order details to someone in the office, simply enter an e-mail address. The information will be sent in the form of an Excel document.

### Recent Orders

Review orders placed in the last 14 days, including invoices and tracking information

| Buyer | Order # | Order/Quote Date | P.O. # | Order Amt. | Last Ship Date | Status | |
|-------|---------|------------------|--------|-----------|----------------|--------|---|
| carrie_ecom | B2413739 | 05/10/2014 | 123124124 | $ 3,469.77 | | In Process | View Order » |
| carrie_ecom | B2411638 | 06/06/2014 | indirect | $ 1,083.30 | | In Process | View Order » |
| carrie_ecom | B2402784 | 06/06/2014 | direct | $ 1,536.82 | | In Process | View Order » |
| carrie_ecom | B2410713 | 06/05/2014 | 1234 | $ 1,073.10 | | In Process | View Order » |
| lars_ecom | B2409716 | 06/04/2014 | Test Email Link | $ 268.44 | | In Process | View Order » |
| leslie_demo | B2406454 | 05/31/2014 | | $ 6,192,084.85 | | In Process | View Order » |
| leslie_demo | B2406453 | 05/31/2014 | sdf | $ 1,073.10 | | In Process | View Order » |
| sally.rider | B2405237 | 05/29/2014 | 13235664 | $ 1,942.19 | | In Process | View Order » |

## Invoice and Order Tracking

The order numbers appearing on the Recent Orders screen are hyperlinked to provide access to invoice and tracking numbers. The hyperlinked tracking numbers take buyers to the shipping carrier's website to view detailed information on the current location and expected delivery time of the products. The invoice can be printed or sent to an e-mail address in Adobe PDF format so it can be archived.

## ZonesConnect Advantage

To keep buyers from guessing, Recent Orders displays the most recent activity on your account. Anyone with an authorized login can view an order's anticipated delivery date, eliminating the need to make multiple phone calls to locate shipments and preventing the possibility of a surprise delivery. ZonesConnect makes tracking orders and scheduling time for product deployment easier than ever.

## Standards Page

ZonesConnect offers comprehensive reporting, streamlined software license management, and timely information about your orders. It's also open 24x7 and gives you powerful purchasing tools that make it easy to order everything from desktops and monitors to storage media and printer supplies. The Standards Page saves you time by eliminating the need to repeatedly locate frequently ordered products and fill out order forms again and again. Prices and products are maintained daily by your account executive to ensure you are constantly receiving the best pricing available.

## Custom Shopping List

Your Zones account executive adds the products you have selected to the Standards Page. Products will reflect previously agreed-to prices. Once buyers log on, products are conveniently presented for ordering. Simply click on "Add to Cart" to make the purchase and check out.



## Maintain IT Standards

The Standards Page can be designed to include custom product groupings. Whether it's a single item or an entire package, the product(s) can be included on the page to help maintain IT standards and streamline the purchase of frequently ordered products (toner, storage media, drives, keyboards, etc.).

## Example

The accounting department has hired a new employee. Simply log on to the Standards Page, choose the new hire package that has been set up by your Zones account executive and click on the item(s). Then all you need to do is check out. You have placed your order in just a few minutes.

## ZonesConnect Advantage

To streamline the purchasing process and help you maintain IT standards, your company's frequently purchased items are immediately available after your buyers log on to ZonesConnect. No searching and guesswork about products or IT standards is involved. Your Zones account executive will work with you to create the most desirable setup on your Standards Page.

## Online Quotes

ZonesConnect has built-in efficiencies for placing, tracking and finding information about your orders. It also automates the first step in the purchasing process – getting a quote. ZonesConnect online quote capabilities enable authorized buyers to send the shopping cart right from your ZonesConnect account to your Zones account executive as a quote request.

## Submit a Quote

After choosing the product(s), the buyer enters a name for the quote, proposed quote price(s), and any message or questions about the order, the price or the product(s) in the Notes field. A click on the "submit" button immediately sends the quote request to the Zones account executive.

Once the quote is received and checked for any additional discounts or rebates, the buyer requesting the quote will receive an e-mail notification when the quote is complete. The e-mail will include a link that takes the buyer directly to the Open Quotes section of ZonesConnect.

## Review Quotes & Place Orders

A list of all the submitted quotes and any quotes your Zones account executive has created appears on the Open Quotes page. The submission date, the Zones price, the quote total, the response total and the expiration date are shown for each open quote. Click on an individual quote to review its information and pricing provided by the Zones account executive. The order can also be submitted right from this page by reviewing the quote and clicking "accept."

## ZonesConnect Advantage

After finding the products you want online, why spend precious time putting information into an e-mail, creating a fax document or dictating product information over the phone? The online quote capabilities of ZonesConnect automate the entire process, so you no longer need to worry about deleting an important file or misplacing printed quotes. Online quotes are just another way ZonesConnect can save you time and ensure you get timely, accurate information and pricing.

**Zones License Tracker™**

Zones Connect helps you automate your purchasing, but it can also help you facilitate the management of the software license agreements you purchase from Zones and other software providers. Zones License Tracker is a central database for all your software licensing information. The Zones License Tracker homepage grants you immediate access to recent licensing program news, a quick three-month report of any expiring licenses, reporting options and more.



**Software License Management**

Zones License Tracker automatically contains information about software licenses purchased through Zones, but it can also include licenses purchased elsewhere. To enter a single license, simply click on the data entry section and fill out the online form. To add multiple licenses, an upload can be performed using our pre-formatted Microsoft Excel® document that is available for download.

**Current Agreements**

Clients can view current licensing agreements by report type or date range. Web-based reporting also allows you to narrow your search by manufacturer or expiration date.

## Expiration Calendar and Current Agreements

The License Tracker homepage contains a quick button that displays a list of licenses set to expire over the next three months. The information is presented in a calendar format with expiration dates highlighted in blue. Click on any of the highlighted dates and a new window displays detailed information about the expiring license(s).   The Current Agreements report allows users to view your current licensing agreements by type, date range, manufacturer and expiration date.



## Licensing Report

Zones Licensing Reports will enable you to schedule automated reports to track expiring licenses and budget future expenditures. This excel based reporting tool also allows you to run comprehensive reports showing you all your historical software licensing purchases.  A Licensing Report can be set up to automatically run on a regular basis.

## Licensing Newsletter

The Zones Software Licensing Newsletter is issued twice a month and features current promotions, licensing updates and licensing program news. The newsletter is available for download or you can sign up to receive the newsletter via e-mail.

## ZonesConnect Advantage

Zones License Tracker enables you to track the licenses you purchase from Zones and elsewhere in a single, centralized database. The data in the reports are presented in an easy-to-read format to help you keep on top of license expiration dates. This single tool will help you get the most cost-effective software solutions, reduce the time and resources required to track your license agreements and ensure software compliance.

♦ Describe your company's Customer Service Department (hours of operation, number of service centers, etc.)

The first line of customer service support for NCPA entities is their dedicated account team. These resources are available in the normal business hours for the region they cover. Zones also operates a customer service organization based in our Auburn, WA corporate headquarters. This team is available from 5 a.m. to 5 p.m., PST to handle any additional issues which fall outside of your account team's support.

♦ Green Initiatives
- As our business grows, we want to make sure we minimize our impact on the Earth's climate. We are taking every step we can to implement innovative and responsible environmental practices throughout NCPA to reduce our carbon footprint, reduce waste, energy conservation, ensure efficient computing and much more. To that effort we ask respondents to provide their companies environmental policy and/or green initiative.

Zones is committed to reducing the impact that information technology has on the environment. To help your organization meet and increase its environmental standards, we provide environmentally friendly products, green IT services, and asset management services. As a leading technology provider in the U.S., our commitment to the local and global environment is also demonstrated by some of the ways in which we minimize the environmental impact associated with our internal business operations.

**Environmentally Friendly Products**
Zones works with manufacturers to offer servers, computers, notebooks, monitors and consumables that have environmentally friendly attributes. ENERGY STAR® products help save energy through efficient designs. The EPA requirements for earning ENERGY STAR are to meet energy use benchmarks in three distinct operating modes: standby, active and sleep modes. In addition to the product, any included accessory must also meet the ENERGY STAR qualifications for its category.

EPEAT™ is operated by the Green Electronics Council (GEC). EPEAT evaluates products according to three tiers of environmental performance – Bronze, Silver and Gold. To qualify for acceptance as an EPEAT product, a product must conform to 23 required criteria; and in the case of Gold and Silver, a percentage of optional criteria (Gold 75% and Silver 50%).

To make it easier for you to distinguish products that meet ENERGY STAR and EPEAT specifications, we include this information on our website and in our catalogs. We also include information about recycling programs for products and consumables. By choosing environmentally-friendly products you protect the environment, lower your total cost of ownership, and get the quality and performance you expect.

**Green IT Services**
As you know, it is important for both your organization's ongoing success and the protection of our environment that your technology choices and acquisitions are made with energy cost, use, and supply kept in mind. Zones services complement our environmentally-friendly product offerings by offering assistance with all aspects of your IT projects and all areas of your infrastructure.

Our experts have the in-depth knowledge to help you with energy strategy and management. Lower costs now and plan for future occurrences by developing a disaster recovery strategy that minimizes the losses caused by severe weather events. Deploy custom, energy-efficient IT solutions that minimize the financial impact of changes in energy supply and price. And assess your current energy usage and greenhouse gas emissions.

Zones Professional Services plans, coordinates and conducts a comprehensive selection of green-friendly projects. Your Zones account executive can tell you more about our services for virtual environment conversion, carbon footprint assessments, installation of multifunction printers, data center retrofitting, network storage consolidation, lifecycle management, electronic document archiving, and others.

**Asset Management**
As a single source provider of IT products and services for more than 20 years, Zones has the experience to facilitate your IT asset management, including services around security and environmental issues.

We understand that a commitment to minimizing the impact technology has on the environment is a tenet that carries through the entire lifecycle of your IT assets. From the selection of your IT solutions leading up to and including systematic reuse, repurposing, recycling and disposal, Zones nationwide disposition centers and standardized processes ensure you will experience unparalleled service.

You can rest easy knowing that Zones recycling partners will provide complete, environmentally responsible disposition of your IT assets. IT assets are recycled following EPA guidelines as well as federal, state and local guidelines. And our service partners are committed to a zero-landfill policy for e-waste and proper disposal of toxic heavy metals.

**Green Packaging**
Zones has discontinued the use of Styrofoam and air bladders as package fillers and has replaced them with paper made from recycled materials. We also reuse packaging boxes internally when mailing materials to corporate events.

**Server Consolidation**
Over time Zones has consolidated our servers to conserve energy and maximize space efficiency. The IT experts at Zones are always eager to discuss the energy, performance, and cost benefits of server consolidation with you. We will also make you aware of any rebates and incentives utility companies are giving to organizations that adopt server consolidation solutions and take other steps towards lowering energy consumption.

**Electronic Invoicing and Procurement**
Since 2003 Zones has used electronic customer invoicing, and to date we have replaced 21,000 paper invoices and statements each month with electronic versions. Our ZonesConnect™ online purchasing tool for customers offers electronic IT fulfillment, online quotes, and online reporting capabilities. And we encourage businesses to choose software licensing to help eliminate unnecessary software boxes. Zones remains committed to finding ways to conserve resources and eliminate waste.

**Environmentally Friendly Catalog Program**
In 2008 we migrated our entire catalog print program to Forest Stewardship Council (FSC) certified paper. FSC certification ensures that the paper in our catalogs contains fiber from well-managed and responsibly harvested forests that meet strict environmental and socioeconomic standards. Our Zones IT business and Mac Zone catalogs are printed with inks containing soy and/or vegetable oils. Our education and software catalogs are printed entirely with soy-based inks that contain no heavy metals, are non-toxic, non-carcinogenic and are composed of bio-derived renewable resources ranging from 25 to 30 percent.

**Internal Recycling**
For more than ten years, Zones has recycled within the workplace. Recycle bins for aluminum, glass, metals, steel and paper are conveniently placed for team members to use. Old equipment, such as CPUs and CRT monitors, are disposed of through accredited companies who recycle and/or tear down these products as necessary.

**Commute Trip Reduction Program (CTR)**
Zones promotes the use of mass transit and carpooling among our team members. Commuter Bonus Plus Dollars are provided monthly for those who participate in these alternative commuting systems. There are on-site amenities such as bicycle racks and lockers available for team members who bike or walk to the office.

♦ Vendor Certifications (if applicable)
- Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing respondent to perform the covered services including, but not limited to, licenses, registrations, or certifications. Certifications can include M/WBE, HUB, and manufacturer certifications for Sales and service.

Please find Zones' certifications attached.

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THIS CERTIFIES THAT

**Zones, LLC**

NMSDC
National Minority Supplier
Development Council

* Nationally certified by the: **NORTHWEST MOUNTAIN MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541519; 541512; 423430; 423420; 423410; 454111; 454113

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

08/05/2022
**Issued Date**

NW01245
**Certificate Number**

09/30/2023
**Expiration Date**

Ying McGuire
NMSDC CEO and President

Fernando Martinez, President and CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org

Certify, Develop, Connect, Advocate.
* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

**In Addition to Zones NMSDC, Zones holds Diversity Certifications in the following states with an initiative underway to become certified in all States and Polysubdivisions.**

- National Minority Supplier Development Council (NMSDC)

- California Public Utilities Commission

- State of Tennessee

- State of Missouri

- City of New York

- Commonwealth of Massachusetts

- City of Philadelphia Certificate

- Canadian Aboriginal and Minority Supplier Council

- Council UK Affiliation (Associate Membership)

Zones Technical Certifications:

| Manufacturer | Specialization/Certification |
|---|---|
| Apple | Apple Certified Support Professional (ACSP) 10.12 |
| Apple | iOS Tech Test  - ASTO |
| Apple | Certified Casper Technician (CCT) |
| Apple | Certified Casper Administrator (CCA) |
| Apple | Certified Casper Expert (CCE) |
| Apple | Certified JJS Administrator (CJA) |
| AWS | AWS Business Professional |
| AWS | AWS Technical Professional |
| AWS | AWS Technical Essentials |
| AWS | AWS Certified Solutions Architect – Associate (ENGLISH) |
| Axiom | Pillar Axiom 600 Storage System Presales Specialist |
| Cisco | Advanced Collaboration Architecture Specialization - Cisco Collaboration Account Manager Representative |
| Cisco | Cisco - Advanced Collaboration Architecture Specialization - Collaboration Architecture Systems Engineer Representative |
| Cisco | Advanced Collaboration Architecture Specialization - Cisco Collaboration Field Engineer Representative 1 |
| Cisco | Advanced Collaboration Architecture Specialization - Cisco Video Representative |
| Cisco | Advanced Collaboration Architecture Specialization - Cisco Unified Communications on UCS Representative |
| Cisco | Advanced Collaboration Architecture Specialization - Cisco WebEx Solution Design and Implementation Representative |
| Cisco | Advanced Collaboration Architecture Specialization - Cisco IP Contact Center Express Representative |
| Cisco | Data Center Architecture - Data Center Sales Spec. for Architecture (AM Role) |
| Cisco | Data Center Architecture - Data Center Architecture Systems Engineer Representative |
| Cisco | Data Center Architecture - Data Center Support for UC Specialist (FE1 Role) |
| Cisco | Data Center Architecture - Data Center UF Support Specialist (FE2 Role) |
| Cisco | Advanced Security Architecture Specialization - Account Manager |
| Cisco | Advanced Security Architecture Specialization - Architecture Systems Engineer |
| Cisco | Advanced Security Architecture Specialization - Field Engineer |
| Cisco | Advanced Enterprise Networks Architecture Specialization - Account Manager |
| Cisco | Advanced Enterprise Networks Architecture Specialization - Architecture Systems Engineer |
| Cisco | Advanced Enterprise Networks Architecture Specialization - Field Engineer #1 - CCNP Routing and Switching or CCIE Routing and Switching |

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| Cisco | **Advanced Enterprise Networks Architecture Specialization - Field Engineer #2 - CCIE - Wireless OR CCNA Wireless OR CCNP Wireless** |
| Cisco | **Advanced Enterprise Networks Architecture Specialization - Cisco Unified Wireless Site Survey Representative** |
| Cisco | **Advanced Enterprise Networks Architecture Specialization - Cisco Unified Access Representative** |
| Cisco | **Gold CCIE  - CCIE-R/S** |
| Cisco | **Gold CCIE  - CCIE-COLLAB** |
| Cisco | **Selling Business Outcomes - Selling Business Outcomes** |

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| Cisco | **Business Value Practitioner - Selling Business Outcomes** |
| Cisco | **Business Value Practitioner - Cisco Business Value Specialist** |
| Cisco | **Business Value Practitioner - Cisco Business Value Practitioner Specialist** |
| Cisco | **Application Centric Infrastructure - Account Manager** |
| Cisco | **Application Centric Infrastructure - System Engineer** |
| Cisco | **Application Centric Infrastructure -  Field Engineer** |
| Cisco | **Application Centric Infrastructure - ACI CQS (CQS)** |
| Cisco | **Advanced IoT - Connected Safety and Security Specialization - Account Manager** |
| Cisco | **Advanced IoT - Connected Safety and Security Specialization - Architecture Systems Engineer** |
| Cisco | **Advanced IoT - Connected Safety and Security Specialization - Field Engineer** |
| Cisco | **Advanced IoT - Connected Safety and Security Specialization - Utilities Industry Practice Manager** |
| Cisco | **Advanced IoT - Manufacturing Specialization - Account Manager** |
| Cisco | **Advanced IoT - Manufacturing Specialization - Architecture Systems Engineer** |
| Cisco | **Advanced IoT - Manufacturing Specialization - Field Engineer** |
| Cisco | **Cisco Collaboration Architecture Systems Engineer Representative** |
| Cisco | **Certified Network Associate - Voice (CCNA Voice)** |
| Cisco | **Cisco Certified Network Associate – R&S (CCNA R&S)** |
| Citrix | **CCP-V (Citrix Certified Professional-Virtualization** |
| Citrix | **CCA-V (Citrix Certified Associate-Virtualization)** |
| Citrix | **CCP-N (Citrix Certified Professional- Networking)** |
| Citrix | **CCP - M (Citrix Certified Professional - Mobility)** |
| Citrix | **CCSP Desktop Virtualization** |
| Citrix | **CCSP Application Networking** |
| Citrix | **CCSP -Server Virtualization** |
| Citrix | **CCSP Virtual Computing** |
| Cisco | **CCNA- DC** |
| Citrix | **Citrix XenServer (CCP-V)** |
| Cisco | **CCNA- Security** |
| Cisco | **CCNP-Firewall** |
| Commvault | **CVTSP-Telling the Commvault Story (v11)** |

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| Commvault | CVTSP-Foundation & Core Architecture (v11) |
| Commvault | CVTSP-Key Technologies: Protect & Manage (v11) |
| Commvault | CVTSP-Key Technologies: Search & Access (v11) |
| Commvault | CVTSP-Key Technologies: Operational Management (v11) |
| Commvault | CVTSP-Discovery & Positioning (v11) |
| Commvault | CVTSP v11 - Assessment |
| Commvault | CVSA v11 - High Level Design |
| Commvault | CVSA v11 - Data Profiles and Policies |
| Commvault | CVSA v11 - Core Architecture Design |
| Commvault | CVSA v11 - Microsoft Databases and Applications |
| Commvault | CVSA v11 - Cloud Architecture & Design |
| Commvault | CVSA-v11 - Protecting Virtualized Environments |
| Commvault | CVSA v11 - IntelliSnap Integration |
| Commvault | CVSA v11 - Archive Search Access |
| Commvault | CVSA v11 - Mobile & Endpoint |
| Commvault | CVSA v11 - Assessment |
| Commvault | CVSA v11 - Advanced Data Protection |

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| Commvault | CVSP17-Module 1: How Commvault Can Add More Opportunities to Engage Your Customers and Prospects |
| Commvault | CVSP17-Module 2: How Commvault Can Help You Sell More and Increase Your Customer Stickiness |
| Commvault | CVSP17-Module 3:Commvault's Value Proposition |
| Commvault | CVSP17-Module 4:Commvault Offerings |
| Commvault | CVSP17-Module 5:Sales Tools Designed to Accelerate Your Success |
| Commvault | CVSP17-Module 6:How To Engage With Commvault: Your Personal Roadmap |
| Dell/EMC | SE: Enterprise Storage Credential V2 |
| Dell/EMC | SE: Converged Infrastructure Credential |
| Dell/EMC | SE: Midrange Storage Credential |
| Dell/EMC | SE: Modular Infrastructure Credential |
| Dell/EMC | SE: Rack and Tower Server Credential |
| Dell/EMC | Power Systems-Scale out |
| Dell/EMC | SE: Midrange Storage Credential Dell |
| Dell/EMC | SE: Rack and Tower Server Credential Dell |
| Dell/EMC | SE - Converged Infrastructure VSPEX |
| Dell/EMC | SE - Technologies |
| Dell/EMC | SE Solution: EMC Hybrid Cloud |
| Dell/EMC | SE Solution: Software Defined Storage |
| Dell/EMC | SE - Converged Infrastructure VSPEX BLUE |
| Dell/EMC | SE: Portfolio Competency |
| Dell/EMC | SE Solution: The EMC Portfolio |
| Dell/EMC | SE: Technologies |
| Dell/EMC | SE Solution: Big Data |

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| Dell/EMC | Converged Infrastructure VBLOCK |
| Dell/EMC | SE - Converged Infrastructure VSPEX Maintenance |
| Dell/EMC | EMC Proven Professional - Information Storage Associate (EMCISA) |
| Dell/EMC | EMC Proven Professional - CLARiiON Specialist Platform Engineer |
| HP | Enterprise Server - Platinum - HP ASE - Server Solutions Architect V8 |
| HP | HPE Master ASE - Flex Network Solutions V1 or V2 - HPE2-Z38, HP2-Z33 |
| HP | HP Product Certified - HP OneView 1.20 |
| HP | HP ATP - Server Solutions V2 |
| HP | HP ASE - Server Solutions Architect V2 |
| HP | Storage - HP ATP -Storage Solutions V1:  Course #:  00772374 WBT |
| HP | Storage - HP Master ASE - Storage Solutions Architect V1 |
| HP | 3 Par - HPE 3PAR Store SERV 7000 Service and Solution Qualification |
| HP | 3 Par - HP 3PAR Store SERV 10000 Installation, Startup and Support |
| HP | ACMP Engineer |
| HP | HP Sales Certified Converged Infrastructure Solutions |
| HP | HP Advance Sales Certified Enterprise Storage Solutions and Services |
| HP | HP Advance Sales Certified Enterprise Cloud Solutions and Services |
| HP | HP Advance Sales Certified Networking Solutions and Services |
| HP | Selling HP Switching and Routing |
| HPE | Selling HPE Server Products and Solutions, Rev.16.21 |
| HPE | HPE Strategy and Storage Point of View - Q2 FY17 |
| IBM | IBM MobileFirst Sales Professional v2 |
| IBM | IBM Certified Associate - Endpoint Manager V9.0 |
| IBM | IBM i2 Intelligence Technical Professional v2 |
| IBM | IBM Certified Associate Analyst - Security QRadar SIEM V7.2.6! |
| IBM | IBM Worksphere Solution Specialist |

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| IBM | Certified Technical Sales Executive |
| IBM | IBM Certified Sales Specialist - Power Systems with POWER8 V1 |
| Intel (McAfee | Data Solution Training |
| Intel (McAfee | Endpoint Solution Training |
| Intel (McAfee | Infrastructure Solution Training |
| Intel (McAfee | Operations Solution Training |
| Kaspersky | KL 019.10 - Kaspersky Endpoint Security and Management. Small Business |
| Kaspersky | Certified Sales Specialist for consumer solutions |
| Kaspersky | Kaspersky Endpoint Security and Management. Small Business |
| Kaspersky | Kaspersky Secure Mail Gateway |
| Kaspersky | DLP Sales Training |
| Kaspersky | Endpoint Security for Business Sales Training |
| Kaspersky | Identifying Your Customer's Pain Points |
| Kaspersky | Data Loss Prevention 14 Sales Expert |
| Kaspersky | IT Management Suite 8.0 Sales Expert |
| Kaspersky | Control Compliance Suite 11.0 Sales Expert |

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| Kaspersky | Mobility: Suite Sales Expert |
| Kaspersky | Endpoint Encryption 14 Sales Expert |
| Kaspersky | Data Loss Prevention Cloud Service for Email  Sales Expert |
| Kaspersky | Advanced Threat Protection v1 Sales Expert |
| Kaspersky | Endpoint Protection 12.1 Sales Expert |
| Kaspersky | Email Security. Cloud Sales Expert |
| Kaspersky | ThinkSystem SR530 and SR630 (1U) Technical Overview |
| Lenovo | ThinkSystem SR530 and SR630 (1U) Technical Overview with Building Blocks. |
| Lenovo | ThinkSystem SR550 and SR650 (2U) Technical Overview |
| Lenovo | ThinkSystem SR550 and SR650 (2U) Technical Overview Building Blocks. |
| Lenovo | McAfee Endpoint Security Certification |
| McAfee | Data Loss Prevention 14 Sales Expert Plus |
| McAfee | Microsoft Specialist: Implementing Microsoft Azure Solutions |
| Microsoft | Microsoft Certified Solutions Associate: Office 365 (MCSA) |
| Microsoft | CCNP Voice & CCNP R&S Training |
| Microsoft | Server Infrastructure/Private Cloud Cert |
| Microsoft | Collaboration and Content Silver - SharePoint - Systems Integration track |
| Microsoft | Core Solutions of Microsoft Lync Server  and Exam 70-337: Enterprise Voice & Online Services with Microsoft Lync Server |
| Microsoft | Core Solutions of Skype for Business |
| Microsoft | Enterprise Voice Skype for Business |
| Microsoft | MCSE: Communications |
| Microsoft | Gold Cloud Small and Midmarket - Exam 70-346: Managing Office 365 Identities and Requirements and Exam 70-347: Enabling Office 365 Services |
| Microsoft | Devices and Deployment - Windows7 and Office |
| Microsoft | Mid-Market Solution Provider - |
| Microsoft | SAM - Gold - 713 - Software Asset Management (SAM) - Core - English (ENU |
| Microsoft | Surface Hub Authorized Device Resellers (ADRs) - Gold - Surface Hub Device |
| Microsoft | Surface Hub Authorized Device Resellers (ADRs) - Gold - Surface Hub related Software/Cloud Services |
| Microsoft | MCSE Productivity |

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| Microsoft | MCSA – Windows Server |
| Microsoft | Azure Pre-sales Specialist |
| Microsoft | Azure Sales Specialist |
| Microsoft | Azure Advanced Sales Specialist |
| Microsoft | Azure Technical Boot  Camp & Assessment |
| Microsoft | Azure Technical Boot  Camp SMB Tech Series |
| Microsoft | Implementing MS Azure Infrastructure Solutions |
| Microsoft |  IT Professional for O365 |

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| Microsoft | Managing Office 365 Identities and Requirements |
| Microsoft | MCSE |
| Microsoft | MCSE Server Infrastructure |
| Microsoft | MCSE Messaging |
| Microsoft | CCNA |
| Microsoft | MCP |
| Microsoft | Solution Architect Intermediate Accreditation - Partners |
| Mobile Iron | Design and Deployment Specialist Fundamentals Accreditation - Partner |
| Mobile Iron | Solution Architect Fundamentals Accreditation - Partner |
| Mobile Iron | Design and Deployment Specialist Intermediate Accreditation Customer |
| Mobile Iron | Design and Deployment Specialist Intermediate Accreditation Partner |
| Mobile Iron | Support Specialist Intermediate Accreditation-Customer |
| Mobile Iron | Design and Deployment Specialist Fundamentals Accreditation |
| Mobile Iron | Support Specialist Fundamentals Accreditation |
| Mobile Iron | V7.0 Design and Deployment Intermediate |
| Mobile Iron | Discovery of CVLT Appliance and integration with NetApp E Series Storages |
| NetApp | Neap Accredited Sales Professional |
| NetApp | Neap Data ONTAP 7Mode Fundamentals |
| NetApp | NETAPP Associate Sales Engineer Data On Tap |
| NetApp | Oracle Database 12c Presales Specialist |
| Oracle | Oracle Database Performance and Tuning Presales Specialist |
| Oracle | Oracle Real Application Cluster 12c Presales Specialist |
| Oracle | Oracle Database Cloud Services Presales Specialist |
| Oracle | Oracle Exadata Database Machine  Presales Specialist |
| Oracle | Oracle Database Appliance  Presales Specialist |
| Oracle | Oracle Enterprise Manager 12c Presales Specialist |
| Oracle | Oracle Enterprise Manager Application Quality Management Presales Specialist |
| Oracle | Oracle Cloud Builder<br>Presales Specialist |
| Oracle | Oracle WebLogic Server 12c Presales Specialist |
| Oracle | Oracle Big Data Presales Specialist |
| Oracle | Oracle Big Data Cloud Service Presales Specialist |
| Oracle | Sun x86 Servers Presales Specialist |
| Oracle | Oracle's NAS Storage Presales Specialist |
| Oracle | Palo Alto Networks Accredited Sales Expert |
| Palo Alto | Palo Alto Accredited Configuration Engineer (ACE) |
| Palo Alto | Palo Alto Networks ACE PAN OS |
| Palo Alto | RPPOS100 -Polycom |
| Polycom | RPPOT200 -Polycom |
| Polycom | RPPCLEX102 -Polycom |
| Polycom | VSOS100 -Polycom |
| Polycom | VSOT200 -Polycom |

| | |
|---|---|
| Polycom | RPCOS100 -Polycom |
| Polycom | RPCOT200 -Polycom |
| Polycom | RPEOT200 -Polycom |
| Polycom | PLCMVEX101 -Polycom |
| Polycom | VOPOT102 -Polycom |
| Polycom | Lights-out Management for HP ProLiant Servers |
| ProLiant | ProLiant Server Tools and Troubleshooting |
| ProLiant | RSA & RSS – WAN Optimization - Riverbed |
| Riverbed | RTSA & RTSS - WAN Optimization - Riverbed |
| Riverbed | RSA & RSS – Storage Delivery - Riverbed |
| Riverbed | RTSA & RTSS - Storage Delivery - Riverbed |
| Riverbed | CSSA Certified SonicWALL System Admin for Network Security |
| SonicWALL | CCSP Certified SonicWALL Security Professional |
| SonicWALL | Premier - Splunk Certified Sales Engineer Level I V.6.3 |
| Splunk | Premier - Splunk Certified Consultant Level I V.6.3 |
| Splunk | CL Administrator 12 |
| Suse | Administration of Symantec Data Center Security: Server Advanced 6.0 |
| Symantec | Symantec Endpoint Protection Cloud Sales Expert - Exam 1 |
| Symantec | Symantec Endpoint Protection Cloud Sales Expert - Exam 2 |
| Symantec | Protection Suite Enterprise Edition Sales Expert |
| Symantec | Web Security. Cloud Sales Expert - Web Security |
| Symantec | Web Security. Cloud Sales Expert - Data Protection |
| Symantec | Symantec Messaging Gateway 10.5 |
| Symantec | Advanced Threat Protection Sales Expert Plus |
| Symantec | Symantec Data Center Security: Server Advanced 6.6 Sales Expert Plus |
| Symantec | Symantec Data Center Security: Server, Monitoring Edition, & Server Advanced 6.6 |
| Symantec | Symantec Data Center Security: Server 6.6 Symantec Sales Expert Plus |
| Symantec | Symantec Endpoint Protection Cloud |
| Symantec | Data Loss Prevention 12.0 Administration Training |
| Symantec | Symantec Web Gateway 5.0 Sales Expert Plus |
| Symantec | Symantec Mobility: Suite Sales Expert Plus |
| Symantec | SSE Endpoint Protection 12.1.4 |
| Symantec | SSE Endpoint Protection Small Business Edition |
| Symantec | SSE Protection Suite Small Business Edition and Enterprise Edition |
| Symantec | SSE+ Endpoint Protection 12.1 |
| Symantec | SSE+ Endpoint Protection Small Business Edition |
| Symantec | SSE Asset Management |
| Symantec | SSE Client Management |
| Symantec | SSE IT Management |
| Symantec | SSE+ Asset Management |
| Symantec | SSE+ Client Management and Server Management |

| Symantec | STS Symantec NetBackup 7.5 for Windows |
|----------|------------------------------------------|
| Symantec | Enterprise B/U Recovery - Expert - VMCE |
| Veeam | Veeam Sales Professional (VMSP) |
| Veeam | Veeam Technical Sales Professional (VMTSP) |
| Veeam | Veeam Availability Suite v9 VMSP* |
| Veeam | Veeam Availability Suite v9 VMTSP* |
| Veeam | Veeam Management Pack™ VMSP |
| Veeam | Veeam Management Pack™ VMTSP |

| Veeam | Enterprise B/U Recovery - Expert - Veritas NetBackup |
|---------|------------------------------------------------------|
| Veritas | Enterprise B/U Recovery - Expert - Veritas NetBackup and Veritas NetBackup Appliance |
| Veritas | Archiving(Enterprise Vault) - Expert - Veritas NetBackup SW and Veritas NetBackup Appliance (SW and HW w/ Appliance) |
| Veritas | Veritas Enterprise Vault and Veritas Enterprise Vault. Cloud |
| Veritas | Dynamic Storage & Continuity - Cluster Server, Storage Foundation for windows |
| Veritas | Dynamic Storage & Continuity - Veritas Storage Foundation and High Availability for WIN |
| Veritas | VSE - Veritas Backup Exec 15 |
| Veritas | VSE+ - Veritas NetBackup 7.5 |
| Veritas | VSE+ - Veritas Backup Exec |
| Veritas | VTS - Veritas NetBackup 7.5 for Windows |
| Veritas | VSE+ - Veritas Backup Exec 15 |
| Veritas | VSE - Veritas NetBackup |
| Veritas | VSE+ - Veritas NetBackup 7.7 |
| Veritas | Veritas -  - VSE+ - Veritas NetBackup Appliances 2.7 |
| Veritas | Veritas -  - VSE - Veritas Cluster Server 6.2 - Business Continuity/HA/DR |
| Veritas | Veritas -  - VSE - Veritas Storage and Availability for Virtual and Cloud Environments |
| Veritas | VMware - Server Virtualization - Server Virtualization Technical Post-Sales Accreditation: vSphere 5 Design |
| VMware | VMware - Business Continuity Technical Post-Sales - |
| VMware | VMware - Business Continuity Technical Post-Sales Accreditation: Implementation Fundamentals 5  - |
| VMware | VMware - DaaS - VOP-SE (Subscription Operations Expert) |
| VMware | VMware - DaaS - Desktop Virtualization Technical Post-Sales Accreditation: VMware View Implementation Fundamentals |
| VMware | VMware - DaaS - Desktop-as-a-Service Technical Post-Sales |
| VMware | VMware -  - Desktop Virtualization Technical Post-Sales VCP-DTM OR View Implementation Fundamentals |
| VMware | VMware -  - VMware View Design |
| VMware | VMware -  - VMware Mirage Implementation Fundamentals |
| VMware | VMware - Management Automation - Management Automation Technical Post-Sales vRealize Automation: Install, Configure, Manage |

| VMware | VMware - Management Automation - Management Automation Technical Post-Sales: Service Delivery Readiness |
|---|---|
| VMware | VMware - Management Operations - Management Automation Technical Post-Sales vRealize Automation: Install, Configure, Manage |
| VMware | VMware - Mobility Management - Mobility Technical Post Sales accreditation: Cloud Deploy |
| VMware | VMware - Mobility Management - Mobility Technical Post Sales accreditation: On-Premise Deploy |
| VMware | VMware - Network Virtualization - Network Virtualization Technical PostSales Accreditation: NSX |
| VMware | VMware - Software-Defined Storage - Software-Defined Storage Technical Post-Sales Accreditation |
| VMware | VMware - Software-Defined Storage - VMware Virtual SAN: Deploy and Manage [V6.2] - On Demand |
| VMware | VMware -  - VMware VCP6-DCV |
| VMware | VMware -  - DCV - Data Center Virtualization |
| VMware | VMware -  - SDDC Livefire Architecture and Design |
| VMware | VMware -  - (VCP5-DCV) VMware Certified Professional 5 – Data Center Virtualization |
| VMware | VMware -  - VCA) VMware Certified Associate Cloud |
| VMware | VMware -  - VSP - MO (Management Operations 6) |
| VMware | VMware -  - VTSP - MO (Management Operations 5) |
| VMware | VMware -  - VTSP - DaaS (Desktop as a Service) |
| VMware | VMware -  - VOP License Expert |
| VMware | VMware -  - VTSP - SV (Server Virtualization) |
| VMware | VMware -  - VTSP - NV (Network Virtualization) |
| VMware | VMware -  - VSP-SV (Server Virtualization) |
| VMware | VMware -  - VTSP-SV (Server Virtualization) |
| VMware | VMware -  - VSP-All |
| VMware | VMware -  - VTSP-All |
| VMware | VMware -  - VOP-LE |
| VMware | VMware -  - ProLiant ML and DL Server Technologies |
| VMware | VMware -  - VMware Certified Professional 5 - Cloud |
| VMware | VMware -  - VMware Certified Professional 5 - Data Center Virtualization |
| VMware | VMware -  - VMware vCenter Operation Manager: Analyze and Predict v5.x |
| VMware | VMware -  - VSP - CP (Cloud Provider) |
| VMware | VMware -  - VSP - SDS (Software Defined Storage) |
| VMware | VMware -  - VSP - SV (Server Virtualization 5.5) |
| VMware | VMware -  - VTSP - BC (Business Continuity 5) |
| VMware | VMware -  - VTSP - Cloud (Cloud IaaS 5) |
| VMware | VMware -  - VTSP - DM (Data Management) |
| VMware | VMware -  - VTSP - DV (Desktop Virtualization 5) |
| VMware | VMware -  - VTSP - DV (Desktop Virtualization 6) |
| VMware | VMware -  - VTSP - SDS (Software Defined Storage) |

| VMware | VMware - - VTSP - VBCA (Virtualization of Business Critical Applications) |
|---|---|
| VMware | VMware - - VTSP 4 |
| VMware | VMware - - VTSP - NV (Network Virtualization 1.0) VMware |
| VMware | Websense - - Certified Sales MASTERY WebSphere Professional |
| Websense | Advanced Data Capture Sales Professional |
| Zebra | Advanced Data Capture Technical Associate |
| Zebra | Advance Data Sales Associate |
| Zebra | RFID Sales Professional |
| Zebra | RFID Technical Associate |
| Zebra | RFID Sales Associate |
| | |

## TAB 5
## PRODUCTS AND SERVICES

Respondent shall perform and provide these products and/or services under the terms of this agreement. The supplier shall assist the end user with making a determination of their individual needs.

Zones works as a vendor-neutral partner on behalf of our customers to ensure the best products and solutions are selected to meet their needs. Our team of dedicated sellers and technical resources collaborate to identify the best potential options based on the specifications provided by the customer.

### Warranty
Proposal should address the following warranty information:
- Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
- Availability of replacement parts
- Life expectancy of equipment under normal use
- Detailed information as to proposed return policy on all equipment

Customer's IT Purchases are covered by the manufacturer's standard warranty. The terms of the warranty vary by the OEM of each product. There are options to purchase additional warranty coverage options for products where the standard warranty is not enough for the customer needs. The account team can provide guidance on best value options to purchase.

### Products
- Vendor shall provide equipment, materials and products that are new unless otherwise specified, of good quality and free of defects

Zones agrees and complies with this statement.

### Construction
- Vendor shall perform services in a good and workmanlike manner and in accordance with industry standards for the service provided.

Zones agrees and complies with this statement.

The following is a list of suggested (but not limited to) Technology Solutions, Products and Services categories. List all categories along with manufacturer that you are responding with:

### Products
- Laptops / Notebooks / 2-in-1s
- Tablets
- Desktop Computers
- Workstations – Fixed and Mobile
- Gaming Devices
- Chromebooks – Education and Enterprise
- Servers

- High Performance Computing
- Data Storage / Drives
- Converged Infrastructure
- Hyper Converged Infrastructure
- Cloud Products
- Software
- Security Solutions
- Data Protection HW / SW
- Networking

Zones' offering of products is inclusive, but not limited, to the list of identified categories above. Our company does business with more than 2000 manufacturers. This list of product offerings and manufacturer partners are varied across multiple brands and product lines.

Our company offers a Full Product Offering based on Category Discount structure percentage from Zones.com List Price. This pricing is a not to exceed price based on quantity one purchase. Additional discounted pricing may be provided for larger volume opportunities. The full pricing table is available on Tab 7 Pricing.

**Services**

- Internet of Things (IOT)
- Sensors & Edge Devices
- Printers & Accessories
- Digital Imaging – Cameras / Scanner
- Keyboard / Mice / Input Devices
- Memory / System Components
- Displays / Large Format Displays / Interactive Flat Panels
- Spare Parts
- Accessories / Cables
- Battery Back-up / Power / Surge Protectors
- Sound / Multimedia
- Telecommunications Products
- Video – Monitors / Cards / Projector
- Interactive Whiteboards
- Commercial-Off-the-Shelf (COTS) Software
- Software-as-a-Service (SaaS)
- Infrastructure-as-a-service (IaaS)
- Platform-as-a-Service (PaaS)
- Software Licensing and Maintenance Agreements
- Subscription Based Software Licenses
- Software Related Services

Zones' offering of products is inclusive of the list of identified categories above. Our company does business with more than 2,200 product providers. As the list of products and manufacturers is ever changing, Zones can utilize its direct and channel partnerships to access almost any brand or specific product a customer may request.

**Services**
- Deployment & Installation
- Professional Services
- Consulting Services
- Security Services
- Business Continuity / Business Resiliency
- Disaster Recovery
- VMware Professional Services
- Microsoft Professional Services
- AWS Product and Services
- Application Services – End User
- Application Services – Data Center
- Residencies
- Managed Services – End User
- Managed Services – Data Center
- Education & Training
- Telecommunications
- Product Configurations
- Product Support
- Warranty
- Asset Lifecycle Management
- Asset Recovery

The last decade has seen an increased need by customers to purchase solutions-based offerings in addition to products. Common services that are offered in our system include Manage Services, Product Support, Maintenance and Product Configurations to name a few. Professional Services, which require a custom Statement of Work between Zones and the customer, are also available and have become a tool that our customers rely on to address technical requirements. Zones technical resources, or third-party providers, are knowledgeable and experienced across multiple disciplines to assess, identify, and propose solutions options.

Please see our Professional Services Rates and information on Tab 7 Pricing

**Financial Services Offerings:**
- Infrastructure-as-a-Service (IaaS)
- Leasing for Public and Private/Commercial Entities with schedules included for:
  - Fair Market Value Lease
  - Purchase Option Lease
  - Tax Exempt Lease Purchase Lease
  - Flex Lease Purchase
  - PC-as-a-Service
  - Software Schedule
- Deferred Payments (Direct and Indirect Financing)
- Payment Agreements
- Usage Agreements

Zones recognizes that customers have different financial requirements that require multiple options to procure their solutions and products. Our company works with our customers and their desired leasing partners to achieve their purchase goals. The scope of the purchase and the customer's own financial standing and tax exemption status will impact the number of providers and type of lease structure available.

# TAB 8
# VALUE ADDED PRODUCTS AND SERVICES

Include any additional products and/or services available that vendor currently performs in their normal course of business that is not included in the scope of the solicitation that you think will enhance and add value to this contract for Region 14 ESC and all NCPA participating entities.

## Cloud Solution Provider

Zones Microsoft Cloud Solution Provider (CSP) status enables us to deliver Microsoft cloud solutions including Office 365, Azure, Microsoft 365, AWS and Google comprehensive solutions.

## Zones Device as a Service (DaaS)

As organizations look to consolidate their IT device and services expenditures, DaaS has emerged as an excellent way to reduce costs, provide secure and high-quality services to their end users, and stabilize IT cost volatility. For organizations looking to introduce expenditure recognition flexibility, DaaS can help through moving device ownership (and therefore depreciation) off of their books and through the services component and lease of the device.

When you add in IT services, support, software management, and disposal, the costs of owning a device are much higher than the purchase price. That's why DaaS is so valuable. For a predictable, fixed monthly subscription, Zones DaaS provides a fully managed solution that combines hardware, licensing, and end-to-end IT services.

Zones delivers solutions designed to keep End Users entire workforce completely aligned-whether they are across the hall or on the other side of the world. The world is changing, and your workforce needs to change with it. Our services equip users with the tools they need to work efficiently and securely, anywhere, anytime, and on any device you choose.

The costs of owning a device are increased dramatically beyond the purchase price when you add in IT services, support, software management, and disposal. For a fixed monthly subscription, Zones Device as a Service (DaaS) provides a fully managed solution that combines hardware, licensing, and end-to-end IT services.

Zones will manage time-consuming and risk-prone operating system implementations - discover how your IT team can focus on high-value infrastructure and strategic projects instead. The Zones OS Upgrade & Deployment Assessment looks at current operating systems and ability to move your organization to a new or different operating system, including Windows 10 and Mac.

## Inventory Management & Forecasting

Zones is flexible and can accommodate changes in volume as necessary. Zones will work with End Users to gather this information through the standard course of action within the project lifecycle. Zones assumes that End Users will maintain primary responsibility for developing the forecast schedule based on this information and will present Zones project management with the appropriate documentation. Zones Project Management will work with End Users' Project Management and key stakeholders to develop a rolling 30, 60, and 90-day rollout forecast based on End Users' business requirements. The forecast will help align delivery resources and on-hand hardware/components with need. Forecasting ensures that Zones can project min/max counts of on-hand items to achieve both speedy delivery of End Users' staged and configured devices and consistently meet your requirements.

The forecast model is intended to be stable in terms of device store count by type, location, and delivery dates in the 0-30 day point and become more flexible as we enter the 31-60 day projections, while the 61-90 day projections are meant more for a pipeline view into what is coming. An example model is presented in the table below:

| Forecast Model | Accuracy of Projected End User Device Quantities | Accuracy of Projected End Users | Accuracy of Delivery Dates |
|---|---|---|---|
| 30 Days | 100% | 100% | 100% |
| 60 Days | 80% | 70% | 60% |
| 90 Days | 60% | 50% | 40% |

Zones' Project Management team will meet with End Users weekly to discuss the overall project status, required reporting, the current level of satisfaction, current and/or ongoing issues, and have detailed planning sessions. In those sessions, Zones will work with you to update the forecast and solidify upcoming rollouts.

## Imaging Services

Zones is uniquely positioned to help clients reduce costs and drive efficiencies. All imaging and configuration are performed at facilities owned and operated by Zones or our partners. Our Technology Solution Centers allows us to design flexible solutions that meet specific client requirements and roll-out schedules. Unlike our competitors, which traditionally dictate the imaging and configuration process a client must follow, Zones is flexible enough to react quickly to changing situations, modifying our solutions and processes to match changing requirements. Zones also offers Microsoft Autopilot. Zones has been at the forefront of Microsoft's Windows 10 AutoPilot initiative and is currently performing AutoPilot White Glove services for a number of customers. Because Zones has both a Cloud Engineering practice, referred to as the CCDO (Cloud, Cybersecurity and Data Center Delivery Organization) and a nationwide network of Technology Solution Centers, Zones is well positioned to offer best in class, end to end services for customers looking to migrate to AutoPilot.

## Staging and Configuration

Zones' Technology Solution Centers provides in-country imaging and configuration where possible to ensure that End Users' equipment is shipped in-country and leverage all associated benefits and avoid things like license transfers, customs issues, duties, or other costs associated with imports.
Zones certifies that all equipment will be shipped to End Users with all memory and cards already installed, except in cases where doing so would make shipping impractical.
Zones customarily will receive equipment from various distribution channels or manufacturers via common carrier or freight methods at our Technology Solution Centers. As equipment is received, it is scanned into our proprietary inventory control systems nterprise, where it is immediately available as raw inventory and visible to designated resources through our customer portal.
Customers then place orders through the customer portal, and equipment is pulled from raw inventory and staged for entry into our Configuration Center. Within the Configuration Center, equipment is assembled, configured, and imaged as required, and kitted for 'just-in-time' delivery to the customer

designated locations. During all facets of staging, configuration, kitting and shipping, real-time updates are available through the customer portal, ensuring true transparency, compliance, and quality.

Zones has a range of configuration services that End Users can leverage:

- Our integration and logistics professionals around the world are here to help ensure all your new technology arrives on time and on budget.

- Custom images can be applied to all devices prior to shipment.

- Asset tagging and labeling can be requested for equipment, with numbers tracked in the Zones ERP system.

- Kitting Services bundle devices and peripherals together.

- Office-in-a-Box solutions include preconfigured equipment needed to outfit stores/branches.

- Custom crating, packaging, and labeling ensure safe and accurate delivery.

- Custom palletization helps delivery meet client specifications.

- Box-less delivery can speed up installation and reduce waste.

- Rack & Roll Services ensure all parts - including power and cooling equipment - are tested and arrive as ordered.

## Break/Fix Services

Zones provided break/fix services via our advanced exchange program. The advanced exchange intake process will be centered around our Help Desk. As incidents are received via ServiceNow our resources will diagnose the issue. If hardware is identified as the root cause, our resources will flag the incident for follow up with our TSC/supply chain organization assigning the incident to that resolver group for the advanced exchange process and a next business day delivery as long as the issue was identified at or before the local regional cutoff time of 2:00pm.
Zones will ship fully imaged and configured devices out to the field accompanied with an open me first document (OMF), and a self-addressed pre-paid shipping label. The OMF will contain clear directions to the user to ship the defective hardware back to Zones in the shipping box the user received containing the new hardware. Once the defective hardware is received, Zones will triage the device and work with the OEM on the backside to perform entitlement and perform certified repairs. The device will then be wiped, cleared and returned to the sparing pool to be leveraged for other break/fix repairs. If the defect is due to DOA within the first 30 days, Zones will work with the OEM to replace the device with new hardware per Allstate's requirements. Notification of shipping details will be provided to customer via our closed loop ticketing process. Reporting and tracking of bot the incoming and outgoing equipment will be part of the standard process.

## Warranty and Repair

Zones is a certified warranty repair shop for most major OEMs and will work with End Users to design a program to meet your requirements. We offer onsite repair, advanced exchange, "spare in the air", and

other programs to fit each specific ADP need. As a certified warranty repair provider, Zones can bill the OEM for costs incurred for repair services delivered.

## Zones Help Desk

As part of our comprehensive solution, ITIL-based Help Desk features will be provided 24 hours a day, 7 days a week (24x7), including holidays, for the duration of this project for level one technology support services. This service will consist of triaging, troubleshooting, resolving, and escalating incidents related to poor, ineffective, defective, or abnormal technology functionality either systemic in nature or individually.

Trained Help Desk technicians will review the incident and contact the requester to start the diagnostic process. Incidents received via the telephone will be answered immediately where the technician will gather all required contact information, a description of the issue, and details surrounding the incident. Technicians will then work with the individual to triage the situation and troubleshoot as necessary. Users will have the ability to escalate issues to level 2 and 3 resolver groups if requested.

All technology-related issues will be routed to the on-site technology group for further investigation. Our Help Desk approach incorporates ITIL, a widely accepted approach to ITSM, highlighting the approach that IT should not be technology-oriented, but a service delivered by an integrated mix of people, process, and technology. We focus on aligning IT services with the needs of End Users. Zones defines achievement of mature Help Desk delivery through proactive assessment, integration with the user base served to provide added value, and the ability to measure and communicate how we impact the user base overall.

## Help Desk Approach

Zones has experience in managing and supporting a wide range of services and applications, and a full spectrum of ITSM support services and Levels I, II, and III. Services are delivered by personnel resources from our current secure locations in Menands, New York; Utica, New York, and at client locations. We have been providing the services from our Menands, NY location for over ten years. We offer offshore options as well from our India location.

Zones follows a Help Desk Methodology based on proven best practices, tools, and resources all aimed at providing the highest quality and best customer experience possible. The methodology is flexible, customizable, and scalable to meet customer needs. Our approach to evaluating lessons learned for Help Desk operations is holistic and comprehensive, resulting in benefits to all our managed Help Desks, including technical solutions, process development, or tool implementation. We leverage our lessons learned approach to delivering continuous improvement.

Today, our support organization supports over 200 agents at various levels of IT Help Desk support with over 300,000 tickets annually. We support onsite and remote and across the full ITSM spectrum of the problem, change and incident management, tools, and customer requirements. This is an existing team of support professionals ready and knowledgeable in understanding, resolving, escalating, and documenting issues with the objective of fully satisfying their clients.

The Zones approach to providing effective end-user support centers on our ITIL-based Help Desk, which provides a single point of contact for all end-users. In addition, providing end-users with the ability to resolve their own issues is a powerful tool to improve customer satisfaction, while also reducing ticket volume. This is another opportunity for unique differentiation in providing the highest quality service. If

a user can quickly and easily correct a problem themselves, then they are back to work faster and have a more positive overall experience.

Zones can also support the complete spectrum of devices and services to include support beyond end-user computing devices such as scheduling IT services, VoIP devices, softphones and remote office phones, transport, server, and mainframe services, storage services, and audio and technology services including voice, Collaboration Technology Teleconferencing (VTC) services, cable TV, commercial telecommunications support, unified communications, and wireless network access. This experience proves helpful in understanding a root cause, which may be outside of our clients' support and control. Furthermore, it benefits End Users to resolve an issue within their own environment more quickly. Through escalation engineers that handle daily internal escalated technical issues and consults, we will ensure that all resources are trained, equipped, and empowered to answer and ultimately close customer issues. We achieve the required level of service by providing executive-level buy-in, forming, and developing a solid team for the delivery of services, establishing SOPs for every contract and delivering the needed level of support through our Help Desk.

Zones provides multiple support models based on customer requirements including remote and deskside or on-premise support. Zones provides multiple tiers of KPI or SLA-based support including Level I, II, and III, and to multiple customer industries across all ITSM disciplines including change, problem, and incident management. Currently, KPIs vary depending on the customer and contractual requirements. However, in general, the commitments conform to industry standards. For example, a 30 second average answer time or a four (4) hour, same-day, or next-day on-site response time is a common metric.

Zones' agents are proficient in the use of various scripted responses, diagnostic techniques, incident management tools, knowledge bases and SOPs and will be ready to integrate seamlessly your support teams.

There are five assessments that determine and define the level of impact for Help Desk personnel and services:

- Best Practices: Zones follows well-defined and documented Help Desk processes. Our best practices are the result of our lessons learned and industry standards integrated with specific End Users requirements.

- Organizational Integration: Zones believes the Help Desk must be a valuable contributor to organization success. Our PMO will work closely with End Users stakeholders to integrate the organization in a transparent way to end-users. Zones provides a flexible and scalable approach that results in consistent performance and resources matched to End Users' unique requirements.

- Technology Optimization: Zones understands the need for a stable uninterrupted level of service. Any recommendations that we make include benefits to End Users and, when appropriate, pilots to minimize any downtime. Examples include self-help and automation capabilities, and we look forward to working with End Users to better understand successes to date and identify future opportunities.

- Staff Development: Zones promotes a professional level of service through staff development and understanding the elements of retention. We believe that commitment and loyalty are pillars of our culture. Our approach to culture ensures employees are engaged, empowered, and connected. We maintain our engaged team through regular corporate town halls and social events that provide opportunities for employees to actively engage with charities that provide

corporate sponsorships. The organizations include JDRF, Toys for Tots, Coats for Kids, local food pantries, and the Annual Equinox Thanksgiving Day Community Dinner. Providing opportunities for employees to work together in the community fosters excellence and a collaborative approach when identifying and solving business needs. This is also the Zones experience with success in high employee retention.

- Information Management: Our PMO uses metrics for customer satisfaction, call reduction, root cause, and self-improvement. These are all critical elements in delivering the highest quality and differentiating services. Continuous improvement is an integral part of the success achieved.

Recognizing the unique requirements of End Users customers and recognizing that there is not a single way to approach, analyze, and deliver a customized Help Desk solution, we integrate these assessments to deliver an excellent user experience.

Flexible execution has become a mandate in today's top enterprises. To maximize profitability and best align investment with opportunity, it is often beneficial to combine fixed-cost in-house talent with variable cost outside expertise. Zones is a specialist at providing experienced certified technology infrastructure professionals to many of the largest enterprises in the U.S. With a focus exclusively on technology infrastructure and engineering talent in each of the top 100 U.S. markets, Zones has the unique ability to provide proven talent to meet the most demanding customer requirements for both short and long-term assignments

The relationship between End Users and Zones will reflect the key attributes of an open, collaborative, and customer-oriented professional relationship. We will offer expert talent and ingenuity with flexibility and allow for highly professional expert staffing support over the life of the contract. We will continuously seek ways to increase customer satisfaction through the delivery of superior, best-value resources.

## Staffing Approach

Like End Users, our people are our most important asset. Our personnel staffing resources and proven retention plan provide a proactive approach to recruiting and retaining qualified, approved staff augmentation to meet 100 percent of End Users' service requirements. Our strategy establishes a framework to recruit and hire the best and brightest employee resources to deliver world-class customer experiences.

Our staffing professionals review each job description in detail to become thoroughly familiar with all responsibilities and requirements. Special care is taken to research all technical terminology to ensure a complete understanding of all job duties. This gives the staffing team a firm basis from which to develop insight on the meaning of the job and what type of training is necessary to fulfill the position successfully to ensure all End Users needs will be exceeded. An in-person meeting may then be scheduled between the staffing team and the hiring manager to further discuss End Users' vision for the correct candidate. Subject Matter Experts will also be consulted for additional clarification on the skills and knowledge on the applicable technical environments, platforms, applications, systems, and security used for the position in question.

Job descriptions will be posted on Zones' career page and various online job boards such as Career Builder, Indeed, and SmartRecruiter. Additionally, we will proactively source qualified candidates using sources such as LinkedIn, CareerBuilder, and Dice. Resumes will be reviewed and qualified, and a phone

screen will be performed to obtain a rounder profile of the candidate. A second phone interview will then be conducted with a Subject Matter Expert to validate the candidate's technical skill set. Following this conversation, an in-person interview will be scheduled. Candidates will meet with the staffing team, the Subject Matter Experts, and the hiring manager before being extended an official job offer.
Our recruitment strategy provides a diversity of technical expertise, ensures flexibility in the workforce, and responds to evolving program initiatives over the entire period of performance. Through proactive recruiting, we have and will continue to identify qualified personnel for all positions.

NCPA – Region 14 Purchasing Entities will be able to access SaaS provider portals through ZonesCloud, our web-based self-service platform, which will enable our mutual customers to transact and manage cloud subscriptions through a single, centralized management console. Zones Cloud v2.0 enables our customers to easily purchase and manage cloud services and associated subscription ordering, provisioning, and management through a great online marketplace experience including intuitive self-service controls for each subscription. Region 14 ESC IT End Users' Zones account team will activate your free Zones Cloud account and customize it to your needs.

Zones Cloud provides easy access to multiple partners and their SaaS and IaaS subscription offers.

• Subscription Transparency - Zones Cloud v2.0 will provide fully integrated self-service capabilities to research, quote, purchase, provision, view, and manage your cloud subscriptions, including orders and history, provisioning, subscription status and reporting, subscription management, and platforms.

• Cloud Subscription Management - Zones clients and service managers alike can view all active subscriptions and modify them as needed, all via our easy-to-use customer control panels. Users can add new subscriptions, adjust their existing subscriptions, or cancel subscriptions when necessary.

• Improved e-commerce platform - Zones Cloud focuses primarily on cloud subscriptions, including SaaS, IaaS, and XaaS. It integrates smoothly with monthly recurring revenue business models.

## Zones One Services

Zones deliver complex IT solutions, but our solutions don't end at the point of sale. No matter what you need within IT, our Lifecycle Management can help you get the job done efficiently, effectively, and economically.

## Professional Services

Our four Practice Areas - Digital Workplace, Nextgen Network, Cloud and Data Center, and Cybersecurity - encompass a variety of support services.  Zones can help you identify, acquire, and deploy the right solution for the job - quickly and easily.
Assessment, design, and implementation are designed to help clients optimize their IT infrastructure, operations, and investments in digital transformation. The Zones PMO team helps clients assess, identify, and design every aspect of a project, from beginning to end.

## Design and Plan

Every successful journey begins with a roadmap. Our experts can help you assess, identify, and design every aspect of your project, from beginning to end.

- **Assessments** – The Zones Discovery Services (ZDS) team combines tools, people, and processes to deliver insight into your IT environment, and help identify opportunities, eliminate unnecessary costs, and mitigate risk. Assessments include software licensing management; software inventory and usage metering; mobile device reporting and client access license (CAL) tracking; SQL reporting; hardware warranty, maintenance, and supportability reports; and hardware contract management.

- **Project Management –** Zones will develop and execute a detailed end-to-end plan encompassing delivery and schedule management, resource scheduling, and freight/transportation management, as well as a closeout meeting to review performance metrics. The PMO team oversees and manages all activities throughout the lifecycle continuum.

- **Micro-Consulting –** Technical advisory can fill client skill or resource gaps. These are available in pre-paid blocks of time, provided on-site, and consumed as needed over a   year.

## Procurement

Zones offer End Users a full suite of to support your e-commerce requirements which help streamline the entire IT procurement process including the following:

### ZonesConnect Catalogs
ZonesConnect is our online, password-protected, procurement and reporting system.  It offers End Users round-the-clock, secure access to a Zones catalog where you can browse for products and purchase them directly via PO or an approved corporate credit card.

### ZonesConnect Tier-One Support
Zones' E-commerce Integration Team can provide tier-one troubleshooting support for End Users to help with issues and answer questions related to ZonesConnect integrations.  We will communicate directly with the user via phone, e-mail, IM, screen share, or in-person meetings to gather information, then act as a liaison with Zones IT Department to help resolve the issue.

## Custom Catalogs

We can create End Users a Custom Zone, which is an area within ZonesConnect that only shows users a restricted or specially curated list of products.  This solution will provide you with the following benefits:

- Prevent unauthorized purchases and drive standardization across your organization by limiting access to a subset of approved products.

- Restrict purchases at the category or product level, depending on your needs.

- Utilize standard or restricted reports to ensure users only have access to the data they need.

- Custom navigation, formatting, and display options to aid in an easy transition for your users.


## Punchout Catalogs

ZonesConnect was designed to seamlessly integrate with all major ERP solutions.  Your users will access ZonesConnect to browse the catalog and build their cart, then punch out to your system for check-out and PO generation.  We offer a range of options to ensure that the solution meets your specific requirements:

- Basic punchout.  This is an unrestricted product catalog and can be established in three business days (after all requirements are collected and approved).

- Limited catalog.  End Users can handpick standard products to include.

- Custom punchout.  Available products can be filtered by either an approved product category or by an approved product list.  All items in the catalog can be searched and reporting may be standard or restricted.  The SLA for completion of a custom punchout is two weeks (after all requirements are collected and approved).

## EDI Automation

Zones support Electronic Data Interchange as a secure format if End Users prefers to use your internal ERP system to exchange purchase orders and invoices.

Our options include:

- Electronic PO submission.  Zones receive electronic POs (EDI 850) from End Users and process them for fulfillment with minimal manual intervention.

- Electronic invoicing.  Zones submit electronic invoices (EDI 810) back to End Users against your electronic PO.

- Electronic acknowledgment.  Zones acknowledge the receipt of POs and confirm our ability to supply the products (EDI 855)

## E-commerce Consulting

The Zones E-commerce Team can provide End Users with information about e-commerce best practices, industry standards, and options.  This has been the most beneficial service for clients who do not have a deep bench of e-commerce experts on their team, but we have also suggested successful solutions for some of the world's largest corporations.

- **Procurement through existing e-marketplace** - Zones can integrate with marketplaces via XML, EDI, or APIs.

- **Global capabilities** – Zones has offices, distribution facilities, and affiliates that can fulfill in more than 80 countries around the world allowing us to serve multi-national clients.

## Install, Move, Add, Change

Install, Move, Add, Change (IMAC) Services from Zones connect you with the right technical resource whenever and wherever you need it. Here's just some of what we can do:

- **Install:** Implement and manage hardware and software additions on-site.
- **Moves:** Disconnect existing IT assets for moves. Unpack and reconnect IT assets at the new location.
- **Upgrade:** Upgrade equipment with new operating systems.
- **Changes:** Modify existing operating systems to ensure proper hardware and app performance.

## IT Asset Disposition

Our IT Asset Disposition (ITAD) options let you enjoy peace of mind knowing that your end-of-life IT equipment will be handled in a secure and environmentally responsible manner.

**Equipment Disposal** – Zones works with R2- and e-Steward-certified recyclers to ensure that e-waste is handled in a safe, legal, and environmentally sensitive way.  To ensure proper documentation, we'll provide a log of the equipment received and disposed of.

**Remarketing** – Zones will help resell retired equipment under a revenue-sharing agreement, increasing overall ROI for decommissioned IT assets.

**Refurbishment & Restock** – Zones refurbishment and restocking programs lower IT costs, ensuring equipment is fully functional, clean, and repackaged before stocking in our Logistics Integration Center. Refurbished equipment can be redeployed on schedule or on demand.

**Data Destruction** – Zones provide secure data destruction with hard drive wipes that adhere to DoD 5220.22m standards. For additional security, drives will be physically crushed, rendering the drives unreadable, and a Certificate of Destruction will be provided.

## Managed Professional Services

Our dedicated project managers will work directly with you on every project to ensure that our IT deployments are completed within budget, in scope, and on schedule. Post-deployment, our support team will handle any Help Desk requests, event notifications, or reactive issues that come up - allowing you to keep all of your operations running smoothly.

## Managed Professional Services

**TAB 9**
**REQUIRED DOCUMENTS**

- Federal Funds Certifications

- Clean Air and Water Act & Debarment Notice

- Contractors Requirements

- Required Clauses for Federal Assistance by FTA

- Federal Required Signatures

- Antitrust Certification Statements Texas Government Code § 2155.005

- State Notice Addendum

# FEDERAL FUNDS CERTIFICATIONS

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. The following certifications and provisions may be required and apply when a Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

## APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at $250,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.
- Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency and Offeror reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of $10,000)
- Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to terminate any agreement in excess of $10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror as detailed in the terms of the contract

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 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 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."
- Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

(D) 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 CFR Part 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 CFR Part 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.

- Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions
- Any Participating Agency will include any current and applicable prevailing wage determination in each issued solicitation and provide Offeror with any required documentation and/or forms that must be completed by Offeror to remain in compliance the applicable Davis-Bacon Act provisions.

(E) 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 CFR Part 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 or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

- Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §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 CFR Part 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.

- Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended— Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires 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).

- Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 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 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 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.

- Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not 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. Each tier must also 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.

- Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the

offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

- o No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
- o If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions.
- o The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding $100,000 in Federal funds at all appropriate tiers and all subrecipients shall certify and disclose accordingly.

### RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.334. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.334 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

### CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will 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 (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

### CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Participating Agencies will clearly identify whether Buy America Provisions apply in any issued solicitation. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

## CERTIFICATION OF ACCESS TO RECORDS

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any non-financial documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents. This right of access will last only as long as the records are retained.

## CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

## CLEAN AIR AND WATER ACT AND DEBARMENT NOTICE

By the signature below (Under Federal Required Signatures), I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.
I hereby further certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

# CONTRACTOR REQUIRMENTS

**Contractor Certification**
**Contractor's Employment Eligibility**
By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statues of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the NCPA Participating entities in which work is being performed.

**Fingerprint & Background Checks**
If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

**Business Operations in Sudan, Iran**
In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.

# REQUIRED CLAUSES FOR FEDERAL ASSISTANCE PROVIDED BY FTA

## ACCESS TO RECORDS AND REPORTS

Contractor agrees to:

a) <u>Maintain</u> all non-financial books, records, accounts and reports required under this Contract for a period of not less than two (2) years after the date of termination or expiration of this Contract or any extensions thereof except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case Contractor agrees to maintain same until the FTA Administrator, the U.S. DOT Office of the Inspector General, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.

b) <u>Permit</u> any of the foregoing parties to inspect all non-financial work, materials, and other data and records that pertain to the Project, and to audit the non-financial books, records, and accounts that pertain to the Project and to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed for the purpose of audit and examination. The right of access detailed in this section continues only as long as the records are retained.

*FTA does not require the inclusion of these requirements of Article 1.01 in subcontracts.*

## CIVIL RIGHTS / TITLE VI REQUIREMENTS

1) <u>Non-discrimination</u>. In accordance with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, Section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, Section 202 of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132, and Federal Transit Law at 49 U.S.C. § 5332, Contractor or subcontractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, marital status age, or disability. In addition, Contractor agrees to comply with applicable Federal implementing regulations and other applicable implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

2) <u>Equal Employment Opportunity</u>. The following Equal Employment Opportunity requirements apply to this Contract:

a. <u>Race, Color, Creed, National Origin, Sex</u>. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal Transit Law at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable Equal Employment Opportunity requirements of U.S. Dept. of Labor regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor, 41 CFR, Parts 60 <u>et seq</u>., and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may affect construction activities undertaken in the course of this Project. Contractor agrees

to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, marital status, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, Contractor agrees to comply with any implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

b. Age. In accordance with the Age Discrimination in Employment Act (ADEA) of 1967, as amended, 29 U.S.C. Sections 621 through 634, and Equal Employment Opportunity Commission (EEOC) implementing regulations, "Age Discrimination in Employment Act", 29 CFR Part 1625, prohibit employment discrimination by Contractor against individuals on the basis of age, including present and prospective employees. In addition, Contractor agrees to comply with any implementing requirements FTA may issue that are flowed to Contractor from Awarding Participating Agency.

c. Disabilities. In accordance with Section 102 of the Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 *et seq.*, prohibits discrimination against qualified individuals with disabilities in programs, activities, and services, and imposes specific requirements on public and private entities. Contractor agrees that it will comply with the requirements of the Equal Employment Opportunity Commission (EEOC), "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 CFR, Part 1630, pertaining to employment of persons with disabilities and with their responsibilities under Titles I through V of the ADA in employment, public services, public accommodations, telecommunications, and other provisions.

d. Segregated Facilities. Contractor certifies that their company does not and will not maintain or provide for their employees any segregated facilities at any of their establishments, and that they do not and will not permit their employees to perform their services at any location under the Contractor's control where segregated facilities are maintained. As used in this certification the term "segregated facilities" means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin because of habit, local custom, or otherwise. Contractor agrees that a breach of this certification will be a violation of this Civil Rights clause.

3) Solicitations for Subcontracts, Including Procurements of Materials and Equipment. In all solicitations, either by competitive bidding or negotiation, made by Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by Contractor of Contractor's obligations under this Contract and the regulations relative to non-discrimination on the grounds of race, color, creed, sex, disability, age or national origin.

4) <u>Sanctions of Non-Compliance</u>. In the event of Contractor's non-compliance with the non-discrimination provisions of this Contract, Public Agency shall impose such Contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to: 1) Withholding of payments to Contractor under the Contract until Contractor complies, and/or; 2) Cancellation, termination or suspension of the Contract, in whole or in part.

*Contractor agrees to include the requirements of this clause in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.*

## DISADVANTAGED BUSINESS PARTICIPATION

This Contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, "*Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*", therefore, it is the policy of the Department of Transportation (DOT) to ensure that Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 26, have an equal opportunity to receive and participate in the performance of DOT-assisted contracts.

1) <u>Non-Discrimination Assurances</u>. Contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. Contractor shall carry out all applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or other such remedy as public agency deems appropriate. Each subcontract Contractor signs with a subcontractor must include the assurance in this paragraph. (See 49 CFR 26.13(b)).

2) <u>Prompt Payment</u>. Contractor is required to pay each subcontractor performing Work under this prime Contract for satisfactory performance of that work no later than thirty (30) days after Contractor's receipt of payment for that Work from public agency. In addition, Contractor is required to return any retainage payments to those subcontractors within thirty (30) days after the subcontractor's work related to this Contract is satisfactorily completed and any liens have been secured. Any delay or postponement of payment from the above time frames may occur only for good cause following written approval of public agency. This clause applies to both DBE and non-DBE subcontractors. Contractor must promptly notify public agency whenever a DBE subcontractor performing Work related to this Contract is terminated or fails to complete its Work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. Contractor may not terminate any DBE subcontractor and perform that Work through its own forces, or those of an affiliate, without prior written consent of public agency.

3) <u>DBE Program</u>. In connection with the performance of this Contract, Contractor will cooperate with public agency in meeting its commitments and goals to ensure that DBEs shall have the maximum practicable opportunity to compete for subcontract work, regardless of whether a contract goal is set for this Contract. Contractor agrees to use good faith efforts to carry out a policy in the award of its subcontracts, agent agreements, and procurement contracts which will, to the fullest extent, utilize DBEs consistent with the efficient performance of the Contract.

## ENERGY CONSERVATION REQUIREMENTS

Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plans issued under the Energy Policy and Conservation Act, as amended, 42 U.S.C. Sections 6321 *et seq.* and 41 CFR Part 301-10.

## FEDERAL CHANGES

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, listed directly or by reference in the Contract between Public Agency and the FTA, and those applicable regulatory and procedural updates that are communicated to Contractor by Public Agency, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

## INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

The provisions include, in part, certain Standard Terms and Conditions required by the U.S. Department of Transportation (DOT), whether or not expressly set forth in the preceding Contract provisions. All contractual provisions required by the DOT and applicable to the scope of a particular Contract awarded to Contractor by a Public Agency as a result of solicitation, as set forth in the most current FTA Circular 4220.1F, published February 8th, 2016, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. Contractor agrees not to knowingly perform any act, knowingly fail to perform any act, or refuse to comply with any reasonable public agency requests that would directly cause public agency to be in violation of the FTA terms and conditions.

## NO FEDERAL GOVERNMENT OBLIGATIONS TO THIRD PARTIES

Agency and Contractor acknowledge and agree that, absent the Federal Government's express written consent and notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to agency, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract.
*Contractor agrees to include the above clause in each subcontract financed in whole or in part with federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.*

## PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS

Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms, to the best of its knowledge, the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to me

made, pertaining to the underlying Contract or the FTA assisted project for which this Contract Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to me made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

*Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.*

# FEDERAL REQUIRED SIGNATURES

Offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted in the pages above.  It is further acknowledged that offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances as applicable.


Offeror                          Zones LLC
_____


Address                       1102 15th Street  SW Suite 102
_____


City/State/Zip             Auburn, WA 98001
_____

                                    R.D.
Authorized Signature    Russell Day (Nov 17, 2022 10:56 PST)
_____

                                    11/17/22
Date
_____

# ANTITRUST CERTIFICATION STATEMENTS
# TEXAS GOVERNMENT CODE § 2155.005

I affirm under penalty of perjury of the laws of the State of Texas that:

(1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

(2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

(3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law; and

(4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

| | |
|---|---|
| Company Name | Zones LLC |
| Address | 1102 15th St SW Suite 102 |
| City/State/Zip | Auburn, WA  98001 |
| Telephone Number | 253-205-3000 |
| Fax Number | NA |
| Email Address | Russell.Day@Zones.com |
| Printed Name | Russell Day |
| Title | EVO, Chief Financial Officer, Chief Strategy Officer |
| Authorized Signature | Russell Day (Nov 17, 2022 10:35 PST) |

## STATE NOTICE ADDENDUM

The National Cooperative Purchasing Alliance (NCPA), on behalf of NCPA and its current and potential participants to include all county, city, special district, local government, school district, private K-12 school, higher education institution, state, tribal government, other government agency, healthcare organization, nonprofit organization and all other Public Agencies located nationally in all fifty states, issues this Request for Proposal (RFP) to result in a national contract.

For your reference, the links below include some, but not all, of the entities included in this proposal:

http://www.usa.gov/Agencies/State_and_Territories.shtml

https://www.usa.gov/local-governments

## TAB 7
## PRICING

Please submit price list electronically via our online Bonfire portal (pricing can be submitted as Discount off MSRP, cost plus, etc). Products, services, warranties, etc. should be included in price list. Prices submitted will be used to establish the extent of a respondent's products and services (Tab 5) that are available and also establish pricing per item.

Price lists must contain the following:
- Product name and part number (include both manufacturer part number and respondent part number if different from manufacturers).
- Description
- Vendor's List Price
- Percent Discount to NCPA participating entities

Not To Exceed Pricing
- NCPA requests pricing be submitted as "not to exceed pricing" for any participating entity.
- The awarded vendor can adjust submitted pricing lower but cannot exceed original pricing submitted for solicitation.
- NCPA requests that vendor honor lower pricing for similar size and scope purchases to other members.

Zones is pleased to offer a Full Catalog Discount Structure and Professional Services to NCPA members. The product offering discount structure is a not to exceed discount from Zones.com List Price.   Professional Services may be customized based on the technical requirements provided by the customer.

- The Zones List price is available at www.zones.com.

- Custom products or solutions may not have a standard Zones List price available. In this instance the manufacturer may provide a specific sell price for this customer.  That selling price dictated by the manufacturer will be considered contract compliant.

- Pricing for solutions that are consumption based will vary at billing as determined by the customer usage.  The rate of usage that the customer meets will dictate the invoice for that offer. The invoiced sell price will be considered contract compliant.

Zones product hierarchy is inclusive, but not limited to, the requested product categories outlined in Tab 5. The below NCPA Member Discounted Price Offer of identified categories represent the most requested category titles . All discounts will be applied by the Product Categories listed below to the Zones List Price available on www.zones.com.

| NCPA Member Discounted Price Offer | | |
|---|---|---|
| Product Tree          Zones Category | OEM Brands | Disc % off Zones.com List Price |
| Accessories | All Brands Excluding Apple | 18.00% |
| Battery Backups/Power/Surge | All Brands Excluding Apple | 9.00% |
| Books/DVD | All Brands Excluding Apple | 4.50% |
| Cables | All Brands Excluding Apple | 26.50% |
| Chromebook | All Brands Excluding Apple | 0.00% |
| Data Storage Drives | All Brands Excluding Apple | 10.00% |
| Desktop Computers | All Brands Excluding Apple | 3.00% |
| Digital Imaging/Camera Scanner | All Brands Excluding Apple | 8.50% |
| Enterprise Hard Drives | All Brands Excluding Apple | 9.00% |
| Enterprise Storage | All Brands Excluding Apple | 10.00% |
| Hard Drives | All Brands Excluding Apple | 9.00% |
| Laptop/Notebook/Tablet | All Brands Excluding Apple | 5.00% |
| LCD/LED Desktop Displays | All Brands Excluding Apple | 7.00% |
| Maintenance/ Warranty | All Brands Excluding Apple | 4.00% |
| Memory System Components | All Brands Excluding Apple | 11.00% |
| Netcomm Products | All Brands Excluding Apple | 7.00% |
| Office Equipment | All Brands Excluding Apple | 8.00% |
| Power Supplies/Adapters | All Brands Excluding Apple | 11.00% |
| Printer Consumables | All Brands Excluding Apple | 12.00% |
| Printers and Scanners | All Brands Excluding Apple | 7.00% |
| Servers | All Brands Excluding Apple | 8.00% |
| Services • • | All Brands Excluding Apple | 0.00% |
| Software | All Brands Excluding Apple | 5.00% |
| Sound Multimedia | All Brands Excluding Apple | 16.00% |
| Surge Suppressors | All Brands Excluding Apple | 18.00% |
| Video Monitors/Cards/Projectors | All Brands Excluding Apple | 9.50% |
| Apple Products for Eligible Entities | All Categories | 3.00% |

**Clarifications**

• Zones List Price is the available List Price that can found at www.zones. com.

• • Services are considered Professional Services when a statement of work (SOW)    is required to be executed prior to work being performed. See the below Zones Professional Services for additional function and rate information.

## Zones Professional Services

Zones is able to offer professional servies via Zones direct employees as well as authorized sub-contracted providers.  The customer and Zones will negotiate the hourly or fixed rates for the customer based on scope of the services , the level of skill required of the services professional and the area of the country where the engagement is located geographically. Zones will create a detailed Statement of Work to document the exact Services to be completed that will be executed before the Services will begin. A sample SOW is included in our Proposal documents.  Depending on the engagement, T & E expenses for  may be an additional listing for specific projects.

Please see our below Professional Services Rates card to provide a baseline for the listed  Zones Professional Services.  The  function and expertise listed are representative of the professionals that are engaged to crate solutions for our customers.   The list of roles and functions are not static.  Zones will add resources roles to provide the expertise for new emerging technologies as they become available.

| Function | Role | Years of experience | Role description | Hourly Sell Rate |
|---|---|---|---|---|
| Server (Wintel platform, AD, Citrix server, VMWare ESX) | Windows Engineer L1 | 1-3 | - Perform system monitoring and analysis, and performance tuning<br>- Troubleshooting system hardware, software, networks and operating systems<br>- Monitoring the activities of development team using remote desktop and reporting any suspicious activity<br>- Escalate to L2 team for further investigation<br>- Create incident tickets through ITSM | $87 |
| | Windows Engineer L2 | 3-5 | - System monitoring<br>- Patch management<br>- Software support<br>- Production control and job scheduling<br>- Performance/capacity management<br>- Reporting and documentation<br>- Implementation of security policies | $119 |
| | Windows Engineer L3 | 5-7 | - Implementation of security policies<br>- Configuration of supported equipment<br>- Leads tool evaluation efforts including definition of evaluation criteria, tool identification and the actual evaluation<br>- Responsible for definition of a total disaster recovery plan and presenting appropriate options to the client<br>- Functions as project leader when required<br>- Understand latest architecture, technology, solutions, and industry trends<br>- Define technical requirements and design, develop technical architecture components, participate in detailed design reviews | $140 |
| | Windows Architect L4 | 7-10 | - Develop robust, scalable and secure system design, architecture and integration for business solutions<br>- Analyze current IT environment to detect critical deficiencies and suggest enhancement solutions<br>- Assess system designs to ensure that solutions will perform satisfactorily regarding security, maintainability, and scalability<br>- Analyze industry and market trends to identify impact on enterprise architecture - system design<br>- Recommend alternative technologies or improvements to enhance information systems to support business goals<br>- Diagnose infrastructure problems and providing technical, strategic and procedural support in resolution implementation<br>- Document key system components, interfaces, infrastructure and communications | $162 |
| | Sr. Windows Architect L5 | 10-15 | - Responsible for the overall architecture of a network or system and its underlying delivery infrastructure (e.g., OS, network, database, hardware)<br>- Responsibilities include high level design of system interactions and interfaces as well as defining and coordinating the architectural development for optimal performance of applications and interfaces<br>- Design, integrate and manage complex infrastructure solutions<br>- Determine overall design direction and provide hardware recommendations for complex technical issues<br>- Develop requirements for LANs, WANs, VPNs, routers, firewalls, and related network devices | $184 |
| Server (Linux, Unix, Solaris, AIX) | Engineer L1 | 1-3 | - Perform system monitoring and analysis, and performance tuning<br>- Troubleshooting system hardware, software, networks and operating systems<br>- Monitoring the activities of development team using remote desktop and reporting any suspicious activity<br>- Escalate to L2 team for further investigation<br>- Create incident tickets through ITSM | $87 |
| | Engineer L2 | 3-5 | - System monitoring<br>- Patch management<br>- Software support<br>- Production control and job scheduling<br>- Performance/capacity management<br>- Reporting and documentation<br>- Implementation of security policies | $119 |
| | Engineer L3 | 5-7 | - Implementation of security policies<br>- Configuration of supported equipment<br>- Leads tool evaluation efforts including definition of evaluation criteria, tool identification and the actual evaluation<br>- Responsible for definition of a total disaster recovery plan and presenting appropriate options to the client<br>- Functions as project leader when required<br>- Understand latest architecture, technology, solutions, and industry trends<br>- Define technical requirements and design, develop technical architecture components, participate in detailed design reviews | $140 |
| | Architect L4 | 7-10 | - Develop robust, scalable and secure system design, architecture and integration for business solutions<br>- Analyze current IT environment to detect critical deficiencies and suggest enhancement solutions<br>- Assess system designs to ensure that solutions will perform satisfactorily regarding security, maintainability, and scalability<br>- Analyze industry and market trends to identify impact on enterprise architecture - system design<br>- Recommend alternative technologies or improvements to enhance information systems to support business goals<br>- Diagnose infrastructure problems and providing technical, strategic and procedural support in resolution implementation<br>- Document key system components, interfaces, infrastructure and communications | $162 |

| | | | | |
|---|---|---|---|---|
| | Sr. Architect L5 | 10-15 | - Responsible for the overall architecture of a network or system and its underlying delivery infrastructure (e.g., OS, network, database, hardware)<br>- Responsibilities include high level design of system interactions and interfaces as well as defining and coordinating the architectural development for optimal performance of applications and interfaces<br>- Design, integrate and manage complex infrastructure solutions<br>- Determine overall design direction and provide hardware recommendations for complex technical issues<br>- Develop requirements for LANs, WANs, VPNs, routers, firewalls, and related network devices | $184 |
| **Enterprise Tools Administration** | Tools Admin L2 | 3-5 | - Monitoring the tool performance<br>- Performing basic level troubleshooting for the tools<br>- Carrying out installation / re-installation / removal activities for the tool's software / image<br>- Perform user administration tasks | $89 |
| | Tools Admin L3 | 5-7 | - Maintain operational processes and develop operational policies in light of the enterprise policies<br>- Perform tool's code level troubleshooting to resolve issues<br>- Escalate to tool OEM in case of bugs or other similar unforeseen issues<br>- Carry out basic tool level custiomization to meet the customer requirement | $112 |
| | Tools Architect L4 | 7-10 | - Strong background in ITIL methodologies including, Change, Incident, Problem and Knowledge Management<br>- Ability to generate High Level Design, High Level BoQ and other technical documents<br>- Ability to carry out customization at tool level | $138 |
| | Sr. Tools Architect L5 | 10-15 | - Provides technical expertise in development or review of tool functionalities<br>- Advice and develop design documents to initiate and modify tool functionalities<br>- Ability to find the best solution to solve the existing business problems<br>- Guide and consult on new tool implementations and evaluations | $165 |
| **Site Reliability Enginnering** | Site Reliability Engineer | 3-5 | - Works closely with both technology and business units to ensure timely resolution of issues<br>- Capacity and Utilization Monitoring<br>- Perform daily health checks of application, job schedules and infrastructure supporting the application<br>- Develop codes/scripts to automate repeatable manual tasks<br>- Develop and implement enhancements and resolve bug fixes<br>- Identify and troubleshoot issues<br>- Document Root Cause Analysis of issues<br>- Maintain system documentation and provide production metrics reporting | $134 |
| | Senior Site Reliability Engineer | 5-7 | - Document the detailed application and technical specifications<br>- Good understanding of System Administration, Backup, Security<br>- Respond to service disruptions while maintaining an aggressive uptime SLA<br>- Engages with development teams throughout the software life cycle to ensure sustainable software releases<br>- Automate and streamline product operations and processes<br>- Hands-on with automation, integration, monitoring and configuration management | $144 |
| | Site Reliability Engineer Lead | 7-10 | - Participates in sessions to analyze requirements and outline the proposed solution<br>- Ensure the infrastructure has adequate capacity and are refreshed on a periodic basis<br>- Identifies areas to automate manual operational work<br>- Applies analytics on past data, like incidents and usage patterns for predicting issues and takes proactive actions.<br>- Identify ways to improve processes<br>- Provides guidance and leads junior resources | $155 |
| | Sr. Site Reliability Engineer Lead | 10-15 | - Ensure the security and resiliency of the application are in compliance with regulatory requirements<br>- Responsible for the up time and reliability of infrastructure<br>- Drives adoption of self-healing and resiliency patterns<br>- Identifies bottlenecks and opportunities for optimization<br>- Responsible for activities/projects involving Datacenter migration to Cloud (AWS, GCP, Azure, etc)<br>- Provide input into process and procedure for increasing reliability, reducing procedural errors and managing change within the datacenters<br>- Responsible for driving RCA for high priority incidents and working with respective development teams on preventive measures<br>- Develop automation to support SRE activities and achieve specific reliability and supportability goals | $160 |
| **Container** | Container Platform L2 Engineer | 5-7 | - Perform monitoring and troubleshooting of platform<br>- Manage scheduling, storage, and application security<br>- Image Management<br>- Deployment and updation of applications<br>- Adding nodes to cluster<br>- Has knowledge and experience in Containerization using Docker and Container Orchestration using Kubernetes | $140 |
| | Container Platform L3 Engineer | 7-10 | - Administration of container platform<br>- Respond to escalations from L2 Engineer<br>- Automate and streamline product operations and processes<br>- Participates in the testing, documentation process through test review and analysis, test witnessing and certification of software<br>- Has knowledge and experience in Containerization using Docker and Container Orchestration using Kubernetes | $162 |
| | Container Platform Architect | 10-15 | - Ensures smooth operations of the platform by designing scalability and failure resistance into the platform<br>- Develop and articulate points of view and thought leadership with client executives<br>- Define technical requirements and participate in detailed design reviews<br>- Understand latest technology, solutions, and industry trends in containerization and orchestration | $184 |
| | Storage Engineer L1 | 1-3 | - Monitor, optimize, and manage storage performance<br>- Monitor storage capacity requirements and availability<br>- Troubleshoot IO performance problems<br>- Maintain reports and documentation on performance | $80 |
| | Storage Engineer L2 | 3-5 | - Perform storage array, capacity and hardware upgrades<br>- Provisioning storage for operational growth<br>- Storage decommissioning<br>- Forecasting and planning for capacity and availability<br>- Optimize, and manage storage performance<br>- Configuration of storage systems | $97 |

| Category | Role | Years | Responsibilities | Rate |
|---|---|---|---|---|
| **Storage** | Storage Engineer L3 | 5-7 | - Responsible for Storage Management services and product support for NetApp, EMC, IBM storage, etc.<br>- Lead root cause analysis exercise and assess impact of the problem and develop a resolution plan<br>- Provide recommendations to improve the SAN infrastructure, and address/lead critical issues<br>- Participate in designing of the technical architecture to address complex storage requirements, including design of entire storage infrastructure<br>- Leads tool evaluation efforts including definition of evaluation criteria, tool identification and the actual evaluation<br>- Responsible for definition of a total disaster recovery plan and presenting appropriate options to the client<br>- Functions as project leader when required | $122 |
| | Storage Architect L4 | 7-10 | - Provide deep technical architecture expertise, in the area of storage services based on extensive experience<br>- Define system architecture for multi-disciplinary solution<br>- Develop and articulate points of view and thought leadership with client executives<br>- Define technical requirements and design, develop technical architecture components, participate in detailed design reviews<br>- Understand latest architecture, technology, solutions, and industry trends | $141 |
| | Sr. Storage Architect L5 | 10-15 | - Develop High-Level Design to meet Customer requirements<br>- Provide architectural oversight for projects and maintain alignment between business strategies and business/ technical architecture frameworks<br>- Present high-level ROI (Return on Investment) and Total cost of ownership (TCO) figures to customer senior management during presentation and discussions<br>- Understand Cloud Computing and its various offerings like IaaS, PaaS, SaaS etc.<br>- Ensure traceability of requirements through design, implementation and testing phases of the project<br>- Perform consulting assessment reviews and assist client organization with development, execution and testing of the overall solution | $167 |
| **Backup** | Backup Admin L1 | 1-3 | - Configure, install, and manage data backups for applications and systems<br>- Develop and ensure that restore procedures are configured and tested<br>- Documents system changes through change management, team process and procedures, configuration management databases and system diagrams.<br>- Maintain and develop new standards for technical backup and recovery procedures for all sites | $89 |
| | Backup Admin L2 | 3-5 | - Configure, install, and manage data backups for applications and systems<br>- Develop and ensure that restore procedures are configured and tested.<br>- Develops and follows change management documentation including back out plans.<br>- Backup/Recovery capacity planning<br>- Optimize current processes and develops new processes as required | $100 |
| | Backup Admin L3 | 5-7 | - Participate in designing of the technical architecture to address complex backup requirements, including design of entire backup infrastructure<br>- Leads tool evaluation efforts including definition of evaluation criteria, tool identification and the actual evaluation<br>- Responsible for definition of a total disaster recovery plan and presenting appropriate options to the client<br>- Functions as project leader when required | $109 |
| | Backup Architect L4 | 7-10 | - Provide deep technical architecture expertise, in the area of backup services based on extensive experience<br>- Define system architecture for multi-disciplinary solution<br>- Develop and articulate points of view and thought leadership with client executives<br>- Define technical requirements and design, develop technical architecture components, participate in detailed design reviews<br>- Understand latest architecture, technology, solutions, and industry trends | $126 |
| | Sr. Backup Architect L5 | 10-15 | - Develop High-Level Design to meet Customer requirements<br>- Provide architectural oversight for projects and maintain alignment between business strategies and business/ technical architecture frameworks<br>- Present high-level ROI (Return on Investment) and Total cost of ownership (TCO) figures to customer senior management during presentation and discussions<br>- Understand Cloud Computing and its various offerings like IaaS, PaaS, SaaS etc.<br>- Ensure traceability of requirements through design, implementation and testing phases of the project<br>- Perform consulting assessment reviews and assist client organization with development, execution and testing of the overall solution | $139 |
| | Network Engineer L1 | 1-3 | - Perform troubleshooting to system failures and identify bottlenecks to ensure long term efficiency of network<br>- Inspect LAN infrastructure and fix minor or major problems/bugs<br>- Do regular data backups to protect the organization's information<br>- Evaluate network performance and find ways of improvement<br>- Organize and schedule upgrades and maintenance without deterring others from completing their own work<br>- Provide technical direction to co-workers on computer and network usage and offer comprehensive advice and instructions | $99 |
| | Network Engineer L2 | 3-5 | - Effectively monitor and take action to provide coordination of all network components and activities into an effective solution and decide on issues requiring escalation<br>- Perform proactive Network fault detection and diagnostic activities<br>- Capacity planning related to Networks<br>- Configuration back-up and restore of supported equipment, in accordance with approved processes<br>- Prevent, detect, contain, escalate and correct network security incidents<br>- Reporting and Maintaining documentation of problem resolution activities<br>- Documents benchmarks and procedures needed to optimize performance | $109 |
| | Network Engineer L3 | 5-7 | - Lead teams involved in monitoring, management, reporting and documentation on Network performance<br>- Configuration of supported equipment<br>- Prevent, detect, contain, escalate and correct network security incidents<br>- Vendor Management<br>- Plans disaster recovery and execution activities<br>- Provides guidance and leads junior team members | $134 |

| | | | | |
|---|---|---|---|---|
| **Network services** | Network Architect L4 | 7-10 | Exhibits a broad understanding of the current and future technology architectures, an awareness of the organization's key strategies and objectives and particular depth of understanding of goals and objectives of an area they may support<br>- Participates in the development of technology standards in their area(s) of technical expertise to provide road maps which specify future state and how to get there to increase capabilities, scalability and performance<br>- Proposes technology standards and investments (where applicable) supported by a thorough technical analysis, proof of concept and business case<br>- Supports the designs of solutions, consulting to the project team(s), assessing impact and interdependencies and provides the recommendations to effectively manage the impact<br>- Provides technical guidance, training, direction and reviews the work of colleagues working on architectural issues to ensure alignment<br>- Establishes systems to monitor compliance with architectural standards and to ensure technical integrity<br>- Provides technical guidance and mentorship to team members<br> - Provides solutions to the projects or business, leveraging their technical expertise to guide the implementation | $165 |
| | Sr. Network Architect L5 | 10-15 | - Develop High-Level Design to meet Customer requirements<br>- Provide architectural oversight for projects and maintain alignment between business strategies and business/ technical architecture frameworks<br>- Present high-level ROI (Return on Investment) and Total cost of ownership (TCO) figures to customer senior management during presentation and discussions<br>- Understand Cloud Computing and its various offerings like IaaS, PaaS, SaaS etc.<br>- Ensure traceability of requirements through design, implementation and testing phases of the project<br>- Perform consulting assessment reviews and assist client organization with development, execution and testing of the overall solution | $184 |
| **Desktop services** | Desktop Engineer L2 | 3-5 | - Performs analytical, technical and administrative work in the planning, design and installation of new and existing personal computer systems<br>- Works on moderately complex PC applications<br>- Writes programs to fulfil requirements or selects appropriate off-the-shelf software and modifies to suit<br>- Provides telephone support to field office staff<br>- Troubleshoots, generally via telephone, hardware and software problems, assisting users with desktop applications and systems<br>- Uses applications to track user requests from ticket generation through completion and customer satisfaction processes | $89 |
| | Desktop Engineer L3 | 5-7 | - Lead a team of Desktop Engineers to ensure quality support to end users<br>- Responsible for planning and design of new and existing personal computer systems<br>- Handles issue escalations<br>- Train junior team members | $112 |
| | EUC Architect | 7-10 | - Designs the technical architecture to address complex end user requirements, including design of entire end user devices infrastructure<br>- Leads tool evaluation efforts including definition of evaluation criteria, tool identification and the actual evaluation<br>- Responsible for definition of a total disaster recovery plan and presenting appropriate options to the client<br>- Functions as project leader when required | $135 |
| | Sr. EUC Architect | 10-15 | - Develop High-Level Design to meet Customer requirements<br>- Provide architectural oversight for projects and maintain alignment between business strategies and business/ technical architecture frameworks<br>- Present high-level ROI (Return on Investment) and Total cost of ownership (TCO) figures to customer senior management during presentation and discussions<br>- Understand Cloud Computing and its various offerings like IaaS, PaaS, SaaS etc.<br>- Ensure traceability of requirements through design, implementation and testing phases of the project<br>- Perform consulting assessment reviews and assist client organization with development, execution and testing of the overall solution | $149 |
| **Helpdesk** | Helpdesk agent / analyst | 1-3 | - Provides the first level technical support to user/customer on a variety of issues specific to IT infrastructure – including software, hardware, and telecommunications systems<br>- Tracks and reports user activity utilizing call management software<br>- Relies on instructions and pre-established guidelines to perform job functions | $61 |
| | Helpdesk Team Lead L2 | 3-5 | - Provides telephone support to field office staff<br>- Understands and applies new technical information. Troubleshoots, generally via telephone, hardware and software problems, assisting users with desktop applications and systems<br>- Tracks and reports user activity utilizing call management software<br>- Uses applications to track user requests from ticket generation through completion and customer satisfaction processes<br>- Trains end users in use of equipment and software | $81 |
| | Helpdesk Manager L3 | 5-7 | - Leads the helpdesk team on an ongoing basis and manages resource allocation<br>- Provides end-user support as and when required<br>- Acts as a source of direction, training and guidance for less experienced staff | $101 |
| | Junior Deskside Engineer | 1-3 | - Accurately testing, identifying, repairing, resolving, and documenting end user technical issues regarding basic network/desktop/laptop support, Printers, PDAs, Blackberrys, and LAN cable drops<br>- Break-fix, troubleshoot and resolve software issues; Reimaging computers/hard drives<br>- IMACD function including installation and decommission<br>- Backing up and restoring user data, settings and associated systems administration activities<br>- Assist ServiceDesk/Remote Desktop Support teams for hands and feet coordination efforts<br>- Categorize and prioritize end user support requests (Incidents) and service requests by utilizing ticketing system to track tickets and provide up-to-date status and information<br>- Move equipment associated with escalated help desk incidents and service requests | $72 |

| Category | Role | Years | Responsibilities | Rate |
|---|---|---|---|---|
| **Onsite/Field Support - End User Devices (Hands and Feet Support)** | Deskside Engineer | 3-5 | - Accurately testing, identifying, repairing, resolving, and documenting end user technical issues regarding basic network/desktop/laptop support, Printers, PDAs, Blackberrys, and LAN cable drops<br>- Break-fix, troubleshoot and resolve software issues; Reimaging computers/hard drives<br>- IMACD function including installation and decommission<br>- Backing up and restoring user data, settings and associated systems administration activities<br>- Assist ServiceDesk/Remote Desktop Support teams for hands and feet coordination efforts<br>- Assist on Incident and Problem management activities<br>- Categorize and prioritize end user support requests (Incidents) and service requests by utilizing ticketing system to track tickets and provide up-to-date status and information<br>- Performing asset inventory activities as needed<br>- Basic understanding of DHCP, DNS, IP addressing and sub netting & Basic understanding of fixing Wireless LAN, Ethernet desktop configuration issues | $81 |
| | Senior Deskside Engineer | 5-7 | - Accurately testing, identifying, repairing, resolving, and documenting end user technical issues regarding basic network/desktop/laptop support, Printers, PDAs, Blackberrys, and LAN cable drops<br>- Break-fix, troubleshoot and resolve software issues; Reimaging computers/hard drives<br>- IMACD function including installation and decommission<br>- Taking ownership of issues through to resolution on all appropriate requests<br>- Performing asset inventory activities as needed<br>- Recommends and performs upgrades on systems to ensure longevity<br>- Good understanding of DHCP, DNS, IP addressing and sub netting & Basic understanding of fixing Wireless LAN, Ethernet desktop configuration issues | $98 |
| **Onsite/Field Support - Server/Network Devices (Hands and Feet Support)** | Junior Field Engineer | 1-3 | - Accurately testing, repairing, resolving, and documenting server and storage issues<br>- Break-fix, troubleshoot and resolve software issues; restoring from back up on servers/hard drives<br>- IMACD function including installation and decommission<br>- Backing up and restoring user data, settings and associated systems administration activities | $72 |
| | Field Engineer | 3-5 | - Accurately testing, identifying, repairing, resolving, and documenting server and storage issues<br>- Break-fix, troubleshoot and resolve software issues; restoring from back up on servers/hard drives<br>- IMACD function including installation and decommission<br>- Backing up and restoring user data, settings and associated systems administration activities<br>- Assist ServiceDesk/Remote Desktop Support teams for hands and feet coordination efforts<br>- Assist on Incident and Problem management activities<br>- Categorize and prioritize server/storage support requests (Incidents) and service requests by utilizing ticketing system to track tickets and provide up-to-date status and information<br>- Move equipment associated with escalated help desk incidents and service requests<br>- Basic understanding of DHCP, DNS, IP addressing and sub netting & Basic understanding of fixing Wireless LAN, Ethernet desktop configuration issues | $81 |
| | Sr. Field Engineer | 5-7 | - Accurately testing, identifying, repairing, resolving, and documenting server and storage issues<br>- IMACD function including installation and decommission<br>- Backing up and restoring user data, settings and associated systems administration activities<br>- Taking ownership of issues through to resolution on all appropriate requests<br>- Categorize and prioritize server/storage support requests (Incidents) and service requests by utilizing ticketing system to track tickets and provide up-to-date status and information<br>- Move equipment associated with escalated help desk incidents and service requests<br>- Performing asset inventory activities as needed<br>- Recommends upgrades on systems to ensure longevity<br>- Good understanding of DHCP, DNS, IP addressing and sub netting & Basic understanding of fixing Wireless LAN, Ethernet desktop configuration issues | $98 |
| **Operations Command Center** | Operations analyst L1 | 1-3 | Performs the following activities under supervision of senior team members:<br>- System monitoring<br>- Reporting and documentation<br>- Escalate issues to senior team members when required<br>- Measure and analyze Network/ Storage /Compute availability | $72 |
| | Operations analyst L2 | 3-5 | - Patch management<br>- Software support<br>- Reporting and documentation<br>- Monitor, optimize, and manage performance<br>- Monitor capacity requirements<br>- Capacity planning<br>- Proactive fault detection and diagnostic | $85 |
| | Operations analyst L3 | 5-7 | - Lead teams involved in monitoring, management, reporting and documentation on performance<br>- Configuration of supported equipment<br>- Vendor Management<br>- Prevent, detect, contain, escalate and correct incidents<br>- Leads/mentors junior team members<br>- Monitor capacity requirements and forecast growth | $107 |
| | Service Delivery Manager | 9-12 | - Professional/Bachelor's degree with 10 years' experience in IT, with 3+ years' experience as project/team lead.<br>- Has overall responsibility and understanding Client requirements and managing the scope of the project. Manages SLA and timeliness adherence, Vendor coordination, overall budget, deliverables, and deadlines associated with tasksprojects<br>- Understands, communicates and manages the overall direction and strategy of the project to ensure that it supports the Client's objectives.<br>- Manages Client expectation and satisfaction, ensuring deliverable content and quality, financial accounting and profitability and coordination of resources.<br>- Manages scope, identifies and resolves client's challenges proactively, resolves escalations within the norms specified in the SLA. | $154 |
| | Sr. Service Delivery Manager | 12+ | - Professional/Bachelor's degree with 12 years' experience in IT, with 3+ years' experience as project/team lead.<br>- Defines and constantly improves the processes undertaken to deliver and manage services<br>- Provides status reports to Client management<br>- Tracks team effort and productivity improvements and Responsible for the budget of the project<br>- Responsible for overall quality assurance & SLA adherence | $184 |

| | Role | Years | Description | Rate |
|---|---|---|---|---|
| **Service Delivery and Leadership Roles** | Project Co-ordinator | 3-5 | - Tracks the execution of project deliverables on a daily basis<br>- Ensure alignment of objectives and tasks across teams<br>- Work with project team members on development and support processes<br>- Manage deadlines and workflow and schedule periodic review meetings to track project progress<br>- Oversee project procurement management<br>- Act as the point of contact and communicate project status to all participants<br>- Work with the Project Manager to eliminate roadblocks | $96 |
| | Project Lead | 5-7 | - Lead the customer interface for the project on an everyday basis, proactively addressing any issues before they are escalated<br>- Create functional and technical specification documents<br>- Assist Project Manager in Risk Management and participate in quality reviews and implement quality norms<br>- Draft initial charter and project plan, create and review functional and technical specification documents<br>- Monitor, track and analyse project control metrics<br>- Review and consolidate project (over all the modules) status reports | $120 |
| | Project Manager | 8-10 | - Tracks the execution of project deliverables on a daily basis and participates in requirements gathering<br>- Performs design and testing workshops to ensure alignment of objectives and tasks across teams<br>- Works with Architects, Designers, Senior Testers and Business Analysts at a technological and functional level, to ensure that the solution meets business needs<br>- Mentors junior members in the team on development and support processes<br>- Collects and analyses project metrics | $138 |
| | Senior Project Manager | 10-12 | - Responsible for providing overall leadership for a project or support effort<br>- Accountable for deliverables and developing schedules, milestones, resource requirements and staffing plans to achieve deliverables<br>- Allocates tasks among team members and assesses team progress toward objectives<br>- Monitors progress, recognizes and helps resolve technical problems<br>- Serves as the primary point of contact with client technical management<br>- Provides regular status reports and briefings<br>- Assures recognition of project changes and execution of related change control procedures<br>- Manages the project resources, including customer and contractor as required | $161 |
| | Architect | 10-12 | - Responsible for the overall architecture of a network or system and its underlying delivery infrastructure (e.g., OS, database, hardware<br>- Responsibilities include high level design of system interactions and interfaces as well as defining and coordinating the architectural development for optimal performance of applications and interfaces | $175 |
| | Program Manager | 12+ | - Manages multiple projects within a program and provides central point of contact for all projects within the portfolio. Responsible for meeting the expectations of the program's Service Level Objectives and operational criteria as well as managing deliverable-based aspects of the engagement and for managing the Service Level performance criteria<br>- Performs and/or assigns any and all tasks necessary to deliver program commitments, secures deliverable approvals, secures sign-off of project plans, maintains overall responsibility for financial performance of the projects, tracks and reports program status and maintains on-going communications with stakeholders | $184 |
| | Operations Director | 15+ | - Responsible for service delivery and for identifying resources and assets requisite for the business solution<br>- Serve as a program sponsor for medium to large initiatives and as program lead for large, high risk, or complex programs<br>- Owner for all engagements in their practice and have profit and loss, selling, client satisfaction, and people management skills<br>- Has industry experience (e.g., media, travel, broadcast) or functional experience (e.g., supply chain, CRM, enterprise architecture) | $179 |
| | Senior Executive | 17+ | - Responsible for project delivery, overseeing the technology team in place, ensuring high client value, and initial revenue responsibility<br>- Can be responsible for sales for his/her accounts at least from account farming perspective<br>- Leads mid to large engagements in a range of projects such as TCO optimization, cloud assessment, digital transformation etc.<br>- Establishes scope of work based on client inputs and business needs<br>- Manages on the ground relationship with senior client stakeholders and is generally the first point of escalation<br>- Leads market research for high complexity projects to understand contemporary best practices across a portfolio of projects<br>- Ability to connect operational solutions to mid-term plan | $375 |
| **ITSM Process Consulting** | ITSM Process Consultant | 3-5 | - Ensure all communications are clear, effective and appropriately targeted<br>- Work with Lead to track and implement process improvements<br>- Gathers requirements on ITIL V3 aligned service management processes<br>- Co-ordinates with team to provide the right inputs for process definitions | $82 |
| | ITSM Process Manager | 5-7 | - Lead on the creation, implementation and monitoring of an effective Governance & quality assurance framework<br>- Set standards and processes, within the context of IT service priorities<br>- Implement the Governance & quality assurance framework<br>- Ensure Stakeholder management of process owner/Managers | $100 |
| **Public Cloud Administration** | Cloud Operator / Administrator | 1-3 | - Support and sustain customer facing Production Environment<br>- Front line support for Cloud Monitoring - Infrastructure and Application<br>- Respond, troubleshoot and resolve production alerts<br>- Communicate and troubleshoot operational issues supporting a complex environment<br>- Initiate Incident Response for cloud outages | $83.29 |
| | Cloud Consultant | 3-5 | - Respond to product escalations from Support as well as Engineering<br>- Analyse trends to pro-actively prevent incidents<br>- Understand Cloud IAM policies<br>- Perform User and access management for different cloud services<br>- Participate in Cloud Updates and Maintenance activities | $103.52 |
| | Sr. Cloud Consultant | 5-7 | - Implementing and controlling the flow of data to and from Cloud platform<br>- Respond to product escalations from Support as well as Engineering<br>- Analyse trends to pro-actively prevent incidents<br>- Perform Capacity Management, Sizing and TCO Calculation for Databases, servers, etc, to be procured on Cloud<br>- Lead Cloud Updates and Maintenance activities | $123.75 |

| Category | Role | Years | Description | Rate |
|---|---|---|---|---|
| | Cloud Architect | 7-10 | - Defining the design and architecture on cloud platforms<br>- Capable of transitioning traditionally hosted application into cloud in a cost effective manner<br>- Helping teams build CI/CD pipelines in Cloud<br>- Ensures data security best practices are not compromised in cloud<br>- Performs hands-on research on new Cloud services<br>- Selecting the appropriate Cloud service based on compute, data, or security requirements | $138.92 |
| **Private Cloud Administration** | Cloud Operator / Administrator | 1-3 | Operates company's complex high traffic, business critical internet site communications and/or network-based (cloud) product systems. Plans, designs and implements scalable local and wide-area network solutions between multiple platforms and protocols (including IP and VOIP). Responsible for system performance; supports/troubleshoots network issues and coordinates installation of such items as routers and switches with appropriate vendors. Develops tools to automate the deployment, administration and monitoring of a network system. Provides training and assists with proposal writing. Conducts project planning, cost analysis and vendor comparisons and works on project implementation. Works with development teams to enhance and improve system operability. Conducts tests of network redundancy, resilience and failover of network elements to ensure up-time standards are fully achieved. May be required to provide on-call service coverage with other department employees. See also, Internet / Network Operations - Network Engineering - P1 (TE.INNE.P1) focus if responsible for working on behind-the-scenes, internal network systems. This focus is also referred to as Site Reliability Engineer. | $83.29 |
| | Cloud Consultant | 3-5 | - Respond to product escalations from Support as well as Engineering<br>- Analyse trends to pro-actively prevent incidents<br>- Understand Cloud IAM policies<br>- Perform User and access management for different cloud services<br>- Participate in Cloud Updates and Maintenance activities | $103.52 |
| | Sr. Cloud Consultant | 5-7 | - Implementing and controlling the flow of data to and from Cloud platform<br>- Respond to product escalations from Support as well as Engineering<br>- Analyse trends to pro-actively prevent incidents<br>- Perform Capacity Management, Sizing and TCO Calculation for Databases, servers, etc, to be procured on Cloud<br>- Lead Cloud Updates and Maintenance activities | $123.75 |
| | Cloud Architect | 7-10 | - Defining the design and architecture on cloud platforms<br>- Capable of transitioning traditionally hosted application into cloud in a cost effective manner<br>- Helping teams build CI/CD pipelines in Cloud<br>- Ensures data security best practices are not compromised in cloud<br>- Performs hands-on research on new Cloud services<br>- Selecting the appropriate Cloud service based on compute, data, or security requirements | $138.92 |
| **Database - SQL** | SQL DBA L1 | 1-3 | - Monitoring of databases and execution of administration jobs<br>- Planning and updating Backup and restoration policies for exiting assets<br>- Manage databases, and related maintenance processes - to include backup, recovery, and optimization<br>- Cloning database for supported assets<br>- Create, Update and maintain Knowledge base<br>- Check and implement best practices | $93.41 |
| | SQL DBA L2 | 3-5 | - Administers, maintains, develops, and implements policies and procedures for ensuring the security and integrity of the company database<br>- Resolves database performance issues, database capacity issues, replication, and other distributed data issues<br>- Implements data models and database designs, data access and table maintenance codes<br>- Plans, executes, and maintains database capacity, backup and recovery, and disaster recovery plans<br>- Generates, configures, and optimizes the performance of the databases<br>- Supports the efforts of the test lead and deployment lead to plan, manage, and deploy the application<br>- Updates logical and physical database designs with changes<br>- Documents benchmarks and procedures needed to optimize performance | $108.58 |
| | SQL DBA L3 | 5-7 | - Performs data modeling, logical and physical database design based on a thorough knowledge of modeling techniques, the modeling tools available on the project, and the business functions of the subject system<br>- Resolves database performance issues, database capacity issues, replication, and other distributed data issues<br>- Generates, configures, and optimizes the performance of the databases<br>- Supports the efforts of the test lead and deployment lead to plan, manage, and deploy the application<br>- Updates logical and physical database designs with changes<br>- Ensures that all guidelines are followed<br>- Provides input on any design decisions for interfacing or integrating databases<br>- Works with the configuration manager to determine change control and impact analysis for the databases<br>- Plans disaster recovery and execution activities<br>- Provides guidance and leads junior team members | $138.92 |
| | Database Architect L4 | 7-10 | - Provide deep technical architecture expertise, in the area of database services based on extensive experience<br>- Develop and articulate points of view and thought leadership with client executives<br>- Define technical requirements and design, develop technical architecture components, participate in detailed design reviews<br>- Design and implement information systems to support the enterprise infrastructure of an organization<br>- Ensure that all systems are working at optimal levels and support the development of new technologies and system requirements<br>- Evaluate technology, market trends and industry plus identify prospective impact on business<br>- Participate to develop and manage ongoing enterprise architecture governance structure on basis of business plus IT strategies<br>- Ensure optimal governance structure and comply with activities related to infrastructure architecture adherence.<br>- Identify need to change technical architecture to incorporate infrastructure needs<br>- Consult with project teams of infrastructure development to fit entire architecture infrastructure<br>- Ensure documentation of entire architecture design and evaluation work | $159.14 |

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|---|---|---|---|---|
| | Sr. Database Architect L5 | 10-15 | - Develop High-Level Design to meet Customer requirements<br>- Provide architectural oversight for projects and maintain alignment between business strategies and business/ technical architecture frameworks<br>- Present high-level ROI (Return on Investment) and Total cost of ownership (TCO) figures to customer senior management during presentation and discussions<br>- Understand Cloud Computing and its various offerings like IaaS, PaaS, SaaS etc.<br>- Ensure traceability of requirements through design, implementation and testing phases of the project<br>- Perform consulting assessment reviews and assist client organization with development, execution and testing of the overall solution | $174.04 |
| **Security** | Security Admin L1 | 1-3 | - Receive and analyze alarms from intrusion detection and other systems<br>- Conduct analysis of logs from firewalls and applications to detect various types of IT related threats<br>- Alerting and assisting customers when incidents occur<br>- Analyzes information security systems and applications and recommends and develops security measures to protect information against unauthorized modification or loss<br>- Analyzes functional and technical specifications early within the software development life cycle and identifies possible threats or areas of weakness based on the documentation | $89.85 |
| | Security Admin L2 | 3-5 | -Conducts security risk assessments from an "end-to-end" logical security and other perspectives as outlined<br>- Provide recommendations and business cases based on security principles, policies, and standards<br>- Analyzes the data from reports of vulnerabilities, gaps, and risks<br>- Prevent, detect, contain, escalate and correct network security incidents<br>- Reporting and Maintaining documentation of problem resolution activities<br>- Documents benchmarks and procedures needed to optimize performance | $130.41 |
| | Security Admin L3 | 5-7 | - Participate in designing of the technical architecture to address complex security requirements, including design of entire security infrastructure<br>- Leads tool evaluation efforts including definition of evaluation criteria, tool identification and the actual evaluation<br>- Responsible for definition of a total disaster recovery plan and presenting appropriate options to the client<br>- Ensures that the developed and deployed capabilities align with the business architecture and meet performance goals<br>- Recommend enhancements to SOC security process, procedures and policies<br>- Provides guidance and leads junior team members | $132.43 |
| | Security Architect | 7-10 | - Leads the effort of developing security component build plans (security technology, operations, and management) to support the construction of the security architecture, ensuring that it meets the requirements and adheres to the implementation guidelines<br>- Plan architectural changes and help create project management recommendations<br>- Oversee technical teams during security or other IT updates<br>- Install and maintain security certificates<br>- Estimate cost and budget for security updates<br>- Document security procedures for LANs, WANs, and VPNs<br>- Understand latest architecture, technology, solutions, and industry trends | $163.77 |
| | Sr. Security Architect | 10-15 | - Develop High-Level Design to meet Customer requirements<br>- Provide architectural oversight for projects and maintain alignment between business strategies and business/ technical architecture frameworks<br>- Present high-level ROI (Return on Investment) and Total cost of ownership (TCO) figures to customer senior management during presentation and discussions<br>- Understand Cloud Computing and its various offerings like IaaS, PaaS, SaaS etc.<br>- Ensure traceability of requirements through design, implementation and testing phases of the project<br>- Perform consulting assessment reviews and assist client organization with development, execution and testing of the overall solution | $190.16 |
| **Cyber Defense** | Cyber Security Admin L1 | 1-3 | - Monitor security events from the SOC entry channels (SIEM, Tickets, Email and Phone) based on the event severity<br>- Monitor for attacks, intrusions and unusual, unauthorized or illegal activity<br>- Monitor and respond to 'phishing' emails<br>- Create incident tickets through ITSM<br>- Investigate security alerts and provide incident response<br>- Escalate issues to managed service support teams, L2 information security specialists, and/or customer for further investigation and resolution<br>- Participate in security incident management and vulnerability management processes | $87.74 |
| | Cyber Security Admin L2 | 3-5 | - Research emerging cyber security threats and ways to manage them<br>- Assist in disaster recovery in the event of any security breaches<br>- Assist with internal and external audits<br>- Test and evaluate security products<br>- Engage in ethical hacking (for simulating security breaches) | $104.47 |
| | Cyber Security Admin L3 | 5-7 | - Evaluate emerging cyber security threats and ways to manage them<br>- Plan for disaster recovery in the event of any security breaches<br>- Maintain an information security risk register<br>- Provide advice and guidance to staff on issues such as spam and unwanted or malicious emails<br>- Upgrade existing security systems<br>- Use advanced analytic tools to determine emerging threat patterns and vulnerabilities | $128.87 |
| | Cyber Security Architect | 7-10 | - Design new security systems or upgrade existing ones<br>- Prepare security benchmarks and best practices for product, tech, development, QA Testing, and other teams<br>- Monitors the legal and regulatory environment for recent developments<br>- Recommends, manages and implements required changes to IT risk and security policies and procedures<br>- Create, develop and review IS policies, procedures, guidelines and SOPs<br>- Generate suspicious activity reports and management reports for Leadership | $152.02 |
| | Sr. Cyber Security Architect | 10-15 | - Develop requirements for LANs, WANs, VPNs, routers, firewalls, and related network devices<br>- Review and approve installation of firewall, VPN, routers, IDS scanning technologies and servers<br>- Provide technical supervision and guidance to a security team<br>- Work closely with developers to build and deliver secure software using DevOps and cloud services<br>- Leverage principles, practices and tools in DevOps and cloud to improve the reliability, integrity and security of applications<br>- Define, implement and maintain corporate security policies and procedures<br>- Issue for update and upgrade of security systems as needed | $180.35 |

## Zones Full Product Category Matrix

| CNET Category 1 | CNET Category 2 | CNET Category 3 | CNET Category 4 | CNET Category 5 | Final CNET Category |
|---|---|---|---|---|---|
| Electronics | | | | | Electronics |
| Electronics | Audio & Video | | | | Audio & Video |
| Electronics | Audio & Video | Accessories_1 | | | Accessories_1 |
| Electronics | Audio & Video | Accessories_1 | Audio & Video Switches | | Audio & Video Switches |
| Electronics | Audio & Video | Accessories_1 | Audio and Video Equipment M | | Audio and Video Equipment Mounts |
| Electronics | Audio & Video | Accessories_1 | AV Blank Media | | AV Blank Media |
| Electronics | Audio & Video | Accessories_1 | CD/DVD Wallets | | CD/DVD Wallets |
| Electronics | Audio & Video | Accessories_1 | Digital Signage Players | | Digital Signage Players |
| Electronics | Audio & Video | Accessories_1 | Headphones | | Headphones |
| Electronics | Audio & Video | Accessories_1 | Headphones Accessories | | Headphones Accessories |
| Electronics | Audio & Video | Accessories_1 | Headphones Carrying Cases | | Headphones Carrying Cases |
| Electronics | Audio & Video | Accessories_1 | Home Audio Accessories | | Home Audio Accessories |
| Electronics | Audio & Video | Accessories_1 | iPod Accessories | | iPod Accessories |
| Electronics | Audio & Video | Accessories_1 | Microphones | | Microphones |
| Electronics | Audio & Video | Accessories_1 | Microphones | Conference Microphones | Conference Microphones |
| Electronics | Audio & Video | Accessories_1 | Multi-Purpose Bags | | Multi-Purpose Bags |
| Electronics | Audio & Video | Accessories_1 | Portable Player Accessories | | Portable Player Accessories |
| Electronics | Audio & Video | Accessories_1 | Portable Player Carrying Cases | | Portable Player Carrying Cases |
| Electronics | Audio & Video | Accessories_1 | Remote Controls | | Remote Controls |
| Electronics | Audio & Video | Accessories_1 | Signal Extender | | Signal Extender |
| Electronics | Audio & Video | Accessories_1 | Speakers_1 | | Speakers_1 |
| Electronics | Audio & Video | Accessories_1 | Telephone Accessories | | Telephone Accessories |
| Electronics | Audio & Video | Accessories_1 | TV  Accessories | | TV  Accessories |
| Electronics | Audio & Video | Accessories_1 | TV & Monitor Mounts | | TV & Monitor Mounts |
| Electronics | Audio & Video | Accessories_1 | TV & Monitor Mounts | Mounts | Mounts |
| Electronics | Audio & Video | Accessories_1 | TV & Monitor Mounts | Stands | Stands |
| Electronics | Audio & Video | Accessories_1 | TV & Radio Antennas | | TV & Radio Antennas |
| Electronics | Audio & Video | Accessories_1 | Video Converters | | Video Converters |
| Electronics | Audio & Video | Accessories_1 | Video Editing Controllers, Mixe | | Video Editing Controllers, Mixers & Titlers |
| Electronics | Audio & Video | Accessories_1 | Wireless Audio & Video Sharin | | Wireless Audio & Video Sharing |
| Electronics | Audio & Video | Car Audio & Video | | | Car Audio & Video |
| Electronics | Audio & Video | Car Audio & Video | Car Accessories | | Car Accessories |
| Electronics | Audio & Video | Car Audio & Video | Car Amplifiers & Equalizers | | Car Amplifiers & Equalizers |
| Electronics | Audio & Video | Car Audio & Video | Car Audio | | Car Audio |
| Electronics | Audio & Video | Car Audio & Video | Car Audio | Car Audio Crossovers | Car Audio Crossovers |
| Electronics | Audio & Video | Car Audio & Video | Car Audio | Car CD Changers | Car CD Changers |
| Electronics | Audio & Video | Car Audio & Video | Car Audio | FM Transceivers | FM Transceivers |
| Electronics | Audio & Video | Car Audio & Video | Car Audio & Video Cables | | Car Audio & Video Cables |
| Electronics | Audio & Video | Car Audio & Video | Car Video | | Car Video |
| Electronics | Audio & Video | Car Audio & Video | Car Video | Car DVD Players | Car DVD Players |
| Electronics | Audio & Video | Car Audio & Video | Car Video | Car Monitors | Car Monitors |
| Electronics | Audio & Video | Home Audio | | | Home Audio |
| Electronics | Audio & Video | Home Audio | Amplifiers | | Amplifiers |
| Electronics | Audio & Video | Home Audio | AV Receivers | | AV Receivers |
| Electronics | Audio & Video | Home Audio | Blu-ray Players | | Blu-ray Players |
| Electronics | Audio & Video | Home Audio | CD Decks | | CD Decks |
| Electronics | Audio & Video | Home Audio | Compact AV Systems | | Compact AV Systems |
| Electronics | Audio & Video | Home Audio | Digital Photo Frames | | Digital Photo Frames |
| Electronics | Audio & Video | Home Audio | DVD / HDD Combos | | DVD / HDD Combos |
| Electronics | Audio & Video | Home Audio | DVD Changers | | DVD Changers |
| Electronics | Audio & Video | Home Audio | DVD Players | | DVD Players |
| Electronics | Audio & Video | Home Audio | DVD Players | Stationary DVD Players | Stationary DVD Players |
| Electronics | Audio & Video | Home Audio | DVD Players | Upscaling DVD Players | Upscaling DVD Players |
| Electronics | Audio & Video | Home Audio | DVD Recorders | | DVD Recorders |
| Electronics | Audio & Video | Home Audio | DVD/VCR Combos | | DVD/VCR Combos |
| Electronics | Audio & Video | Home Audio | DVRs | | DVRs |
| Electronics | Audio & Video | Home Audio | Equalizers | | Equalizers |
| Electronics | Audio & Video | Home Audio | HD DVD Players | | HD DVD Players |
| Electronics | Audio & Video | Home Audio | Home Cinema Projectors | | Home Cinema Projectors |
| Electronics | Audio & Video | Home Audio | Home Media Players | | Home Media Players |
| Electronics | Audio & Video | Home Audio | Home Theater Systems | | Home Theater Systems |
| Electronics | Audio & Video | Home Audio | Radio Tuners | | Radio Tuners |
| Electronics | Audio & Video | Home Audio | Satellite Radio | | Satellite Radio |
| Electronics | Audio & Video | Home Audio | Tape Decks | | Tape Decks |
| Electronics | Audio & Video | Home Audio | Turntables | | Turntables |
| Electronics | Audio & Video | Home Audio | Upconverting DVD Players | | Upconverting DVD Players |
| Electronics | Audio & Video | Portable Audio & Video | | | Portable Audio & Video |
| Electronics | Audio & Video | Portable Audio & Video | Boomboxes | | Boomboxes |

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|---|---|---|---|---|---|
| Electronics | Audio & Video | Portable Audio & Video | Digital Voice Recorders | | Digital Voice Recorders |
| Electronics | Audio & Video | Portable Audio & Video | eBook Readers | | eBook Readers |
| Electronics | Audio & Video | Portable Audio & Video | iPods | | iPods |
| Electronics | Audio & Video | Portable Audio & Video | Microcassette Recorders | | Microcassette Recorders |
| Electronics | Audio & Video | Portable Audio & Video | MP3 Players | | MP3 Players |
| Electronics | Audio & Video | Portable Audio & Video | Portable Cassette Players & Re | | Portable Cassette Players & Recorders |
| Electronics | Audio & Video | Portable Audio & Video | Portable CD Players | | Portable CD Players |
| Electronics | Audio & Video | Portable Audio & Video | Portable DVD & Blu-ray Players | | Portable DVD & Blu-ray Players |
| Electronics | Audio & Video | Portable Audio & Video | Portable Media Players | | Portable Media Players |
| Electronics | Audio & Video | Portable Audio & Video | Portable Radios | | Portable Radios |
| Electronics | Audio & Video | Satellite & Cable TV | | | Satellite & Cable TV |
| Electronics | Audio & Video | Satellite & Cable TV | Satellite & Cable TV Accessorie | | Satellite & Cable TV Accessories |
| Electronics | Audio & Video | Satellite & Cable TV | Satellite Receivers | | Satellite Receivers |
| Electronics | Audio & Video | Satellite & Cable TV | Satellite Receivers With HDD | | Satellite Receivers With HDD |
| Electronics | Audio & Video | Satellite & Cable TV | Satellite TV Systems | | Satellite TV Systems |
| Electronics | Audio & Video | Speakers | | | Speakers |
| Electronics | Audio & Video | Speakers | Car Speakers | | Car Speakers |
| Electronics | Audio & Video | Speakers | Computer Speakers | | Computer Speakers |
| Electronics | Audio & Video | Speakers | Home Speakers | | Home Speakers |
| Electronics | Audio & Video | Speakers | Home Speakers | Central Speakers | Central Speakers |
| Electronics | Audio & Video | Speakers | Home Speakers | Right / Left Channel Speaker | Right / Left Channel Speakers |
| Electronics | Audio & Video | Speakers | Home Speakers | Subwoofers | Subwoofers |
| Electronics | Audio & Video | Speakers | iPod Speakers | | iPod Speakers |
| Electronics | Audio & Video | Speakers | Outdoor Speakers | | Outdoor Speakers |
| Electronics | Audio & Video | Speakers | Portable Speakers | | Portable Speakers |
| Electronics | Audio & Video | Speakers | Public Address Speakers | | Public Address Speakers |
| Electronics | Audio & Video | Speakers | Sound Bars | | Sound Bars |
| Electronics | Audio & Video | Speakers | Speaker Accessories | | Speaker Accessories |
| Electronics | Audio & Video | Speakers | Speakerphones | | Speakerphones |
| Electronics | Audio & Video | Televisions | | | Televisions |
| Electronics | Audio & Video | Televisions | CRT TVs | | CRT TVs |
| Electronics | Audio & Video | Televisions | Digital Signage Displays_1 | | Digital Signage Displays_1 |
| Electronics | Audio & Video | Televisions | DVD / TV Combos | | DVD / TV Combos |
| Electronics | Audio & Video | Televisions | Hotel & Hospitality TVs & Displ | | Hotel & Hospitality TVs & Displays |
| Electronics | Audio & Video | Televisions | LCD TVs | | LCD TVs |
| Electronics | Audio & Video | Televisions | LED TVs | | LED TVs |
| Electronics | Audio & Video | Televisions | OLED TVs | | OLED TVs |
| Electronics | Audio & Video | Televisions | Plasma TVs | | Plasma TVs |
| Electronics | Audio & Video | Televisions | Portable TVs | | Portable TVs |
| Electronics | Audio & Video | Televisions | Rear-Projection TVs | | Rear-Projection TVs |
| Electronics | Audio & Video | Video Games & Gadgets | | | Video Games & Gadgets |
| Electronics | Audio & Video | Video Games & Gadgets | Game Console Accessories | | Game Console Accessories |
| Electronics | Audio & Video | Video Games & Gadgets | Game Console Cables | | Game Console Cables |
| Electronics | Audio & Video | Video Games & Gadgets | Game Console Power | | Game Console Power |
| Electronics | Audio & Video | Video Games & Gadgets | Legacy Game Consoles | | Legacy Game Consoles |
| Electronics | Audio & Video | Video Games & Gadgets | Nintendo DS | | Nintendo DS |
| Electronics | Audio & Video | Video Games & Gadgets | Nintendo Wii | | Nintendo Wii |
| Electronics | Audio & Video | Video Games & Gadgets | Playstation 2 | | Playstation 2 |
| Electronics | Audio & Video | Video Games & Gadgets | Playstation 3 | | Playstation 3 |
| Electronics | Audio & Video | Video Games & Gadgets | PSP | | PSP |
| Electronics | Audio & Video | Video Games & Gadgets | Xbox 360 | | Xbox 360 |
| Electronics | Audio & Video | Video Surveillance | | | Video Surveillance |
| Electronics | Audio & Video | Video Surveillance | Quad Processors & Video Mult | | Quad Processors & Video Multiplexers |
| Electronics | Audio & Video | Video Surveillance | Security Cameras | | Security Cameras |
| Electronics | Audio & Video | Video Surveillance | Security DVRs | | Security DVRs |
| Electronics | Audio & Video | Video Surveillance | Video Servers | | Video Servers |
| Electronics | Audio & Video | Video Surveillance | Video Surveillance Accessories | | Video Surveillance Accessories |
| Electronics | Audio & Video | Video Surveillance | Video Surveillance Solutions | | Video Surveillance Solutions |
| Electronics | Cameras & Camcorders | | | | Cameras & Camcorders |
| Electronics | Cameras & Camcorders | Camcorder Accessories | | | Camcorder Accessories |
| Electronics | Cameras & Camcorders | Camcorder Accessories | Camcorder Accessories & Acce | | Camcorder Accessories & Accessory Kits |
| Electronics | Cameras & Camcorders | Camcorder Accessories | Camcorder Batteries | | Camcorder Batteries |
| Electronics | Cameras & Camcorders | Camcorder Accessories | Camcorder Cases | | Camcorder Cases |
| Electronics | Cameras & Camcorders | Camcorder Accessories | Camcorder Cleaning | | Camcorder Cleaning |
| Electronics | Cameras & Camcorders | Camcorder Accessories | Camcorder Lenses | | Camcorder Lenses |
| Electronics | Cameras & Camcorders | Camcorder Accessories | Camcorder Media | | Camcorder Media |
| Electronics | Cameras & Camcorders | Camcorder Accessories | Camcorder Tripods | | Camcorder Tripods |
| Electronics | Cameras & Camcorders | Camcorder Accessories | Camcorders Lens Filters | | Camcorders Lens Filters |
| Electronics | Cameras & Camcorders | Camcorder Accessories | Camera Drones Accessories | | Camera Drones Accessories |
| Electronics | Cameras & Camcorders | Camcorder Accessories | Cleaning Media | | Cleaning Media |
| Electronics | Cameras & Camcorders | Camcorders | | | Camcorders |
| Electronics | Cameras & Camcorders | Camcorders | Action Cameras | | Action Cameras |

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| Electronics | Cameras & Camcorders | Camcorders | Analog Camcorders | | Analog Camcorders |
| Electronics | Cameras & Camcorders | Camcorders | Camera Drones | | Camera Drones |
| Electronics | Cameras & Camcorders | Camcorders | DVD Camcorders | | DVD Camcorders |
| Electronics | Cameras & Camcorders | Camcorders | Flash Memory Camcorders | | Flash Memory Camcorders |
| Electronics | Cameras & Camcorders | Camcorders | Professional Camcorders | | Professional Camcorders |
| Electronics | Cameras & Camcorders | Camera Accessories | | | Camera Accessories |
| Electronics | Cameras & Camcorders | Camera Accessories | Camera Accessories & Accesso | | Camera Accessories & Accessory Kits |
| Electronics | Cameras & Camcorders | Camera Accessories | Camera Batteries | | Camera Batteries |
| Electronics | Cameras & Camcorders | Camera Accessories | Camera Cases | | Camera Cases |
| Electronics | Cameras & Camcorders | Camera Accessories | Camera Cleaning | | Camera Cleaning |
| Electronics | Cameras & Camcorders | Camera Accessories | Camera Lens Filters | | Camera Lens Filters |
| Electronics | Cameras & Camcorders | Camera Accessories | Camera Tripods | | Camera Tripods |
| Electronics | Cameras & Camcorders | Camera Accessories | Flashes | | Flashes |
| Electronics | Cameras & Camcorders | Camera Lenses | | | Camera Lenses |
| Electronics | Cameras & Camcorders | Camera Lenses | 35mm Camera Lenses | | 35mm Camera Lenses |
| Electronics | Cameras & Camcorders | Camera Lenses | Digital Camera Lenses | | Digital Camera Lenses |
| Electronics | Cameras & Camcorders | Camera Lenses | Lens Converters & Adapters | | Lens Converters & Adapters |
| Electronics | Cameras & Camcorders | Camera Lenses | Medium Camera Lenses | | Medium Camera Lenses |
| Electronics | Cameras & Camcorders | Digital Cameras | | | Digital Cameras |
| Electronics | Cameras & Camcorders | Digital Cameras | Compact Digital Cameras | | Compact Digital Cameras |
| Electronics | Cameras & Camcorders | Digital Cameras | Compact Digital Cameras | Long-Zoom Compact Camer | Long-Zoom Compact Cameras |
| Electronics | Cameras & Camcorders | Digital Cameras | Mirrorless System Digital Came | | Mirrorless System Digital Cameras |
| Electronics | Cameras & Camcorders | Digital Cameras | SLR Digital Cameras | | SLR Digital Cameras |
| Electronics | Cameras & Camcorders | Film Cameras | | | Film Cameras |
| Electronics | Cameras & Camcorders | Film Cameras | Compact Film Cameras | | Compact Film Cameras |
| Electronics | Cameras & Camcorders | Film Cameras | SLR Film Cameras | | SLR Film Cameras |
| Electronics | Cameras & Camcorders | Film Cameras | Specialty Film Cameras | | Specialty Film Cameras |
| Electronics | Communication | | | | Communication |
| Electronics | Communication | Cellular Phones | | | Cellular Phones |
| Electronics | Communication | Cellular Phones | 3G Phones | | 3G Phones |
| Electronics | Communication | Cellular Phones | 4G Phones | | 4G Phones |
| Electronics | Communication | Cellular Phones | CDMA Phones | | CDMA Phones |
| Electronics | Communication | Cellular Phones | Cellular Phone Accessories | | Cellular Phone Accessories |
| Electronics | Communication | Cellular Phones | Cellular Phone Batteries & Pow | | Cellular Phone Batteries & Power Adapters |
| Electronics | Communication | Cellular Phones | Cellular Phone Cables | | Cellular Phone Cables |
| Electronics | Communication | Cellular Phones | Cellular Phone Cases & Holster | | Cellular Phone Cases & Holsters |
| Electronics | Communication | Cellular Phones | D-AMPS & Analog Cellular Pho | | D-AMPS & Analog Cellular Phones |
| Electronics | Communication | Cellular Phones | GSM Phones | | GSM Phones |
| Electronics | Communication | Cellular Phones | iPhone | | iPhone |
| Electronics | Communication | Telephones | | | Telephones |
| Electronics | Communication | Telephones | Answering Machines | | Answering Machines |
| Electronics | Communication | Telephones | Caller ID | | Caller ID |
| Electronics | Communication | Telephones | Conference Phones | | Conference Phones |
| Electronics | Communication | Telephones | PBX Phones & Systems | | PBX Phones & Systems |
| Electronics | Communication | Telephones | Phone Accessories | | Phone Accessories |
| Electronics | Communication | Telephones | Video & Audio Conferencing | | Video & Audio Conferencing |
| Electronics | Communication | Telephones | Wired Telephones | | Wired Telephones |
| Electronics | Communication | Telephones | Wireless Telephones | | Wireless Telephones |
| Electronics | Communication | Two-Way Radios | | | Two-Way Radios |
| Electronics | Communication | Two-Way Radios | Long Range Two-Way Radios | | Long Range Two-Way Radios |
| Electronics | Communication | Two-Way Radios | Short Range Two-Way Radios | | Short Range Two-Way Radios |
| Electronics | Navigation | | | | Navigation |
| Electronics | Navigation | GPS | | | GPS |
| Electronics | Navigation | GPS | Built-in Car Navigation | | Built-in Car Navigation |
| Electronics | Navigation | GPS | GPS Accessories | | GPS Accessories |
| Electronics | Navigation | GPS | GPS Antennas | | GPS Antennas |
| Electronics | Navigation | GPS | GPS Cables | | GPS Cables |
| Electronics | Navigation | GPS | GPS Modules | | GPS Modules |
| Electronics | Navigation | GPS | GPS Power Adapters & Batteri | | GPS Power Adapters & Batteries |
| Electronics | Navigation | GPS | Portable GPS Receivers | | Portable GPS Receivers |
| Electronics | Navigation | GPS | Portable GPS Receivers | Car GPS | Car GPS |
| Electronics | Navigation | GPS | Portable GPS Receivers | GPS For Cycling | GPS For Cycling |
| Electronics | Navigation | GPS | Portable GPS Receivers | GPS For Hiking | GPS For Hiking |
| Electronics | Navigation | GPS | Portable GPS Receivers | GPS For Running | GPS For Running |
| Electronics | Navigation | GPS | Portable GPS Receivers | Marine GPS | Marine GPS |
| Electronics | Navigation | Marine Electronics | | | Marine Electronics |
| Electronics | Navigation | Marine Electronics | Chartplotters | | Chartplotters |
| Electronics | Navigation | Marine Electronics | Fishfinders | | Fishfinders |
| Electronics | Navigation | Marine Electronics | Marine Accessories | | Marine Accessories |
| Electronics | Navigation | Wearable Electronics | | | Wearable Electronics |
| Electronics | Navigation | Wearable Electronics | Smart Tracking | | Smart Tracking |
| Electronics | Navigation | Wearable Electronics | Smart Watch Accessories | | Smart Watch Accessories |

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|---|---|---|---|---|---|
| Electronics | Optical Equipment | | | | Optical Equipment |
| Electronics | Optical Equipment | Binoculars & Optics | | | Binoculars & Optics |
| Electronics | Optical Equipment | Binoculars & Optics | Binoculars | | Binoculars |
| Electronics | Optical Equipment | Binoculars & Optics | Monoculars | | Monoculars |
| Electronics | Optical Equipment | Binoculars & Optics | Optics Accessories | | Optics Accessories |
| Electronics | Optical Equipment | Binoculars & Optics | Optics Carrying Cases | | Optics Carrying Cases |
| Electronics | Optical Equipment | Binoculars & Optics | Riflescopes | | Riflescopes |
| Electronics | Optical Equipment | Night Vision Binoculars & Opt | | | Night Vision Binoculars & Optics |
| Electronics | Optical Equipment | Night Vision Binoculars & Opt | Night Vision Binoculars | | Night Vision Binoculars |
| Electronics | Optical Equipment | Night Vision Binoculars & Opt | Night Vision Monoculars | | Night Vision Monoculars |
| Electronics | Photo Equipment | | | | Photo Equipment |
| Electronics | Photo Equipment | Albums, Frames & Presentatic | | | Albums, Frames & Presentation |
| Electronics | Photo Equipment | Albums, Frames & Presentatic | Cutters & Trimmers | | Cutters & Trimmers |
| Electronics | Photo Equipment | Albums, Frames & Presentatic | Laminators | | Laminators |
| Electronics | Photo Equipment | Darkroom | Films | | Films |
| Electronics | Photo Equipment | Lighting & Studio | | | Lighting & Studio |
| Electronics | Photo Equipment | Lighting & Studio | Light Control | | Light Control |
| Electronics | Photo Equipment | Lighting & Studio | Studio Light | | Studio Light |
| Electronics | Photo Equipment | Lighting & Studio | Studio Mounting | | Studio Mounting |
| Facilities | | | | | Facilities |
| Facilities | Hardware & Tools | | | | Hardware & Tools |
| Facilities | Hardware & Tools | Other Hardware & Tools | | | Other Hardware & Tools |
| Facilities | Hardware & Tools | Other Hardware & Tools | Carts | | Carts |
| Facilities | Hardware & Tools | Other Hardware & Tools | Carts | Medical Carts | Medical Carts |
| Hardware | | | | | Hardware |
| Hardware | Components & Accessories | | | | Components & Accessories |
| Hardware | Components & Accessories | Accessories | | | Accessories |
| Hardware | Components & Accessories | Accessories | Assorted Accessories | | Assorted Accessories |
| Hardware | Components & Accessories | Accessories | Cash Drawers | | Cash Drawers |
| Hardware | Components & Accessories | Accessories | Cleaning Accessories | | Cleaning Accessories |
| Hardware | Components & Accessories | Accessories | Desktop Accessories | | Desktop Accessories |
| Hardware | Components & Accessories | Accessories | Docking Cradles | | Docking Cradles |
| Hardware | Components & Accessories | Accessories | Handheld Accessories | | Handheld Accessories |
| Hardware | Components & Accessories | Accessories | Notebook and Tablet PC Acces | | Notebook and Tablet PC Accessories _1 |
| Hardware | Components & Accessories | Accessories | Notebook Batteries_2 | | Notebook Batteries_2 |
| Hardware | Components & Accessories | Accessories | Notebook Carrying Cases_1 | | Notebook Carrying Cases_1 |
| Hardware | Components & Accessories | Accessories | Notebook Carrying Cases_1 | Backpacks_1 | Backpacks_1 |
| Hardware | Components & Accessories | Accessories | Notebook Carrying Cases_1 | Briefcases_1 | Briefcases_1 |
| Hardware | Components & Accessories | Accessories | Notebook Carrying Cases_1 | Leather Carrying Cases_1 | Leather Carrying Cases_1 |
| Hardware | Components & Accessories | Accessories | Notebook Carrying Cases_1 | Messenger Bags_1 | Messenger Bags_1 |
| Hardware | Components & Accessories | Accessories | Notebook Carrying Cases_1 | Wheeled Cases_1 | Wheeled Cases_1 |
| Hardware | Components & Accessories | Accessories | Notebook Docking Stations_1 | | Notebook Docking Stations_1 |
| Hardware | Components & Accessories | Accessories | Notebook Power Adapters/Cha | | Notebook Power Adapters/Chargers |
| Hardware | Components & Accessories | Accessories | Output Accessories | | Output Accessories |
| Hardware | Components & Accessories | Accessories | Security/Privacy and Screen Pr | | Security/Privacy and Screen Protection |
| Hardware | Components & Accessories | Accessories | Security/Privacy and Screen Pr | Security Chips, Tokens & Sm | Security Chips, Tokens & Smart Cards |
| Hardware | Components & Accessories | Accessories | Server Accessories | | Server Accessories |
| Hardware | Components & Accessories | Accessories | Spare Parts | | Spare Parts |
| Hardware | Components & Accessories | Accessories | Storage Accessories | | Storage Accessories |
| Hardware | Components & Accessories | Batteries | | | Batteries |
| Hardware | Components & Accessories | Batteries | Button-Cell Batteries | | Button-Cell Batteries |
| Hardware | Components & Accessories | Batteries | General Purpose Batteries | | General Purpose Batteries |
| Hardware | Components & Accessories | Batteries | Notebook Batteries | | Notebook Batteries |
| Hardware | Components & Accessories | Batteries | Specific Batteries | | Specific Batteries |
| Hardware | Components & Accessories | Books & Manuals | | | Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Apple / Mac Books & Manuals | | Apple / Mac Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Hardware Books & Manuals | | Hardware Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Hardware Books & Manuals | Communication Equipment | Communication Equipment Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Hardware Books & Manuals | Computer Hardware Books | Computer Hardware Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Hardware Books & Manuals | Networking Hardware Book | Networking Hardware Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Other Books & Manuals | | Other Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Other Books & Manuals | Management Books | Management Books |
| Hardware | Components & Accessories | Books & Manuals | Other Books & Manuals | Photo Art Books & Manuals | Photo Art Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | | Software Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Creativity Software Books & | Creativity Software Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Education Software Books & | Education Software Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Entertainment Software Boc | Entertainment Software Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Home / Lifestyle Software B | Home / Lifestyle Software Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Internet - E-Commerce Bool | Internet - E-Commerce Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Internet - Web Design / Pub | Internet - Web Design / Publishing Books & Ma |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Internet / Communication S | Internet / Communication Software Books & M |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Network Security Books & N | Network Security Books & Manuals |

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| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Networking Software Books | Networking Software Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Operating System Books & M | Operating System Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Productivity Software Books | Productivity Software Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Programming Tools Books & | Programming Tools Books & Manuals |
| Hardware | Components & Accessories | Books & Manuals | Software Books & Manuals | Utilities Software Books & M | Utilities Software Books & Manuals |
| Hardware | Components & Accessories | Cables | | | Cables |
| Hardware | Components & Accessories | Cables | Audio Cables | | Audio Cables |
| Hardware | Components & Accessories | Cables | Cabling Accessories | | Cabling Accessories |
| Hardware | Components & Accessories | Cables | FireWire Cables | | FireWire Cables |
| Hardware | Components & Accessories | Cables | HDMI Cables | | HDMI Cables |
| Hardware | Components & Accessories | Cables | KVM Cables | | KVM Cables |
| Hardware | Components & Accessories | Cables | Lightning Cables | | Lightning Cables |
| Hardware | Components & Accessories | Cables | Parallel Cables | | Parallel Cables |
| Hardware | Components & Accessories | Cables | Peripheral Cables | | Peripheral Cables |
| Hardware | Components & Accessories | Cables | Peripheral Cables | Monitor Cables | Monitor Cables |
| Hardware | Components & Accessories | Cables | Peripheral Cables | Printer Cables | Printer Cables |
| Hardware | Components & Accessories | Cables | Phone/Modem Cables | | Phone/Modem Cables |
| Hardware | Components & Accessories | Cables | Power Cables | | Power Cables |
| Hardware | Components & Accessories | Cables | Serial Cables | | Serial Cables |
| Hardware | Components & Accessories | Cables | Specific Cables | | Specific Cables |
| Hardware | Components & Accessories | Cables | Storage Cables_1 | | Storage Cables_1 |
| Hardware | Components & Accessories | Cables | Storage Cables_1 | SCSI / IDE / Floppy Cables | SCSI / IDE / Floppy Cables |
| Hardware | Components & Accessories | Cables | Storage Cables_1 | Serial ATA Cables | Serial ATA Cables |
| Hardware | Components & Accessories | Cables | USB Cables | | USB Cables |
| Hardware | Components & Accessories | Cables | USB Hubs | | USB Hubs |
| Hardware | Components & Accessories | Cables | Video Cables | | Video Cables |
| Hardware | Components & Accessories | Controller Cards | | | Controller Cards |
| Hardware | Components & Accessories | Controller Cards | FireWire Adapters | | FireWire Adapters |
| Hardware | Components & Accessories | Controller Cards | Legacy Controller Cards | | Legacy Controller Cards |
| Hardware | Components & Accessories | Controller Cards | Network Adapters_1 | | Network Adapters_1 |
| Hardware | Components & Accessories | Controller Cards | SmartCard Readers | | SmartCard Readers |
| Hardware | Components & Accessories | Controller Cards | Storage Adapters | | Storage Adapters |
| Hardware | Components & Accessories | Controller Cards | USB Controllers | | USB Controllers |
| Hardware | Components & Accessories | Fans & Cooling Systems | | | Fans & Cooling Systems |
| Hardware | Components & Accessories | Fans & Cooling Systems | Computer Coolers | | Computer Coolers |
| Hardware | Components & Accessories | Fans & Cooling Systems | Computer Fans | | Computer Fans |
| Hardware | Components & Accessories | Fans & Cooling Systems | Fanless Coolers & Heatsinks | | Fanless Coolers & Heatsinks |
| Hardware | Components & Accessories | Fans & Cooling Systems | Liquid Cooling Systems | | Liquid Cooling Systems |
| Hardware | Components & Accessories | Game Controllers | | | Game Controllers |
| Hardware | Components & Accessories | Game Controllers | Game Pads | | Game Pads |
| Hardware | Components & Accessories | Game Controllers | Joysticks | | Joysticks |
| Hardware | Components & Accessories | Game Controllers | Motion Sensors | | Motion Sensors |
| Hardware | Components & Accessories | Game Controllers | Various Controllers | | Various Controllers |
| Hardware | Components & Accessories | Game Controllers | Wheels & Pedals | | Wheels & Pedals |
| Hardware | Components & Accessories | Keyboards & Mice | | | Keyboards & Mice |
| Hardware | Components & Accessories | Keyboards & Mice | Graphic Tablet & Whiteboard A | | Graphic Tablet & Whiteboard Accessories |
| Hardware | Components & Accessories | Keyboards & Mice | Graphic Tablets & Whiteboard | | Graphic Tablets & Whiteboards |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboard & Mouse Accessories | | Keyboard & Mouse Accessories |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboard & Mouse Bundles | | Keyboard & Mouse Bundles |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboard & Mouse Cables | | Keyboard & Mouse Cables |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboard Accessories | | Keyboard Accessories |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboards | | Keyboards |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboards | Bluetooth Keyboards | Bluetooth Keyboards |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboards | Corded Keyboards | Corded Keyboards |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboards | Ergonomic Keyboards | Ergonomic Keyboards |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboards | Gaming Keyboards | Gaming Keyboards |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboards | Numeric Keypads | Numeric Keypads |
| Hardware | Components & Accessories | Keyboards & Mice | Keyboards | Wireless Keyboards | Wireless Keyboards |
| Hardware | Components & Accessories | Keyboards & Mice | Mice | | Mice |
| Hardware | Components & Accessories | Keyboards & Mice | Mice | Bluetooth Mice | Bluetooth Mice |
| Hardware | Components & Accessories | Keyboards & Mice | Mice | Corded Mice | Corded Mice |
| Hardware | Components & Accessories | Keyboards & Mice | Mice | Gaming Mice | Gaming Mice |
| Hardware | Components & Accessories | Keyboards & Mice | Mice | Notebook Mice | Notebook Mice |
| Hardware | Components & Accessories | Keyboards & Mice | Mice | Wireless Mice | Wireless Mice |
| Hardware | Components & Accessories | Keyboards & Mice | Mouse Accessories | | Mouse Accessories |
| Hardware | Components & Accessories | Keyboards & Mice | Pointing Devices | | Pointing Devices |
| Hardware | Components & Accessories | Keyboards & Mice | Pointing Devices | Styli | Styli |
| Hardware | Components & Accessories | KVM | | | KVM |
| Hardware | Components & Accessories | KVM | KVM Accessories | | KVM Accessories |
| Hardware | Components & Accessories | KVM | KVM Cables_1 | | KVM Cables_1 |
| Hardware | Components & Accessories | KVM | KVM Console | | KVM Console |
| Hardware | Components & Accessories | KVM | KVM Over IP | | KVM Over IP |

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|---|---|---|---|---|---|
| Hardware | Components & Accessories | KVM | KVM Switches | | KVM Switches |
| Hardware | Components & Accessories | Motherboards | | | Motherboards |
| Hardware | Components & Accessories | Motherboards | Motherboards (for AMD Proce | | Motherboards (for AMD Processors) |
| Hardware | Components & Accessories | Motherboards | Motherboards (for Intel Proces | | Motherboards (for Intel Processors) |
| Hardware | Components & Accessories | Motherboards | Server/Workstation Motherbo | | Server/Workstation Motherboards |
| Hardware | Components & Accessories | Power Protection Devices | | | Power Protection Devices |
| Hardware | Components & Accessories | Power Protection Devices | Power Enclosures | | Power Enclosures |
| Hardware | Components & Accessories | Power Protection Devices | Rack-Mountable UPS | | Rack-Mountable UPS |
| Hardware | Components & Accessories | Power Protection Devices | Stand-Alone UPS | | Stand-Alone UPS |
| Hardware | Components & Accessories | Power Protection Devices | Surge Suppressors & PDUs | | Surge Suppressors & PDUs |
| Hardware | Components & Accessories | Power Protection Devices | UPS Batteries | | UPS Batteries |
| Hardware | Components & Accessories | Power Supplies | | | Power Supplies |
| Hardware | Components & Accessories | Power Supplies | ATX Power Supplies | | ATX Power Supplies |
| Hardware | Components & Accessories | Power Supplies | EPS Power Supplies | | EPS Power Supplies |
| Hardware | Components & Accessories | Power Supplies | Power Accessories | | Power Accessories |
| Hardware | Components & Accessories | Power Supplies | Power Adapters and Chargers | | Power Adapters and Chargers |
| Hardware | Components & Accessories | Power Supplies | SFX Power Supplies | | SFX Power Supplies |
| Hardware | Components & Accessories | Processors | | | Processors |
| Hardware | Components & Accessories | Processors | AMD Processors | | AMD Processors |
| Hardware | Components & Accessories | Processors | Intel Processors | | Intel Processors |
| Hardware | Components & Accessories | Sound Cards | | | Sound Cards |
| Hardware | Components & Accessories | Sound Cards | External Sound Cards | | External Sound Cards |
| Hardware | Components & Accessories | Sound Cards | Internal Sound Cards | | Internal Sound Cards |
| Hardware | Components & Accessories | System Cases | | | System Cases |
| Hardware | Components & Accessories | System Cases | ATX Cases | | ATX Cases |
| Hardware | Components & Accessories | System Cases | Extended ATX Cases | | Extended ATX Cases |
| Hardware | Components & Accessories | System Cases | Micro ATX Cases | | Micro ATX Cases |
| Hardware | Components & Accessories | System Cases | Mini ITX Cases | | Mini ITX Cases |
| Hardware | Components & Accessories | System Cases | Specific Cases | | Specific Cases |
| Hardware | Components & Accessories | Video Cards | | | Video Cards |
| Hardware | Components & Accessories | Video Cards | Consumer Video Cards | | Consumer Video Cards |
| Hardware | Components & Accessories | Video Cards | DisplayPort Video Cards | | DisplayPort Video Cards |
| Hardware | Components & Accessories | Video Cards | DVI Video Cards | | DVI Video Cards |
| Hardware | Components & Accessories | Video Cards | HDMI Video Cards | | HDMI Video Cards |
| Hardware | Components & Accessories | Video Cards | Professional Video Cards | | Professional Video Cards |
| Hardware | Components & Accessories | Video Cards | Video Capture Cards | | Video Capture Cards |
| Hardware | Components & Accessories | Web & Network Cameras | | | Web & Network Cameras |
| Hardware | Components & Accessories | Web & Network Cameras | Camera Accessories_1 | | Camera Accessories_1 |
| Hardware | Components & Accessories | Web & Network Cameras | Document Cameras | | Document Cameras |
| Hardware | Components & Accessories | Web & Network Cameras | Network Cameras | | Network Cameras |
| Hardware | Components & Accessories | Web & Network Cameras | Web Cameras | | Web Cameras |
| Hardware | Displays & Projectors | | | | Displays & Projectors |
| Hardware | Displays & Projectors | Large Format Monitors | | | Large Format Monitors |
| Hardware | Displays & Projectors | Large Format Monitors | Large Format Display Accessori | | Large Format Display Accessories |
| Hardware | Displays & Projectors | Large Format Monitors | LCD Panels | | LCD Panels |
| Hardware | Displays & Projectors | Large Format Monitors | Plasma Panels | | Plasma Panels |
| Hardware | Displays & Projectors | Monitors | | | Monitors |
| Hardware | Displays & Projectors | Monitors | Computer Monitors | | Computer Monitors |
| Hardware | Displays & Projectors | Monitors | Computer Monitors | CRT Monitors | CRT Monitors |
| Hardware | Displays & Projectors | Monitors | Computer Monitors | LCD Monitors | LCD Monitors |
| Hardware | Displays & Projectors | Monitors | Computer Monitors | LED Monitors | LED Monitors |
| Hardware | Displays & Projectors | Monitors | Digital Signage Displays | | Digital Signage Displays |
| Hardware | Displays & Projectors | Monitors | Medical Displays | | Medical Displays |
| Hardware | Displays & Projectors | Monitors | Mounts/Monitor Acc | | Mounts/Monitor Acc |
| Hardware | Displays & Projectors | Monitors | Mounts/Monitor Acc | Monitor Stands & Mounts | Monitor Stands & Mounts |
| Hardware | Displays & Projectors | Monitors | POS Monitors | | POS Monitors |
| Hardware | Displays & Projectors | Monitors | Touchscreen Monitors | | Touchscreen Monitors |
| Hardware | Displays & Projectors | Monitors | VR Headsets | | VR Headsets |
| Hardware | Displays & Projectors | Projectors | | | Projectors |
| Hardware | Displays & Projectors | Projectors | DLP Projectors | | DLP Projectors |
| Hardware | Displays & Projectors | Projectors | LCD Projectors | | LCD Projectors |
| Hardware | Displays & Projectors | Projectors | LCOS Projectors | | LCOS Projectors |
| Hardware | Displays & Projectors | Projectors | Mountable Projectors | | Mountable Projectors |
| Hardware | Displays & Projectors | Projectors | Pocket Projectors | | Pocket Projectors |
| Hardware | Displays & Projectors | Projectors | Projector Accessories | | Projector Accessories |
| Hardware | Displays & Projectors | Projectors | Projector Cables | | Projector Cables |
| Hardware | Displays & Projectors | Projectors | Projector Lamps | | Projector Lamps |
| Hardware | Displays & Projectors | Projectors | Projector Mounts | | Projector Mounts |
| Hardware | Displays & Projectors | Projectors | Projector Power | | Projector Power |
| Hardware | Displays & Projectors | Projectors | Projector Screens | | Projector Screens |
| Hardware | Displays & Projectors | Projectors | Short-Throw Projectors | | Short-Throw Projectors |
| Hardware | Networking | | | | Networking |

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|---|---|---|---|---|---|
| Hardware | Networking | Bridges & Routers | | | Bridges & Routers |
| Hardware | Networking | Bridges & Routers | Enterprise Bridges & Routers | | Enterprise Bridges & Routers |
| Hardware | Networking | Bridges & Routers | SOHO Bridges & Routers | | SOHO Bridges & Routers |
| Hardware | Networking | Hubs & Switches | | | Hubs & Switches |
| Hardware | Networking | Hubs & Switches | 10/100 Hubs & Switches | | 10/100 Hubs & Switches |
| Hardware | Networking | Hubs & Switches | 10/25/40/50/100 Gigabit Switc | | 10/25/40/50/100 Gigabit Switches |
| Hardware | Networking | Hubs & Switches | Gigabit Hubs & Switches | | Gigabit Hubs & Switches |
| Hardware | Networking | Hubs & Switches | Managed Switches | | Managed Switches |
| Hardware | Networking | Hubs & Switches | Network Hubs | | Network Hubs |
| Hardware | Networking | Hubs & Switches | Rack-Mountable Hubs & Switcl | | Rack-Mountable Hubs & Switches |
| Hardware | Networking | Hubs & Switches | SOHO Hubs & Switches | | SOHO Hubs & Switches |
| Hardware | Networking | Hubs & Switches | Switch Expansion Modules | | Switch Expansion Modules |
| Hardware | Networking | Hubs & Switches | Unmanaged Switches | | Unmanaged Switches |
| Hardware | Networking | Modems | | | Modems |
| Hardware | Networking | Modems | Cable Modems | | Cable Modems |
| Hardware | Networking | Modems | Cellular Modems | | Cellular Modems |
| Hardware | Networking | Modems | Dial-Up Modems | | Dial-Up Modems |
| Hardware | Networking | Modems | DSL Modems | | DSL Modems |
| Hardware | Networking | Modems | ISDN Modems | | ISDN Modems |
| Hardware | Networking | Modems | Modem / NIC Combos | | Modem / NIC Combos |
| Hardware | Networking | Modems | Modem Accessories | | Modem Accessories |
| Hardware | Networking | Modems | Modem Cables | | Modem Cables |
| Hardware | Networking | Network Adapters | | | Network Adapters |
| Hardware | Networking | Network Adapters | 10/100 Network Adapters | | 10/100 Network Adapters |
| Hardware | Networking | Network Adapters | ATM Cards | | ATM Cards |
| Hardware | Networking | Network Adapters | Fiber Network Adapters | | Fiber Network Adapters |
| Hardware | Networking | Network Adapters | Gigabit Network Adapters | | Gigabit Network Adapters |
| Hardware | Networking | Network Adapters | PC Card Network Adapters | | PC Card Network Adapters |
| Hardware | Networking | Network Adapters | PCI Network Adapters | | PCI Network Adapters |
| Hardware | Networking | Network Adapters | PCI-E Network Adapters | | PCI-E Network Adapters |
| Hardware | Networking | Network Adapters | PCI-X Network Adapters | | PCI-X Network Adapters |
| Hardware | Networking | Network Adapters | USB Network Adapters | | USB Network Adapters |
| Hardware | Networking | Network Adapters | Voice / Data Modules | | Voice / Data Modules |
| Hardware | Networking | Network Adapters | Wired Network Adapters | | Wired Network Adapters |
| Hardware | Networking | Network Adapters | Wireless Network Adapters | | Wireless Network Adapters |
| Hardware | Networking | Network Cabling | | | Network Cabling |
| Hardware | Networking | Network Cabling | Bulk Network Cables | | Bulk Network Cables |
| Hardware | Networking | Network Cabling | Coaxial Cables | | Coaxial Cables |
| Hardware | Networking | Network Cabling | Crossover Cables | | Crossover Cables |
| Hardware | Networking | Network Cabling | Fiber Cables | | Fiber Cables |
| Hardware | Networking | Network Cabling | Fiber Cables | Multimode Fiber Cables | Multimode Fiber Cables |
| Hardware | Networking | Network Cabling | Fiber Cables | Singlemode Fiber Cables | Singlemode Fiber Cables |
| Hardware | Networking | Network Cabling | Network Cabling Accessories | | Network Cabling Accessories |
| Hardware | Networking | Network Cabling | Networking CTO Components | | Networking CTO Components |
| Hardware | Networking | Network Cabling | Patch Cables | | Patch Cables |
| Hardware | Networking | Network Cabling | Patch Panels | | Patch Panels |
| Hardware | Networking | Network Cabling | Special Network Cables | | Special Network Cables |
| Hardware | Networking | Network Cabling | Tools and Tool Kits | | Tools and Tool Kits |
| Hardware | Networking | Network Cabling | Twisted Pair Cables | | Twisted Pair Cables |
| Hardware | Networking | Network Cabling | Twisted Pair Cables | Cat 5 Cables | Cat 5 Cables |
| Hardware | Networking | Network Cabling | Twisted Pair Cables | Cat 5e Cables | Cat 5e Cables |
| Hardware | Networking | Network Cabling | Twisted Pair Cables | Cat 6 Cables | Cat 6 Cables |
| Hardware | Networking | Network Cabling | Twisted Pair Cables | Cat 6a Cables | Cat 6a Cables |
| Hardware | Networking | Network Security | | | Network Security |
| Hardware | Networking | Network Security | Firewall / VPN Appliances | | Firewall / VPN Appliances |
| Hardware | Networking | Network Security | HW_Intrusion Detection/Preve | | HW_Intrusion Detection/Prevention |
| Hardware | Networking | Network Security | IP Cameras | | IP Cameras |
| Hardware | Networking | Network Security | IP Cameras | Wired IP Cameras | Wired IP Cameras |
| Hardware | Networking | Network Security | IP Cameras | Wireless IP Cameras_1 | Wireless IP Cameras_1 |
| Hardware | Networking | Network Security | Network Security Appliances | | Network Security Appliances |
| Hardware | Networking | Network Security | Network Security Software | | Network Security Software |
| Hardware | Networking | Network Security | Specialized Network Devices | | Specialized Network Devices |
| Hardware | Networking | Transceivers & Multiplexers | | | Transceivers & Multiplexers |
| Hardware | Networking | Transceivers & Multiplexers | Copper Transceivers | | Copper Transceivers |
| Hardware | Networking | Transceivers & Multiplexers | GBIC Transceivers | | GBIC Transceivers |
| Hardware | Networking | Transceivers & Multiplexers | Multiplexers | | Multiplexers |
| Hardware | Networking | Transceivers & Multiplexers | Optical Transceivers | | Optical Transceivers |
| Hardware | Networking | Transceivers & Multiplexers | SFP Transceivers | | SFP Transceivers |
| Hardware | Networking | VoIP | | | VoIP |
| Hardware | Networking | VoIP | To be removed - 2 | | To be removed - 2 |
| Hardware | Networking | VoIP | VoIP Gateways | | VoIP Gateways |
| Hardware | Networking | VoIP | VoIP Modules | | VoIP Modules |

| Hardware | Networking | VoIP | VoIP Phones | | VoIP Phones |
|---|---|---|---|---|---|
| Hardware | Networking | VoIP | VoIP Routers | | VoIP Routers |
| Hardware | Networking | VoIP | VoIP Software | | VoIP Software |
| Hardware | Networking | WAN | | | WAN |
| Hardware | Networking | Wireless | | | Wireless |
| Hardware | Networking | Wireless | Bluetooth Adapters | | Bluetooth Adapters |
| Hardware | Networking | Wireless | Network Antennas & Accessori | | Network Antennas & Accessories |
| Hardware | Networking | Wireless | Power Over Ethernet Wireless | | Power Over Ethernet Wireless |
| Hardware | Networking | Wireless | Wireless Access Points | | Wireless Access Points |
| Hardware | Networking | Wireless | Wireless Bridges | | Wireless Bridges |
| Hardware | Networking | Wireless | Wireless Controllers | | Wireless Controllers |
| Hardware | Networking | Wireless | Wireless IP Cameras | | Wireless IP Cameras |
| Hardware | Networking | Wireless | Wireless NICs | | Wireless NICs |
| Hardware | Networking | Wireless | Wireless Routers | | Wireless Routers |
| Hardware | Printers & Scanners | | | | Printers & Scanners |
| Hardware | Printers & Scanners | Office Products | | | Office Products |
| Hardware | Printers & Scanners | Office Products | Copiers | | Copiers |
| Hardware | Printers & Scanners | Office Products | Do Not Use_Multifunction Prin | | Do Not Use_Multifunction Printers_1 |
| Hardware | Printers & Scanners | Office Products | Do Not Use_Multifunction Prin | Do Not Use_B&W Multifunc | Do Not Use_B&W Multifunction Laser Printers |
| Hardware | Printers & Scanners | Office Products | Do Not Use_Multifunction Prin | Do Not Use_Color Multifunc | Do Not Use_Color Multifunction Laser Printers |
| Hardware | Printers & Scanners | Office Products | Do Not Use_Multifunction Prin | Do Not Use_Multifunction In | Do Not Use_Multifunction Ink-Jet Printers |
| Hardware | Printers & Scanners | Office Products | Fax Machines | | Fax Machines |
| Hardware | Printers & Scanners | Office Products | Shredders | | Shredders |
| Hardware | Printers & Scanners | Print Servers | | | Print Servers |
| Hardware | Printers & Scanners | Print Servers | Ethernet Print Servers | | Ethernet Print Servers |
| Hardware | Printers & Scanners | Print Servers | Wireless Print Servers | | Wireless Print Servers |
| Hardware | Printers & Scanners | Printer Consumables | | | Printer Consumables |
| Hardware | Printers & Scanners | Printer Consumables | Ink Tanks | | Ink Tanks |
| Hardware | Printers & Scanners | Printer Consumables | Large Format Paper | | Large Format Paper |
| Hardware | Printers & Scanners | Printer Consumables | Office Paper | | Office Paper |
| Hardware | Printers & Scanners | Printer Consumables | Other Printer Consumables an | | Other Printer Consumables and Maintenance K |
| Hardware | Printers & Scanners | Printer Consumables | Other Printer Consumables an | Developer kits | Developer kits |
| Hardware | Printers & Scanners | Printer Consumables | Other Printer Consumables an | Waste Toner Collectors | Waste Toner Collectors |
| Hardware | Printers & Scanners | Printer Consumables | Photo Paper | | Photo Paper |
| Hardware | Printers & Scanners | Printer Consumables | Print Cartridges | | Print Cartridges |
| Hardware | Printers & Scanners | Printer Consumables | Print Ribbons | | Print Ribbons |
| Hardware | Printers & Scanners | Printer Consumables | Printer Cards | | Printer Cards |
| Hardware | Printers & Scanners | Printer Consumables | Printer Drum Kits | | Printer Drum Kits |
| Hardware | Printers & Scanners | Printer Consumables | Printer Fuser Kits | | Printer Fuser Kits |
| Hardware | Printers & Scanners | Printer Consumables | Printer Fuser Kits | Cleaning kits | Cleaning kits |
| Hardware | Printers & Scanners | Printer Consumables | Printer Fuser Kits | Imaging kits | Imaging kits |
| Hardware | Printers & Scanners | Printer Consumables | Printer Fuser Kits | Laser maintenance kits | Laser maintenance kits |
| Hardware | Printers & Scanners | Printer Consumables | Printer Fuser Kits | Photoconductor kits | Photoconductor kits |
| Hardware | Printers & Scanners | Printer Consumables | Printer Fuser Kits | Ribbon kits | Ribbon kits |
| Hardware | Printers & Scanners | Printer Consumables | Printer Fuser Kits | Stapling supplies | Stapling supplies |
| Hardware | Printers & Scanners | Printer Consumables | Printer Fuser Kits | Transfer belts | Transfer belts |
| Hardware | Printers & Scanners | Printer Consumables | Printer Labels | | Printer Labels |
| Hardware | Printers & Scanners | Printer Consumables | Printheads | | Printheads |
| Hardware | Printers & Scanners | Printer Consumables | Roll Paper | | Roll Paper |
| Hardware | Printers & Scanners | Printer Consumables | Solid Inks | | Solid Inks |
| Hardware | Printers & Scanners | Printer Consumables | Special Media | | Special Media |
| Hardware | Printers & Scanners | Printer Consumables | Toner Cartridges | | Toner Cartridges |
| Hardware | Printers & Scanners | Printer Trays & Accessories | | | Printer Trays & Accessories |
| Hardware | Printers & Scanners | Printer Trays & Accessories | Printer Accessories_1 | | Printer Accessories_1 |
| Hardware | Printers & Scanners | Printer Trays & Accessories | Printer Duplexers | | Printer Duplexers |
| Hardware | Printers & Scanners | Printer Trays & Accessories | Printer Input Trays | | Printer Input Trays |
| Hardware | Printers & Scanners | Printer Trays & Accessories | Printer Output Trays | | Printer Output Trays |
| Hardware | Printers & Scanners | Printers | | | Printers |
| Hardware | Printers & Scanners | Printers | 3D Printers | | 3D Printers |
| Hardware | Printers & Scanners | Printers | CD/DVD Printers | | CD/DVD Printers |
| Hardware | Printers & Scanners | Printers | Check Printers | | Check Printers |
| Hardware | Printers & Scanners | Printers | Color Laser Printers | | Color Laser Printers |
| Hardware | Printers & Scanners | Printers | Dot-Matrix Printers | | Dot-Matrix Printers |
| Hardware | Printers & Scanners | Printers | ID Card Printers | | ID Card Printers |
| Hardware | Printers & Scanners | Printers | Ink-Jet Printers | | Ink-Jet Printers |
| Hardware | Printers & Scanners | Printers | Label Printers | | Label Printers |
| Hardware | Printers & Scanners | Printers | Large-Format Printers | | Large-Format Printers |
| Hardware | Printers & Scanners | Printers | Monochrome Laser Printers | | Monochrome Laser Printers |
| Hardware | Printers & Scanners | Printers | Multifunction Printers | | Multifunction Printers |
| Hardware | Printers & Scanners | Printers | Multifunction Printers | B&W Multifunction Laser Pr | B&W Multifunction Laser Printers_1 |
| Hardware | Printers & Scanners | Printers | Multifunction Printers | Color Multifunction Laser Pr | Color Multifunction Laser Printers_1 |
| Hardware | Printers & Scanners | Printers | Multifunction Printers | Multifunction Ink-Jet Printe | Multifunction Ink-Jet Printers_1 |

| Hardware | Printers & Scanners | Printers | Page Wide Array Printers | | Page Wide Array Printers |
|---|---|---|---|---|---|
| Hardware | Printers & Scanners | Printers | Photo Printers | | Photo Printers |
| Hardware | Printers & Scanners | Printers | POS Receipt Printers | | POS Receipt Printers |
| Hardware | Printers & Scanners | Printers | Thermal Printers | | Thermal Printers |
| Hardware | Printers & Scanners | Scanners | | | Scanners |
| Hardware | Printers & Scanners | Scanners | Barcode Scanners | | Barcode Scanners |
| Hardware | Printers & Scanners | Scanners | Document Scanners | | Document Scanners |
| Hardware | Printers & Scanners | Scanners | Flatbed Scanners | | Flatbed Scanners |
| Hardware | Printers & Scanners | Scanners | Scanner Accessories | | Scanner Accessories |
| Hardware | Printers & Scanners | Scanners | Scanner Power | | Scanner Power |
| Hardware | Printers & Scanners | Scanners | Scanner Power_1 | | Scanner Power_1 |
| Hardware | Printers & Scanners | Scanners | Slide / Film Scanners | | Slide / Film Scanners |
| Hardware | Printers & Scanners | Scanners | Special Scanners | | Special Scanners |
| Hardware | Service & Support | | | | Service & Support |
| Hardware | Service & Support | Hardware Service & Support - | | | Hardware Service & Support - Advanced Techn |
| Hardware | Service & Support | Hardware Service & Support - Computer Components Service | | | Computer Components Service Options - Adva |
| Hardware | Service & Support | Hardware Service & Support - Computer Service Options - Ad | | | Computer Service Options - Advanced Technol |
| Hardware | Service & Support | Hardware Service & Support - Network Devices Service Optio | | | Network Devices Service Options - Advanced T |
| Hardware | Service & Support | Hardware Service & Support - Peripheral Devices Service Opt | | | Peripheral Devices Service Options - Advanced |
| Hardware | Service & Support | Hardware Service & Support - Storage Devices Service Option | | | Storage Devices Service Options - Advanced Te |
| Hardware | Service & Support | Hardware Service & Support - | | | Hardware Service & Support - Workplace |
| Hardware | Service & Support | Hardware Service & Support - Components & Peripherals Ser | | | Components & Peripherals Service Options - W |
| Hardware | Service & Support | Hardware Service & Support - Computer Service Options - Wo | | | Computer Service Options - Workplace |
| Hardware | Service & Support | Training Courses | | | Training Courses |
| Hardware | Service & Support | Training Courses | Exams | | Exams |
| Hardware | Service & Support | Training Courses | Lectures | | Lectures |
| Hardware | Service & Support | Training Courses | Lectures & Labs | | Lectures & Labs |
| Hardware | Service & Support | Training Courses | Live E-Learning | | Live E-Learning |
| Hardware | Service & Support | Training Courses | Pre-Purchasing Training Funds | | Pre-Purchasing Training Funds Units |
| Hardware | Service & Support | Training Courses | Seminars | | Seminars |
| Hardware | Service & Support | Training Courses | Web-Based Training | | Web-Based Training |
| Hardware | Storage & Memory | | | | Storage & Memory |
| Hardware | Storage & Memory | Disc Duplicators | | | Disc Duplicators |
| Hardware | Storage & Memory | Disc Duplicators | CD / DVD / Blu-ray Duplicators | | CD / DVD / Blu-ray Duplicators |
| Hardware | Storage & Memory | Disc Duplicators | Flash Duplicators | | Flash Duplicators |
| Hardware | Storage & Memory | Disc Duplicators | HDD Duplicators | | HDD Duplicators |
| Hardware | Storage & Memory | Disk Arrays | | | Disk Arrays |
| Hardware | Storage & Memory | Disk Arrays | Ethernet Disk Arrays | | Ethernet Disk Arrays |
| Hardware | Storage & Memory | Disk Arrays | Fibre Channel Disk Arrays | | Fibre Channel Disk Arrays |
| Hardware | Storage & Memory | Disk Arrays | FireWire Disk Arrays | | FireWire Disk Arrays |
| Hardware | Storage & Memory | Disk Arrays | iSCSI Disk Arrays | | iSCSI Disk Arrays |
| Hardware | Storage & Memory | Disk Arrays | SAS Disk Arrays | | SAS Disk Arrays |
| Hardware | Storage & Memory | Disk Arrays | SATA Disk Arrays | | SATA Disk Arrays |
| Hardware | Storage & Memory | Disk Arrays | SCSI Disk Arrays | | SCSI Disk Arrays |
| Hardware | Storage & Memory | Disk Arrays | Thunderbolt Disk Arrays | | Thunderbolt Disk Arrays |
| Hardware | Storage & Memory | Disk Arrays | USB Disk Arrays | | USB Disk Arrays |
| Hardware | Storage & Memory | External Storage Enclosures | | | External Storage Enclosures |
| Hardware | Storage & Memory | External Storage Enclosures | Hard Drive Enclosures | | Hard Drive Enclosures |
| Hardware | Storage & Memory | Flash Memory | | | Flash Memory |
| Hardware | Storage & Memory | Flash Memory | Card Readers | | Card Readers |
| Hardware | Storage & Memory | Flash Memory | Flash Cards | | Flash Cards |
| Hardware | Storage & Memory | Flash Memory | Flash Cards | CF Cards | CF Cards |
| Hardware | Storage & Memory | Flash Memory | Flash Cards | Micro-SD Cards | Micro-SD Cards |
| Hardware | Storage & Memory | Flash Memory | Flash Cards | SD Cards | SD Cards |
| Hardware | Storage & Memory | Flash Memory | Flash Cards | XD Cards | XD Cards |
| Hardware | Storage & Memory | Flash Memory | Flash Drives | | Flash Drives |
| Hardware | Storage & Memory | Flash Memory | Read-Only Memory | | Read-Only Memory |
| Hardware | Storage & Memory | Hard Drives | | | Hard Drives |
| Hardware | Storage & Memory | Hard Drives | External Hard Drives | | External Hard Drives |
| Hardware | Storage & Memory | Hard Drives | Hard Drive Mounting | | Hard Drive Mounting |
| Hardware | Storage & Memory | Hard Drives | Internal Hard Drives | | Internal Hard Drives |
| Hardware | Storage & Memory | Hard Drives | Notebook Hard Drives | | Notebook Hard Drives |
| Hardware | Storage & Memory | Hard Drives | Server Hard Drives | | Server Hard Drives |
| Hardware | Storage & Memory | Hard Drives | Solid State Drives | | Solid State Drives |
| Hardware | Storage & Memory | Hard Drives | Solid State Drives | External Solid State Drives | External Solid State Drives |
| Hardware | Storage & Memory | Hard Drives | Solid State Drives | Internal Solid State Drives | Internal Solid State Drives |
| Hardware | Storage & Memory | Hard Drives | Solid State Drives | MLC Solid State Drives | MLC Solid State Drives |
| Hardware | Storage & Memory | Hard Drives | Solid State Drives | SLC Solid State Drives | SLC Solid State Drives |
| Hardware | Storage & Memory | Legacy Drives | Floppy Drives | | Floppy Drives |
| Hardware | Storage & Memory | Legacy Drives | Magneto-Optical Drives | | Magneto-Optical Drives |
| Hardware | Storage & Memory | Memory Upgrades / RAM | | | Memory Upgrades / RAM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR | | DDR |

| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR | DDR DIMM | DDR DIMM |
|---|---|---|---|---|---|
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR | DDR SO-DIMM | DDR SO-DIMM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR2 | | DDR2 |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR2 | DDR2 DIMM | DDR2 DIMM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR2 | DDR2 SO-DIMM | DDR2 SO-DIMM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR3 | | DDR3 |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR3 | DDR3 DIMM | DDR3 DIMM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR3 | DDR3 SO-DIMM | DDR3 SO-DIMM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR4 | | DDR4 |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR4 | DDR4 DIMM | DDR4 DIMM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DDR4 | DDR4 SO-DIMM | DDR4 SO-DIMM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | DRAM | | DRAM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | Memory Upgrades | | Memory Upgrades |
| Hardware | Storage & Memory | Memory Upgrades / RAM | Memory Upgrades | Desktop Memory | Desktop Memory |
| Hardware | Storage & Memory | Memory Upgrades / RAM | Memory Upgrades | Networking Memory | Networking Memory |
| Hardware | Storage & Memory | Memory Upgrades / RAM | Memory Upgrades | Notebook Memory_1 | Notebook Memory_1 |
| Hardware | Storage & Memory | Memory Upgrades / RAM | Memory Upgrades | Printer Memory | Printer Memory |
| Hardware | Storage & Memory | Memory Upgrades / RAM | Memory Upgrades | Server Memory | Server Memory |
| Hardware | Storage & Memory | Memory Upgrades / RAM | RDRAM | | RDRAM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | SDRAM | | SDRAM |
| Hardware | Storage & Memory | Memory Upgrades / RAM | Video Controller Memory Upgr | | Video Controller Memory Upgrades |
| Hardware | Storage & Memory | Network Storage | | | Network Storage |
| Hardware | Storage & Memory | Network Storage | NAS | | NAS |
| Hardware | Storage & Memory | Network Storage | SAN | | SAN |
| Hardware | Storage & Memory | Optical Drives | | | Optical Drives |
| Hardware | Storage & Memory | Optical Drives | Blu-ray Drives | | Blu-ray Drives |
| Hardware | Storage & Memory | Optical Drives | CD Drives | | CD Drives |
| Hardware | Storage & Memory | Optical Drives | DVD Drives | | DVD Drives |
| Hardware | Storage & Memory | Software_1 | | | Software_1 |
| Hardware | Storage & Memory | Software_1 | Software For Storage Solutions | | Software For Storage Solutions |
| Hardware | Storage & Memory | Storage Cables | | | Storage Cables |
| Hardware | Storage & Memory | Storage Cables | IDE Cables | | IDE Cables |
| Hardware | Storage & Memory | Storage Cables | Legacy Cables | | Legacy Cables |
| Hardware | Storage & Memory | Storage Cables | Optical Cables | | Optical Cables |
| Hardware | Storage & Memory | Storage Cables | SAS Cables | | SAS Cables |
| Hardware | Storage & Memory | Storage Cables | SATA Cables | | SATA Cables |
| Hardware | Storage & Memory | Storage Cables | SCSI Cables | | SCSI Cables |
| Hardware | Storage & Memory | Storage Media | | | Storage Media |
| Hardware | Storage & Memory | Storage Media | Blu-ray Media | | Blu-ray Media |
| Hardware | Storage & Memory | Storage Media | CD Media | | CD Media |
| Hardware | Storage & Memory | Storage Media | DVD Media | | DVD Media |
| Hardware | Storage & Memory | Storage Media | Legacy Recording Media | | Legacy Recording Media |
| Hardware | Storage & Memory | Storage Media | Tape Media | | Tape Media |
| Hardware | Storage & Memory | Tape Backup | | | Tape Backup |
| Hardware | Storage & Memory | Tape Backup | External Tape Drives | | External Tape Drives |
| Hardware | Storage & Memory | Tape Backup | Internal Tape Drives | | Internal Tape Drives |
| Hardware | Storage & Memory | Tape Backup | Tape Automation | | Tape Automation |
| Hardware | Systems | | | | Systems |
| Hardware | Systems | Desktops & Workstations | | | Desktops & Workstations |
| Hardware | Systems | Desktops & Workstations | Barebone Systems | | Barebone Systems |
| Hardware | Systems | Desktops & Workstations | Desktop CTO Components | | Desktop CTO Components |
| Hardware | Systems | Desktops & Workstations | Desktops | | Desktops |
| Hardware | Systems | Desktops & Workstations | Desktops | All-In-One Desktops | All-In-One Desktops |
| Hardware | Systems | Desktops & Workstations | Desktops | AMD Desktops | AMD Desktops |
| Hardware | Systems | Desktops & Workstations | Desktops | Apple Desktops | Apple Desktops |
| Hardware | Systems | Desktops & Workstations | Desktops | Gaming Desktops | Gaming Desktops |
| Hardware | Systems | Desktops & Workstations | Desktops | Intel Desktops | Intel Desktops |
| Hardware | Systems | Desktops & Workstations | Desktops | PC Media Centers | PC Media Centers |
| Hardware | Systems | Desktops & Workstations | Kiosks_1 | | Kiosks_1 |
| Hardware | Systems | Desktops & Workstations | Point Of Sale Computers | | Point Of Sale Computers |
| Hardware | Systems | Desktops & Workstations | Thin Clients | | Thin Clients |
| Hardware | Systems | Desktops & Workstations | Workstations | | Workstations |
| Hardware | Systems | Notebooks & Accessories | | | Notebooks & Accessories |
| Hardware | Systems | Notebooks & Accessories | Convertible Notebooks | | Convertible Notebooks |
| Hardware | Systems | Notebooks & Accessories | Mobile Workstations | | Mobile Workstations |
| Hardware | Systems | Notebooks & Accessories | Netbooks | | Netbooks |
| Hardware | Systems | Notebooks & Accessories | Notebook & Tablet Accessories | | Notebook & Tablet Accessories |
| Hardware | Systems | Notebooks & Accessories | Notebook and Tablet PC Acces | | Notebook and Tablet PC Accessories |
| Hardware | Systems | Notebooks & Accessories | Notebook and Tablet PC Acces | Privacy Filters | Privacy Filters |
| Hardware | Systems | Notebooks & Accessories | Notebook and Tablet PC Acces | Screen Protectors | Screen Protectors |
| Hardware | Systems | Notebooks & Accessories | Notebook and Tablet PC Acces | Stands for Notebooks & Tab | Stands for Notebooks & Tablets |
| Hardware | Systems | Notebooks & Accessories | Notebook and Tablet PC Acces | Tablet Carrying Cases | Tablet Carrying Cases |

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| Hardware | Systems | Notebooks & Accessories | Notebook Batteries_1 | | Notebook Batteries_1 |
| Hardware | Systems | Notebooks & Accessories | Notebook Carrying Cases | | Notebook Carrying Cases |
| Hardware | Systems | Notebooks & Accessories | Notebook Carrying Cases | Backpacks | Backpacks |
| Hardware | Systems | Notebooks & Accessories | Notebook Carrying Cases | Briefcases | Briefcases |
| Hardware | Systems | Notebooks & Accessories | Notebook Carrying Cases | Leather Carrying Cases | Leather Carrying Cases |
| Hardware | Systems | Notebooks & Accessories | Notebook Carrying Cases | Messenger Bags | Messenger Bags |
| Hardware | Systems | Notebooks & Accessories | Notebook Carrying Cases | Notebook Sleeves | Notebook Sleeves |
| Hardware | Systems | Notebooks & Accessories | Notebook Carrying Cases | Wheeled Cases | Wheeled Cases |
| Hardware | Systems | Notebooks & Accessories | Notebook CTO Components | | Notebook CTO Components |
| Hardware | Systems | Notebooks & Accessories | Notebook Docking Stations | | Notebook Docking Stations |
| Hardware | Systems | Notebooks & Accessories | Notebook Memory | | Notebook Memory |
| Hardware | Systems | Notebooks & Accessories | Notebook Power Adapters/Cha | | Notebook Power Adapters/Chargers_1 |
| Hardware | Systems | Notebooks & Accessories | Notebooks | | Notebooks |
| Hardware | Systems | Notebooks & Accessories | Notebooks | AMD Notebooks | AMD Notebooks |
| Hardware | Systems | Notebooks & Accessories | Notebooks | Apple Notebooks | Apple Notebooks |
| Hardware | Systems | Notebooks & Accessories | Notebooks | Business Notebooks | Business Notebooks |
| Hardware | Systems | Notebooks & Accessories | Notebooks | Gaming Notebooks | Gaming Notebooks |
| Hardware | Systems | Notebooks & Accessories | Notebooks | Intel Notebooks | Intel Notebooks |
| Hardware | Systems | Notebooks & Accessories | Notebooks | Rugged Notebooks | Rugged Notebooks |
| Hardware | Systems | Notebooks & Accessories | Notebooks | Ultra Thin Notebooks | Ultra Thin Notebooks |
| Hardware | Systems | Notebooks & Accessories | Tablet PCs | | Tablet PCs |
| Hardware | Systems | Notebooks & Accessories | Thin Client Notebooks | | Thin Client Notebooks |
| Hardware | Systems | Notebooks & Accessories | Ultrabooks | | Ultrabooks |
| Hardware | Systems | Notebooks & Accessories | Ultra-Light Notebooks | | Ultra-Light Notebooks |
| Hardware | Systems | Notebooks & Accessories | Ultra-Mobile PCs | | Ultra-Mobile PCs |
| Hardware | Systems | Point Of Sale Equipment | | | Point Of Sale Equipment |
| Hardware | Systems | Point Of Sale Equipment | Receipt Paper Rolls | | Receipt Paper Rolls |
| Hardware | Systems | Servers | | | Servers |
| Hardware | Systems | Servers | Apple Servers | | Apple Servers |
| Hardware | Systems | Servers | Blade Servers | | Blade Servers |
| Hardware | Systems | Servers | Clusters | | Clusters |
| Hardware | Systems | Servers | HP Server CTO Components | | HP Server CTO Components |
| Hardware | Systems | Servers | Load Balancers | | Load Balancers |
| Hardware | Systems | Servers | Other Server CTO Components | | Other Server CTO Components Non-HP |
| Hardware | Systems | Servers | Rack Servers | | Rack Servers |
| Hardware | Systems | Servers | RISC Servers | | RISC Servers |
| Hardware | Systems | Servers | Tower Servers | | Tower Servers |
| Hardware | Systems | Servers | x86 Servers | | x86 Servers |
| Hardware | Systems | Servers | x86 Servers | Converged Systems | Converged Systems |
| Hardware | Systems | Servers | x86 Servers | Converged Systems Softwar | Converged Systems Software |
| Hardware | Systems | Servers | x86 Servers | Converged Systems Support | Converged Systems Support |
| Hardware | Systems | Servers | x86 Servers | x86 Blade Servers | x86 Blade Servers |
| Hardware | Systems | Servers | x86 Servers | x86 Rack Servers | x86 Rack Servers |
| Hardware | Systems | Servers | x86 Servers | x86 Tower Servers | x86 Tower Servers |
| Hardware | Systems | Tablets & eBook readers | | | Tablets & eBook readers |
| Hardware | Systems | Tablets & eBook readers | Blackberry | | Blackberry |
| Hardware | Systems | Tablets & eBook readers | eBook Readers_1 | | eBook Readers_1 |
| Hardware | Systems | Tablets & eBook readers | Tablets & Handhelds | | Tablets & Handhelds |
| Hardware | Systems | Tablets & eBook readers | Tablets & Handhelds | CE Tablets | CE Tablets |
| Hardware | Systems | Tablets & eBook readers | Tablets & Handhelds | Data Collection Terminals | Data Collection Terminals |
| Hardware | Systems | Tablets & eBook readers | Tablets & Handhelds | Handheld Computers | Handheld Computers |
| Hardware | Systems | Tablets & eBook readers | Tablets & Handhelds | Tablet Computers | Tablet Computers |
| Office Furniture | | | | | Office Furniture |
| Office Furniture | Office Furnishing & Accesso | | | | Office Furnishing & Accessories |
| Office Furniture | Office Furnishing & Accesso | Cooling & Heating | | | Cooling & Heating |
| Office Furniture | Office Furnishing & Accesso | Miscellaneous Office Accessor | | | Miscellaneous Office Accessories |
| Office Furniture | Office Furnishing & Accesso | Miscellaneous Office Accessor | Footrests | | Footrests |
| Office Supplies | | | | | Office Supplies |
| Office Supplies | Desk Accessories | | | | Desk Accessories |
| Office Supplies | Desk Accessories | Desk Organization | | | Desk Organization |
| Office Supplies | Desk Accessories | Desk Organization | Mouse Mats | | Mouse Mats |
| Office Supplies | Filing & Archive | | | | Filing & Archive |
| Office Supplies | Filing & Archive | Filing Supplies | | | Filing Supplies |
| Office Supplies | Filing & Archive | Filing Supplies | Binding Combs & Strips | | Binding Combs & Strips |
| Office Supplies | Filing & Archive | Filing Supplies | Binding Covers | | Binding Covers |
| Office Supplies | Ink Cartridges, Toners & Rib | | | | Ink Cartridges, Toners & Ribbons |
| Office Supplies | Meeting & Presentation | | | | Meeting & Presentation |
| Office Supplies | Meeting & Presentation | Boards & Accessories | | | Boards & Accessories |
| Office Supplies | Meeting & Presentation | Boards & Accessories | Board Accessories | | Board Accessories |
| Office Supplies | Meeting & Presentation | Boards & Accessories | Interactive Whiteboards | | Interactive Whiteboards |
| Office Supplies | Meeting & Presentation | Projectors & Accessories | | | Projectors & Accessories |
| Office Supplies | Meeting & Presentation | Projectors & Accessories | Overhead Projector Supplies | | Overhead Projector Supplies |

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|---|---|---|---|---|---|
| Office Supplies | Office Machines | | | | Office Machines |
| Office Supplies | Office Machines | Calculators & Typewriters | | | Calculators & Typewriters |
| Office Supplies | Office Machines | Calculators & Typewriters | Calculators | | Calculators |
| Office Supplies | Office Machines | Calculators & Typewriters | Calculators | Desktop Calculators | Desktop Calculators |
| Office Supplies | Office Machines | Calculators & Typewriters | Calculators | Financial Calculators | Financial Calculators |
| Office Supplies | Office Machines | Calculators & Typewriters | Calculators | Graphing Calculators | Graphing Calculators |
| Office Supplies | Office Machines | Calculators & Typewriters | Calculators | Pocket Calculators | Pocket Calculators |
| Office Supplies | Office Machines | Calculators & Typewriters | Calculators | Printing Calculators | Printing Calculators |
| Office Supplies | Office Machines | Calculators & Typewriters | Calculators | Scientific Calculators | Scientific Calculators |
| Office Supplies | Office Machines | Laminating Machines & Suppl | | | Laminating Machines & Supplies |
| Office Supplies | Office Machines | Laminating Machines & Suppl | Laminating Supplies | | Laminating Supplies |
| Office Supplies | Office Machines | POS Machines | | | POS Machines |
| Office Supplies | Office Machines | POS Machines | Cash Registers | | Cash Registers |
| Office Supplies | Office Machines | POS Machines | POS Machine Accessories | | POS Machine Accessories |
| Office Supplies | Paper Products | | | | Paper Products |
| Office Supplies | Paper Products | Office Machines Paper | | | Office Machines Paper |
| Office Supplies | Paper Products | Office Machines Paper | Colored Paper | | Colored Paper |
| Office Supplies | Writing & Drawing Tools | | | | Writing & Drawing Tools |
| Services | | | | | Services |
| Services | Integration Lab - AT Service | Asset Management - AT Servi | Asset Tag Only - AT Services | | Asset Tag Only - AT Services |
| Services | Integration Lab - AT Service | Asset Management - AT Servi | Data Capture Only - AT Service | | Data Capture Only - AT Services |
| Services | Integration Lab - AT Service | Hardware Installation - AT Se | Blade HW Installation - AT Serv | | Blade HW Installation - AT Services |
| Services | Integration Lab - AT Service | Hardware Installation - AT Se | Network HW Installation - AT S | | Network HW Installation - AT Services |
| Services | Integration Lab - AT Service | Hardware Installation - AT Se | Rack HW Installation - AT Servi | | Rack HW Installation - AT Services |
| Services | Integration Lab - AT Service | Hardware Installation - AT Se | Server HW Installation - AT Ser | | Server HW Installation - AT Services |
| Services | Integration Lab - AT Service | Imaging - AT Services | Non-Ghost - AT Services | | Non-Ghost - AT Services |
| Services | Integration Lab - AT Service | Imaging - AT Services | Zones Ghost - AT Services | | Zones Ghost - AT Services |
| Services | Integration Lab - AT Service | Software Installation - AT Ser | | | Software Installation - AT Services |
| Services | Integration Lab - AT Service | Software Installation - AT Ser | Application - AT Services | | Application - AT Services |
| Services | Integration Lab - AT Service | Software Installation - AT Ser | Network Equip Configuration - | | Network Equip Configuration - AT Services |
| Services | Integration Lab - AT Service | Software Installation - AT Ser | Server O/S - AT Services | | Server O/S - AT Services |
| Services | Integration Lab - WP Service | | | | Integration Lab - WP Services |
| Services | Integration Lab - WP Service | Asset Management - WP Sen | | | Asset Management - WP Services |
| Services | Integration Lab - WP Service | Asset Management - WP Sen | APS Only Asset Tag - WP Servic | | APS Only Asset Tag - WP Services |
| Services | Integration Lab - WP Service | Asset Management - WP Sen | Asset Labeling Only - WP Servi | | Asset Labeling Only - WP Services |
| Services | Integration Lab - WP Service | Asset Management - WP Sen | Asset Tag Only - WP Services | | Asset Tag Only - WP Services |
| Services | Integration Lab - WP Service | Asset Management - WP Sen | Data Capture Only - WP Servic | | Data Capture Only - WP Services |
| Services | Integration Lab - WP Service | Asset Management - WP Sen | With Data Capture - WP Servic | | With Data Capture - WP Services |
| Services | Integration Lab - WP Service | Device Test and Burn only - W | | | Device Test and Burn only - WP Services |
| Services | Integration Lab - WP Service | Etching - WP Services | | | Etching - WP Services |
| Services | Integration Lab - WP Service | Etching_1 - WP Services | Custom Etch - WP Services | | Custom Etch - WP Services |
| Services | Integration Lab - WP Service | Etching_1 - WP Services | Standard Etch (1 - 50) - WP Ser | | Standard Etch (1 - 50) - WP Services |
| Services | Integration Lab - WP Service | Etching_1 - WP Services | Standard Etch (201 - plus) - WF | | Standard Etch (201 - plus) - WP Services |
| Services | Integration Lab - WP Service | Hardware Installation - WP Se | | | Hardware Installation - WP Services |
| Services | Integration Lab - WP Service | Hardware Installation - WP Se | Blade HW Installation - WP Ser | | Blade HW Installation - WP Services |
| Services | Integration Lab - WP Service | Hardware Installation - WP Se | PC HW Installation - WP Servic | | PC HW Installation - WP Services |
| Services | Integration Lab - WP Service | Hardware Installation - WP Se | Peripheral HW Installation - W | | Peripheral HW Installation - WP Services |
| Services | Integration Lab - WP Service | Hardware Installation - WP Se | Rack HW Installation - WP Serv | | Rack HW Installation - WP Services |
| Services | Integration Lab - WP Service | Hardware Installation - WP Se | Server HW Installation - WP Se | | Server HW Installation - WP Services |
| Services | Integration Lab - WP Service | Imaging - WP Services | | | Imaging - WP Services |
| Services | Integration Lab - WP Service | Imaging - WP Services | APS Only Mac Imaging - WP Se | | APS Only Mac Imaging - WP Services |
| Services | Integration Lab - WP Service | Imaging - WP Services | Client Ghost - WP Services | | Client Ghost - WP Services |
| Services | Integration Lab - WP Service | Imaging - WP Services | Client Ghost - WP Services | Client Ghost Standalone wit | Client Ghost Standalone with Post Image Setup |
| Services | Integration Lab - WP Service | Imaging - WP Services | Full Deployment - WP Services | | Full Deployment - WP Services |
| Services | Integration Lab - WP Service | Imaging - WP Services | Full Deployment - WP Services | Full Deployment with Post I | Full Deployment with Post Image Setup - WP S |
| Services | Integration Lab - WP Service | Imaging - WP Services | Non-Ghost - WP Services | | Non-Ghost - WP Services |
| Services | Integration Lab - WP Service | Imaging - WP Services | Non-Ghost - WP Services | Non-Ghost with Post Image | Non-Ghost with Post Image Setup - WP Service |
| Services | Integration Lab - WP Service | Imaging - WP Services | USB Duplication - WP Services | | USB Duplication - WP Services |
| Services | Integration Lab - WP Service | Imaging - WP Services | Zones Ghost - WP Services | | Zones Ghost - WP Services |
| Services | Integration Lab - WP Service | Imaging - WP Services | Zones Ghost - WP Services | Zones Ghost Standalone wit | Zones Ghost Standalone with Post Image Setup |
| Services | Integration Lab - WP Service | Mobility - WP Services | | | Mobility - WP Services |
| Services | Integration Lab - WP Service | Mobility - WP Services | Account Creation - WP Service | | Account Creation - WP Services |
| Services | Integration Lab - WP Service | Mobility - WP Services | APS Only iOS Configurator Dep | | APS Only iOS Configurator Deployment - WP Se |
| Services | Integration Lab - WP Service | Mobility - WP Services | APS Only IOS DEP Deployment | | APS Only IOS DEP Deployment - WP Services |
| Services | Integration Lab - WP Service | Mobility - WP Services | Case-Accessory Install - WP Ser | | Case-Accessory Install - WP Services |
| Services | Integration Lab - WP Service | Mobility - WP Services | Deployment - WP Services - W | | Deployment - WP Services - WP Services |
| Services | Integration Lab - WP Service | Mobility - WP Services | Deployment - WP Services - W | Deployment with Hardware | Deployment with Hardware Install - WP Service |
| Services | Integration Lab - WP Service | Mobility - WP Services | Deployment - WP Services - W | Deployment with Hardware | Deployment with Hardware Install and Asset T |
| Services | Integration Lab - WP Service | Mobility - WP Services | OS Install and Update - WP Ser | | OS Install and Update - WP Services |
| Services | Integration Lab - WP Service | Mobility - WP Services | SIM Card Install w/Data Captu | | SIM Card Install w/Data Capture - WP Services |
| Services | Integration Lab - WP Service | On-Site Services - WP Service | | | On-Site Services - WP Services |
| Services | Integration Lab - WP Service | On-Site Services - WP Service | nfrastructure - WP Services | | nfrastructure - WP Services |

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|---|---|---|---|---|---|
| Services | Integration Lab - WP Service | On-Site Services - WP Service | Third Party Contractor - WP Se | | Third Party Contractor - WP Services |
| Services | Integration Lab - WP Service | On-Site Services - WP Service | Zones Staff - WP Services | | Zones Staff - WP Services |
| Services | Integration Lab - WP Service | OTHER - WP Services | | | OTHER - WP Services |
| Services | Integration Lab - WP Service | Software Installation - WP Ser | | | Software Installation - WP Services |
| Services | Integration Lab - WP Service | Software Installation - WP Ser | Application - WP Services | | Application - WP Services |
| Services | Integration Lab - WP Service | Software Installation - WP Ser | APS Only Mac DEP Deployment | | APS Only Mac DEP Deployment - WP Services |
| Services | Integration Lab - WP Service | Software Installation - WP Ser | BIOS Settings - WP Services | | BIOS Settings - WP Services |
| Services | Integration Lab - WP Service | Software Installation - WP Ser | Cloud Device - WP Services | | Cloud Device - WP Services |
| Services | Integration Lab - WP Service | Software Installation - WP Ser | Network Equip Configuration - | | Network Equip Configuration - WP Services |
| Services | Integration Lab - WP Service | Software Installation - WP Ser | PC O/S - WP Services | | PC O/S - WP Services |
| Services | Integration Lab - WP Service | Software Installation - WP Ser | Peripherals Configuration - WP | | Peripherals Configuration - WP Services |
| Services | Integration Lab - WP Service | Software Installation - WP Ser | Server O/S - WP Services | | Server O/S - WP Services |
| Services | PMO | PMO Project Services | | | PMO Project Services |
| Services | PMO | PMO Reporting | | | PMO Reporting |
| Services | Professional Services | | | | Professional Services |
| Services | Professional Services | Cloud Services | AWS | Assessment, Cloud, AWS | Assessment, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Business Analyst, Cloud, AW | Business Analyst, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Consulting, Cloud, AWS | Consulting, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Design, Cloud, AWS | Design, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Documentation, Cloud, AWS | Documentation, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Hardware Configuration, Clc | Hardware Configuration, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Hardware Installation, Cloud | Hardware Installation, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | ITAD, Cloud, AWS | ITAD, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Managed Services, Cloud, A | Managed Services, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Migration, Cloud, AWS | Migration, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Program Management, Clou | Program Management, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Project Coordination, Cloud | Project Coordination, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Project Management, Cloud | Project Management, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Project, Cloud, AWS | Project, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Proof of Concept, Cloud, AW | Proof of Concept, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Services, Recurring, Cloud, A | Services, Recurring, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Software Configuration, Clo | Software Configuration, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Software Installation, Cloud | Software Installation, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Solution Definition Worksho | Solution Definition Workshops, Cloud, AWS |
| Services | Professional Services | Cloud Services | AWS | Support/Maintenance, Clou | Support/Maintenance, Cloud, AWS |
| Services | Professional Services | Cloud Services | Microsoft | Assessment, Cloud, MS | Assessment, Cloud, MS |
| Services | Professional Services | Cloud Services | Microsoft | Business Analyst, Cloud, Azu | Business Analyst, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Consulting, Cloud, Azure | Consulting, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Design, Cloud, Azure | Design, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Documentation, Cloud, Azu | Documentation, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Hardware Configuration, Clc | Hardware Configuration, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Hardware Installation, Cloud | Hardware Installation, Cloud, MS |
| Services | Professional Services | Cloud Services | Microsoft | ITAD, Cloud, MS | ITAD, Cloud, MS |
| Services | Professional Services | Cloud Services | Microsoft | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Managed Services, Cloud, A | Managed Services, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Migration, Cloud, Azure | Migration, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Program Management, Clou | Program Management, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Project Coordination, Cloud | Project Coordination, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Project Management, Cloud | Project Management, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Project, Cloud, MS | Project, Cloud, MS |
| Services | Professional Services | Cloud Services | Microsoft | Proof of Concept, Cloud, MS | Proof of Concept, Cloud, MS |
| Services | Professional Services | Cloud Services | Microsoft | Services, Recurring, Cloud, A | Services, Recurring, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Software Configuration, Clo | Software Configuration, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Software Installation, Cloud | Software Installation, Cloud, Azure |
| Services | Professional Services | Cloud Services | Microsoft | Solution Definition Worksho | Solution Definition Workshops, Cloud, MS |
| Services | Professional Services | Cloud Services | Microsoft | Support/Maintenance, Clou | Support/Maintenance, Cloud, MS |
| Services | Professional Services | Cloud Services | Office 365 | Assessment, Cloud, Office 3 | Assessment, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Business Analyst, Cloud, Off | Business Analyst, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Consulting, Cloud, Office 36 | Consulting, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Design, Cloud, Office 365 | Design, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Documentation, Cloud, Offi | Documentation, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Hardware Configuration, Clc | Hardware Configuration, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Hardware Installation, Cloud | Hardware Installation, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | ITAD, Cloud, Office 365 | ITAD, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Managed Services, Cloud, O | Managed Services, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Migration, Cloud, Office 365 | Migration, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Program Management, Clou | Program Management, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Project Coordination, Cloud | Project Coordination, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Project Management, Cloud | Project Management, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Project, Cloud, Office 365 | Project, Cloud, Office 365 |

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| Services | Professional Services | Cloud Services | Office 365 | Proof of Concept, Cloud, Off | Proof of Concept, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Services, Recurring, Cloud, C | Services, Recurring, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Software Configuration, Clo | Software Configuration, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Software Installation, Cloud | Software Installation, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Office 365 | Solution Definition Worksho | Solution Definition Workshops, Cloud, Office 3 |
| Services | Professional Services | Cloud Services | Office 365 | Support/Maintenance, Clou | Support/Maintenance, Cloud, Office 365 |
| Services | Professional Services | Cloud Services | Other_2 | Assessment, Cloud, Other | Assessment, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Business Analyst, Cloud, Oth | Business Analyst, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Consulting, Cloud, Other | Consulting, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Design, Cloud, Other | Design, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Documentation, Cloud, Oth | Documentation, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Hardware Configuration, Clo | Hardware Configuration, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Hardware Installation, Clou | Hardware Installation, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | ITAD, Cloud, Other | ITAD, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Managed Services, Cloud, O | Managed Services, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Migration, Cloud, Other | Migration, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Program Management, Clou | Program Management, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Project Coordination, Cloud | Project Coordination, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Project Management, Cloud | Project Management, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Project, Cloud, Other | Project, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Proof of Concept, Cloud, Otl | Proof of Concept, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Services, Recurring, Cloud, C | Services, Recurring, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Software Configuration, Clo | Software Configuration, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Software Installation, Cloud | Software Installation, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Solution Definition Worksho | Solution Definition Workshops, Cloud, Other |
| Services | Professional Services | Cloud Services | Other_2 | Support/Maintenance, Clou | Support/Maintenance, Cloud, Other |
| Services | Professional Services | Data Center | ASG, Networking | Assessment, Networking | Assessment, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Business Analyst, Networkin | Business Analyst, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Consulting, Networking | Consulting, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Design, Networking | Design, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Documentation, Networking | Documentation, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Hardware Configuration, Ne | Hardware Configuration, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Hardware Installation, Netw | Hardware Installation, Networking |
| Services | Professional Services | Data Center | ASG, Networking | ITAD, Networking | ITAD, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Managed Services, Network | Managed Services, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Migration, Networking | Migration, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Program Management, Netv | Program Management, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Project Coordination, Netwo | Project Coordination, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Project Management, Netwo | Project Management, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Project, Networking | Project, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Proof of Concept, Networkir | Proof of Concept, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Services, Recurring, Networi | Services, Recurring, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Software Configuration, Net | Software Configuration, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Software Defined Networkir | Software Defined Networking |
| Services | Professional Services | Data Center | ASG, Networking | Software Installation, Netwc | Software Installation, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Solution Definition Worksho | Solution Definition Workshops, Networking |
| Services | Professional Services | Data Center | ASG, Networking | Support/Maintenance, Netv | Support/Maintenance, Networking |
| Services | Professional Services | Data Center | ASG, Servers | Assessment, Servers | Assessment, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Business Analyst, Servers | Business Analyst, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Consulting, Servers | Consulting, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Design, Servers | Design, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Documentation, Servers | Documentation, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Hardware Configuration, Se | Hardware Configuration, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Hardware Installation, Serve | Hardware Installation, Servers |
| Services | Professional Services | Data Center | ASG, Servers | ITAD, Servers | ITAD, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Managed Services, Servers | Managed Services, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Migration, Servers | Migration, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Program Management, Serv | Program Management, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Project Coordination, Serve | Project Coordination, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Project Management, Serve | Project Management, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Project, Servers | Project, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Proof of Concept, Servers | Proof of Concept, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Services, Recurring, Servers | Services, Recurring, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Software Configuration, Ser | Software Configuration, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Software Installation, Serve | Software Installation, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Solution Definition Worksho | Solution Definition Workshops, Servers |
| Services | Professional Services | Data Center | ASG, Servers | Support/Maintenance, Serv | Support/Maintenance, Servers |
| Services | Professional Services | Data Center | ASG, Software | Assessment, Software | Assessment, Software |
| Services | Professional Services | Data Center | ASG, Software | Business Analyst, Software | Business Analyst, Software |

| | | | | | |
|---|---|---|---|---|---|
| Services | Professional Services | Data Center | ASG, Software | Consulting, Software | Consulting, Software |
| Services | Professional Services | Data Center | ASG, Software | Design, Software | Design, Software |
| Services | Professional Services | Data Center | ASG, Software | Documentation, Software | Documentation, Software |
| Services | Professional Services | Data Center | ASG, Software | Hardware Configuration, So | Hardware Configuration, Software |
| Services | Professional Services | Data Center | ASG, Software | Hardware Installation, Softw | Hardware Installation, Software |
| Services | Professional Services | Data Center | ASG, Software | ITAD, Software | ITAD, Software |
| Services | Professional Services | Data Center | ASG, Software | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Software |
| Services | Professional Services | Data Center | ASG, Software | Managed Services, Software | Managed Services, Software |
| Services | Professional Services | Data Center | ASG, Software | Migration, Software | Migration, Software |
| Services | Professional Services | Data Center | ASG, Software | Program Management, Soft | Program Management, Software |
| Services | Professional Services | Data Center | ASG, Software | Project Coordination, Softw | Project Coordination, Software |
| Services | Professional Services | Data Center | ASG, Software | Project Management, Softw | Project Management, Software |
| Services | Professional Services | Data Center | ASG, Software | Project, Software | Project, Software |
| Services | Professional Services | Data Center | ASG, Software | Proof of Concept, Software | Proof of Concept, Software |
| Services | Professional Services | Data Center | ASG, Software | Services, Recurring, Softwar | Services, Recurring, Software |
| Services | Professional Services | Data Center | ASG, Software | Software Asset Managemen | Software Asset Management Assessment, Soft |
| Services | Professional Services | Data Center | ASG, Software | Software Configuration, Sof | Software Configuration, Software |
| Services | Professional Services | Data Center | ASG, Software | Software Installation, Softw | Software Installation, Software |
| Services | Professional Services | Data Center | ASG, Software | Solution Definition Worksho | Solution Definition Workshops, Software |
| Services | Professional Services | Data Center | ASG, Software | Support/Maintenance, Softv | Support/Maintenance, Software |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Assessment, Storage | Assessment, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Business Analyst, Storage | Business Analyst, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Consulting, Storage | Consulting, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Design, Storage | Design, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Documentation, Storage | Documentation, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Hardware Configuration, Sto | Hardware Configuration, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Hardware Installation, Stora | Hardware Installation, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | ITAD, Storage | ITAD, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Managed Services, Storage | Managed Services, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Migration, Storage | Migration, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Program Management, Stor | Program Management, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Project Coordination, Storag | Project Coordination, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Project Management, Storap | Project Management, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Project, Storage | Project, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Proof of Concept, Storage | Proof of Concept, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Services, Recurring, Storage | Services, Recurring, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Software Defined Storage | Software Defined Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Software Installation, Storag | Software Installation, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Solution Definition Worksho | Solution Definition Workshops, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Storage Configuration, Stor | Storage Configuration, Storage |
| Services | Professional Services | Data Center | ASG, Storage/Data Protection | Support/Maintenance, Stor | Support/Maintenance, Storage |
| Services | Professional Services | Data Center | ASG, Virtualization | Assessment, Virtualization | Assessment, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Business Analyst, Virtualizat | Business Analyst, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Consulting, Virtualization | Consulting, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Design, Virtualization | Design, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Documentation, Virtualizatio | Documentation, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Hardware Configuration, Vir | Hardware Configuration, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Hardware Installation, Virtu | Hardware Installation, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | ITAD, Virtualization | ITAD, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Managed Services, Virtualiz | Managed Services, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Migration, Virtualization | Migration, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Program Management, Virtu | Program Management, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Project Coordination, Virtua | Project Coordination, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Project Management, Virtua | Project Management, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Project, Virtualization | Project, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Proof of Concept, Virtualizat | Proof of Concept, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Services, Recurring, Virtuali | Services, Recurring, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Software Installation, Virtua | Software Installation, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Solution Definition Worksho | Solution Definition Workshops, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Support/Maintenance, Virtu | Support/Maintenance, Virtualization |
| Services | Professional Services | Data Center | ASG, Virtualization | Virtualization Configuration | Virtualization Configuration, Virtualization |
| Services | Professional Services | Data Center | ITAM | Assessment, ITAM | Assessment, ITAM |
| Services | Professional Services | Data Center | ITAM | Business Analyst, ITAM | Business Analyst, ITAM |
| Services | Professional Services | Data Center | ITAM | Consulting, ITAM | Consulting, ITAM |
| Services | Professional Services | Data Center | ITAM | Design, ITAM | Design, ITAM |
| Services | Professional Services | Data Center | ITAM | Documentation, ITAM | Documentation, ITAM |
| Services | Professional Services | Data Center | ITAM | Hardware Configuration, ITA | Hardware Configuration, ITAM |
| Services | Professional Services | Data Center | ITAM | Hardware Installation, ITAM | Hardware Installation, ITAM |
| Services | Professional Services | Data Center | ITAM | ITAD, ITAM | ITAD, ITAM |
| Services | Professional Services | Data Center | ITAM | ITAM Configuration, ITAM | ITAM Configuration, ITAM |

| Services | Professional Services | Data Center | ITAM | Knowledge Transfer/Trainin | Knowledge Transfer/Training, ITAM |
|---|---|---|---|---|---|
| Services | Professional Services | Data Center | ITAM | Managed Services, ITAM | Managed Services, ITAM |
| Services | Professional Services | Data Center | ITAM | Migration, ITAM | Migration, ITAM |
| Services | Professional Services | Data Center | ITAM | Program Management, ITAN | Program Management, ITAM |
| Services | Professional Services | Data Center | ITAM | Project Coordination, ITAM | Project Coordination, ITAM |
| Services | Professional Services | Data Center | ITAM | Project Management, ITAM | Project Management, ITAM |
| Services | Professional Services | Data Center | ITAM | Project, ITAM | Project, ITAM |
| Services | Professional Services | Data Center | ITAM | Proof of Concept, ITAM | Proof of Concept, ITAM |
| Services | Professional Services | Data Center | ITAM | Services, Recurring, ITAM | Services, Recurring, ITAM |
| Services | Professional Services | Data Center | ITAM | Software Installation, ITAM | Software Installation, ITAM |
| Services | Professional Services | Data Center | ITAM | Solution Definition Worksho | Solution Definition Workshops, ITAM |
| Services | Professional Services | Data Center | ITAM | Support/Maintenance, ITAN | Support/Maintenance, ITAM |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Assessment, Solutioning Inf | Assessment, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Business Analyst, Solutionin | Business Analyst, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Cloud Hybrid, Solutioning In | Cloud Hybrid, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Consulting, Solutioning Infra | Consulting, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Design, Solutioning Infrastru | Design, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Documentation, Solutioning | Documentation, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Hardware Configuration, So | Hardware Configuration, Solutioning Infrastruc |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Hardware Installation, Solut | Hardware Installation, Solutioning Infrastructu |
| Services | Professional Services | Data Center | Solutioning Infrastructure | ITAD, Solutioning Infrastruct | ITAD, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Solutioning Infra |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Managed Services, Solutioni | Managed Services, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Migration, Solutioning Infra | Migration, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Program Management, Solu | Program Management, Solutioning Infrastructu |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Project Coordination, Soluti | Project Coordination, Solutioning Infrastructur |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Project Management, Soluti | Project Management, Solutioning Infrastructur |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Project, Solutioning Infrastr | Project, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Proof of Concept, Solutionin | Proof of Concept, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Services, Recurring, Solutior | Services, Recurring, Solutioning Infrastructure |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Software Installation, Soluti | Software Installation, Solutioning Infrastructur |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Solution Definition Worksho | Solution Definition Workshops, Solutioning Inf |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Solutioning Infrastructure C | Solutioning Infrastructure Configuration, Soluti |
| Services | Professional Services | Data Center | Solutioning Infrastructure | Support/Maintenance, Solu | Support/Maintenance, Solutioning Infrastructu |
| Services | Professional Services | Data Center Transformation | Compute & Virtualization | Compute & Virtualization SE | Compute & Virtualization SERVICES - Managed |
| Services | Professional Services | Data Center Transformation | Compute & Virtualization | Compute & Virtualization SE | Compute & Virtualization SERVICES - Professio |
| Services | Professional Services | Data Center Transformation | Data Center Transformation Cl | | Data Center Transformation Cloud Services |
| Services | Professional Services | Data Center Transformation | Data Center Transformation Pr | | Data Center Transformation Prepayment |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Assessment, Data Center Tr | Assessment, Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Business Analyst, Data Cent | Business Analyst, Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Consulting, Data Center Trai | Consulting, Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Design, Data Center Transfo | Design, Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Documentation, Data Cente | Documentation, Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Hardware Configuration, Da | Hardware Configuration, Data Center Transforn |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Hardware Installation, Data | Hardware Installation, Data Center Transforma |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | ITAD, Data Center Transforn | ITAD, Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Data Center Trar |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Managed Services, Data Cer | Managed Services, Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Migration, Data Center Tran | Migration, Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Program Management, Data | Program Management, Data Center Transform |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Project Coordination, Data ( | Project Coordination, Data Center Transformat |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Project Management, Data ( | Project Management, Data Center Transformat |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Project, Data Center Transfc | Project, Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Proof of Concept, Data Cent | Proof of Concept, Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Services, Recurring, Data Ce | Services, Recurring, Data Center Transformatio |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Software Configuration, Dat | Software Configuration, Data Center Transform |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Software Defined Data Cent | Software Defined Data Center Transformation |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Software Installation, Data ( | Software Installation, Data Center Transformat |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Solution Definition Worksho | Solution Definition Workshops, Data Center Tr |
| Services | Professional Services | Data Center Transformation | Data Center_NFRA | Support/Maintenance, Data | Support/Maintenance, Data Center Transforma |
| Services | Professional Services | Data Center Transformation | Hyperconverged Infrastructure | Hyperconverged Infrastructu | Hyperconverged Infrastructure SERVICES - Mar |
| Services | Professional Services | Data Center Transformation | Hyperconverged Infrastructure | Hyperconverged Infrastructu | Hyperconverged Infrastructure SERVICES - Prof |
| Services | Professional Services | Data Center Transformation | Storage & Data Protection | Storage & Data Protection S | Storage & Data Protection SERVICES - Managec |
| Services | Professional Services | Data Center Transformation | Storage & Data Protection | Storage & Data Protection S | Storage & Data Protection SERVICES - Professic |
| Services | Professional Services | Discovery Services | Business Analyst, ZDS | | Business Analyst, ZDS |
| Services | Professional Services | Discovery Services | Consulting, ZDS | | Consulting, ZDS |
| Services | Professional Services | Discovery Services | Design, ZDS | | Design, ZDS |
| Services | Professional Services | Discovery Services | Documentation, ZDS | | Documentation, ZDS |
| Services | Professional Services | Discovery Services | Hardware Configuration, ZDS | | Hardware Configuration, ZDS |
| Services | Professional Services | Discovery Services | ITAM, ZDS | | ITAM, ZDS |
| Services | Professional Services | Discovery Services | Knowledge Transfer/Training, 7 | | Knowledge Transfer/Training, ZDS |
| Services | Professional Services | Discovery Services | Migration, ZDS | | Migration, ZDS |

| Services | Professional Services | Discovery Services | Partner Funded SAM | | Partner Funded SAM |
|---|---|---|---|---|---|
| Services | Professional Services | Discovery Services | Program Management, ZDS | | Program Management, ZDS |
| Services | Professional Services | Discovery Services | Project Coordination, ZDS | | Project Coordination, ZDS |
| Services | Professional Services | Discovery Services | Project Management, ZDS | | Project Management, ZDS |
| Services | Professional Services | Discovery Services | SOW/Project Based SAM | | SOW/Project Based SAM |
| Services | Professional Services | Discovery Services | ZDS Configuration, ZDS | | ZDS Configuration, ZDS |
| Services | Professional Services | Discovery Services | ZDS Project | | ZDS Project |
| Services | Professional Services | Discovery Services | ZSLA | | ZSLA |
| Services | Professional Services | DNU, Data Center | | | DNU, Data Center |
| Services | Professional Services | DNU, Data Center | Converged Infrastructure, Data | | Converged Infrastructure, Data Center |
| Services | Professional Services | DNU, Data Center | Converged Infrastructure, Data | Assessment, Converged Infr | Assessment, Converged Infrastructure |
| Services | Professional Services | DNU, Data Center | Converged Infrastructure, Data | Hardware Installation, Conv | Hardware Installation, Converged Infrastructur |
| Services | Professional Services | DNU, Data Center | Converged Infrastructure, Data | ITAD, Converged Infrastruct | ITAD, Converged Infrastructure |
| Services | Professional Services | DNU, Data Center | Converged Infrastructure, Data | Project, Converged Infrastru | Project, Converged Infrastructure |
| Services | Professional Services | DNU, Data Center | Converged Infrastructure, Data | Support/Maintenance, Con | Support/Maintenance, Converged Infrastructu |
| Services | Professional Services | DNU, Data Center | Networking, Data Center | | Networking, Data Center |
| Services | Professional Services | DNU, Data Center | Networking, Data Center | DNU, Assessment, Networki | DNU, Assessment, Networking |
| Services | Professional Services | DNU, Data Center | Networking, Data Center | DNU, Hardware Installation, | DNU, Hardware Installation, Networking |
| Services | Professional Services | DNU, Data Center | Networking, Data Center | DNU, Project, Networking | DNU, Project, Networking |
| Services | Professional Services | DNU, Data Center | Networking, Data Center | DNU, Proof of Concept, Net | DNU, Proof of Concept, Networking |
| Services | Professional Services | DNU, Data Center | Networking, Data Center | DNU, Solution Definition W | DNU, Solution Definition Workshops, Networki |
| Services | Professional Services | DNU, Data Center | Networking, Data Center | DNU, Support/Maintenance | DNU, Support/Maintenance, Networking |
| Services | Professional Services | DNU, Data Center | Servers, Data Center | | Servers, Data Center |
| Services | Professional Services | DNU, Data Center | Servers, Data Center | DNU, Assessment, Servers | DNU, Assessment, Servers |
| Services | Professional Services | DNU, Data Center | Servers, Data Center | DNU, Hardware Installation, | DNU, Hardware Installation, Servers |
| Services | Professional Services | DNU, Data Center | Servers, Data Center | DNU, ITAD, Servers | DNU, ITAD, Servers |
| Services | Professional Services | DNU, Data Center | Servers, Data Center | DNU, Project, Servers | DNU, Project, Servers |
| Services | Professional Services | DNU, Data Center | Servers, Data Center | DNU, Proof of Concept, Serv | DNU, Proof of Concept, Servers |
| Services | Professional Services | DNU, Data Center | Servers, Data Center | DNU, Solution Definition W | DNU, Solution Definition Workshops, Servers |
| Services | Professional Services | DNU, Data Center | Servers, Data Center | DNU, Support/Maintenance | DNU, Support/Maintenance, Servers |
| Services | Professional Services | DNU, Data Center | Software, Data Center | | Software, Data Center |
| Services | Professional Services | DNU, Data Center | Software, Data Center | DNU, Assessment, Software | DNU, Assessment, Software |
| Services | Professional Services | DNU, Data Center | Software, Data Center | DNU, Hardware Installation, | DNU, Hardware Installation, Software |
| Services | Professional Services | DNU, Data Center | Software, Data Center | DNU, Project, Software | DNU, Project, Software |
| Services | Professional Services | DNU, Data Center | Software, Data Center | DNU, Proof of Concept, Soft | DNU, Proof of Concept, Software |
| Services | Professional Services | DNU, Data Center | Software, Data Center | DNU, Software Asset Manag | DNU, Software Asset Management Assessment |
| Services | Professional Services | DNU, Data Center | Software, Data Center | DNU, Solution Definition W | DNU, Solution Definition Workshops, Software |
| Services | Professional Services | DNU, Data Center | Software, Data Center | DNU, Support/Maintenance | DNU, Support/Maintenance, Software |
| Services | Professional Services | DNU, Data Center | Storage, Data Center | | Storage, Data Center |
| Services | Professional Services | DNU, Data Center | Storage, Data Center | DNU, Assessment, Storage | DNU, Assessment, Storage |
| Services | Professional Services | DNU, Data Center | Storage, Data Center | DNU, Hardware Installation, | DNU, Hardware Installation, Storage |
| Services | Professional Services | DNU, Data Center | Storage, Data Center | DNU, ITAD, Storage | DNU, ITAD, Storage |
| Services | Professional Services | DNU, Data Center | Storage, Data Center | DNU, Project, Storage | DNU, Project, Storage |
| Services | Professional Services | DNU, Data Center | Storage, Data Center | DNU, Solution Definition W | DNU, Solution Definition Workshops, Storage |
| Services | Professional Services | DNU, Data Center | Storage, Data Center | DNU, Support/Maintenance | DNU, Support/Maintenance, Storage |
| Services | Professional Services | DNU, Data Center | Unified Communication, Data | | Unified Communication, Data Center |
| Services | Professional Services | DNU, Data Center | Unified Communication, Data | Hardware Installation, Unifi | Hardware Installation, Unified Communication |
| Services | Professional Services | DNU, Data Center | Unified Communication, Data | ITAD, Unified Communicatic | ITAD, Unified Communication |
| Services | Professional Services | DNU, Data Center | Unified Communication, Data | Project, Unified Communica | Project, Unified Communication |
| Services | Professional Services | DNU, Data Center | Unified Communication, Data | Support/Maintenance, Unifi | Support/Maintenance, Unified Communication |
| Services | Professional Services | End User Computing | | | End User Computing |
| Services | Professional Services | End User Computing | Break/Fix | | Break/Fix |
| Services | Professional Services | End User Computing | DNU, ITAD, EUC | | DNU, ITAD, EUC |
| Services | Professional Services | End User Computing | DNU, Mobility Services | | DNU, Mobility Services |
| Services | Professional Services | End User Computing | DNU, Mobility Services | DNU, Project, Mobility Servi | DNU, Project, Mobility Services |
| Services | Professional Services | End User Computing | DNU, Mobility Services | DNU, Proof of Concept, Mol | DNU, Proof of Concept, Mobility Services |
| Services | Professional Services | End User Computing | DNU, Mobility Services | DNU, Solution Definition W | DNU, Solution Definition Workshops, Mobility |
| Services | Professional Services | End User Computing | DNU, Mobility Services | DNU, Support/Maintenance | DNU, Support/Maintenance, Mobility Services |
| Services | Professional Services | End User Computing | IMAC | | IMAC |
| Services | Professional Services | End User Computing | Image Creation | | Image Creation |
| Services | Professional Services | End User Computing | Image Creation | Project, Image Creation | Project, Image Creation |
| Services | Professional Services | End User Computing | Image Creation | Solution Definition Worksho | Solution Definition Workshops, Image Creation |
| Services | Professional Services | End User Computing | Image Creation | Support/Maintenance, Imag | Support/Maintenance, Image Creation |
| Services | Professional Services | End User Computing | Kiosks | | Kiosks |
| Services | Professional Services | End User Computing | Kiosks | Project, Kiosks | Project, Kiosks |
| Services | Professional Services | End User Computing | Kiosks | Proof of Concept, Kiosks | Proof of Concept, Kiosks |
| Services | Professional Services | End User Computing | PC Refresh/Deployments | | PC Refresh/Deployments |
| Services | Professional Services | End User Computing | Point Of Sale Computers, EUC | | Point Of Sale Computers, EUC |
| Services | Professional Services | Internet of Things | Assessment, IOT | | Assessment, IOT |
| Services | Professional Services | Internet of Things | Business Analyst, IOT | | Business Analyst, IOT |
| Services | Professional Services | Internet of Things | Consulting, IOT | | Consulting, IOT |
| Services | Professional Services | Internet of Things | Design, IOT | | Design, IOT |

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|---|---|---|---|---|---|
| Services | Professional Services | Internet of Things | Documentation, IOT | | Documentation, IOT |
| Services | Professional Services | Internet of Things | Hardware Configuration, IOT | | Hardware Configuration, IOT |
| Services | Professional Services | Internet of Things | Hardware Installation, IOT | | Hardware Installation, IOT |
| Services | Professional Services | Internet of Things | IOT Configuration, IOT | | IOT Configuration, IOT |
| Services | Professional Services | Internet of Things | ITAD, IOT | | ITAD, IOT |
| Services | Professional Services | Internet of Things | Knowledge Transfer/Training, I | | Knowledge Transfer/Training, IOT |
| Services | Professional Services | Internet of Things | Managed Services, IOT | | Managed Services, IOT |
| Services | Professional Services | Internet of Things | Migration, IOT | | Migration, IOT |
| Services | Professional Services | Internet of Things | Program Management, IOT | | Program Management, IOT |
| Services | Professional Services | Internet of Things | Project Coordination, IOT | | Project Coordination, IOT |
| Services | Professional Services | Internet of Things | Project Management, IOT | | Project Management, IOT |
| Services | Professional Services | Internet of Things | Project, IOT | | Project, IOT |
| Services | Professional Services | Internet of Things | Proof of Concept, IOT | | Proof of Concept, IOT |
| Services | Professional Services | Internet of Things | Services, Recurring, IOT | | Services, Recurring, IOT |
| Services | Professional Services | Internet of Things | Software Installation, IOT | | Software Installation, IOT |
| Services | Professional Services | Internet of Things | Solution Definition Workshops | | Solution Definition Workshops, IOT |
| Services | Professional Services | Internet of Things | Support/Maintenance, IOT | | Support/Maintenance, IOT |
| Services | Professional Services | Managed Services | Managed Services, Cloud | | Managed Services, Cloud |
| Services | Professional Services | Managed Services | Managed Services, Data Cente | | Managed Services, Data Center |
| Services | Professional Services | Managed Services | Managed Services, IOT_1 | | Managed Services, IOT_1 |
| Services | Professional Services | Managed Services | Managed Services, Mobility | | Managed Services, Mobility |
| Services | Professional Services | Managed Services | Managed Services, Security_1 | | Managed Services, Security_1 |
| Services | Professional Services | Managed Services | Managed Services, UC_1 | | Managed Services, UC_1 |
| Services | Professional Services | Managed Services | Managed Services, ZDS | | Managed Services, ZDS |
| Services | Professional Services | Mobility Services | End-User Computing | Assessment, EUC | Assessment, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Business Analyst, EUC | Business Analyst, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Consulting, EUC | Consulting, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Design, EUC | Design, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Documentation, EUC | Documentation, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | EUC Configuration, EUC | EUC Configuration, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Hardware Configuration, EU | Hardware Configuration, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Hardware Installation, EUC | Hardware Installation, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | IMAC, EUC | IMAC, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | ITAD, EUC | ITAD, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Kiosk/Retail, EUC | Kiosk/Retail, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Knowledge Transfer/Trainin | Knowledge Transfer/Training, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Managed Services, EUC | Managed Services, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Migration, EUC | Migration, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Program Management, EUC | Program Management, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Project Coordination, EUC | Project Coordination, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Project Management, EUC | Project Management, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Project, EUC | Project, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Proof of Concept, EUC | Proof of Concept, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Services, Recurring, EUC | Services, Recurring, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Software Installation, EUC | Software Installation, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Solution Definition Worksho | Solution Definition Workshops, EUC |
| Services | Professional Services | Mobility Services | End-User Computing | Support/Maintenance, EUC | Support/Maintenance, EUC |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Assessment, Mobility Servic | Assessment, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Business Analyst, Mobility S | Business Analyst, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Consulting, Mobility Service | Consulting, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Design, Mobility Services | Design, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Documentation, Mobility Se | Documentation, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Hardware Configuration, M | Hardware Configuration, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Hardware Installation, Mobi | Hardware Installation, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | ITAD, Mobility Services | ITAD, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Managed Services, Mobility | Managed Services, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Migration, Mobility Services | Migration, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Mobility Services Configurat | Mobility Services Configuration, Mobility Servi |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Program Management, Mob | Program Management, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Project Coordination, Mobil | Project Coordination, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Project Management, Mobil | Project Management, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Project, Mobility Services | Project, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Proof of Concept, Mobility S | Proof of Concept, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Services, Recurring, Mobility | Services, Recurring, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Software Installation, Mobil | Software Installation, Mobility Services |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Solution Definition Worksho | Solution Definition Workshops, Mobility Servic |
| Services | Professional Services | Mobility Services | Mobility Services_1 | Support/Maintenance, Mob | Support/Maintenance, Mobility Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Assessment, Wi-Fi Services | Assessment, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Business Analyst, Wi-Fi Serv | Business Analyst, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Cellular Activion, Wi-Fi Servi | Cellular Activion, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Consulting, Wi-Fi Services | Consulting, Wi-Fi Services |

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|---|---|---|---|---|---|
| Services | Professional Services | Mobility Services | Wi-Fi Services | Design, Wi-Fi Services | Design, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Documentation, Wi-Fi Servic | Documentation, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Hardware Configuration, Wi | Hardware Configuration, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Hardware Installation, Wi-Fi | Hardware Installation, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | ITAD, Wi-Fi Services | ITAD, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Managed Services, Wi-Fi Ser | Managed Services, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Migration, Wi-Fi Services | Migration, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Program Management, Wi-F | Program Management, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Project Coordination, Wi-Fi | Project Coordination, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Project Management, Wi-Fi | Project Management, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Project, Wi-Fi Services | Project, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Proof of Concept, Wi-Fi Serv | Proof of Concept, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Services, Recurring, Wi-Fi Se | Services, Recurring, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Solution Definition Worksho | Solution Definition Workshops, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Support/Maintenance, Wi-F | Support/Maintenance, Wi-Fi Services |
| Services | Professional Services | Mobility Services | Wi-Fi Services | Wi-Fi Services Configuration | Wi-Fi Services Configuration, Wi-Fi Services |
| Services | Professional Services | MPS-Managed Print Services | | | MPS-Managed Print Services |
| Services | Professional Services | Network Optimization | Network Optimization Cloud S | | Network Optimization Cloud Services |
| Services | Professional Services | Network Optimization | Network Optimization Prepayr | | Network Optimization Prepayment |
| Services | Professional Services | Network Optimization | Network Optimization Security | Network Security SERVICES | Network Security SERVICES - Professional |
| Services | Professional Services | Network Optimization | Networking (Wired & Wireless | Networking (Wired & Wirel | Networking (Wired & Wireless) SERVICES - Mar |
| Services | Professional Services | Network Optimization | Networking (Wired & Wireless | Networking (Wired & Wirel | Networking (Wired & Wireless) SERVICES - Prof |
| Services | Professional Services | Network Optimization | Networking_NFRA | Assessment, Network Optim | Assessment, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Business Analyst, Network C | Business Analyst, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Consulting, Network Optimi | Consulting, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Design, Network Optimizatio | Design, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Documentation, Network O | Documentation, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Hardware Configuration, Ne | Hardware Configuration, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Hardware Installation, Netw | Hardware Installation, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | ITAD, Network Optimization | ITAD, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Network Optimi: |
| Services | Professional Services | Network Optimization | Networking_NFRA | Managed Services, Network | Managed Services, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Migration, Network Optimiz | Migration, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Program Management, Netv | Program Management, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Project Coordination, Netwo | Project Coordination, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Project Management, Netwo | Project Management, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Project, Network Optimizati | Project, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Proof of Concept, Network ( | Proof of Concept, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Services, Recurring, Networl | Services, Recurring, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Software Configuration, Net | Software Configuration, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Software Defined Network C | Software Defined Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Software Installation, Netw | Software Installation, Network Optimization |
| Services | Professional Services | Network Optimization | Networking_NFRA | Solution Definition Worksho | Solution Definition Workshops, Network Optim |
| Services | Professional Services | Network Optimization | Networking_NFRA | Support/Maintenance, Netv | Support/Maintenance, Network Optimization |
| Services | Professional Services | Network Optimization | WAN Optimization | WAN Optimization SERVICE! | WAN Optimization SERVICES - Managed |
| Services | Professional Services | Network Optimization | WAN Optimization | WAN Optimization SERVICE! | WAN Optimization SERVICES - Professional |
| Services | Professional Services | Other_1 | Other, Misc | Assessment, Other | Assessment, Other |
| Services | Professional Services | Other_1 | Other, Misc | Business Analyst, Other | Business Analyst, Other |
| Services | Professional Services | Other_1 | Other, Misc | Consulting, Other | Consulting, Other |
| Services | Professional Services | Other_1 | Other, Misc | Design, Other | Design, Other |
| Services | Professional Services | Other_1 | Other, Misc | Documentation, Other | Documentation, Other |
| Services | Professional Services | Other_1 | Other, Misc | Expense - Project Expense, ( | Expense - Project Expense, Other |
| Services | Professional Services | Other_1 | Other, Misc | Hardware Configuration, Ot | Hardware Configuration, Other |
| Services | Professional Services | Other_1 | Other, Misc | Hardware Installation, Othe | Hardware Installation, Other |
| Services | Professional Services | Other_1 | Other, Misc | ITAD, Other | ITAD, Other |
| Services | Professional Services | Other_1 | Other, Misc | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Other |
| Services | Professional Services | Other_1 | Other, Misc | Managed Services, Other | Managed Services, Other |
| Services | Professional Services | Other_1 | Other, Misc | Migration, Other | Migration, Other |
| Services | Professional Services | Other_1 | Other, Misc | Other Configuration, Other | Other Configuration, Other |
| Services | Professional Services | Other_1 | Other, Misc | Partner Funded SAM, Other | Partner Funded SAM, Other |
| Services | Professional Services | Other_1 | Other, Misc | Program Management, Othe | Program Management, Other |
| Services | Professional Services | Other_1 | Other, Misc | Project Coordination, Other | Project Coordination, Other |
| Services | Professional Services | Other_1 | Other, Misc | Project Management, Other | Project Management, Other |
| Services | Professional Services | Other_1 | Other, Misc | Project, Other | Project, Other |
| Services | Professional Services | Other_1 | Other, Misc | Proof of Concept, Other | Proof of Concept, Other |
| Services | Professional Services | Other_1 | Other, Misc | Services, Recurring, Other | Services, Recurring, Other |
| Services | Professional Services | Other_1 | Other, Misc | Software Installation, Other | Software Installation, Other |
| Services | Professional Services | Other_1 | Other, Misc | Solution Definition Worksho | Solution Definition Workshops, Other |
| Services | Professional Services | Other_1 | Other, Misc | Support/Maintenance, Othe | Support/Maintenance, Other |
| Services | Professional Services | Security Fortification | Authentication & Data Security | Authentication & Data Secu | Authentication & Data Security SERVICES - Mar |
| Services | Professional Services | Security Fortification | Authentication & Data Security | Authentication & Data Secu | Authentication & Data Security SERVICES - Prof |

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|---|---|---|---|---|---|
| Services | Professional Services | Security Fortification | Endpoint Security Fortification | Endpoint Security SERVICES | Endpoint Security SERVICES - Managed |
| Services | Professional Services | Security Fortification | Endpoint Security Fortification | Endpoint Security SERVICES | Endpoint Security SERVICES - Professional |
| Services | Professional Services | Security Fortification | Security Assessments | Security Assessments SERVIC | Security Assessments SERVICES - Professional |
| Services | Professional Services | Security Fortification | Security Fortification Cloud Ser | | Security Fortification Cloud Services |
| Services | Professional Services | Security Fortification | Security Fortification Prepayme | | Security Fortification Prepayment |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Assessment, Security Fortifi | Assessment, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Business Analyst, Security Fc | Business Analyst, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Consulting, Security Fortifica | Consulting, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Design, Security Fortification | Design, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Documentation, Security Fo | Documentation, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Hardware Configuration, Se | Hardware Configuration, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Hardware Installation, Secu | Hardware Installation, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | ITAD, Security Fortification | ITAD, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Security Fortifica |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Managed Services, Security | Managed Services, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Migration, Security Fortifica | Migration, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Program Management, Sect | Program Management, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Project Coordination, Securi | Project Coordination, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Project Management, Secur | Project Management, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Project, Security Fortificatio | Project, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Proof of Concept, Security F | Proof of Concept, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Security Fortification Config | Security Fortification Configuration, Security Fc |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Services, Recurring, Security | Services, Recurring, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Software Installation, Securi | Software Installation, Security Fortification |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Solution Definition Worksho | Solution Definition Workshops, Security Fortifi |
| Services | Professional Services | Security Fortification | Security Services_NFRA | Support/Maintenance, Secu | Support/Maintenance, Security Fortification |
| Services | Professional Services | Security Services | Network Infrastructure | Assessment, Security | Assessment, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Business Analyst, Security | Business Analyst, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Consulting, Security | Consulting, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Design, Security | Design, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Documentation, Security | Documentation, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Hardware Configuration, Se | Hardware Configuration, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Hardware Installation, Secu | Hardware Installation, Security |
| Services | Professional Services | Security Services | Network Infrastructure | ITAD, Security | ITAD, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Managed Services, Security | Managed Services, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Migration, Security | Migration, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Program Management, Sect | Program Management, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Project Coordination, Securi | Project Coordination, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Project Management, Secur | Project Management, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Project, Security | Project, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Proof of Concept, Security | Proof of Concept, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Security Configuration, Secu | Security Configuration, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Services, Recurring, Security | Services, Recurring, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Software Installation, Securi | Software Installation, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Solution Definition Worksho | Solution Definition Workshops, Security |
| Services | Professional Services | Security Services | Network Infrastructure | Support/Maintenance, Secu | Support/Maintenance, Security |
| Services | Professional Services | Unified Communication | UC | Assessment, UC | Assessment, UC |
| Services | Professional Services | Unified Communication | UC | Business Analyst, UC | Business Analyst, UC |
| Services | Professional Services | Unified Communication | UC | Consulting, UC | Consulting, UC |
| Services | Professional Services | Unified Communication | UC | Design, UC | Design, UC |
| Services | Professional Services | Unified Communication | UC | Documentation, UC | Documentation, UC |
| Services | Professional Services | Unified Communication | UC | Hardware Configuration, UC | Hardware Configuration, UC |
| Services | Professional Services | Unified Communication | UC | Hardware Installation, UC | Hardware Installation, UC |
| Services | Professional Services | Unified Communication | UC | ITAD, UC | ITAD, UC |
| Services | Professional Services | Unified Communication | UC | Knowledge Transfer/Trainin | Knowledge Transfer/Training, UC |
| Services | Professional Services | Unified Communication | UC | Managed Services, UC | Managed Services, UC |
| Services | Professional Services | Unified Communication | UC | Migration, UC | Migration, UC |
| Services | Professional Services | Unified Communication | UC | Monthly Recurring Services, | Monthly Recurring Services, UC |
| Services | Professional Services | Unified Communication | UC | Program Management, UC | Program Management, UC |
| Services | Professional Services | Unified Communication | UC | Project Coordination, UC | Project Coordination, UC |
| Services | Professional Services | Unified Communication | UC | Project Management, UC | Project Management, UC |
| Services | Professional Services | Unified Communication | UC | Project, UC | Project, UC |
| Services | Professional Services | Unified Communication | UC | Proof of Concept, UC | Proof of Concept, UC |
| Services | Professional Services | Unified Communication | UC | Software Installation, UC | Software Installation, UC |
| Services | Professional Services | Unified Communication | UC | Solution Definition Worksho | Solution Definition Workshops, UC |
| Services | Professional Services | Unified Communication | UC | Support/Maintenance, UC | Support/Maintenance, UC |
| Services | Professional Services | Unified Communication | UC | UC Configuration, UC | UC Configuration, UC |
| Services | Professional Services | Workplace Modernization | Collaboration | Collaboration SERVICES - Ma | Collaboration SERVICES - Managed |
| Services | Professional Services | Workplace Modernization | Collaboration | Collaboration SERVICES - Pro | Collaboration SERVICES - Professional |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Assessment, Workplace | Assessment, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Business Analyst, Workplace | Business Analyst, Workplace |

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|---|---|---|---|---|---|
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Consulting, Workplace | Consulting, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Design, Workplace | Design, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Documentation, Workplace | Documentation, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Hardware Configuration, Wo | Hardware Configuration, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Hardware Installation, Work | Hardware Installation, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | IMAC, Workplace | IMAC, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | ITAD, Workplace | ITAD, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Kiosk/Retail, Workplace | Kiosk/Retail, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Knowledge Transfer/Trainin | Knowledge Transfer/Training, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Managed Services, Workpla | Managed Services, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Migration, Workplace | Migration, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Program Management, Wor | Program Management, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Project Coordination, Workp | Project Coordination, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Project Management, Work | Project Management, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Project, Workplace | Project, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Proof of Concept, Workplac | Proof of Concept, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Foreman Holid | SCE Telecom Foreman Holiday/DT |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Foreman OT | SCE Telecom Foreman OT |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Foreman REG | SCE Telecom Foreman REG |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Foreman Wknc | SCE Telecom Foreman Wknd/After |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Misc. Cost and | SCE Telecom Misc. Cost and Expense - Materia |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Misc. Cost and | SCE Telecom Misc. Cost and Expense - Mileage |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom- Per Diem | SCE Telecom- Per Diem |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Tech 1 Holiday | SCE Telecom Tech 1 Holiday/DT |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Tech 1 OT | SCE Telecom Tech 1 OT |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Tech 1 REG | SCE Telecom Tech 1 REG |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Tech 1 Wknd/A | SCE Telecom Tech 1 Wknd/After |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Tech 2 | SCE Telecom Tech 2 |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Tech 2 Holiday | SCE Telecom Tech 2 Holiday/DT |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Tech 2 OT | SCE Telecom Tech 2 OT |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Tech 2 Wknd/A | SCE Telecom Tech 2 Wknd/After |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | SCE Telecom Truck Stock | SCE Telecom Truck Stock |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Services, Recurring, Workpla | Services, Recurring, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Software Configuration, Wo | Software Configuration, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Software Installation, Workp | Software Installation, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Solution Definition Worksho | Solution Definition Workshops, Workplace |
| Services | Professional Services | Workplace Modernization | Digital Workplace Modernizati | Support/Maintenance, Wor | Support/Maintenance, Workplace |
| Services | Professional Services | Workplace Modernization | End User Compute & Productiv | End User Compute & Produc | End User Compute & Productivity SERVICES - N |
| Services | Professional Services | Workplace Modernization | End User Compute & Productiv | End User Compute & Produc | End User Compute & Productivity SERVICES - P |
| Services | Professional Services | Workplace Modernization | Store & Branch Modernization | Store & Branch Modernizati | Store & Branch Modernization SERVICES - Man |
| Services | Professional Services | Workplace Modernization | Store & Branch Modernization | Store & Branch Modernizati | Store & Branch Modernization SERVICES - Prof |
| Services | Professional Services | Workplace Modernization | Workplace Modernization Clou | | Workplace Modernization Cloud Services |
| Services | Professional Services | Workplace Modernization | Workplace Modernization Prep | | Workplace Modernization Prepayment |
| Software | | | | | Software |
| Software | Applications | | | | Applications |
| Software | Applications | Antivirus & Security Software | | | Antivirus & Security Software |
| Software | Applications | Antivirus & Security Software | Anti-Spam | | Anti-Spam |
| Software | Applications | Antivirus & Security Software | Anti-Spyware | | Anti-Spyware |
| Software | Applications | Antivirus & Security Software | Antivirus | | Antivirus |
| Software | Applications | Antivirus & Security Software | Authentication Software | | Authentication Software |
| Software | Applications | Antivirus & Security Software | Encryption Software | | Encryption Software |
| Software | Applications | Antivirus & Security Software | Firewalls | | Firewalls |
| Software | Applications | Antivirus & Security Software | Internet Filtering Software | | Internet Filtering Software |
| Software | Applications | Antivirus & Security Software | Security Suites | | Security Suites |
| Software | Applications | Antivirus & Security Software | SW_Intrusion Detection/Preve | | SW_Intrusion Detection/Prevention |
| Software | Applications | Antivirus & Security Software | Video Surveillance Software | | Video Surveillance Software |
| Software | Applications | Antivirus & Security Software | VPN Software | | VPN Software |
| Software | Applications | Audio & Video_1 | | | Audio & Video_1 |
| Software | Applications | Audio & Video_1 | Photo / Video / Sound Librarie | | Photo / Video / Sound Libraries |
| Software | Applications | Audio & Video_1 | Sound Editing & Recording | | Sound Editing & Recording |
| Software | Applications | Audio & Video_1 | Video Editing | | Video Editing |
| Software | Applications | Business & Productivity Softw | | | Business & Productivity Software |
| Software | Applications | Business & Productivity Softw | Accounting | | Accounting |
| Software | Applications | Business & Productivity Softw | CRM Software | | CRM Software |
| Software | Applications | Business & Productivity Softw | Data Analysis & Content Mana | | Data Analysis & Content Management |
| Software | Applications | Business & Productivity Softw | Databases & Tools | | Databases & Tools |
| Software | Applications | Business & Productivity Softw | eCommerce Solutions | | eCommerce Solutions |
| Software | Applications | Business & Productivity Softw | Finance / Tax Preparation | | Finance / Tax Preparation |
| Software | Applications | Business & Productivity Softw | HelpDesk & Inventory Systems | | HelpDesk & Inventory Systems |
| Software | Applications | Business & Productivity Softw | Human Resources | | Human Resources |
| Software | Applications | Business & Productivity Softw | Policy Management | | Policy Management |
| Software | Applications | Development Tools | | | Development Tools |

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|---|---|---|---|---|
| Software | Applications | Development Tools | Developer Tools | Developer Tools |
| Software | Applications | Development Tools | Programming Languages | Programming Languages |
| Software | Applications | Development Tools | Web Development | Web Development |
| Software | Applications | Education & Reference | | Education & Reference |
| Software | Applications | Education & Reference | Arts & Culture | Arts & Culture |
| Software | Applications | Education & Reference | Business / Economics / Legal | Business / Economics / Legal |
| Software | Applications | Education & Reference | Computer / Math / Logic | Computer / Math / Logic |
| Software | Applications | Education & Reference | Computer Based Training | Computer Based Training |
| Software | Applications | Education & Reference | Early Learning | Early Learning |
| Software | Applications | Education & Reference | Encyclopedia | Encyclopedia |
| Software | Applications | Education & Reference | Foreign Languages & Translatic | Foreign Languages & Translation |
| Software | Applications | Education & Reference | GPS Software | GPS Software |
| Software | Applications | Education & Reference | Learning Management | Learning Management |
| Software | Applications | Education & Reference | Map/Atlas/Travel | Map/Atlas/Travel |
| Software | Applications | Education & Reference | Natural Sciences | Natural Sciences |
| Software | Applications | Graphics & Publishing Softwa | | Graphics & Publishing Software |
| Software | Applications | Graphics & Publishing Softwa | 3D Design | 3D Design |
| Software | Applications | Graphics & Publishing Softwa | Animation | Animation |
| Software | Applications | Graphics & Publishing Softwa | CAD/CAM Software | CAD/CAM Software |
| Software | Applications | Graphics & Publishing Softwa | CD/DVD Authoring | CD/DVD Authoring |
| Software | Applications | Graphics & Publishing Softwa | Desktop Publishing | Desktop Publishing |
| Software | Applications | Graphics & Publishing Softwa | Fonts & Font Tools | Fonts & Font Tools |
| Software | Applications | Graphics & Publishing Softwa | GIS & Map Creation Software | GIS & Map Creation Software |
| Software | Applications | Graphics & Publishing Softwa | Graphics & Photo Editing | Graphics & Photo Editing |
| Software | Applications | Graphics & Publishing Softwa | Labeling / Barcode Software | Labeling / Barcode Software |
| Software | Applications | Graphics & Publishing Softwa | Web Design / Publishing | Web Design / Publishing |
| Software | Applications | Home & Hobbies | | Home & Hobbies |
| Software | Applications | Home & Hobbies | Cooking & Health | Cooking & Health |
| Software | Applications | Home & Hobbies | Family Tree | Family Tree |
| Software | Applications | Home & Hobbies | Hobbies | Hobbies |
| Software | Applications | Home & Hobbies | Home Design / Gardening / Lar | Home Design / Gardening / Landscape |
| Software | Applications | Home & Hobbies | Personal Finance / Accounting | Personal Finance / Accounting |
| Software | Applications | Mac Software | | Mac Software |
| Software | Applications | Mac Software | Mac_Antivirus & Security Softv | Mac_Antivirus & Security Software |
| Software | Applications | Mac Software | Mac_Audio & Video | Mac_Audio & Video |
| Software | Applications | Mac Software | Mac_Business & Productivity S | Mac_Business & Productivity Software |
| Software | Applications | Mac Software | Mac_Development Tools | Mac_Development Tools |
| Software | Applications | Mac Software | Mac_Education & Reference | Mac_Education & Reference |
| Software | Applications | Mac Software | Mac_Graphics & Publishing Sot | Mac_Graphics & Publishing Software |
| Software | Applications | Mac Software | Mac_Home & Hobbies | Mac_Home & Hobbies |
| Software | Applications | Mac Software | Mac_Network Software | Mac_Network Software |
| Software | Applications | Mac Software | Mac_Office Software | Mac_Office Software |
| Software | Applications | Mac Software | Mac_Software Suites | Mac_Software Suites |
| Software | Applications | Mac Software | Mac_Utilities | Mac_Utilities |
| Software | Applications | Network Software | | Network Software |
| Software | Applications | Network Software | Browsers | Browsers |
| Software | Applications | Network Software | Email Software | Email Software |
| Software | Applications | Network Software | Fax Software | Fax Software |
| Software | Applications | Network Software | File Transfer | File Transfer |
| Software | Applications | Network Software | Instant Communication Softwa | Instant Communication Software |
| Software | Applications | Network Software | Internet Utilities | Internet Utilities |
| Software | Applications | Network Software | IP Telephony | IP Telephony |
| Software | Applications | Network Software | Network & Enterprise Manage | Network & Enterprise Management |
| Software | Applications | Network Software | Network Appliance Software | Network Appliance Software |
| Software | Applications | Network Software | Network Utilities | Network Utilities |
| Software | Applications | Network Software | Remote Access Software | Remote Access Software |
| Software | Applications | Network Software | Web Conferencing Software | Web Conferencing Software |
| Software | Applications | Office Software | | Office Software |
| Software | Applications | Office Software | Document Management Softw | Document Management Software |
| Software | Applications | Office Software | Groupware | Groupware |
| Software | Applications | Office Software | Office Application Suites | Office Application Suites |
| Software | Applications | Office Software | Presentation | Presentation |
| Software | Applications | Office Software | Project Management | Project Management |
| Software | Applications | Office Software | Schedule & Contact Managem | Schedule & Contact Management |
| Software | Applications | Office Software | Spreadsheets | Spreadsheets |
| Software | Applications | Office Software | Voice Recognition / Text-to-Sp | Voice Recognition / Text-to-Speech |
| Software | Applications | Office Software | Word Processing | Word Processing |
| Software | Applications | Software Suites | | Software Suites |
| Software | Applications | Software Suites | Office Application Suites_1 | Office Application Suites_1 |
| Software | Applications | Software Suites | OS Suites | OS Suites |
| Software | Applications | Software Suites | Security Suites_1 | Security Suites_1 |
| Software | Applications | Software Suites | Utilities Suites_1 | Utilities Suites_1 |

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|---|---|---|---|---|
| Software | Applications | Unix / Linux Software | | Unix / Linux Software |
| Software | Applications | Unix / Linux Software | Linux Software | Linux Software |
| Software | Applications | Unix / Linux Software | Unix Software | Unix Software |
| Software | Applications | Utilities | | Utilities |
| Software | Applications | Utilities | Cloud Software & Services | Cloud Software & Services |
| Software | Applications | Utilities | Converters | Converters |
| Software | Applications | Utilities | File Managers | File Managers |
| Software | Applications | Utilities | Mobile Device Management | Mobile Device Management |
| Software | Applications | Utilities | Mobile Device Synchronization | Mobile Device Synchronization |
| Software | Applications | Utilities | OCR Software | OCR Software |
| Software | Applications | Utilities | PC Maintenance | PC Maintenance |
| Software | Applications | Utilities | Print Management | Print Management |
| Software | Applications | Utilities | Recovery / Backup Software | Recovery / Backup Software |
| Software | Applications | Utilities | SW_Multimedia Players/Conve | SW_Multimedia Players/Converters |
| Software | Applications | Utilities | System Deployment & Migratic | System Deployment & Migration Software |
| Software | Applications | Utilities | Utilities Suites | Utilities Suites |
| Software | Applications | Utilities | Virtualization Software | Virtualization Software |
| Software | Games | | | Games |
| Software | Games | Games For Nintendo DS | | Games For Nintendo DS |
| Software | Games | Games For Nintendo DS | Action_2 | Action_2 |
| Software | Games | Games For Nintendo DS | Casual_1 | Casual_1 |
| Software | Games | Games For Nintendo DS | Kids_3 | Kids_3 |
| Software | Games | Games For Nintendo DS | Racing_1 | Racing_1 |
| Software | Games | Games For Nintendo DS | RPG_1 | RPG_1 |
| Software | Games | Games For Nintendo DS | Shooter_1 | Shooter_1 |
| Software | Games | Games For Nintendo DS | Sports_2 | Sports_2 |
| Software | Games | Games For Nintendo Wii | | Games For Nintendo Wii |
| Software | Games | Games For Nintendo Wii | Action_1 | Action_1 |
| Software | Games | Games For Nintendo Wii | Adventure_1 | Adventure_1 |
| Software | Games | Games For Nintendo Wii | Casual | Casual |
| Software | Games | Games For Nintendo Wii | Fighting_1 | Fighting_1 |
| Software | Games | Games For Nintendo Wii | Music/Dancing | Music/Dancing |
| Software | Games | Games For Nintendo Wii | Online | Online |
| Software | Games | Games For Nintendo Wii | Racing | Racing |
| Software | Games | Games For Nintendo Wii | RPG | RPG |
| Software | Games | Games For Nintendo Wii | Shooter | Shooter |
| Software | Games | Games For Nintendo Wii | Simulation_1 | Simulation_1 |
| Software | Games | Games For Nintendo Wii | Sports_1 | Sports_1 |
| Software | Games | Games For Playstation 3 | | Games For Playstation 3 |
| Software | Games | Games For Playstation 3 | Action_4 | Action_4 |
| Software | Games | Games For Playstation 3 | Casual_3 | Casual_3 |
| Software | Games | Games For Playstation 3 | Fighting_4 | Fighting_4 |
| Software | Games | Games For Playstation 3 | Music/Dancing_3 | Music/Dancing_3 |
| Software | Games | Games For Playstation 3 | Racing_3 | Racing_3 |
| Software | Games | Games For Playstation 3 | RPG_3 | RPG_3 |
| Software | Games | Games For Playstation 3 | Shooter_3 | Shooter_3 |
| Software | Games | Games For Playstation 3 | Sports_4 | Sports_4 |
| Software | Games | Games For Playstation 3 | Strategy_5 | Strategy_5 |
| Software | Games | Games For PSP | | Games For PSP |
| Software | Games | Games For PSP | Action_5 | Action_5 |
| Software | Games | Games For PSP | Arcade_4 | Arcade_4 |
| Software | Games | Games For PSP | Casual_4 | Casual_4 |
| Software | Games | Games For PSP | Fighting_5 | Fighting_5 |
| Software | Games | Games For PSP | Music/Dancing_4 | Music/Dancing_4 |
| Software | Games | Games For PSP | Online_4 | Online_4 |
| Software | Games | Games For PSP | Racing_4 | Racing_4 |
| Software | Games | Games For PSP | RPG_4 | RPG_4 |
| Software | Games | Games For PSP | Shooter_4 | Shooter_4 |
| Software | Games | Games For PSP | Sports_5 | Sports_5 |
| Software | Games | Games For Xbox 360 | | Games For Xbox 360 |
| Software | Games | Games For Xbox 360 | Action_6 | Action_6 |
| Software | Games | Games For Xbox 360 | Adventure_6 | Adventure_6 |
| Software | Games | Games For Xbox 360 | Casual_5 | Casual_5 |
| Software | Games | Games For Xbox 360 | Music/Dancing_5 | Music/Dancing_5 |
| Software | Games | Games For Xbox 360 | Racing_5 | Racing_5 |
| Software | Games | Games For Xbox 360 | RPG_5 | RPG_5 |
| Software | Games | Games For Xbox 360 | Shooter_5 | Shooter_5 |
| Software | Games | Games For Xbox 360 | Simulation_6 | Simulation_6 |
| Software | Games | Games For Xbox 360 | Sports_6 | Sports_6 |
| Software | Games | Games For Xbox 360 | Strategy_7 | Strategy_7 |
| Software | Games | Legacy Console Games | | Legacy Console Games |
| Software | Games | Legacy Console Games | Action_3 | Action_3 |

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|---|---|---|---|---|---|
| Software | Games | Legacy Console Games | Casual_2 | | Casual_2 |
| Software | Games | Legacy Console Games | Fighting_3 | | Fighting_3 |
| Software | Games | Legacy Console Games | Online_2 | | Online_2 |
| Software | Games | Legacy Console Games | Racing_2 | | Racing_2 |
| Software | Games | Legacy Console Games | RPG_2 | | RPG_2 |
| Software | Games | Legacy Console Games | Shooter_2 | | Shooter_2 |
| Software | Games | Legacy Console Games | Simulation_3 | | Simulation_3 |
| Software | Games | Legacy Console Games | Sports_3 | | Sports_3 |
| Software | Games | Legacy Console Games | Strategy_4 | | Strategy_4 |
| Software | Games | Mac Games | | | Mac Games |
| Software | Games | Mac Games | Adventure_7 | | Adventure_7 |
| Software | Games | Mac Games | Casual_7 | | Casual_7 |
| Software | Games | Mac Games | Kids_1 | | Kids_1 |
| Software | Games | Mac Games | Online_7 | | Online_7 |
| Software | Games | PC Games | | | PC Games |
| Software | Games | PC Games | Action | | Action |
| Software | Games | PC Games | Adventure | | Adventure |
| Software | Games | PC Games | Arcade_6 | | Arcade_6 |
| Software | Games | PC Games | Casual_6 | | Casual_6 |
| Software | Games | PC Games | Fighting | | Fighting |
| Software | Games | PC Games | Kids | | Kids |
| Software | Games | PC Games | Music/Dancing_6 | | Music/Dancing_6 |
| Software | Games | PC Games | Online_6 | | Online_6 |
| Software | Games | PC Games | Racing_6 | | Racing_6 |
| Software | Games | PC Games | RPG_6 | | RPG_6 |
| Software | Games | PC Games | Shooter_6 | | Shooter_6 |
| Software | Games | PC Games | Simulation | | Simulation |
| Software | Games | PC Games | Sports | | Sports |
| Software | Games | PC Games | Strategy | | Strategy |
| Software | Operating Systems | | | | Operating Systems |
| Software | Operating Systems | Linux / Unix | | | Linux / Unix |
| Software | Operating Systems | Linux / Unix | Linux | | Linux |
| Software | Operating Systems | Linux / Unix | Unix | | Unix |
| Software | Operating Systems | MacOS | | | MacOS |
| Software | Operating Systems | MacOS | MacOS Licenses & Media | | MacOS Licenses & Media |
| Software | Operating Systems | MacOS | Retail MacOS | | Retail MacOS |
| Software | Operating Systems | Microsoft Windows | | | Microsoft Windows |
| Software | Operating Systems | Microsoft Windows | DOS | | DOS |
| Software | Operating Systems | Microsoft Windows | Retail Windows | | Retail Windows |
| Software | Operating Systems | Microsoft Windows | Windows Licenses & Media | | Windows Licenses & Media |
| Software | Workplace Service & Suppo | | | | Workplace Service & Support |
| Software | Workplace Service & Suppo | Software Subscriptions & Sup | | | Software Subscriptions & Support |
| Software | Workplace Service & Suppo | Software Subscriptions & Sup | Application Subscriptions | | Application Subscriptions |
| Software | Workplace Service & Suppo | Software Subscriptions & Sup | Data Center/ Networking/Secu | | Data Center/ Networking/Security Software Te |
| Software | Workplace Service & Suppo | Software Subscriptions & Sup | OS Subscriptions | | OS Subscriptions |
| Software | Workplace Service & Suppo | Software Subscriptions & Sup | Software Maintenance | | Software Maintenance |
| Software | Workplace Service & Suppo | Software Subscriptions & Sup | Workplace Software Technical | | Workplace Software Technical Support |
| Subscription | | | | | Subscription |
| Subscription | Cloud | | | | Cloud |
| Subscription | Cloud | Cloud Services_2 | | | Cloud Services_2 |
| Subscription | Cloud | Cloud Services_2 | Cloud Backup and restore | | Cloud Backup and restore |
| Subscription | Cloud | Cloud Services_2 | Cloud Migration/deployment | | Cloud Migration/deployment |
| Subscription | Cloud | Cloud Services_2 | Cloud Remote monitoring/mar | | Cloud Remote monitoring/management |
| Subscription | Cloud | Cloud Services_2 | Cloud Support | | Cloud Support |
| Subscription | Cloud | IaaS (Infrastructure as a Servi | | | IaaS (Infrastructure as a Service) |
| Subscription | Cloud | IaaS (Infrastructure as a Servi | Compute | | Compute |
| Subscription | Cloud | IaaS (Infrastructure as a Servi | Disaster Recovery/Business Co | | Disaster Recovery/Business Continuity |
| Subscription | Cloud | IaaS (Infrastructure as a Servi | Storage/Archiving/Backup | | Storage/Archiving/Backup |
| Subscription | Cloud | IaaS (Infrastructure as a Servi | Virtual Machines/Virtualizatior | | Virtual Machines/Virtualization |
| Subscription | Cloud | PaaS (Platform as a Service) | | | PaaS (Platform as a Service) |
| Subscription | Cloud | PaaS (Platform as a Service) | Compute_1 | | Compute_1 |
| Subscription | Cloud | PaaS (Platform as a Service) | Storage/Archiving/Backup_1 | | Storage/Archiving/Backup_1 |
| Subscription | Cloud | PaaS (Platform as a Service) | Virtual Machines/Virtualizatior | | Virtual Machines/Virtualization_1 |
| Subscription | Cloud | SaaS (Software as a Service) | | | SaaS (Software as a Service) |
| Subscription | Cloud | SaaS (Software as a Service) | Collaboration and Productivity | | Collaboration and Productivity Applications |
| Subscription | Cloud | SaaS (Software as a Service) | Security | | Security |
| Subscription | Cloud | SaaS (Software as a Service) | Security | Email Security/Encryption | Email Security/Encryption |
| Subscription | Cloud | SaaS (Software as a Service) | Security | Endpoint Security | Endpoint Security |
| Subscription | Cloud | SaaS (Software as a Service) | Security | Internet/Web Security | Internet/Web Security |
| Subscription | Cloud | SaaS (Software as a Service) | Unified Communications | | Unified Communications |
| Subscription | Cloud | SaaS (Software as a Service) | Unified Communications | Hosted Email | Hosted Email |
| Subscription | Cloud | SaaS (Software as a Service) | Unified Communications | Messaging | Messaging |

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|---|---|---|---|---|---|
| Subscription | Cloud | SaaS (Software as a Service) | Unified Communications | Mobility_1 | Mobility_1 |
| Subscription | Cloud | SaaS (Software as a Service) | Unified Communications | VOIP/Video Conferencing | VOIP/Video Conferencing |
| Tools & Home Improv | | | | | Tools & Home Improvement |
| Tools & Home Improv | Security & Home Automatic | | | | Security & Home Automation |
| Tools & Home Improv | Security & Home Automatic | Energy Management Automa | | | Energy Management Automation |
| Tools & Home Improv | Security & Home Automatic | Energy Management Automa | Outlets & Accessories | | Outlets & Accessories |
| Tools & Home Improv | Security & Home Automatic | Home Monitoring & Security | | | Home Monitoring & Security |
| Tools & Home Improv | Security & Home Automatic | Home Monitoring & Security | Door Bells | | Door Bells |
| Tools & Home Improv | Security & Home Automatic | Home Monitoring & Security | Gateways & Controllers | | Gateways & Controllers |
| Tools & Home Improv | Security & Home Automatic | Home Monitoring & Security | Sensors | | Sensors |
| Tools & Home Improv | Security & Home Automatic | Home Monitoring & Security | Smart Speakers | | Smart Speakers |
| Tools & Home Improv | Security & Home Automatic | Lighting Automation | | | Lighting Automation |
| Tools & Home Improv | Security & Home Automatic | Lighting Automation | Dimmers & Switches | | Dimmers & Switches |

**EXHIBIT B**
**INSURANCE REQUIREMENTS**

**City of Stockton's Insurance Requirements**

*(Rev. 9.30.22)*

**Exhibit B:**
**Insurance Requirements**
(Information Technology)

Vendor/Consultant shall procure and maintain for the duration of the contract insurance against claims for security breaches, system failures, injuries to persons, damages to software, or damages to property (including computer equipment) which may arise from or in connection with the performance of the work hereunder by the Vendor, its agents, representatives, or employees.  Vendor shall procure and maintain for the duration of the contract insurance claims arising out of their services and including, but not limited to loss, damage, theft or other misuse of data, infringement of intellectual property, invasion of privacy and breach of data.

**MINIMUM SCOPE AND LIMIT OF INSURANCE**

Coverage shall be at least as broad as:

**1.** **Commercial General Liability** (CGL):  Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than **$2,000,000** per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 or 25 04) or the general aggregate limit shall be twice the required occurrence limit.

**2.** **Automobile Liability**:  Insurance Services Office Form Number CA 0001 covering, Code 1 (any auto), or if Consultant has no owned autos, Code 8 (hired) and 9 (non-owned), with limit no less than **$1,000,000** per accident for bodily injury and property damage.

**3.** **Workers' Compensation** insurance as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limit of no less than **$1,000,000** per accident for bodily injury or disease.
**(Not required if consultant provides written verification it has no employees)**

**4.** **Cyber Liability** Insurance, with limits not less than **$2,000,000** per occurrence or claim, **$2,000,000** aggregate.  Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by Vendor in this agreement and shall include, but not be limited to, claims involving security breach, system failure, data recovery, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, and alteration of electronic

information.  The policy shall provide coverage for breach response costs, regulatory fines and penalties as well as credit monitoring expenses.

## Technology Professional Liability Errors & Omissions

**Technology Professional Liability Errors and Omissions Insurance** appropriate to the Consultant's profession and work hereunder, with limits not less than **$2,000,000** per occurrence.  Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the Vendor in this agreement and shall include, but not be limited to, claims involving security breach, system failure, data recovery, business interruption, cyber extortion, social engineering, infringement of intellectual property, including but not limited to infringement of copyright, trademark, trade dress, invasion of privacy violations, information theft, damage to or destruction of electronic information, release of private information, and alteration of electronic information.  The policy shall provide coverage for breach response costs, regulatory fines and penalties as well as credit monitoring expenses.

a.      The Policy shall include, or be endorsed to include, *property damage liability coverage* for damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of the Agency in the care, custody, or control of the Vendor.

If the Vendor maintains broader coverage and/or higher limits than the minimums shown above, the City of Stockton requires and shall be entitled to the broader coverage and/or the higher limits maintained by the contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the City of Stockton.

**Other Insurance Provisions**

The insurance policies are to contain, or be endorsed to contain, the following provisions:

*Additional Insured Status*
**The City of Stockton, its officers, officials, employees, and volunteers are to be covered as additional insureds** on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Vendor including materials, parts, or equipment furnished in connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Consultant's insurance (at least as broad as ISO Form CG 20 10 11 85 or **both** CG 20 10, CG 20 26, CG 20 33, or CG 20 38; **and** CG 20 37 forms if later revisions used).  Additional insured Name of Organization shall read "City of Stockton, its officers, officials, employees, and volunteers." Policy shall cover City of Stockton, its officers, officials, employees, and volunteers for all locations work is done under this contract.

*Primary Coverage*

For any claims related to this contract, the **Vendor's insurance coverage shall be primary and non-contributory**. Coverage for commercial liability shall be at least as broad as ISO CG 20 01 04 13 as respects the City of Stockton, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City of Stockton, its officers, officials, employees, or volunteers shall be excess of the Vendor's insurance and shall not contribute with it. This requirement shall also apply to any Excess policies. The City of Stockton does not accept endorsements limiting the Vendor's insurance coverage to the sole negligence of the Named Insured.

## Umbrella or Excess Policy

The Vendor may use Umbrella or Excess Policies to provide the liability limits as required in this agreement. This form of insurance will be acceptable provided that all of the Primary and Umbrella or Excess Policies shall provide all of the insurance coverages herein required, including, but not limited to, primary and non-contributory, additional insured, Self-Insured Retentions (SIRs), indemnity, and defense requirements. The Umbrella or Excess policies shall be provided on a true "following form" or broader coverage basis, with coverage at least as broad as provided on the underlying Commercial General Liability insurance. No insurance policies maintained by the Additional Insureds, whether primary or excess, and which also apply to a loss covered hereunder, shall be called upon to contribute to a loss until the Vendor's primary and excess liability policies are exhausted.

## Notice of Cancellation

Each insurance policy required above shall state that **coverage shall not be canceled, except with notice to the City of Stockton**.

## Waiver of Subrogation

Vendor hereby grants to City of Stockton a waiver of any right to subrogation which any insurer of said Vendor may acquire against the City of Stockton by virtue of the payment of any loss under such insurance. Vendor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City of Stockton has received a waiver of subrogation endorsement from the insurer.

## Self-Insured Retentions

Self-insured retentions must be declared to and approved by the City of Stockton. The City of Stockton may require the Vendor to purchase coverage with a lower retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention. The policy language shall provide, or be endorsed to provide, that the self-insured retention may be satisfied by either the named insured or City of Stockton. The CGL and any policies, including Excess liability policies, may not be subject to a self-insured retention (SIR) or deductible that exceeds

$25,000 unless approved in writing by City of Stockton. Any and all deductibles and SIRs shall be the sole responsibility of Vendor or subcontractor who procured such insurance and shall not apply to the Indemnified Additional Insured Parties. City of Stockton may deduct from any amounts otherwise due Vendor to fund the SIR/deductible. Policies shall NOT contain any self-insured retention (SIR) provision that limits the satisfaction of the SIR to the Named Insured. The policy must also provide that Defense costs, including the Allocated Loss Adjustment Expenses, will satisfy the SIR or deductible. City of Stockton reserves the right to obtain a copy of any policies and endorsements for verification.

## Acceptability of Insurers
Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best's rating of no less than A-:VII, unless otherwise acceptable to the City of Stockton.

## Claims Made Policies (Professional & Pollution only)
If any of the required policies provide coverage on a claims-made basis:

1.      The Retroactive Date must be shown and must be before the date of the contract or the beginning of contract work.

2.      Insurance must be maintained and evidence of insurance must be provided *for at least five (5) years after completion of the contract of work*.

3.      If coverage is canceled or non-renewed, and not *replaced with another claims-made policy form with a Retroactive Date* prior to the contract effective date, the Vendor must purchase "extended reporting" coverage for a minimum of *five (5)* years after completion of contract work.

## Verification of Coverage

Vendor shall furnish the City of Stockton with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause **and a copy of the Declarations and Endorsements Pages of the CGL and any Excess policies listing all policy endorsements**.  All certificates and endorsements and copies of the Declarations & Endorsements pages are to be received and approved by the City of Stockton before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Vendor's obligation to provide them. The City of Stockton reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time. City of Stockton reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

*Subcontractors*
Vendor shall require and verify that all subcontractors maintain insurance meeting all the requirements stated herein, and Vendor shall ensure that City of Stockton is an additional insured on insurance required from subcontractors.

*Special Risks or Circumstances*
City of Stockton reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

**Certificate Holder Address**

The address for mailing certificates, endorsements and notices shall be:

City of Stockton
Its Officers, Officials, Employees and Volunteers
400 E Main Street, 3rd Floor – HR
Stockton, CA  95202