

State of Georgia

Statewide Standard Contract Form

Solicitation Title Integrated Security and Surveillance Products and Services	Solicitation Number 99999-SPD0000172	Contract Number 99999-SPD0000172-006
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1. This Contract is entered into between the Agency and the Contractor named below:

Agency's Name
Department of Administrative Services

(hereafter called Agency)

Contractor's Name

Convergent Technologies LLC DG Investment Intermediate Holdings 2

(hereafter called Contractor)

2. Contract to Begin: May 1, 2021	Date of Completion: April 30, 2023	Renewals: Five (5)
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3. Performance Bond, if any: Other Bonds, if any:

4. Authorized Person to Receive Contract Notices for Agency: Authorized Person to Receive Contract Notices for Contractor:

5. The parties agree to comply with the terms and conditions of the following attachments which are by this reference made a part of the Statewide Contract:

Attachment 1: **Statewide Contract for Goods and Ancillary Services**Attachment 2: **Solicitation (referenced above)**Attachment 3: **Contractor's Final Response**Attachment 4: **Cost Proposal****IN WITNESS WHEREOF, this Contract has been executed by the parties hereto.**

6.

Contractor

Contractor's Name (If other than an individual, state whether a corporation, partnership, etc.)

Convergent Technologies LLC DG Investment Intermediate Holdings 2

By (Authorized Signature)



Date Signed

11-21-20

Printed Name and Title of Person Signing

MICHAEL JAIME, General Manager

Address

1555 Oakbrook Drive, Suite 165
Norcross, GA 30095

7.

Agency

Agency Name

Department of Administrative Services

By (Authorized Signature)



Date Signed

3/11/2021

Printed Name and Title of Person Signing

Lisa Eason, Deputy Commissioner State Purchasing Division,
Department Administrative Services

Address

200 Piedmont Ave. S.E. West Tower, Suite 1804, Atlanta,
GA, 30334

**STATE OF GEORGIA
STATEWIDE CONTRACT
Attachment 1**

Contract Terms and Conditions for Goods and Ancillary Services

A. DEFINITIONS AND GENERAL INFORMATION

1. **Definitions.** The following words shall be defined as set forth below:
 - (i) **"Agency"** means the Department of Administrative Services of the State of Georgia.
 - (ii) **"Awarded Item Schedule"** means the summarizing document, if any, listing the goods and services as awarded and may also denote the Contractor providing such goods and services.
 - (iii) **"Contract"** or **"Statewide Contract"** means the agreement between the Agency and the Contractor as defined by the Statewide Contract Form and its incorporated documents.
 - (iv) **"Contractor"** means the provider(s) of the goods and services under the Statewide Contract.
 - (v) **"Purchase Instrument"** means the documentation issued by the Agency or User Agencies to the Contractor for a purchase of goods and services in accordance with the terms and conditions of the Statewide Contract. The Purchase Instrument should reference the Statewide Contract and may include an identification of the items to be purchased, the delivery date and location, the address where the Contractor should submit the invoices, and any other requirements deemed necessary by the Agency or User Agencies.
 - (vi) **"Response", "Contractor's Response" or "Final Response"** means the Contractor's submitted response to the RFX, including any modifications or clarifications accepted by the Agency.
 - (vii) **"RFX"** means the Request for Proposal, Request for Bid, or other solicitation document (and any amendments or addenda thereto) specifically identified in the Statewide Contract Form that was issued to solicit the goods and/or services that are subject to the Statewide Contract.
 - (viii) **"State"** means the State of Georgia, the Agency, User Agencies, and any other authorized state entities issuing Purchase Instruments against the Statewide Contract.
 - (ix) **"Statement of Work"** Any document in substantially the form of Exhibit A (describing the deliverables, due dates, assignment duration and payment obligations for a specific project, engagement, or assignment that Supplier commits to provide to a User Agency, which, upon signing by both parties shall be issued pursuant to the Contract.
 - (x) **"Statewide Contract Form"** means the document that contains basic information about the Statewide Contract and incorporates by reference the applicable Contract Terms and Conditions, the RFX, Contractor's Response to the RFX, the final pricing documentation for goods and services and any mutually agreed clarifications, modifications, additions and deletions resulting from final contract negotiations. No objection or amendment by a Contractor to the RFX requirements or the Statewide Contract shall be incorporated by reference into this Statewide Contract unless the

Agency has accepted the Contractor's objection or amendment in writing. The Statewide Contract Form is defined separately and referred to separately throughout the Statewide Contract Terms and Conditions as a means of identifying the location of certain information. For example, the initial term of the Statewide Contract is defined by the dates in the Statewide Contract Form.

(xi) **"User Agency" or "User Agencies"** means any offices, agencies, departments, boards, bureaus, commissions, institutions, or other entities of the State of Georgia entitled to or required to make purchases from this Statewide Contract.

2. **Certified Source of Goods and Services.** Pursuant to Section 50-5-57 of the Official Code of Georgia Annotated (O.C.G.A.), the Agency hereby certifies the Contractor as a source of supply to the User Agencies of the goods and services identified in this Statewide Contract. Orders shall be placed individually and from time to time by the User Agencies. The execution of this Statewide Contract only establishes the Contractor as an authorized source of supply by the Agency and creates no financial obligation on the part of the Agency.
3. **Priority of Contract Provisions.** Any pre-printed contract terms and conditions included on Contractor's forms or invoices shall be null and void.
4. **Reporting Requirements.** Contractor shall provide all reports required by the RFX. In addition, unless otherwise provided in the RFX, Contractor shall keep a record of the purchases made pursuant to the Statewide Contract and shall submit a quarterly written report to the Agency.

B. DURATION OF CONTRACT

1. **Contract Term.** The Statewide Contract shall begin and end on the dates specified in the Statewide Contract Form unless terminated earlier in accordance with the applicable terms and conditions. Pursuant to O.C.G.A. Section 50-5-64, this Statewide Contract shall not be deemed to create a debt of the State for the payment of any sum beyond the fiscal year of execution or, in the event of a renewal, beyond the fiscal year of such renewal.
2. **Contract Renewal.** The Agency shall have the option, in its sole discretion, to renew the Statewide Contract for additional terms on a year-to-year basis by giving the Contractor written notice of the renewal decision at least sixty (60) days prior to the expiration of the initial term or renewal term. Renewal will depend upon the best interests of the State, funding, and Contractor's performance. Renewal will be accomplished through the issuance of a Notice of Award Amendment. Upon the Agency's election, in its sole discretion, to renew any part of this Statewide Contract, Contractor shall remain obligated to perform in strict accordance with this Statewide Contract unless otherwise agreed by the Agency and the Contractor.
3. **Contract Extension.** In the event that this Statewide Contract shall terminate or be likely to terminate prior to the making of an award for a new contract for the identified goods and services, the Agency may, with the written consent of Contractor, extend this Statewide Contract for such period as may be necessary to afford the State a continuous supply of the identified goods and services.

C. DESCRIPTION OF GOODS AND SERVICES

1. **Provision of Goods and Services** The Contractor shall provide all goods, services, and other deliverables in compliance with the specifications contained in the RFX, the Statement of Work, and the terms of the Statewide Contract, plus those equipment, services and deliverables as may additionally be described in the Response.

2. **Product Shipment and Delivery.** All products shall be shipped F.O.B. destination. Destination shall be the location(s) specified in the RFX or any provided Purchase Instrument. All items shall be at the Contractor's risk until they have been delivered and accepted by the receiving entity. All items shall be subject to inspection on delivery. Hidden damage will remain the responsibility of the Contractor to remedy without cost to the User Agencies, regardless of when the hidden damage is discovered.
3. **Non-Exclusive Rights.** The Statewide Contract is not exclusive. The Agency reserves the right to select other contractors to provide goods and services similar to goods and services described in the Statewide Contract during the term of the Statewide Contract. User Agencies may obtain similar goods and services from other contractors upon prior approval of the Agency, which approval shall be made at the sole discretion of the Agency when it is deemed to be in the best interests of the State, and shall be conclusive.
4. **No Minimums Guaranteed.** The Statewide Contract does not guarantee any minimum level of purchases.
5. **Acceptance.** Product shall be deemed accepted when the ordering User Agency determines that such Product successfully operates in accordance with the Requirements. Such User Agency shall commence Acceptance testing within five (5) business days, or within such other period as set forth in the applicable order or SOW, after Receipt/installation of the Product. Acceptance testing will be no longer than ten (10) business days, or such longer period as may be agreed in writing between User Agency and Contractor. Contractor agrees to provide to the User Agency such assistance and advice as the User Agency may reasonably require, at no additional cost, during such Acceptance testing. Should User Agency fail to provide Contractor written notice of successful or unsuccessful Acceptance testing within five (5) business days following the Acceptance testing period, the Product(s) shall be deemed Accepted.

If the Product does not meet the standard of performance during the initial period of Acceptance Testing, User Agency may, at its discretion, continue Acceptance Testing on a day-to-day basis until the standard of performance is met. Upon rejection, the Contractor will have fifteen (15) calendar days to cure the standard of performance issue(s). If after the cure period, the Product still has not met the standard of performance, the User Agency may, at its option: (a) Terminate the Order; (b) demand replacement Product from Contractor at no additional cost to User Agency; or, (c) continue the cure period for an additional time period agreed upon by the User Agency and the Contractor. Contractor shall pay all costs related to the preparation and shipping of Product returned pursuant to the section. No Product shall be deemed Accepted and no charges shall be paid until the standard of performance is met. The warranty period shall begin upon Acceptance.

6. **New, Used or Altered Products.** All supplies, materials, and equipment supplied to the State must be new and in first-class condition unless the State or User Agencies requests a remanufactured or recycled/refurbished product or if the product is not available as new, such as in some replacement products provided for legacy equipment. If providing refurbished/recycled equipment, the Contractor must clearly indicate to the User Agency that the items being supplied are recycled/refurbished on any quotes, warranties, contracts and invoices provided. In such cases, the Contractor may propose used, recycled or refurbished items. However, the User Agency has the right to accept or not accept the proposed used, recycled or refurbished items. If awarded a contract, the Contractor must clearly indicate to the User Agency that the items being supplied are recycled/refurbished on any quotes, warranties, contracts and invoices provided.

- 7. Software and Specifications.** The Contractor shall provide all software ("Software") in strict compliance with the descriptions and representations as to the Software (including performance, capabilities, accuracy, completeness, characteristics, specifications, configurations, standards, functions and requirements) which appear in the RFX and the terms of the Statewide Contract.
- 8. Software Licenses.** Contractor shall provide Software licenses ("Licenses") in compliance with the specifications contained in the RFX and the terms of the Statewide Contract. To the extent permitted and/or required by the Software publishers of any Software provided hereunder, Contractor hereby grants an irrevocable, nonexclusive, worldwide, fully paid up, royalty-free license and/or sublicense to use, execute, maintain, reproduce, modify, display, and perform copies of Software and accompanying documentation in accordance with the licensing capacity (if any) specified in the RFX and or applicable Purchase Instrument. User Agency may copy the Software as necessary to efficiently utilize the Software. Without limiting the generality of the foregoing, such rights shall include copying rights granted to "owners of copies" under federal copyright laws of the United States, plus copying:
- (i) For backup, archive or emergency restart purposes;
 - (ii) For disaster recovery and disaster recovery testing purposes;
 - (iii) To migrate the Software for use on other computers and/or hardware; and
 - (iv) To store the Software at any off-premise location which the User Agencies use for storage purposes.

If the Contractor is acting as a reseller of the Software, the Contractor must provide the Licenses, as required by the Software publishers, to the User Agencies and shall coordinate with any negotiations of such Licenses as may be conducted among the Agency, User Agencies and the Software publishers. All licenses provided hereunder shall remain in effect perpetually until termination of the Statewide Contract. Within thirty (30) days of any termination or expiration of each individual License, the User Agency will destroy all copies of the Software in its possession or control.

- 9. Software Exclusions.** Except as expressly permitted by this Statewide Contract, the User Agencies agree that they will not:
- (i) Create derivative works based on the Software;
 - (ii) Reverse engineer, disassemble, or decompile the Software; or
 - (iii) Remove any identification or notices contained on the Software.

User Agencies will notify Contractor if the User Agencies become aware of any unauthorized third-party access to, or use of, the Software.

- 10. Services and other Deliverables.** Contractor shall provide services and other deliverables ("Services") in compliance with the specifications contained in the RFX and the terms of the Statewide Contract. "Services" shall include administration, distribution, installation, configuration, support and training services as further described in the RFX. Contractor and any employees of Contractor will perform the Services on time, in a workmanlike manner, and consistent with the level of care and skill ordinarily exercised by other providers of similar services at the time such Services are provided.

11. **Ordering and Technical Assistance.** User Agencies may place orders individually from time to time in any manner permitted by applicable state purchasing policy, the RFX, and the Response as accepted by the Agency. The Contractor shall provide technical assistance as reasonably required for the User Agencies to make purchases if online purchases are made utilizing the Contractor's website.

D. COMPENSATION

1. **Pricing and Payment.** The Contractor will be paid for the goods and services sold pursuant to the Statewide Contract in accordance with the RFX and final pricing documents as incorporated into the Statewide Contract Form and the terms of the Statewide Contract. Unless clearly stated otherwise in the Statewide Contract, all prices are firm and fixed and are not subject to variation. Prices include, but are not limited to freight, insurance, fuel surcharges and customs duties. User Agencies are solely and individually financially responsible for their respective purchases.
2. **Billings.** If applicable, and unless the RFX provides otherwise, the Contractor shall submit, on a regular basis, an invoice for goods and services supplied to the User Agencies under the Statewide Contract at the billing address specified in the Purchase Instrument or Statewide Contract. The invoice shall comply with all applicable rules concerning payment of such claims. User Agencies shall pay all approved invoices in arrears and in accordance with applicable provisions of State law.

Unless otherwise agreed in writing by the Agency and the Contractor, the Contractor shall not be entitled to receive any other payment or compensation from the User Agencies for any goods or services provided by or on behalf of the Contractor under the Statewide Contract. The Contractor shall be solely responsible for paying all costs, expenses and charges it incurs in connection with its performance under the Statewide Contract.

3. **Delay of Payment Due to Contractor's Failure.** If the User Agencies in good faith determine that the Contractor has failed to perform or deliver any service or product as required by the Statewide Contract, the Contractor shall not be entitled to any compensation under the Statewide Contract until such service or product is performed or delivered. In this event, the User Agencies may withhold that portion of the Contractor's compensation which represents payment for services or products that were not performed or delivered. To the extent that the Contractor's failure to perform or deliver in a timely manner causes the User Agencies to incur costs, the User Agencies may deduct the amount of such incurred costs from any amounts payable to Contractor. The User Agencies' authority to deduct such incurred costs shall not in any way affect the Agency's sole authority to terminate the Statewide Contract.
4. **Set-Off Against Sums Owed by the Contractor.** In the event that the Contractor owes the User Agency any sum or the User Agency must obtain substitute performance, the User Agency may set off the sum owed against any sum owed by the User Agency to the Contractor.

E. TERMINATION

1. **Immediate Termination.** Pursuant to O.C.G.A. Section 50-5-64, any purchase made pursuant to this Statewide Contract will terminate immediately and absolutely if the User Agency determines that adequate funds are not appropriated or granted or funds are de-appropriated such that the User Agency cannot fulfill its obligations under the Statewide Contract, which determination is at the User Agency's sole discretion and shall be conclusive. Further, the Agency may terminate the Statewide Contract for any one or more of the following reasons effective immediately without advance notice:
 - (i) In the event the Contractor is required to be certified or licensed as a condition precedent to providing goods and services, the revocation or loss of such license or certification may result in immediate termination of the Statewide Contract effective as of the date on which the license or certification is no longer in effect;
 - (ii) The Agency determines that the actions, or failure to act, of the Contractor, its agents, employees or subcontractors have caused, or reasonably could cause, life, health or safety to be jeopardized;
 - (iii) The Contractor fails to comply with confidentiality laws or provisions; and/or
 - (iv) The Contractor furnished any statement, representation or certification in connection with the Statewide Contract or the bidding process which is materially false, deceptive, incorrect or incomplete.

2. **Termination for Cause.** The occurrence of any one or more of the following events shall constitute cause for the Agency to declare the Contractor in default of its obligations under the Statewide Contract:
 - (i) The Contractor fails to deliver or has delivered nonconforming goods or services or fails to perform, to the Agency's satisfaction, any material requirement of the Statewide Contract or is in violation of a material provision of the Statewide Contract, including, but without limitation, the express warranties made by the Contractor;
 - (ii) The Agency determines that satisfactory performance of the Statewide Contract is substantially endangered or that a default is likely to occur;
 - (iii) The Contractor fails to make substantial and timely progress toward performance of the Statewide Contract;
 - (iv) The Contractor becomes subject to any bankruptcy or insolvency proceeding under federal or state law to the extent allowed by applicable federal or state law including bankruptcy laws; the Contractor terminates or suspends its business; or the Agency reasonably believes that the Contractor has become insolvent or unable to pay its obligations as they accrue consistent with applicable federal or state law;
 - (v) The Contractor has failed to comply with applicable federal, state and local laws, rules, ordinances, regulations and orders when performing within the scope of the Statewide Contract;
 - (vi) The Contractor has engaged in conduct that has or may expose the Agency or the State to liability, as determined in the Agency's sole discretion; or

- (vii) The Contractor has infringed any patent, trademark, copyright, trade dress or any other intellectual property rights of the Agency, the State, or a third party.
3. **Notice of Default.** If there is a default event caused by the Contractor, the Agency shall provide written notice to the Contractor requesting that the breach or noncompliance be remedied within the period of time specified in the Agency's written notice to the Contractor. If the breach or noncompliance is not remedied within the period of time specified in the written notice, the Agency may:
- (i) Immediately terminate the Statewide Contract without additional written notice; and/or
 - (ii) Procure substitute goods or services from another source and charge the difference between the Statewide Contract and the substitute contract to the defaulting Contractor; and/or,
 - (iii) Enforce the terms and conditions of the Statewide Contract and seek any legal or equitable remedies.
4. **Termination Upon Notice.** Following thirty (30) days' written notice, the Agency may terminate the Statewide Contract in whole or in part without the payment of any penalty or incurring any further obligation to the Contractor. Following termination upon notice, the Contractor shall be entitled to compensation from the User Agency, upon submission of invoices and proper proof of claim, for goods and services provided under the Statewide Contract to the User Agencies up to and including the date of termination.
5. **Termination Due to Change in Law.** The Agency shall have the right to terminate this Statewide Contract without penalty by giving thirty (30) days' written notice to the Contractor as a result of any of the following:
- (i) The Agency's authorization to operate is withdrawn or there is a material alteration in the programs administered by the Agency; and/or
 - (ii) The Agency's duties are substantially modified.
6. **Payment Limitation in Event of Termination.** In the event of termination of the Statewide Contract for any reason by the Agency, the User Agencies shall pay only those amounts, if any, due and owing to the Contractor for goods and services actually rendered up to the date specified in the notice of termination for which the User Agencies are obligated to pay pursuant to the Statewide Contract or Purchase Instrument. Payment will be made only upon submission of invoices and proper proof of the Contractor's claim. This provision in no way limits the remedies available to the State under the Statewide Contract in the event of termination. The State shall not be liable for any costs incurred by the Contractor in its performance of the Statewide Contract, including, but not limited to, startup costs, overhead or other costs associated with the performance of the Statewide Contract.
7. **The Contractor's Termination Duties.** Upon receipt of notice of termination or upon request of the Agency, the Contractor shall:
- (i) Cease work under the Statewide Contract and take all necessary or appropriate steps to limit disbursements and minimize costs, and furnish a report within thirty (30) days of the date of notice of termination, describing the status of all work under the Statewide Contract, including, without limitation, results accomplished, conclusions resulting therefrom, and any other matters the Agency may require;

- (ii) Immediately cease using and return to the State, any personal property or materials, whether tangible or intangible, provided by the State to the Contractor;
- (iii) Comply with the State's instructions for the timely transfer of any active files and work product produced by the Contractor under the Statewide Contract;
- (iv) Cooperate in good faith with the Agency, the User Agencies, and their employees, agents and contractors during the transition period between the notification of termination and the substitution of any replacement contractor; and
- (v) Immediately return to the User Agencies any payments made by the User Agencies for goods and services that were not delivered or rendered by the Contractor.

F. CONFIDENTIAL INFORMATION

1. **Access to Confidential Data.** The Contractor's employees, agents and subcontractors may have access to confidential data maintained by the State to the extent necessary to carry out the Contractor's responsibilities under the Statewide Contract. The Contractor shall presume that all information received pursuant to the Statewide Contract is confidential unless otherwise designated by the State. If it is reasonably likely the Contractor will have access to the State's confidential information, then:
 - (i) The Contractor shall provide to the State a written description of the Contractor's policies and procedures to safeguard confidential information;
 - (ii) Policies of confidentiality shall address, as appropriate, information conveyed in verbal, written, and electronic formats;
 - (iii) The Contractor must designate one individual who shall remain the responsible authority in charge of all data collected, used, or disseminated by the Contractor in connection with the performance of the Statewide Contract; and
 - (iv) The Contractor shall provide adequate supervision and training to its agents, employees and subcontractors to ensure compliance with the terms of the Statewide Contract.

The private or confidential data shall remain the property of the State at all times. Some services performed for the Agency and/or User Agencies may require the Contractor to sign a nondisclosure agreement. Contractor understands and agrees that refusal or failure to sign such a nondisclosure agreement, if required, may result in termination of the Statewide Contract.

2. **No Dissemination of Confidential Data.** No confidential data collected, maintained, or used in the course of performance of the Statewide Contract shall be disseminated except as authorized by law and with the written consent of the State, either during the period of the Statewide Contract or thereafter. Any data supplied to or created by the Contractor shall be considered the property of the State. The Contractor must return any and all data collected, maintained, created or used in the course of the performance of the Statewide Contract, in whatever form it is maintained, promptly at the request of the State.
3. **Subpoena.** In the event that a subpoena or other legal process is served upon the Contractor for records containing confidential information, the Contractor shall promptly notify the State and cooperate with the State in any lawful effort to protect the confidential information.

4. **Reporting of Unauthorized Disclosure.** The Contractor shall immediately report to the State any unauthorized disclosure of confidential information.
5. **Survives Termination.** The Contractor's confidentiality obligation under the Statewide Contract shall survive termination of the Statewide Contract.

G. INDEMNIFICATION

1. **Contractor's Indemnification Obligation.** The Contractor agrees to indemnify and hold harmless the State and State officers, employees, agents, and volunteers (collectively, "Indemnified Parties") from any and all costs, expenses, losses, claims, damages, liabilities, settlements and judgments, including reasonable value of the time spent by the Attorney General's Office, related to or arising from:
 - (i) Any breach of the Statewide Contract;
 - (ii) Any negligent, intentional or wrongful act or omission of the Contractor or any employee, agent or subcontractor utilized or employed by the Contractor;
 - (iii) Any failure of goods to comply with applicable specifications, warranties, and certifications under the Statewide Contract;
 - (iv) The negligence or fault of the Contractor in design, testing, development, manufacture, or otherwise with respect to the goods or any parts thereof provided under the Statewide Contract;
 - (v) Claims, demands, or lawsuits that, with respect to the goods or any parts thereof, allege product liability, strict product liability, or any variation thereof;
 - (vi) The Contractor's performance or attempted performance of the Statewide Contract, including any employee, agent or subcontractor utilized or employed by the Contractor;
 - (vii) Any failure by the Contractor to comply with the "Compliance with the Law" provision of the Statewide Contract;
 - (viii) Any failure by the Contractor to make all reports, payments and withholdings required by federal and state law with respect to social security, employee income and other taxes, fees or costs required by the Contractor to conduct business in the State of Georgia or the United States;
 - (ix) Any infringement of any copyright, trademark, patent, trade dress, or other intellectual property right; or
 - (x) Any failure by the Contractor to adhere to the confidentiality provisions of the Statewide Contract.
2. **Duty to Reimburse State Tort Claims Fund.** To the extent such damage or loss as covered by this indemnification is covered by the State of Georgia Tort Claims Fund ("the Fund"), the Contractor (and its insurers) agrees to reimburse the Fund. To the full extent permitted by the Constitution and the laws of the State and the terms of the Fund, the Contractor and its insurers waive any right of subrogation against the State, the Indemnified Parties, and the Fund and insurers participating thereunder, to the full extent of this indemnification.

3. **Litigation and Settlements.** The Contractor shall, at its own expense, be entitled to and shall have the duty to participate in the defense of any suit against the Indemnified Parties. No settlement or compromise of any claim, loss or damage entered into by the Indemnified Parties shall be binding upon Contractor unless approved in writing by Contractor. No settlement or compromise of any claim, loss or damage entered into by Contractor shall be binding upon the Indemnified Parties unless approved in writing by the Indemnified Parties.
4. **Patent/Copyright Infringement Indemnification.** Contractor shall, at its own expense, be entitled to and shall have the duty to participate in the defense of any suit instituted against the State and indemnify the State against any award of damages and costs made against the State by a final judgment of a court of last resort in such suit insofar as the same is based on any claim that any of the software constitutes an infringement of any United States Letters Patent or copyright, provided the State gives the Contractor immediate notice in writing of the institution of such suit, permits Contractor to fully participate in the defense of the same, and gives Contractor all available information, assistance and authority to enable Contractor to do so. Subject to approval of the Attorney General of the State of Georgia, the Agency shall tender defense of any such action to Contractor upon request by Contractor. Contractor shall not be liable for any award of judgment against the State reached by compromise or settlement unless Contractor accepts the compromise or settlement. Contractor shall have the right to enter into negotiations for and the right to effect settlement or compromise of any such action, but no such settlement shall be binding upon the State unless approved by the State.

In case any of the software is in any suit held to constitute infringement and its use is enjoined, Contractor shall, at its option and expense:

- (i) Procure for the State the right to continue using the software;
- (ii) Replace or modify the same so that it becomes non-infringing; or
- (iii) Remove the same and cancel any future charges pertaining thereto.

Contractor, however, shall have no liability to the State if any such patent, or copyright infringement or claim thereof is based upon or arises out of:

- (i) Compliance with designs, plans or specifications furnished by or on behalf of the Agency as to the software;
- (ii) Use of the software in combination with apparatus or devices not supplied by Contractor;
- (iii) Use of the software in a manner for which the same was neither designed nor contemplated; or
- (iv) The claimed infringement of any patent or copyright in which the Agency or any affiliate or subsidiary of the Agency has any direct interest by license or otherwise.

5. **Survives Termination.** The indemnification obligation of the Contractor shall survive termination of the Statewide Contract.

H. INSURANCE

Contractor shall provide all insurance as required by the RFX.

I. BONDS

The Contractor shall provide all required bonds in accordance with the terms of the RFX and as stated in the Statewide Contract Form.

J. WARRANTIES

1. Construction of Warranties Expressed in the Contract with Warranties Implied by Law.

All warranties made by the Contractor and/or subcontractors in all provisions of the Statewide Contract and the Contractor's Response, whether or not the Statewide Contract specifically denominates the Contractor's and/or subcontractors' promise as a warranty or whether the warranty is created only by the Contractor's affirmation or promise, or is created by a description of the materials, goods and services to be provided, or by provision of samples to the State shall not be construed as limiting or negating any warranty provided by law, including without limitation, warranties which arise through course of dealing or usage of trade, the warranty of merchantability, and the warranty of fitness for a particular purpose. The warranties expressed in the Statewide Contract are intended to modify the warranties implied by law only to the extent that they expand the warranties applicable to the goods and services provided by the Contractor. The provisions of this section apply during the term of the Statewide Contract and any extensions or renewals thereof.

2. Warranty – Nonconforming Goods.

All goods delivered by Contractor to the User Agencies shall be free from any defects in design, material, or workmanship. If any goods offered by the Contractor are found to be defective in material or workmanship, or do not conform to Contractor's warranty, the User Agencies shall have the option of returning, repairing, or replacing the defective goods at Contractor's expense. Payment for goods shall not constitute acceptance. Acceptance by the User Agencies shall not relieve the Contractor of its warranty or any other obligation under the Statewide Contract.

3. Product Warranty.

Contractors must guarantee the equipment offered is new equipment with a warranty valid in the United States of America and that no attachment or part has been substituted or applied contrary to manufacturer's recommendations and standard practices. Equipment furnished under the terms of this contract shall be guaranteed against faulty material and workmanship. The warranty shall include all parts, labor, travel and incidental expenses for the duration of the warranty. The warranty that is offered must carry the standard original equipment manufacturers (OEM) warranty or must be at least 1 year in length, whichever is greater.

Products that fail after acceptance and installation shall be covered under warranty. Products that are inoperative at installation or after acceptance shall either be replaced by the Contractor or repaired under warranty (at no charge to the User Agency). If the repaired and/or replaced product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made

4. Compliance with Federal Safety Acts.

Contractor warrants and guarantees to the State that the goods provided under the Statewide Contract are in compliance with Sections 5 and 12 of the Federal Trade Commission Act; the Fair Packaging and Labeling Act; the Federal Food, Drug, and Cosmetic Act; the Consumer Product Safety Act; the Federal Environmental Pesticide Control Act; the Federal Hazardous Substances Act; the Fair Labor Standards Act; the Wool Products Labeling Act; the Flammable Fabrics Act; the Occupational Safety and Health Act; the Office of Management and Budget A-110 Appendix A; and the Anti-Kickback Act of 1986.

- 5. Originality and Title to Concepts, Materials, and Goods Produced.** Contractor represents and warrants that all the concepts, materials, goods and services produced, or provided to the State pursuant to the terms of the Statewide Contract shall be wholly original with the Contractor or that the Contractor has secured all applicable interests, rights, licenses, permits or other intellectual property rights in such concepts, materials and works. The Contractor represents and warrants that the concepts, materials, goods and services and the State's use of same and the exercise by the State of the rights granted by the Statewide Contract shall not infringe upon any other work, other than material provided by the Statewide Contract to the Contractor to be used as a basis for such materials, or violate the rights of publicity or privacy of, or constitute a libel or slander against, any person, firm or corporation and that the concepts, materials and works will not infringe upon the copyright, trademark, trade name, trade dress patent, literary, dramatic, statutory, common law or any other rights of any person, firm or corporation or other entity. The Contractor represents and warrants that it is the owner of or otherwise has the right to use and distribute the goods and services contemplated by the Statewide Contract.
- 6. Conformity with Contractual Requirements.** The Contractor represents and warrants that the goods and services provided in accordance with the Statewide Contract will appear and operate in conformance with the terms and conditions of the Statewide Contract.
- 7. Authority to Enter into Contract.** The Contractor represents and warrants that it has full authority to enter into the Statewide Contract and that it has not granted and will not grant any right or interest to any person or entity that might derogate, encumber or interfere with the rights granted to the State.
- 8. Obligations Owed to Third Parties.** The Contractor represents and warrants that all obligations owed to third parties with respect to the activities contemplated to be undertaken by the Contractor pursuant to the Statewide Contract are or will be fully satisfied by the Contractor so that the State will not have any obligations with respect thereto.
- 9. Use of State Vehicles.** Contractor warrants that no State vehicles will be used by Contractor for the performance of services under this Statewide Contract. Contractor shall be responsible for providing transportation necessary to perform all services.
- 10. Nonconforming Software.** All Software delivered by Contractor to the User Agencies shall be free from any defects in design, material, or workmanship. In the event that any of the Software is found by the Contractor, the State, any governmental agency, or court having jurisdiction to contain a defect, serious quality or performance deficiency, or not to be in compliance with any standard or requirement so as to require or make advisable that such Software be reworked or recalled, the Contractor will promptly communicate all relevant facts to the Agency and the User Agencies and undertake all corrective actions, including those required to meet all obligations imposed by laws, regulations, or orders, and shall file all necessary papers, corrective action programs, and other related documents, provided that nothing contained in this section shall preclude the State from taking such action as may be required of it under any such law or regulation.

User Agencies shall have the option of returning or replacing the defective Software at Contractor's expense. If the Contractor is the Software publisher, the Contractor shall perform all necessary repairs or modifications at its sole expense provided the State determines the performance of such repairs and modifications is in the State's best interest.

Payment for the Software shall not constitute acceptance. Acceptance by the User Agencies shall not relieve the Contractor of its warranty or any other obligation under the Statewide Contract.

11. Originality and Title to Provided Software and Services. Contractor represents and warrants that all the concepts, materials, Software and Services produced, or provided to the State pursuant to the terms of the Statewide Contract shall be wholly original with the Contractor or that the Contractor has secured all applicable interests, rights, licenses, permits or other intellectual property rights in such concepts, materials Software and Services. The Contractor represents and warrants that it is the owner of or otherwise has the right to use and distribute the Software and Services contemplated by the Statewide Contract. Contractor or the original Software publisher shall retain all right, title and interest in the Software and any accompanying documentation, including all applicable intellectual property rights.

The Contractor represents and warrants that the concepts, materials, Software and Services and the State's use of same and the exercise by the State of the rights granted by the Statewide Contract shall not infringe upon any other work, other than material provided by the Statewide Contract to the Contractor to be used as a basis for such materials, or violate the rights of publicity or privacy of, or constitute a libel or slander against, any person, firm or corporation and that the concepts, materials, Software and Services will not infringe upon the copyright, trademark, trade name, trade dress patent, literary, dramatic, statutory, common law or any other rights of any person, firm or corporation or other entity.

12. Title to Property. The Contractor represents and warrants that title to any Software assigned, conveyed or licensed to the State is good and that transfer of title or license to the State is rightful and that all Software shall be delivered free of any security interest or other lien or encumbrance.

The Contractor represents and warrants that title to any property assigned, conveyed or licensed to the State is good and that transfer of title or license to the State is rightful and that all property shall be delivered free of any security interest or other lien or encumbrance. Title to any supplies, materials, or equipment shall remain in the Contractor until fully paid for by the User Agencies.

13. Industry Standards. The Contractor represents and expressly warrants that all aspects of the Goods, Software and Services provided or used by it shall at a minimum conform to the standards in the Contractor's industry. This requirement shall be in addition to any express warranties, representations, and specifications included in the Statewide Contract, which shall take precedence.

14. Contractor's Personnel and Staffing. Contractor warrants that all persons assigned to perform the Services under this Statewide Contract are either lawful employees of Contractor or lawful employees of a Subcontractor authorized by the Agency as specified in the RFX. All of Contractor or any subcontractor's personnel shall comply with the confidentiality requirements of the Statewide Contract and the security requirements of the applicable Agency or User Agencies while on state property. In the event that any of Contractor or subcontractor's personnel do not comply with such confidentiality and security requirements, the Agency or User Agencies may have the personnel removed from the premises.

All persons assigned to perform the Services under this Statewide Contract shall be qualified to perform such services. Personnel assigned by Contractor shall have all professional licenses required to perform the Services. If the Agency or User Agencies believes that the performance or conduct of any person employed or retained by Contractor to perform any Services hereunder is unsatisfactory for any reason or is not in compliance with the provisions

of this Statewide Contract, the Agency or User Agencies shall notify Contractor in writing and Contractor shall promptly address the performance or conduct of such person, or, at the Agency or User Agency's request, immediately replace such person with another person acceptable to the Agency or User Agency and with sufficient knowledge and expertise to perform the Services in accordance with this Agreement.

Contractor warrants that an adequate number of appropriately qualified personnel will be employed and available to provide the Services in accordance with the schedule and maintenance requirements set forth in the RFP and this Statewide Contract.

K. PRODUCT RECALL

In the event that any of the goods are found by the Contractor, the State, any governmental agency, or court having jurisdiction to contain a defect, serious quality or performance deficiency, or not to be in compliance with any standard or requirement so as to require or make advisable that such goods be reworked or recalled, the Contractor will promptly communicate all relevant facts to the Agency and undertake all corrective actions, including those required to meet all obligations imposed by laws, regulations, or orders, and shall file all necessary papers, corrective action programs, and other related documents, provided that nothing contained in this section shall preclude the Agency from taking such action as may be required of it under any such law or regulation. The Contractor shall perform all necessary repairs or modifications at its sole expense except to any extent that the Contractor and the State shall agree to the performance of such repairs by the State upon mutually acceptable terms.

L. CONTRACT ADMINISTRATION

- 1. Order of Preference.** In the case of any inconsistency or conflict among the specific provisions of the Statewide Contract Terms and Conditions (including any amendments accepted by both the Agency and the Contractor attached hereto and the Awarded Item Schedule, if any), the RFX (including any subsequent addenda and written responses to bidders' questions), and the Contractor's Response, any inconsistency or conflict shall be resolved as follows:
 - (i)** First, by giving preference to the Statewide Contract Terms and Conditions.
 - (ii)** Second, by giving preference to the specific provisions of the RFX.
 - (iii)** Third, by giving preference to the specific provisions of the Contractor's Response, except that objections or amendments by a Contractor that have not been explicitly accepted by the Agency in writing shall not be included in this Statewide Contract and shall be given no weight or consideration.
 - (iv)** The Statement of Work
- 2. Intent of References to Bid Documents.** The references to the parties' obligations, which are contained in this document, are intended to supplement or clarify the obligations as stated in the RFX and the Contractor's Response. The failure of the parties to make reference to the terms of the RFX or the Contractor's Response in this document shall not be construed as creating a conflict and will not relieve the Contractor of the contractual obligations imposed by the terms of the RFX and the Contractor's Response. The contractual obligations of the Agency cannot be implied from the Contractor's Response.

3. Compliance with the Law. The Contractor, its employees, agents, and subcontractors shall comply with all applicable federal, state, and local laws, rules, ordinances, regulations and orders now or hereafter in effect when performing under the Statewide Contract, including without limitation, all laws applicable to the prevention of discrimination in employment and the use of targeted small businesses as subcontractors or contractors. The Contractor, its employees, agents and subcontractors shall also comply with all federal, state and local laws regarding business permits and licenses that may be required to carry out the work performed under the Statewide Contract. Contractor and Contractor's personnel shall also comply with all State, Agency, and User Agency policies and standards in effect during the performance of the Statewide Contract, including but not limited to the Agency and User Agencies' policies and standards relating to personnel conduct, security, safety, confidentiality, and ethics. Further, the provisions of O.C.G.A. Section 45-10-20 et seq. have not and must not be violated under the terms of this Statewide Contract. Contractor certifies that Contractor is not currently engaged in, and agrees for the duration of this Contract not to engage in, a boycott of Israel, as defined in O.C.G.A. §50-5-85.

4. Drug-free Workplace. The Contractor hereby certifies as follows:

- (i) Contractor will not engage in the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana during the performance of this Statewide Contract; and
- (ii) If Contractor has more than one employee, including Contractor, Contractor shall provide for such employee(s) a drug-free workplace, in accordance with the Georgia Drug-free Workplace Act as provided in O.C.G.A. Section 50-24-1 et seq., throughout the duration of this Statewide Contract; and
- (iii) Contractor will secure from any subcontractor hired to work on any job assigned under this Statewide Contract the following written certification: "As part of the subcontracting agreement with (Contractor's Name), (Subcontractor's Name) certifies to the contractor that a drug-free workplace will be provided for the subcontractor's employees during the performance of this Contract pursuant to paragraph 7 of subsection (b) of Code Section 50-24-3."

Contractor may be suspended, terminated, or debarred if it is determined that:

- (i) Contractor has made false certification here in above; or
- (ii) Contractor has violated such certification by failure to carry out the requirements of O.C.G.A. Section 50-24-3(b).

5. **State Security.** Contractor agrees to comply with all provisions of the then-current State of Georgia IT Policies, Standards, and Procedures, including but limited to those which may be found at <https://gta.georgia.gov/psg/> or a successor URL(s), as are pertinent to Contractor's operation. Contractor further agrees to comply with all provisions of the relevant User Agency's then-current security procedures as are pertinent to Supplier's operation and which have been supplied to Supplier by such User Agency. For any individual User Agency location, security procedures may include but not be limited to: Background checks, records verification, photographing, and fingerprinting of Contractor's employees or agents. Contractor may, at any time, be required to execute and complete, for each individual Contractor employee or agent, additional forms which may include non-disclosure agreements to be signed by Contractor's employees or agents acknowledging that all User Agency information with which such employees and agents come into contact while at the User Agency site is confidential and proprietary. Any unauthorized release of proprietary or Personal information by the Contractor or an employee or agent of Contractor shall constitute a breach of its obligations under this Section and the Contract. Contractor shall immediately notify Agency and applicable User Agency of any breach of unencrypted and unredacted personal information and other personally identifying information provided by Agency or User Agency to Contractor. Contractor shall provide Agency and applicable User Agency the opportunity to participate in the investigation of the breach.
6. **Amendments.** The Statewide Contract may be amended in writing from time to time by mutual consent of the parties and upon approval by the Agency. All amendments to the Statewide Contract must be in writing and fully executed by duly authorized representatives of the Agency and the Contractor.
7. **Third Party Beneficiaries.** There are no third-party beneficiaries to the Statewide Contract. The Statewide Contract is intended only to benefit the State and the Contractor.
8. **Choice of Law and Forum.** The laws of the State of Georgia shall govern and determine all matters arising out of or in connection with this Statewide Contract without regard to the choice of law provisions of State law. In the event any proceeding of a quasi-judicial or judicial nature is commenced in connection with this Statewide Contract, such proceeding shall solely be brought in a court or other forum of competent jurisdiction within Fulton County, Georgia. This provision shall not be construed as waiving any immunity to suit or liability, including without limitation sovereign immunity, which may be available to the State.
9. **Parties' Duty to Provide Notice of Intent to Litigate and Right to Demand Mediation.** In addition to any dispute resolution procedures otherwise required under this Statewide Contract or any informal negotiations which may occur between the State and the Contractor, no civil action with respect to any dispute, claim or controversy arising out of or relating to this Statewide Contract may be commenced without first giving fourteen (14) calendar days written notice to the State of the claim and the intent to initiate a civil action. At any time prior to the commencement of a civil action, either the State or the Contractor may elect to submit the matter for mediation. Either the State or the Contractor may exercise the right to submit the matter for mediation by providing the other party with a written demand for mediation setting forth the subject of the dispute. The parties will cooperate with one another in selecting a mediator and in scheduling the mediation proceedings. Venue for the mediation will be in Atlanta, Georgia; provided, however, that any or all mediation proceedings may be conducted by teleconference with the consent of the mediator. The parties covenant that they will participate in the mediation in good faith, and that they will share equally in its costs; provided, however that the cost to the State shall not exceed five thousand dollars (\$5,000.00).

All offers, promises, conduct and statements, whether oral or written, made in the course of the mediation by any of the parties, their agents, employees, experts and attorneys, and by the

mediator or employees of any mediation service, are inadmissible for any purpose (including but not limited to impeachment) in any litigation or other proceeding involving the parties, provided that evidence that is otherwise admissible or discoverable shall not be rendered inadmissible or non-discoverable as a result of its use in the mediation. Inadmissibility notwithstanding, all written documents shall nevertheless be subject to the Georgia Open Records Act O.C.G.A. Section 50-18-70 et.seq.

No party may commence a civil action with respect to the matters submitted to mediation until after the completion of the initial mediation session, forty-five (45) calendar days after the date of filing the written request for mediation with the mediator or mediation service, or sixty (60) calendar days after the delivery of the written demand for mediation, whichever occurs first. Mediation may continue after the commencement of a civil action, if the parties so desire.

- 10. Assignment and Delegation.** The Statewide Contract may not be assigned, transferred or conveyed in whole or in part without the prior written consent of the Agency. For the purpose of construing this clause, a transfer of a controlling interest in the Contractor shall be considered an assignment.
- 11. Integration.** The Statewide Contract represents the entire agreement between the parties. The parties shall not rely on any representation that may have been made which is not included in the Statewide Contract.
- 12. Headings or Captions.** The paragraph headings or captions used in the Statewide Contract are for identification purposes only and do not limit or construe the contents of the paragraphs.
- 13. Not a Joint Venture.** Nothing in the Statewide Contract shall be construed as creating or constituting the relationship of a partnership, joint venture, (or other association of any kind or agent and principal relationship) between the parties thereto. Each party shall be deemed to be an independent contractor contracting for goods and services and acting toward the mutual benefits expected to be derived herefrom. Neither Contractor nor any of Contractor's agents, servants, employees, subcontractors or contractors shall become or be deemed to become agents, servants, or employees of the State. Contractor shall therefore be responsible for compliance with all laws, rules and regulations involving its employees and any subcontractors, including but not limited to employment of labor, hours of labor, health and safety, working conditions, workers' compensation insurance, and payment of wages. No party has the authority to enter into any contract or create an obligation or liability on behalf of, in the name of, or binding upon another party to the Statewide Contract.
- 14. Joint and Several Liability.** If the Contractor is a joint entity, consisting of more than one individual, partnership, corporation or other business organization, all such entities shall be jointly and severally liable for carrying out the activities and obligations of the Statewide Contract, and for any default of activities and obligations.
- 15. Supersedes Former Contracts or Agreements.** Unless otherwise specified in the Statewide Contract, this Statewide Contract supersedes all prior contracts or agreements between the Agency and the Contractor for the goods and services provided in connection with the Statewide Contract.
- 16. Waiver.** Except as specifically provided for in a waiver signed by duly authorized representatives of the Agency and the Contractor, failure by either party at any time to require performance by the other party or to claim a breach of any provision of the Statewide Contract shall not be construed as affecting any subsequent right to require performance or to claim a breach.

- 17. Notice.** Any and all notices, designations, consents, offers, acceptances or any other communication provided for herein shall be given in writing by registered or certified mail, return receipt requested, by receipted hand delivery, by Federal Express, courier or other similar and reliable carrier which shall be addressed to the person who signed the Statewide Contract on behalf of the party at the address identified in the Statewide Contract Form. Each such notice shall be deemed to have been provided:
- (i) At the time it is actually received; or,
 - (ii) Within one (1) day in the case of overnight hand delivery, courier or services such as Federal Express with guaranteed next day delivery; or,
 - (iii) Within five (5) days after it is deposited in the U.S. Mail in the case of registered U.S. Mail.

From time to time, the parties may change the name and address of the person designated to receive notice. Such change of the designated person shall be in writing to the other party and as provided herein.

- 18. Cumulative Rights.** The various rights, powers, options, elections and remedies of any party provided in the Statewide Contract shall be construed as cumulative and not one of them is exclusive of the others or exclusive of any rights, remedies or priorities allowed either party by law, and shall in no way affect or impair the right of any party to pursue any other equitable or legal remedy to which any party may be entitled as long as any default remains in any way unremedied, unsatisfied or undischarged.
- 19. Severability.** If any provision of the Statewide Contract is determined by a court of competent jurisdiction to be invalid or unenforceable, such determination shall not affect the validity or enforceability of any other part or provision of the Statewide Contract. Further, if any provision of the Statewide Contract is determined to be unenforceable by virtue of its scope, but may be made enforceable by a limitation of the provision, the provision shall be deemed to be amended to the minimum extent necessary to render it enforceable under the applicable law. Any agreement of the Agency and the Contractor to amend, modify, eliminate, or otherwise change any part of this Statewide Contract shall not affect any other part of this Statewide Contract, and the remainder of this Statewide Contract shall continue to be of full force and effect.
- 20. Time is of the Essence.** Time is of the essence with respect to the performance of the terms of the Statewide Contract. Contractor shall ensure that all personnel providing goods and services to the State are responsive to the State's requirements and requests in all respects.
- 21. Authorization.** The persons signing this Statewide Contract represent and warrant to the other parties that:
- (i) It has the right, power and authority to enter into and perform its obligations under the Statewide Contract; and
 - (ii) It has taken all requisite action (corporate, statutory or otherwise) to approve execution, delivery and performance of the Statewide Contract and the Statewide Contract constitutes a legal, valid and binding obligation upon itself in accordance with its terms.

- 22. Successors in Interest.** All the terms, provisions, and conditions of the Statewide Contract shall be binding upon and inure to the benefit of the parties hereto and their respective successors, assigns and legal representatives.
- 23. Record Retention and Access.** The Contractor shall maintain books, records and documents which sufficiently and properly document and calculate all charges billed to the State throughout the term of the Statewide Contract for a period of at least five (5) years following the date of final payment or completion of any required audit, whichever is later. The Contractor should maintain separate accounts and records for the Agency and the User Agencies. Records to be maintained include both financial records and service records. The Contractor shall permit the Auditor of the State of Georgia or any authorized representative of the State, and where federal funds are involved, the Comptroller General of the United States, or any other authorized representative of the United States government, to access and examine, audit, excerpt and transcribe any directly pertinent books, documents, papers, electronic or optically stored and created records or other records of the Contractor relating to orders, invoices or payments or any other documentation or materials pertaining to the Statewide Contract, wherever such records may be located during normal business hours. The Contractor shall not impose a charge for audit or examination of the Contractor's books and records. If an audit discloses incorrect billings or improprieties, the State reserves the right to charge the Contractor for the cost of the audit and appropriate reimbursement. Evidence of criminal conduct will be turned over to the proper authorities.
- 24. Solicitation.** The Contractor warrants that no person or selling agency (except bona fide employees or selling agents maintained for the purpose of securing business) has been employed or retained to solicit and secure the Statewide Contract upon an agreement or understanding for commission, percentage, brokerage or contingency.
- 25. Public Records.** The laws of the State of Georgia, including the Georgia Open Records Act, as provided in O.C.G.A. Section 50-18-70 et seq., require procurement records and other records to be made public unless otherwise provided by law.
- 26. Clean Air and Water Certification.** Contractor certifies that none of the facilities it uses to produce goods provided under the Statewide Contract are on the Environmental Protection Agency (EPA) List of Violating Facilities. Contractor will immediately notify the Agency of the receipt of any communication indicating that any of Contractor's facilities are under consideration to be listed on the EPA List of Violating Facilities.
- 27. Debarred, Suspended, and Ineligible Status.** Contractor certifies that the Contractor and/or any of its subcontractors have not been debarred, suspended, or declared ineligible by any agency of the State of Georgia, another state, or as defined in the Federal Acquisition Regulation (FAR) 48 C.F.R. Ch.1 Subpart 9.4. Contractor will immediately notify the Agency if Contractor is debarred by the State, another state, or placed on the Consolidated List of Debarred, Suspended, and Ineligible Contractors by a federal entity.
- 28. Use of Name or Intellectual Property.** Contractor agrees it will not use the name or any intellectual property, including but not limited to, State trademarks or logos in any manner, including commercial advertising or as a business reference, without the expressed prior written consent of the State.
- 29. Taxes.** User Agencies are exempt from Federal Excise Taxes, and no payment will be made for any taxes levied on Contractor's employee's wages. User Agencies are exempt from State and Local Sales and Use Taxes on the services. Tax Exemption Certificates will be furnished upon request. Contractor or an authorized subcontractor has provided the Agency with a sworn verification regarding the filing of unemployment taxes or persons assigned by

Contractor to perform services required in this Statewide Contract, which verification is incorporated herein by reference.

30. **Certification Regarding Sales and Use Tax.** By executing the Statewide Contract the Contractor certifies it is either (a) registered with the State Department of Revenue, collects, and remits State sales and use taxes as required by Georgia law, including Chapter 8 of Title 48 of the O.C.G.A.; or (b) not a "retailer" as defined in O.C.G.A. Section 48-8-2. The Contractor also acknowledges that the State may declare the Statewide Contract void if the above certification is false. The Contractor also understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract.
31. **Delay or Impossibility of Performance.** Neither party shall be in default under the Statewide Contract if performance is delayed or made impossible by an act of God. In each such case, the delay or impossibility must be beyond the control and without the fault or negligence of the Contractor. If delay results from a subcontractor's conduct, negligence or failure to perform, the Contractor shall not be excused from compliance with the terms and obligations of the Statewide Contract.
32. **Limitation of Contractor's Liability to the State.** Except as otherwise provided in this Statewide Contract, Contractor's liability to the State for any claim of damages arising out of this Statewide Contract shall be limited to direct damages and shall not exceed the total amount paid to Contractor for the performance under this Statewide Contract.

No limitation of Contractor's liability shall apply to Contractor's liability for loss or damage to State equipment or other property while such equipment or other property is in the sole care, custody, and control of Contractor's personnel. Contractor hereby expressly agrees to assume all risk of loss or damage to any such State equipment or other property in the care, custody, and control of Contractor's personnel. Contractor further agrees that equipment transported by Contractor personnel in a vehicle belonging to Contractor (including any vehicle rented or leased by Contractor or Contractor's personnel) shall be deemed to be in the sole care, custody, and control of Contractor's personnel while being transported. Nothing in this section shall limit or affect Contractor's liability arising from claims brought by any third party.

33. **Obligations Beyond Contract Term.** The Statewide Contract shall remain in full force and effect to the end of the specified term or until terminated or canceled pursuant to the Statewide Contract. All obligations of the Contractor incurred or existing under the Statewide Contract as of the date of expiration, termination or cancellation will survive the termination, expiration or conclusion of the Statewide Contract.
34. **Counterparts.** The Agency and the Contractor agree that the Statewide Contract has been or may be executed in several counterparts, each of which shall be deemed an original and all such counterparts shall together constitute one and the same instrument.
35. **Further Assurances and Corrective Instruments.** The Agency and the Contractor agree that they will, from time to time, execute, acknowledge and deliver, or cause to be executed, acknowledged and delivered, such supplements hereto and such further instruments as may reasonably be required for carrying out the expressed intention of the Statewide Contract.
36. **Transition Cooperation and Cooperation with other Contractors.** Contractor agrees that upon termination of this Statewide Contract for any reason, it shall provide sufficient efforts and cooperation to ensure an orderly and efficient transition of services to the State or another contractor. The Contractor shall provide full disclosure to the State and the third-party contractor about the equipment, software, or services required to perform services for the

State. The Contractor shall transfer licenses or assign agreements for any software or third-party services used to provide the services to the State or to another contractor.

Further, in the event that the State has entered into or enters into agreements with other contractors for additional work related to services rendered under the Statewide Contract, Contractor agrees to cooperate fully with such other contractors. Contractor shall not commit any act, which will interfere with the performance of work by any other contractor.

- 37. Protection of Property.** The Contractor shall assume all costs, risks and liability for any construction related to building or structural modification needed for equipment installation and implementation at no additional cost to the State. The Contractor shall remove, discard, and properly dispose of any unused or otherwise non-operational equipment, materials, supplies and shipping packages, boxes/crates, wooden pallets, other refuse, etc., from the User Agency's premises immediately, at the Contractor's expense and at no additional cost to the User Agency.
- 38. Sexual Harassment Prevention.** The State of Georgia promotes respect and dignity and does not tolerate sexual harassment in the workplace. The State is committed to providing a workplace and environment free from sexual harassment for its employees and for all persons who interact with state government. All State of Georgia employees are expected and required to interact with all persons including other employees, contractors, and customers in a professional manner that contributes to a respectful work environment free from sexual harassment. Furthermore, the State of Georgia maintains an expectation that its contractors and their employees and subcontractors will interact with entities of the State of Georgia, their customers, and other contractors of the State in a professional manner that contributes to a respectful work environment free from sexual harassment.

Pursuant to the State of Georgia's Statewide Sexual Harassment Prevention Policy (the "Policy"), all contractors who are regularly on State premises or who regularly interact with State personnel must complete sexual harassment prevention training on an annual basis.

If the Contractor, including its employees and subcontractors, violates the Policy, including but not limited to engaging in sexual harassment and/or retaliation, the Contractor may be subject to appropriate corrective action. Such action may include, but is not limited to, notification to the employer, removal from State premises, restricted access to State premises and/or personnel, termination of contract, and/or other corrective action(s) deemed necessary by the State.

- (i) If Contractor is an individual who is regularly on State premises or who will regularly interact with State personnel, Contractor certifies that:
- (a) Contractor has received, reviewed, and agreed to comply with the State of Georgia's Statewide Sexual Harassment Prevention Policy located at <http://doas.ga.gov/human-resources-administration/board-rules-policy-and-compliance/jointly-issued-statewide-policies/sexual-harassment-prevention-policy>;
- (b) Contractor has completed sexual harassment prevention training in the last year and will continue to do so on an annual basis; or will complete the Georgia Department of Administrative Services' sexual harassment prevention training located at this direct link <https://www.youtube.com/embed/NjVt0DDnc2s?rel=0> prior to accessing State premises and prior to interacting with State employees; and on an annual basis thereafter; and,

- (c) Upon request by the State, Contractor will provide documentation substantiating the completion of sexual harassment training.
- (ii) If Contractor has employees and subcontractors that are regularly on State premises or who will regularly interact with State personnel, Contractor certifies that:
 - (a) Contractor will ensure that such employees and subcontractors have received, reviewed, and agreed to comply with the State of Georgia's Statewide Sexual Harassment Prevention Policy located at <http://doas.ga.gov/human-resources-administration/board-rules-policy-and-compliance/jointly-issued-statewide-policies/sexual-harassment-prevention-policy>;
 - (b) Contractor has provided sexual harassment prevention training in the last year to such employees and subcontractors and will continue to do so on an annual basis; or Contractor will ensure that such employees and subcontractors complete the Georgia Department of Administrative Services' sexual harassment prevention training located at this direct link <https://www.youtube.com/embed/NjVt0DDnc2s?rel=0> prior to accessing State premises and prior to interacting with State employees; and on an annual basis thereafter; and

Upon request of the State, Contractor will provide documentation substantiating such employees and subcontractors' acknowledgment of the State of Georgia's Statewide Sexual Harassment Prevention Policy and annual completion of sexual harassment prevention training.

M. USE OF THIRD PARTIES

1. **Subcontractor Disclosure.** The Contractor shall disclose all Subcontractors to Agency. The Contractor shall identify all of its strategic business partners related to services provided under this contract, including but not limited to, all Subcontractors or other entities who may be a party to a joint venture or similar agreement with the Contractor, who will be involved in any application development and/or operations. The Contractor shall notify the Agency of any changes to its strategic business partners related to services provided under this contract, including but not limited to, all Subcontractors or other entities. The Contractor must disclose all Subcontractors in all Statement of Works (SOW) and/or Orders with User Agencies and must receive User Agency approval for any Subcontractor changes.
2. **Background Checks.** The Contractor shall perform background checks on staff including subcontractors. The Contractor shall not use staff that has criminal convictions. The Contractor shall conduct criminal background checks and not utilize any staff, including subcontractors, to fulfill the obligations of the contract who has been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony. The Contractor shall promote and maintain an awareness of the importance of securing the Agency and/or User Agency's Information among the Contractor's employees and agents.
3. **Right to Remove individuals:** The Agency and/or User Agency may have the Contractor remove staff directly related to services of this contract. The Agency shall have the right at any time to require that the Contractor remove from interaction with Agency and/or User Agency

any Contractor representative who the Agency believes is detrimental to its working relationship with the Contractor. The Agency will provide the Contractor with notice of its determination, and the reasons it requests the removal. If the Agency signifies that a potential security violation exists with respect to the request, the Contractor shall immediately remove such Individual. The Contractor shall not assign the person to any aspect of the contract or future work orders without the Agency's consent.

- 4. Rights and Obligations.** No subcontract which Contractor enters into with respect to performance of obligations or work assigned under the Statewide Contract shall in any way relieve Contractor of any responsibility, obligation or liability under this Statewide Contract and for the acts and omissions of all subcontractors, agents, and employees. All restrictions, obligations and responsibilities of the Contractor under the Statewide Contract shall also apply to the subcontractors. Any contract with a subcontractor must also preserve the rights of the Agency. Contractor is responsible for ensuring any third-party personnel performing under the contract adhere to contract terms/conditions and provide the level or quality of service required by the Original Equipment Manufacturer (OEM) specifications. Third-party personnel must be recognizable by uniform and ID upon providing service for User Agencies.



State of Georgia

STATEWIDE CONTRACT

DEPARTMENT OF ADMINISTRATIVE SERVICES

Electronic Request for Proposals ("eRFP")

Event Name: Integrated Security and Surveillance Products and Services

eRFP (Event) Number: 99999-SPD0000172

1. Introduction

1.1. Purpose of Procurement

Pursuant to the State Purchasing Act (Official Code of Georgia Annotated §§50-5-50 et seq.), this electronic Request for Proposal ("eRFP") is being issued to establish one or more statewide contracts with one or more qualified suppliers who will provide Integrated Security and Surveillance Products and Services. This eRFP is being conducted by the Department of Administrative Services, through its State Purchasing Division, (hereinafter, "DOAS"). The resulting statewide contract(s) (if any) will be a **Mandatory** source for all State of Georgia governmental entities subject to the State Purchasing Act, including but not limited to certain state offices, agencies, departments, boards, bureaus, commissioners, institutions and colleges and universities. The statewide contract(s) will also be available on a convenience basis to other governmental entities such as state authorities, local government, municipalities, cities, townships, counties and other political subdivisions of the State of Georgia. All entities authorized to utilize the resulting statewide contract(s) shall be referred to collectively as Authorized Users.

The intent of this eRFP is to establish statewide contract(s) with qualified Suppliers capable of providing a variety of surveillance and security products and services that meet the operational enterprise needs of Authorized Users throughout the entire state of Georgia.

The equipment and services pursuant to this eRFP are divided into four (4) categories. Suppliers must respond to a minimum of **one (1)** category. The Awarded Suppliers must be an authorized Reseller, Value Added Reseller or Manufacturer able to provide the products and services for the categories in this eRFP. The categories for this eRFP are as follows:

Category A: Video Surveillance Systems

The video surveillance systems category includes closed circuit television (CCTV) and internet protocol (IP) systems and all related equipment, software controls, and accessories for security surveillance and recording including cameras, digital video multiplexer recorders, mounts and accessories for video recording devices, and mobile on-board surveillance systems.

This category includes but is not limited to the following services:

- Installation of new systems;
- Replacement or upgrade of systems;
- Removal of existing systems;
- Integration with existing systems as requested.

Category B: Access Control Systems

The access control systems category incorporates all component parts for access control and door control including electronic locking mechanisms, keypad, card access systems, biometric access systems and related equipment/hardware, software controls and accessories.

This category includes but is not limited to the following services:

- Installation of new systems;
- Replacement or upgrade of systems;
- Removal of existing systems;
- Integration with various types of systems as requested.

Category C: Mass Notification Systems

The mass notification systems category provides early alert and notification of emergency situations. These systems disseminate emergency messages during and after an emergency and circulate routine local government/university information on an opt-in basis. The system must have the ability to reach the public via public telephone call, text message, email, mobile devices and social media; and must utilize the latest technology standards in the emergency notification industry as a minimum.

This category includes but is not limited to the following services:

- Installation of new systems;
- Replacement or upgrade of systems;
- Removal of existing systems;
- Integration of various systems;
- Compliance with National Fire Alarm and Signaling Code (NFPA) 72, if applicable.

Category D: Active Shooter Detection Systems

The active shooter detection systems category incidents are unpredictable and can evolve quickly. Active shooter detection systems provide life saving technology that reduces or eliminates and error common in victim or witness-initiated responses to active shooter incidents. Active shooter detection systems include but are not limited to video analytics, gunshot detection systems, and distributed sensor arrays. The systems can shorten the duration of an active shooter event and reduce harm.

This category includes but is not limited to the following services:

- Installation of new systems;
- Replacement or upgrade of systems;
- Removal of existing systems;
- Integration of various systems.

1.1.1. Small Business

The State is committed to supporting small business entities by utilizing strategies which help create opportunities for Georgia’s small businesses to be part of statewide contracts. The State encourages large companies who participate in the solicitation process and are awarded a statewide contract to consider partnering with small business entities through business to business (B2B) relationships/arrangements in product delivery to state agencies. Doing so has multiple advantages, for example 1) B2B relationships with small business helps stimulate growth with small business, 2) the dollars spent with small business are often recycled in the local communities where the small business resides, thus stimulating growth in the local economy, and 3) large companies who have a corporate social responsibility (CSR) program may satisfy goals of their CSR program through partnerships with small business entities.”

1.2.1. Estimated Spend

DOAS has determined through spend analysis encompassing fiscal years 2016, 2017, 2018 (July 1, 2013-June 30, 2018) that Authorized Users of the current statewide contract(s) spend, on average, approximately \$12.26M annually on the products outlined in this eRFP. This historical spend is based on purchasing activity by Authorized Users across the state associated with two (2) existing statewide contracts for Closed Circuit Television (CCTV) Boxed Products and Closed-Circuit Television Products, Services and Installation. The following chart depicts total spend for the existing statewide contracts by fiscal year:

Fiscal Year	Spend	Percent Change
2016	\$ 9,458,461	
2017	\$ 14,018,423	48%
2018	\$ 13,310,204	-5%
Total	\$36,787,088	
Average	\$ 12,262,363	

As detailed above, Authorized User purchases for CCTV products and services can rise or fall over a 12-month period. While the specific causes for the +/- fluctuation in spend cannot be pinpointed, DOAS notes that the large swings in spending levels from year to year are consistent with an increase awareness of security advancements within the industry. The State expects sales volumes to continue to experience growth in the future years as Authorized Users strive to keep pace with the constant introduction of newer, more efficient technology within the industry.

Although award of this contract does not guarantee any specific volume of sales from Authorized Users, Awarded Supplier(s) can expect significant sales volume on historical spending patterns (outlined above) which are anticipated to be sustainable throughout the term of any resultant contract. Furthermore, in response to the eRFP, DOAS expects to receive significantly lower competitive pricing. Anticipated growth in sales is further supported, in large part, to the fact the Awarded Supplier(s) of any resulting statewide contract(s) will receive maximum exposure for their products through Team Georgia Market Place, the State's e-Procurement solution coupled with an increased emphasis on collaborative marketing efforts between the Supplier(s) and the State Purchasing Division.

1.2. eRFP Certification

Pursuant to the provisions of the Official Code of Georgia Annotated §50-5-67(a), DOAS certifies the use of competitive sealed bidding will not be practicable or advantageous to the State of Georgia in completing the acquisition described in this eRFP. Thus, electronic competitive sealed proposals will be submitted in response to this eRFP.

This eRFP is being sourced through an electronic sourcing tool approved by the Department of Administrative Services ("DOAS") and all suppliers' responses must be submitted electronically in accordance with the instructions contained in Section 2 "Instructions to Suppliers" of this eRFP. Electronic competitive sealed proposals will be administered pursuant to the Georgia Electronic Records and

Signature Act. Please note electronic competitive sealed proposals meet the sealed proposal requirements of the State of Georgia, an electronic record meets any requirements for writing, and an electronic signature meets any requirements for an original signature.

1.3. Overview of the eRFP Process

The objective of the eRFP is to select one or more qualified suppliers to provide the goods and/or services outlined in this eRFP to Authorized Users. The general instructions and provisions of this document have been drafted with the expectation that DOAS may desire to make one award or multiple awards. For example, this document contains phrases such as “statewide contract(s)” and “award(s)”. Please refer to Section 1.1 “Purpose of Procurement” and Section 6.7 “Selection and Award” for information concerning whether DOAS will make one award, multiple or split awards, or reserves the right to make either depending on the proposals received.

This eRFP process will be conducted to gather and evaluate responses from suppliers for potential award. All qualified suppliers are invited to participate by submitting responses, as further defined below. After evaluating all responses received prior to the closing date of this eRFP and following negotiations (if any) and resolution of any contract exceptions, the preliminary results of the eRFP process will be publicly announced, including the names of all participating suppliers and the evaluation results. Subject to the protest process, final contract award(s) will be publicly announced thereafter.

1.4. Schedule of Events

The schedule of events set out herein represents DOAS’ best estimate of the schedule that will be followed. Delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. Any changes to the dates up to the closing date of the eRFP will be publicly posted prior to the closing date of this eRFP. After the close of the eRFP, DOAS reserves the right to adjust the remainder of the proposed dates, including the dates for evaluation, negotiations, award and the statewide contract term on an as needed basis with or without notice.

Description	Date	Time
Release of eRFP	As Published on the Georgia Procurement Registry (“GPR”)	N/A
Deadline for written questions sent via email to the Issuing Officer referenced in Section 1.5.	January 13, 2020	5:00 p.m. ET
Bidders/Offerors’ Conference Location: 200 Piedmont Avenue, S.E. Room 1816A, West Tower Atlanta, GA 30334 Attendance is: Optional	As Published on the GPR	See GPR
Responses to Written Questions	January 17, 2020	5:00 p.m. ET
Proposals Due/Close Date and Time	As Published on the GPR	See GPR
Proposal Evaluation Completed (on or about)	3 to 4 Weeks after closing	N/A
Negotiations Invitation Issued (emailed) (on or about); discretionary process	4 to 6 Weeks after closing	TBD
Negotiations with Identified Suppliers (on or about); discretionary process	8 to 10 Weeks after Closing	TBD
Notice of Intent to Award* [NOIA] (on or about)	12 to 16 Weeks after Closing	N/A
Notice of Award [NOA] (on or about)	As published on the GPR	See GPR

*In the event the estimated value of the resulting statewide contract(s) is less than \$100,000.00, DOAS reserves the right to proceed directly to contract award without posting a Notice of Intent to Award.

1.5. Official Issuing Officer (Buyer)

The Issuing Officer for this solicitation is listed below. Except as otherwise provided in this eRFP, all communication (questions, requests for clarification, status updates, etc.) related to this eRFP **must** be provided in writing to this individual as further detailed in Section 2.1.2, of this eRFP.

Danika S. Fanner
Integratedsecurity.fy2020@doas.ga.gov

1.6. Definition of Terms

Please review the following terms:

DOAS – the Georgia Department of Administrative Services

Supplier(s) – companies desiring to do business with the State of Georgia.

Manufacturer-company that designs, assembles, owns the trademark/patent and markets branded equipment.

RFP – Request for Proposal; method by which entities solicit responses from the marketplace that are evaluated and used to form a contract for subsequent purchase(s).

Reseller- a company that purchases goods with the intention of selling them rather than consuming or using them.

Value Added Reseller- a business entity that purchases a product from the manufacturer, adds enhancements, and then sells it to another organization.

1.7. Contract Term

The initial term of the statewide contract(s) is for two (2) calendar year(s) from the execution date of the statewide contract(s). DOAS shall have five (5) one (1) year option(s) to renew, which options shall be exercisable at the sole discretion of DOAS. Renewals will be accomplished through the issuance of a Renewal Amendment. In the event that the statewide contract(s), if any, resulting from the award of this eRFP shall terminate or be likely to terminate prior to the making of an award for a new contract for the identified products and/or services, DOAS may, with the written consent of the awarded supplier(s), extend the statewide contract(s) for such period of time as may be necessary to permit the State's continued supply of the identified products and/or services. The statewide contract(s) may be amended in writing from time to time by mutual consent of the parties. Unless this eRFP states otherwise, the resulting award of the statewide contract(s) does not guarantee volume or a commitment of funds.

2. Instructions to Suppliers

By submitting a response to the eRFP, the supplier is acknowledging that the supplier:

1. Has read the information and instructions,
2. Agrees to comply with the information and instructions contained herein.

2.1. General Information and Instructions

2.1.1. Team Georgia Marketplace™ Registration System

DOAS requires all companies and/or individuals interested in conducting business with the State of Georgia to register in the State's web-based registration system, through Team Georgia Marketplace™. Registration is free and enables the registering company to gain access to certain information, services and/or materials maintained in Team Georgia Marketplace™ at no charge to the registering company. All registering companies must agree to be bound by the applicable terms and conditions governing the supplier's use of Team Georgia Marketplace™. In the event DOAS elects to offer certain optional or premium services to registered companies on a fee basis, the registered company will be given the opportunity to either accept or reject the service before incurring any costs and still maintain its registration.

Companies may register at

https://fscm.teamworks.georgia.gov/psc/supp/SUPPLIER/ERP/c/NUI_FRAMEWORK.PT_LANDINGPAGE.GBL

2.1.2. Restrictions on Communicating with Staff

From the issue date of this eRFP until the Notice of Award is posted (or the eRFP is officially cancelled), suppliers are not allowed to communicate for any reason with any State staff except through the Issuing Officer named herein, as allowed by the Issuing Officer during the Bidders'/Offerors' conference (if any), or as provided by existing work agreement(s). Prohibited communication includes all contact or interaction, including but not limited to telephonic communications, emails, faxes, letters, or personal meetings, such as lunch, entertainment or otherwise. DOAS reserves the right to reject the proposal of any supplier violating this provision.

2.1.3. Submitting Questions

All questions concerning this eRFP, including questions posed at the Bidders'/Offerors' conference (if any), must be submitted in writing via email to the Issuing Officer identified in Section 1.5 "Issuing Officer" of this eRFP. Use **Attachment K** (Supplier Question and Answer Form) to submit questions. No questions other than written will be accepted. No response other than written will be binding upon the State. All suppliers must submit questions by the deadline identified in the Schedule of Events for submitting questions. Suppliers are cautioned that DOAS may or may not elect to entertain late questions or questions submitted by any other method than as directed by this section.

Note: Do not use the comments section of the Sourcing Event to submit questions to the Issuing Officer.

2.1.4. Attending Bidders'/Offerors' Conference

The Bidders'/Offerors' Conference or any other information session (if indicated in the schedule of events) will be held at the location referred to in Section 1.4 "Schedule of Events" of this eRFP. Unless indicated otherwise, attendance is not mandatory; although suppliers are strongly encouraged to attend. However, in the event the conference has been identified as mandatory, then a representative of the supplier must attend the conference in its entirety to be considered eligible for contract award. The supplier is strongly encouraged to allow ample travel time to ensure arrival in the conference meeting room prior to the beginning of any mandatory conference. DOAS reserves the right to consider any representative that failed to sign in or arrived late to be "not in attendance." Therefore, all suppliers are strongly encouraged to arrive early to allow for unexpected travel contingencies.

2.1.5. State's Right to Request Additional Information - Supplier's Responsibility

Prior to award, DOAS must be assured that the selected supplier(s) has all of the resources to successfully perform under the statewide contract. This includes, but is not limited to, adequate number of personnel with required skills, availability of appropriate equipment in sufficient quantity to meet the ongoing needs of the State, financial resources sufficient to complete performance under the statewide contract, and experience in similar endeavors. If, during the evaluation process, DOAS or the State's evaluation team is unable to assure itself of the supplier's ability to perform, if awarded, DOAS has the option of requesting from the supplier any information deemed necessary to determine the supplier's responsibility. If such information is required, the supplier will be so notified and will be permitted a sufficient number of business days, as determined by DOAS, to submit the information requested.

2.1.6. Failing to Comply with Submission Instructions

Responses received after the identified due date and time or submitted by any other means than those expressly permitted by the eRFP will not be considered. Suppliers' responses must be complete in all respects, as required in each section of this eRFP.

2.1.7. Rejection of Proposals; State's Right to Waive Immaterial Deviation

DOAS reserves the right to reject any or all supplier responses, to waive any irregularity or informality in a supplier's response, and to accept or reject any item or combination of items, when to do so would be to the advantage of the State of Georgia. It is also within the right of DOAS to reject responses **that do not contain all elements and information requested in this eRFP**. A supplier's response will be rejected if the response contains any defect or irregularity and such defect or irregularity constitutes a material deviation from the eRFP requirements, which determination will be made by DOAS on a case-by-case basis. A minor informality or irregularity is one which is a matter of form or an immaterial variation from the exact requirements of the solicitation that a trivial or negligible effect on a Supplier's proposal's total price, quality, quantity, or delivery of the supplies or performance of the contract, and the correction or waiver of which would not be prejudicial to other Suppliers. DOAS maintains discretion to provide a supplier with an opportunity to cure any deficiency resulting from a minor informality or irregularity or to waive any such deficiency when it is to the advantage of the State. Examples of minor informalities or irregularities include, but are not limited to:

- a. Failure of a Supplier to furnish the required information concerning the number of the Supplier's employees or failure to make a representation concerning its size
- b. Failure of a Supplier to furnish cut sheets or product literature
- c. Failure of a Supplier to furnish certificates of insurance
- d. Failure of a Supplier to furnish financial statements
- e. Failure of a Supplier to furnish references
- f. Failure of a Supplier to indicate its contractor's license or other evidence of required licensure, except that a contract must not be awarded to the Supplier unless and until the Supplier is properly licensed under the laws of Georgia
- g. Failure of a Supplier to furnish an e-verify affidavit, except that a contract must not be awarded to the Supplier unless and until the Supplier has submitted a properly executed e-verify affidavit.

2.1.8. State's Right to Amend and/or Cancel the eRFP

DOAS reserves the right to amend this eRFP prior to the end date and time. Any time a change is made to the eRFP, the eRFP will be temporarily "un-posted" from the Team Georgia Marketplace™ to permit changes to be made. Then, once the revision is complete, a new "version" of the eRFP will be posted to the Team Georgia Marketplace™. The eRFP will possess the same solicitation number; however, the eRFP will contain a new version number. By submitting a response, the supplier shall be deemed to have read and accepted all terms and agreed to all requirements of the eRFP (including any revisions/additions made in writing prior to the close of the eRFP whether or not such revision occurred prior to the time the supplier submitted its response) unless expressly stated otherwise in the supplier's response. THEREFORE, EACH SUPPLIER IS INDIVIDUALLY RESPONSIBLE FOR REVIEWING THE REVISED eRFP AND MAKING ANY NECESSARY OR APPROPRIATE CHANGES AND/OR ADDITIONS TO THE SUPPLIER'S RESPONSE PRIOR TO THE CLOSE OF THE eRFP. Suppliers are encouraged to frequently check the GPR for additional information. Finally, DOAS reserves the right to cancel this eRFP at any time and for any reason.

2.1.9. Protest Process

Suppliers should familiarize themselves with the procedures set forth in the *Georgia Procurement Manual*.

2.1.10. Costs for Preparing Proposals

Each supplier's response should be prepared simply and economically, avoiding the use of elaborate promotional materials beyond those sufficient to provide a complete presentation. The cost for developing the supplier's response and participating in the procurement process (including the protest process) is the supplier's sole responsibility. The State will not provide reimbursement for such costs.

2.1.11. ADA Guidelines

The State of Georgia adheres to the guidelines set forth in the Americans with Disabilities Act. Suppliers should contact the Issuing Officer at least one day in advance if they require special arrangements when attending the Bidders/Offerors Conference (if any). The Georgia Relay Center at 1-800-255-0056 (TDD Only) or 1-800-255-0135 (Voice) will relay messages, in strict confidence, for the speech and hearing impaired.

2.1.12. Public Access to Procurement Records

Solicitation opportunities will be publicly advertised as required by law and the provisions of the Georgia Procurement Manual. Information submitted in response to this solicitation will be processed in accordance with applicable State of Georgia procurement procedures. Requests for copies of bids and proposals prior to final award of a contract shall be handled in accordance with the procedures outlined in O.C.G.A. § 50-5-67, the State Purchasing Act, whereas requests for procurement-related documents after final contract award or upon cancellation of a bid without intent to rebid are handled in accordance with the Georgia Open Records Act as provided in O.C.G.A. 50-18-71 et. seq. DOAS reserves the right to assess production costs as provided pursuant to O.C.G.A. 50-18-71(c). Proposals and bids, including documents pertaining to the solicitation, become the property of the State and shall be open to public inspection as follows:

2.1.12.1 State Purchasing Act

The State Purchasing Act delays the release of certain procurement records in the event the public disclosure of those records prior to DOAS's public announcements of the results of a solicitation would undermine the public purpose of obtaining the best value for the State such as cost estimates, proposals/bids, evaluation criteria, supplier evaluations, negotiation documents, offers and counter-offers, and certain records revealing preparation for the procurement. Pursuant to O.C.G.A. § 50-5-67, bids and proposals shall be made available for public inspection, upon request, within one business day of DOAS's posting of the Notice of Intent to Award or the Notice of Award in the event DOAS does not issue the Notice of Intent to Award. Exceptions provided under the Georgia Open Records Act are not applicable to the disclosure requirements under the State Purchasing Act; therefore, all information other than audited financial statements, will be subject to public disclosure upon request during the protest period, including information marked as "confidential", "proprietary", etc. DOAS is under no obligation to notify Supplier of disclosure of records under the State Purchasing Act.

2.1.12.2 Georgia Open Records Act

After final contract award has been made or after a bid has been cancelled following evaluation, without intent to rebid, requests for access to supplier proposals and/or communications, shall be subject to the disclosure provisions of Georgia's Open Records Act. Pursuant to O.C.G.A. § 50-18-71(a), DOAS must make all public records, including bid proposals, open for personal inspection and copying, except those records which by order of a court of this state or by law are specifically exempted from disclosure.

2.1.12.2.1 Marking Submissions as "Confidential", "Proprietary", or "Trade Secret"

If a Supplier considers any portion of the documents, data, or records submitted in response to this solicitation to be exempt from disclosure under Georgia law, the Supplier must clearly mark each such submission, or portions of the submission, considered to be exempt from

disclosure as “Confidential,” “Proprietary”, or “Trade Secret.” All markings must be conspicuous; use color, bold, underlining, or some other method in order to conspicuously distinguish the mark from the other text. Wholesale designation of a response or substantial parts of a response as “Confidential” will not be accepted by the State. If only portions of a page are subject to some protection, Supplier should not mark the entire page. The State is required to make its own determination regarding what information may or may not be withheld from disclosure regardless of the designation made by the Supplier.

2.1.12.2.2 Submission of Redacted Copies

If Supplier considers any portion of its bid/proposal to the solicitation to be trade secret or otherwise not subject to public disclosure under Georgia Open Records Act, Supplier must, in addition to the required original documents, provide a separate redacted electronic copy of its bid/proposal, preferably in PDF format, and briefly describe in a separate writing, as to each item redacted, the grounds for claiming exemption from the public records law, including citation to the appropriate exemption from disclosure requirements provided under Georgia law. This redacted copy should be clearly marked “Redacted Copy-Available for Public Review.” In addition, the electronic file name should include the words “**Redacted Copy**” at the beginning of the file name. The redacted copy shall be submitted at the same time Supplier submits its bid/proposal and must only exclude or redact those specific portions that are claimed not subject to disclosure. The redacted copy should reflect the same pagination as the original and show the location from which information was redacted. Except for the redacted information, the redacted electronic copy must be identical to the original bid/proposal. If Supplier fails to submit a redacted copy with its bid/proposal, the State is authorized to produce the Supplier’s bid/proposal with the exception of audited financial statements in answer to any public records request under the Georgia Open Records Act. The redacted copy will be open to public inspection under the Georgia Open Records Act without further notice to the Supplier. If the State of Georgia deems redacted information to be subject to disclosure under the Georgia Open Records Act, the Supplier will be contacted prior to the release of this information. Generally, the State does not consider pricing information to be confidential or proprietary.

2.1.12.2.3 Trade Secret

In addition, if the Supplier claims that certain information in its bid/proposal may be withheld as trade secret pursuant to O.C.G.A. 50-18-72(a)(34), the Supplier shall include with its bid/proposal submission, an affidavit indicating the specific information that the Supplier identifies as trade secret, affirmatively declaring that such information is trade secret. Along with the affidavit, the Supplier shall provide a justification regarding how and why each redaction request constitutes a trade secret pursuant to Georgia Law. Designation of a “trade secret” shall not be binding on the State, but the State will review and consider the designation. If the Supplier does not include an affidavit with its bid/proposal submission, the State is authorized to produce the Supplier’s bid/proposal with the exception of audited financial statements in answer to any public records request under the Georgia Open Records Act. Wholesale designation of a response or substantial parts of a response as “trade secrets” will not be accepted by the State. In general, the State does not consider pricing information to be trade secret.

2.1.13. Registered Lobbyists

By submitting a response to this eRFP, the supplier hereby certifies that the supplier and its lobbyists are in compliance with O.C.G.A. § 21-5-51 et seq.

2.2. Submittal Instructions

Listed below are key action items related to this eRFP. The Schedule of Events in Section 1.4 identifies the dates and time for these key action items. This portion of the eRFP provides high-level instructions

regarding the process for reviewing the eRFP, preparing a response to the eRFP and submitting a response to the eRFP. Suppliers are required to access and utilize the training materials identified in Section 2.1.1 “Team Georgia Marketplace™” of this eRFP to ensure the supplier successfully submits a response to this eRFP.

2.2.1. eRFP Released

The release of the eRFP is formally communicated through the posting of this eRFP as an event in the Team Georgia Marketplace™ and by a public announcement posted to the Georgia Procurement Registry, which is accessible online as follows:

http://ssl.doas.state.ga.us/PRsapp/PR_index.jsp

This eRFP is being conducted through Team Georgia Marketplace™, an online, electronic tool, which allows a supplier to register, logon, select answers and type text in response to questions, and upload any necessary documents. Team Georgia Marketplace™ permits a supplier to build and save a response over time until the supplier is ready to submit the completed response. Each supplier interested in competing to win a contract award must complete and submit a response to this eRFP using Team Georgia Marketplace™. Therefore, each supplier MUST carefully review the instructions and training information from the following link for a comprehensive overview of the functionality of Team Georgia Marketplace™:

<http://doas.ga.gov/Training/Pages/SupplierTraining.aspx>

2.2.2. eRFP Review

The eRFP (or “Sourcing Event”) consists of the following: this document, entitled “Statewide eRFP Document”, and any and all information included in the Sourcing Event, as posted online on Team Georgia Marketplace™, including any and all documents provided by DOAS as attachments to the Sourcing Event or links contained within the Sourcing Event or its attached documents.

Please carefully review all information contained in the Sourcing Event, including all documents available as attachments or available through links. Any difficulty accessing the Sourcing Event or opening provided links or documents should be reported immediately to the Issuing Officer (See Section 1.5) and/or the Help Desk (Section 2.2.8). Attached documents may be found as follows:

1. First, documents may be provided at the “header” level of the Sourcing Event. Please select “View/Add General Comments & Attachments”, which appears at the top of the screen of the Event under the “Event Details” Section. Next, by selecting “View Event Attachments”, the supplier may open and save all of the available documents. In this location, the supplier is most likely to find this document (Statewide eRFP Document) as well as the worksheets and attachments referenced in Section 4 “eRFP Proposal Factors”. The Supplier is responsible for thoroughly reviewing all provided attachments.
2. Second, documents may also be provided at the “line detail” level of the Event. Please navigate to “Step 2: Enter Line Bid Responses”, which appears towards the bottom of the screen of the Sourcing Event. Please access any provided documents as follows:
 - a. First Method:
 - i. To the right of each line appearing under Step 2, the Event contains a “Bid” link. By selecting the “Bid” link, the supplier will navigate to a new page of the Event.
 - ii. On this new page, the supplier can select “View/Add Question Comments and Attachments” to locate attached documents.
 - b. Second Method:

- i. To the right of each line appearing under Step 2, the Event contains a “Line Comments/Files” icon (appears as a bubble with text). By selecting the “Line Comments/Files” icon, the supplier will navigate to a new page of the Event.
- ii. On this new page, the supplier can locate attached documents.

In this location, the supplier is most likely to find the cost worksheet (if any, as defined by Section 5 “Cost Proposal”) as well as any other documents related to the identified line items. Please thoroughly review all provided attachments.

2.2.3. Preparing a Response

As noted earlier, Team Georgia Marketplace™ allows the supplier to answer questions by entering text and numeric responses. In addition, as noted in Section 2.2.4 “Uploading Forms”, the supplier may also provide information by uploading electronic files. When preparing a response, the supplier must consider the following instructions:

1. Use the provided worksheets to prepare your response. Enter your responses directly into the worksheet. Unless otherwise directed, do not insert “see attached file” (or similar statements) in the worksheet to reference separate documents.
2. Answer each question in sufficient detail for evaluation while using judgment with regards to the length of response.
3. Proofread your response and make sure it is accurate and readily understandable.
4. Label any and all uploaded files using the file names provided in the Worksheets or corresponding section numbers of the eRFP if names have not been provided.
NOTE: There is a limit of 56 characters for file names in the system and special characters are not accepted.
5. Use caution in creating electronic files to be uploaded. If DOAS is unable to open an electronic file due to a virus or because the file has become corrupted, the supplier’s response may be considered incomplete and disqualified from further consideration.
6. Use commonly accepted software programs to create electronic files. DOAS has the capability of viewing documents submitted in the following format: Microsoft Word or WordPad, Microsoft Excel, portable document format file (PDF), and plain text files with the file extension noted in parentheses (.txt). Unless the eRFP specifically requests the use of another type of software or file format than those listed above, please contact the Issuing Officer prior to utilizing another type of software and/or file format. In the event DOAS is unable to open an electronic file because DOAS does not have ready access to the software utilized by the supplier, the supplier’s response may be considered incomplete and disqualified from further consideration.
7. Continue to save your response until the response is ready to be submitted. Select the “Save for Later” button at the top of the page under “Event Details” of the Event.

2.2.4. Uploading Forms

Once the supplier is ready to upload electronic files (completed forms or worksheets, product sheets, etc.), please following the directions within the eRFP to upload these documents in the proper location. There are three places to upload completed documents:

1. First, the “View/Add General Comments & Attachments” link contains a place for the supplier to upload all of the documents and worksheets which were provided by DOAS under the “View Event Attachments” link. Once the supplier has completed the Event Attachments, the supplier can then select “Add New Attachments” to upload the completed documents. The supplier can upload as many documents as necessary in this section of the Sourcing Event.
2. Second, the supplier can also upload documents in response to each question or bid factor which appears on the main page of the Sourcing Event, which appears below the “View/Add General Comments & Attachments” link of the Sourcing Event. To the right of each question

or bid factor, the supplier can select the “Add Comments or Attachments” link to either enter a written response or upload an electronic document in response to the question or bid factor. After selecting “Add Comments or Attachments”, the supplier should select “Upload” under the “Add New Attachments” section to browse and upload an electronic file.

3. Third, the supplier can also upload documents in the bottom portion of the Sourcing Event where pricing is requested. After selecting the comment bubble icon, the Sourcing Event allows the supplier to select “Upload” in order to include an attachment as part of the supplier’s response. In the alternative, the supplier can also select the link “Bid”, which also appears to the right of any line items provided in the “Enter Line Bid Responses” portion of the Event. After selecting the “Bid” link, the supplier can select “View/Add Question Comments and Attachments” to upload a document.

Do not login to multiple concurrent sessions utilizing the same TGM Supplier ID, as this may cause a system error and may result in the loss of some or all of the work completed during the concurrent sessions.

2.2.5. Reviewing the Response Prior to Submission

Each supplier is responsible for ensuring all questions have been answered appropriately and that all necessary documents have been uploaded as directed in the solicitation. Prior to final submission of your response, please review the following checklist:

1. Please review and confirm that the supplier has answered all questions appropriately. Many questions require a “yes” or “no” response. Please ensure that the correct response has been selected.
2. Please review and confirm that the most competitive response has been provided.
3. Please confirm that all necessary files have been uploaded.
4. Please select the “Validate Entries” button under “Event Details” at the top portion of the Event. While the “Validate Entries” feature cannot verify whether the supplier has attached files, attached the correct files, or entered the correct responses, the “Validate Entries” feature will alert the supplier if one or more questions in the “Event Questions” section of the Event have not been answered. The “Validate Entries” feature is a useful tool; however, it is no substitute for careful preparation and review by the supplier. The State will not consider the supplier’s use of the “Validate Entries” feature as an excuse for an error committed by the supplier in the preparation of its response.

2.2.6. Submitting the Completed Response/Bid

Once the completed response has been reviewed by the supplier, click the "Submit Bid" button at the top of the page under the “Event Details” section of the Event. Any information entered by a supplier into Team Georgia Marketplace™ but not submitted prior to the submission deadline will not be released to DOAS and will not be considered for award. Only after the supplier selects the “Submit Bid” button, will the response to the eRFP be sent electronically, time stamping the supplier’s response and sending a confirmation email to the email address of the supplier. Please note that submission is not instantaneous and may be impacted by unpredictable factors such as a supplier temporarily losing a connection to the Internet or increased system traffic; therefore, each supplier must **allow ample time for its response to be submitted prior to the deadline.** Please be aware that submission of multiple attachments may involve a substantial amount of time. Each Supplier is strongly encouraged to save attachments as they are uploaded and to submit its response/bid at least eight hours prior to close of a solicitation in order to allow ample time for appropriate technical support should the need arise. Each Supplier is responsible in all respects for timely delivery of its response and completeness in Team Georgia Marketplace™.

2.2.7. Reviewing, Revising or Canceling a Submitted Response

After the response has been submitted, the supplier may view and/or revise its response by logging into Team Georgia Marketplace™ and selecting the eRFP event number and the “View/Edit” feature for the supplier’s previous response. Please take note of the following:

1. REVIEW ONLY. In the event the supplier only wishes to view a submitted response, the supplier may select “View/Edit” and confirm “OK” when the warning appears. The warning will instruct the supplier “WARNING: If you View/Edit your bid response, you must re-submit your bid”. Once the supplier has finished viewing the response, the supplier must click on “Submit Bid” and may simply exit the screen. DO NOT SELECT “Save for Later.” Team Georgia Marketplace™ recognizes any response placed in the “Save for Later” status as a work in progress and withdraws the originally submitted bid. As a result, unless the supplier selects “Submit Bid” prior to the closing date and time, no response will be transmitted through the system.
2. REVIEW AND REVISE. In the event the supplier desires to revise a previously submitted response, the supplier may select “View/Edit” and confirm “OK” when the warning appears. The warning will instruct the supplier “WARNING: If you View/Edit your bid response, you must resubmit your bid”. If the revisions cannot be completed in a single work session, the supplier should save its progress by selecting “Save for Later.” Once revisions are complete, the supplier **MUST** select “Submit Bid” to submit its corrected response. Please permit adequate time to revise and then resubmit the response. Please note submission is not instantaneous and may be affected by numerous events, such as the supplier temporarily losing a connection to the Internet.

AS EACH SUPPLIER IS SOLELY RESPONSIBLE FOR RESUBMITTING ITS RESPONSE PRIOR TO THE eRFP END DATE AND TIME TO ENSURE THE RESPONSE MAY BE CONSIDERED BY DOAS, PLEASE USE CAUTION IN DECIDING WHETHER OR NOT TO MAKE REVISIONS. The State will assume no responsibility for a supplier’s inability to correct errors or otherwise make revisions to the submitted response or the supplier’s inability to resubmit a response prior to the eRFP end date and time.

3. WITHDRAW/CANCEL. In the event the supplier desires to revise a previously submitted response, the supplier may select “View/Edit” and then select “Save for Later”. Team Georgia Marketplace™ recognizes any response placed in the “Save for Later” status as a work in progress and **withdraws the originally submitted bid.** As a result, unless the supplier selects “Submit Bid” prior to the closing date and time, no response will be transmitted through the system. In the event a supplier desires to withdraw its response after the closing date and time, the supplier must submit a request in writing to the Issuing Officer.

2.2.8. Help Desk Support

For technical questions related to the use of Team Georgia Marketplace™, suppliers have access to phone support through the DOAS Customer Service Help Desk at 404-657-6000, Monday through Friday 8:00 AM to 5:00 PM excluding State Holidays or any other day state offices are closed such as furlough days or closings in response to inclement weather. Suppliers can also email questions to: ProcurementHelp@doas.ga.gov.

3. General Business Requirements

This section contains general business requirements. By submitting a response, the supplier is certifying its agreement to comply with all of the identified requirements of this Section 3 and that all costs for complying with these general business requirements are included in the supplier's submitted pricing.

Suppliers responding to this eRFP and currently holding one or more statewide contracts are required to be compliant with the terms and conditions of their current agreement(s) with the State. This includes all quarterly reporting and administrative fee submission requirements. DOAS will not award the resulting statewide contract to a Supplier that has failed to meet its current statewide contract obligations.

3.1. Periodic Performance/Sales Reports

If selected for award, the supplier shall submit the following management report(s) to the DOAS identified contract administrator. If specified by DOAS contract administrator, all electronic reports must be submitted in Microsoft Excel or Microsoft Access format. If applicable, reports should include the ability to sort/summarize by account.

Quarterly Sales Report

Statewide sales by customer, including the following: product number, product description, manufacturer name, NIGP code, merchandise class code/indicator, quantity shipped, list price, unit price, total spend, etc. At the end of each state fiscal quarter as defined above, Supplier shall prepare the Quarterly Sales Report and submit the file through the Supplier Portal of Team Georgia Marketplace within 20 calendar days of the end of the State's fiscal quarter as specified in Section 3.5.

Ad Hoc Report(s)

Supplier may be required to provide Ad Hoc reports to DOAS from time to time, based on unique data request associated with the sale of products/services awarded under any resultant contract. DOAS will work with the Supplier to identify the specific informational items needed and the physical format of the report

3.2. Quarterly Business Review Meetings

If selected for award, the supplier must be prepared to participate in quarterly business review ("QBR") meetings at DOAS' request. During the QBR meetings, the supplier will present a written and oral status to DOAS regarding all work orders/purchase orders (including date and value). The QBR meeting will also focus on the status of service level agreements and key performance indicators agreed to by supplier and DOAS. The QBR meeting may involve, but not be limited to, the following: review of the supplier's performance and submitted reports, identification of areas of improvement to be addressed, review of the previous quarter's sales statistics, development/monitoring of a supplier service "scorecard."

3.3. Virtual Catalog

Team Georgia Marketplace™ Virtual Catalog

DOAS utilizes electronic catalog hosting and management services to enable state customers to access a central online website to view and/or shop the goods and services available from existing statewide contracts as further described in that agreement. The central online website is referred to as Team Georgia Marketplace™ and the catalog site is referred to as the Virtual Catalog.

Supplier's Interface with the Virtual Catalog

To be eligible for contract award, the Supplier must agree to cooperate with DOAS and its contractor, Jaggaer (formerly known as SciQuest), in the event DOAS selects this statewide contract to be exhibited on the Virtual Catalog. At a minimum, the Supplier agrees to the following:

1. Supplier agrees, upon DOAS' written request, to deliver within thirty (30) days of such request either (1) a hosted catalog or (2) punch-out catalog or a combination of both. Supplier will cooperate with DOAS

- and Jaggaer to create a schedule to enable the integration of the Supplier's statewide contract offering into the Virtual Catalog within a reasonable time period as determined by DOAS.
2. If requested by DOAS, Supplier will join the Jaggaer Supplier Network (JSN) and will have the option of using the Jaggaer's Supplier Portal to extract the Supplier's catalog and pricing, upload products, pricing and images into the Jaggaer system, and view reports on catalog spend and product/pricing freshness. The Supplier can receive orders through electronic delivery or through low-tech options such as e-mail and fax. More information about the JSN can be found at: www.jaggaer.com or call the Jaggaer Supplier Network Services team at 919-659-2152 or 800-233-1121.
 3. Supplier will support use of the latest version of the United Nations Standard Product and Services Code (UNSPSC). UNSPSC are owned by the United Nations Development Programme (UNDP) are managed by GS1 US. Updates to the UNSPSC are conducted at a minimum of once a year. The State of Georgia reserves the right to migrate to future versions of the UNSPSC and the Supplier will be required to support the migration effort. All line items, goods or services provided under the resulting statewide contract must be associated to an appropriate UNSPSC code. All line items must be identified at the most detailed UNSPSC level indicated by segment, family, class and commodity. More information about the UNSPSC is available at: <http://www.unspsc.org> and <http://www.unspsc.org/faqs#How>.
 4. DOAS will decide which of the catalog structures (either Hosted, Punch Out, or both as further described below) will be provided by the Supplier. **Regardless the type of catalog(s) selected, items displayed within the catalog must be strictly limited to the Supplier's awarded contract offering (e.g. products and/or services not authorized through the resulting statewide contract are not to be viewable by User Agencies).**
 - a. Hosted Catalog. By providing a Hosted Catalog, the Supplier is providing a list of its products/services, pricing, and images in an electronic data file in a format accepted by Jaggaer's System Integration, such as Tab Delimited Text files. In this scenario, the Supplier must submit updated electronic data from time to time to DOAS to maintain the most up-to-date version of its product/service offering under the statewide contract in the Virtual Catalog.
 - b. Punch-Out Catalog. By providing a Punch Out Catalog, the Supplier is providing its own online catalog, which must be capable of being integrated with the Virtual Catalog as follows: Standard punch-in via Commerce Extensible Markup Language (cXML). In this scenario, the Supplier ensures its online catalog marketplace is up-to-date by periodically updating the offered products/services and pricing listed on its online catalog. Updates and Changes made to the Supplier's Online Catalog, as it relates to pricing and adding of items, must be approved by DOAS prior to enabling. If awarded multiple contracts, Supplier agrees to maintain a single Punch Out site and be able to provide the appropriate contract id on each item returned to Jaggaer. The site must also return detailed UNSPSC codes (as outlined in line 3) for each line item. Supplier also agrees to provide e-Quote functionality that is retrievable for purchase through the Integration to facilitate volume discounts. Supplier will need to be able to facilitate the delivery of Level II Punch Out within this Integration.
 5. Minimum Requirements: Whether the Supplier is providing a Hosted Catalog or a Punch Out Catalog, the Supplier agrees to meet the following requirements:
 - a. Catalog must contain the most current pricing* and/or discounts, as well as the most up-to-date product/service offering the Supplier is authorized to provide in accordance with the statewide contract; and
 - b. The accuracy of the catalog must be maintained by Supplier throughout the duration of the statewide contract between the Supplier and DOAS; and
 - c. The Catalog must include a State-specific contract identification number; and
 - d. The catalog must include detailed product line item descriptions; and
 - e. The catalog must include pictures or diagrams when possible;** and
 - f. The catalog must include DOAS accepted Unit of Measure

- g. The catalog must include any additional DOAS content requirements.***
6. Revising Pricing and Product Offerings: Any revisions (whether an increase or decrease) to pricing or product/service offerings (new products, altered SKUs, etc.) must be pre-approved by DOAS and will be subject to any other applicable restrictions with respect to the frequency or amount of such revisions. However, no statewide contract showcased in the Virtual Catalog may include price changes on a more frequent basis than once per quarter. The following conditions apply with respect to hosted catalogs:
- a. Updated pricing files are required by the 1st of the month and will go into effect in the Virtual Catalog on the 1st day of the following month (i.e. file received on 1/01/09 would be effective in the Virtual Catalog on 12/01/09). Files received after the 1st of the month may be delayed up to a month (i.e. file received on 11/06/09 would be effect in the Virtual Catalog on 1/01/10).
 - b. DOAS-approved price changes are not effective until implemented within the Virtual Catalog. Errors in the Supplier's submitted pricing files will delay the implementation of the price changes in the Virtual Catalog.
 - c. Supplier will be required to honor pricing, for an agreed upon time, on orders that are considered to be "in-flight" at the time the price change goes into effect.
7. Supplier must be able to accept Purchase Orders via fax, e-mail, cXML or EDIINT.
- a. For Punch Out Catalogs the Supplier must accept orders Catalog generated orders via cXML or EDIINT. For Orders consisting of items that are considered, non-catalog items, orders must be able to be received as stated above.
 - b. For Purchase Orders received via email, the Supplier must provide a dedicated email address (i.e. orders@company.com) that is monitored during normal business hours.
 - c. The Supplier is required to provide positive confirmation via phone or email within 24 hours of the Supplier's receipt of the Purchase Order. If the Purchasing Order is received after 3pm EST on the day before a weekend or holiday, the Supplier must provide positive confirmation via phone or email on the next business day.
8. Supplier agrees that DOAS controls which contracts appear on the Virtual Catalog and that DOAS may elect at any time to remove any supplier's offering from the Virtual Catalog.
- * Current pricing is to be inclusive of all administrative fees, delivery costs, production costs, third party pass through charges, or any markups or adjustments.

**Details regarding the submission of image files and catalog content will be discussed during the enablement process; however, the following represents key information regarding the submission of product image files:

- Provide URL links to the product images (preferred method) or actual image files (in gif, jpeg and other commonly used formats) for all of the items in the Supplier's catalog that will be hosted by the Virtual Catalog. These images are displayed to the customer directly in search results as well as in the product details window.
- Provide the actual image files in a 'zip archive'. Please go to www.winzip.com to download the WinZip® application that is needed to create such an archive as well as additional details about using WinZip® application.
- Provide only one image per product.
- Color pictures are preferred; however, black and white pictures or drawings are acceptable if this is the current standard for the Supplier's business marketing.
- Please note the Virtual Catalog prefers jpg format for image files (280X280 pixels) although images in many other formats are accepted.
 - When an image is in jpg format, it is resized to 280X280 pixels, if necessary, to maintain a consistent appearance for the Virtual Catalog.
 - When an image is in a format other than jpg, it will be converted to jpg and resized to 280X280 pixels to maintain a consistent appearance for the Virtual Catalog.

- As products change, updated image files must be submitted to update the Virtual Catalog.
- Provide a corporate logo image in the following sizes. Logo will be used for display on the Supplier/Contract profile.
 - 30 pixels (H) x 70 pixels (W)
 - 50 pixels (H) x 115 pixels (W)
 - 300 pixels (H) x 200 pixels (W)

In rare instances where an image is not available, Jaggaer and DOAS will work with the Supplier to determine the best solution for advertising the Supplier's offering.

*** Existing suppliers in the SQSN normally host one (1) general product catalog that is made available for all customers. This avoids duplication of effort for the supplier and brings improvements to the catalog to all customers at once. It is rare that individual customers have needs that are not also required by others. Jaggaer does not prohibit 'private' catalogs, but recommends review of requirements with the supplier enablement consultants and the suppliers in question first. Although suppliers in the SQSN normally submit one (1) catalog, it is possible to have multiple contracts applicable to different Georgia agencies. For example, a supplier may have different pricing for state government agencies and Board of Regents institutions. Suppliers have the ability and responsibility to submit separate contract pricing for the same catalog if applicable. The system will deliver the appropriate contract pricing to the person viewing the catalog.

In the event DOAS selects this statewide contract to be included on the Virtual Catalog, Jaggaer's technical documentation will be provided to the Supplier after (1) the Supplier has been formally invited by DOAS to join the Virtual Catalog and (2) the Supplier has joined the Jaggaer Supplier Network and signed up for Jaggaer's Supplier Portal. These services will be provided by Jaggaer at no additional cost to the Supplier. Supplier agrees that Supplier's statewide contract pricing includes any and all costs to the Supplier in complying with these provisions.

The Board of Regents and select colleges currently maintain separate instances of certain statewide contracts through Jaggaer. In the event Board of Regents or one or more colleges elects to publish the resulting statewide contract in the board/college's Jaggaer catalog, the awarded supplier agrees to work in good faith with the board/college to implement the catalog. DOAS does not anticipate that this will require additional efforts by the awarded supplier; however, the supplier agrees to take commercially reasonable efforts to enable such separate Jaggaer catalogs or related integrations (i.e., electronic order submission, e-invoicing, etc.). Suppliers are welcome to submit questions regarding this requirement during the Q&A period and/or during the Bidders'/Offerors' Conference.

3.4. State of Georgia ePayable/Purchasing Card Program

The State of Georgia provides for the use of several payment methods including ePayables, Purchasing Card (PCard), and Automated Clearing House (ACH) transfers. DOAS will determine the most advantageous method(s) of Supplier payment for the awarded Statewide Contract. Potential Suppliers need to be prepared to accommodate any and all forms of payments.

The State of Georgia PCard may be used by authorized government employees of certain governmental entities electing to participate in the program to purchase necessary supplies. Supplier agrees to accept payment via PCard and shall impose no fee on either DOAS or any Authorized User for the use of the State of Georgia PCard pursuant to this statewide contract. The Supplier also agrees to accept payment via ePayables and shall impose no fee on either DOAS or any Authorized User for the use of ePayables pursuant to this Statewide Contract. Payment via ePayables is the preferred method of compensation processing. DOAS has entered into a Contract with its PCard provider, Bank of America, to provide the ePayables solution which will allow DOAS and Authorized Users to facilitate electronic payment by DOAS and Authorized Users to the Supplier.

All purchases made by Authorized Users' representatives utilizing State of Georgia ePayables shall be exempt from sales tax. It is the responsibility of the Authorized User representative to provide the Authorized User's tax identification number as needed at the point of sale.

If selected for award, the Supplier shall keep the State of Georgia ePayables numbers confidential and shall not disclose the State of Georgia ePayables numbers except as expressly authorized by DOAS. The Supplier represents that State of Georgia ePayables numbers will be processed, transmitted and stored in compliance with the Payment Card Industry Data Security Standard. The Supplier shall provide immediate written notice to the current DOAS contract administrator in the event of (1) any unauthorized disclosure of State of Georgia ePayables Numbers or (2) Supplier's failure to maintain compliance with the Payment Card Industry Data Security Standard in the Supplier's contract performance. The Supplier agrees to cooperate with DOAS, Authorized Users, and DOAS contractual partner(s) for ePayables in resolving any issues or disputes.

3.5. Administrative Fee and Sales Reporting Submission

Pursuant to O.C.G.A. Section 50-5-51(10), DOAS has the authority to collect monies, rebates, or commissions payable to the State that are generated by supply contracts established pursuant to O.C.G.A. Section 50-5-57. These administrative fees are used by DOAS to fund various initiatives, including the administration of existing and new statewide contracts, training, and technology. For this statewide contract, DOAS requires each supplier to pay to DOAS an administrative fee on all sales pursuant to the resulting statewide contract. The administrative fee amount for this statewide contract is **1.5 %**. **EACH SUPPLIER MUST SUBMIT PRICING IN ITS COST PROPOSAL WHICH INCLUDES THE IDENTIFIED PERCENT ADMINISTRATIVE FEE (HEREINAFTER, "THE FEE") BUILT INTO THE SUBMITTED PRICING.** All suppliers must agree that the Fee will not be identified separately from the product and/or service pricing offered to Authorized Users wherever that pricing may appear (website, catalog, invoices, etc.). This Fee will be collected by the awarded Supplier and remitted to DOAS in accordance with the following paragraphs.

- a. The Quarterly Sales Report must be received by DOAS twenty (20) days after the end of the Fiscal Quarter through submission within the Supplier Portal of Team Georgia Marketplace, and the Fees must be received as a response to an invoice generated by DOAS between the time of receipt of the invoice and forty-five (45) days after the end of the fiscal quarter as defined by the table below:

<i>DOAS' Fiscal Quarters</i>	<i>Months</i>	<i>Supplier's Quarterly Sales Report Due Date</i>	<i>Supplier's Payment Due Date (In Response to DOAS generated Invoice)</i>
<i>Quarter 1</i>	<i>July 1st – September 30th</i>	<i><u>October 20th</u></i>	<i><u>November 15th</u></i>
<i>Quarter 2</i>	<i>October 1st – December 31st</i>	<i><u>January 20th</u></i>	<i><u>February 15th</u></i>
<i>Quarter 3</i>	<i>January 1st – March 31st</i>	<i><u>April 20th</u></i>	<i><u>May 15th</u></i>
<i>Quarter 4</i>	<i>April 1st – June 30th</i>	<i><u>July 20th</u></i>	<i><u>August 15th</u></i>
			<i>30 DAYS FOLLOWING TERMINATION OF SWC</i>

At the end of each state fiscal quarter as defined above, Supplier shall prepare the Quarterly Sales Report and submit the file through the Supplier Portal of Team Georgia Marketplace, including the Supplier's most up-to-date Invoice Contact Name (Billing Contact), Supplier Billing Address, and Supplier Billing E-Mail. In the event that no sales have occurred, the Supplier must complete and

submit the Quarterly Sales Report, indicating that no sales have occurred, and submit the file through Supplier Portal of Team Georgia Marketplace. No later than the date identified above as the "Supplier's Payment Due Date" for each fiscal quarter, the Supplier shall remit a payment of fees to DOAS in response to a DOAS generated invoice, through Electronic Funds Transfer (EFT).

By submission of these reports and corresponding Supplier payments, Supplier is certifying their correctness. DOAS, at its sole discretion, may also accept payment of Fees from the Supplier via electronic funds transfer (EFT).

- b. Auditing and Contract Close Out. All sales reports and Fee payments shall be subject to audit by the State. Supplier shall maintain books, records and documents which sufficiently and properly document and calculate all charges billed to the State and all Fees throughout the term of the statewide contract for a period of at least five (5) years following the date of final payment or completion of any required audit, whichever is later. Supplier shall permit the Auditor of the State of Georgia or any authorized representative of the State, and where federal funds are involved, the Comptroller General of the United States, or any other authorized representative of the United States government, to access and examine, audit, excerpt and transcribe any directly pertinent books, documents, papers, electronic or optically stored and created records or other records of the Supplier relating to orders, invoices or payments or any other documentation or materials pertaining to the statewide contract, wherever such records may be located during normal business hours. Supplier shall not impose a charge for audit or examination of the Supplier's books and records. If an audit discloses incorrect billings or improprieties, the State reserves the right to charge the Supplier for the cost of the audit and appropriate reimbursement. Evidence of criminal conduct will be turned over to the proper authorities.

In no event shall Supplier retain any amount of money in excess of the compensation to which Supplier is entitled and all Fees owed DOAS shall be paid within thirty (30) calendar days of termination of the statewide contract for any reason.

- c. Modifying or Canceling the Fee. DOAS reserves the right to modify and/or cancel the Fee at any time. Supplier shall immediately amend the statewide contract pricing to reflect any modification or cancellation of the Fee by DOAS. In addition, DOAS reserves the right to revise collection and reporting requirements in conjunction with implementation of an on-line procurement system.
- d. Late Payment Fee. In the event DOAS does not receive the Supplier's payment of the Fees on or before the Supplier's Payment Due Date, the parties agree the Supplier must pay DOAS interest on the overdue Fees at a rate of eighteen percent (18%) per annum. Interest will be calculated as follows:

$$\begin{aligned} &(\text{Administrative Fee Amount Due}) \times (18\%) = X \\ &X / 365 \text{ (366 for leap years)} = Y \\ &Y \times (\text{Number of Days Payment is Late}) = \text{Interest Owed} \end{aligned}$$

For the purposes of this provision, payment of the Fees shall be considered received by DOAS on (1) the date of DOAS' receipt of the EFT confirmation or (2) the date DOAS receives the envelope containing a check for the correct amount of the administrative fee. In the event the Supplier does not submit full payment of the Fees owed, interest shall only be applicable to the portion of the Fees which is outstanding. In the event the Supplier makes an error and overpays, the Supplier is responsible for alerting DOAS in writing of the Supplier's discovery of the overpayment. DOAS will confirm whether an overpayment has occurred and refund or credit the overpayment amount to the Supplier no later than thirty (30) days' following DOAS' receipt of written notice of the overpayment. DOAS will have no responsibility for interest or any other fees with respect to Supplier's overpayment of Fees.

- e. **Default. THE SUPPLIER'S RESPONSIBILITY TO COLLECT AND REMIT THE ADMINISTRATIVE FEE ON BEHALF OF DOAS IS A SERIOUS RESPONSIBILITY AS THE SUPPLIER IS HANDLING STATE FUNDS.** Accordingly, failure to comply with these contractual requirements shall constitute grounds for declaring Supplier in default and recovering re-procurement costs from Supplier in addition to all outstanding Fees and interest.

3.6. Standard Insurance Requirements

If awarded a contract, the supplier shall procure and maintain, until all of its obligations have been discharged (including any warranty periods under the statewide contract have been satisfied), insurance which shall protect the supplier and the State of Georgia (as an additional insured) from any claims for bodily injury, property damage, or personal injury covered by the indemnification obligations set forth in the statewide contract attached to this solicitation throughout the duration of the statewide contract. The supplier shall procure and maintain the insurance policies described below at the supplier's own expense and shall furnish DOAS an insurance certificate listing the State of Georgia as certificate holder and as an additional insured. The insurance certificate must document that the Commercial General Liability insurance coverage purchased by the supplier includes contractual liability coverage applicable to the statewide contract. In addition, the insurance certificate must provide the following information: the name and address of the insured; name, address, telephone number and signature of the authorized agent; name of the insurance company (authorized to operate in Georgia); a description of coverage in detailed standard terminology (including policy period, policy number, limits of liability, exclusions and endorsements); and an acknowledgment of notice of cancellation to DOAS.

The supplier is required to maintain the following insurance coverage's during the term of the statewide contract:

- 1) Workers Compensation Insurance (Occurrence) in the amounts of the statutory limits established by the General Assembly of the State of Georgia (A self-insurer must submit a certificate from the Georgia Board of Workers Compensation stating that the supplier qualifies to pay its own workers compensation claims.) In addition, the supplier shall require all subcontractors occupying the premises or performing work under the statewide contract to obtain an insurance certificate showing proof of Workers Compensation Coverage with the following minimum coverage:

Bodily injury by accident - per employee	\$100,000;
Bodily injury by disease - per employee	\$100,000;
Bodily injury by disease – policy limit	\$500,000.

- 2) Commercial General Liability Policy with the following minimum coverage:

Policy shall include bodily, property damage and broad form contractual liability coverage.

Each Occurrence Limit	\$1,000,000
Personal & Advertising Injury Limit	\$1,000,000
General Aggregate Limit	\$ 2,000,000
Products/Completed Ops. Aggregate Limit	\$ 2,000,000

- 3) Automobile Liability

Bodily Injury and Property Damage for any owned, hired or non-owned vehicles used in the performance of the statewide contract

Combined Single Limit	\$1,000,000
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The foregoing policies shall contain a provision that coverage afforded under the policies will not be canceled, or not renewed or allowed to lapse for any reason until at least thirty (30) days prior written notice has been given to DOAS. Certificates of Insurance (ACORD form or equivalent approved by the State) showing such coverage to be in force shall be filed with DOAS prior to commencement of any work under the statewide contract and remain in effect for the duration of the statewide contract. The foregoing policies

shall be obtained from insurance companies authorized to do business in Georgia and shall be with companies acceptable to DOAS, which must have a minimum A.M. Best rating of A-. All such coverage shall remain in full force and effect during the term and any renewal or extension thereof.

Within ten (10) business days of award, the awarded Supplier must procure the required insurance and provide DOAS with two (2) Certificates of Insurance. Certificates must reference the contract number. The supplier's submitted pricing must include the cost of the required insurance. No contract performance shall occur unless and until the required insurance certificates are provided.

3.7. Bonds and/or Letter of Credit

The User Agency's may require the Supplier to produce a bond and/or Letter of Credit prior to the start of a project.

3.8. Proposal Certification

By responding to this solicitation, the supplier understands and agrees to the following:

1. That this electronically submitted proposal constitutes an offer, which when accepted in writing by DOAS, and subject to the terms and conditions of such acceptance, will constitute a valid and binding contract between the undersigned and DOAS; and
2. That the supplier guarantees and certifies that supplier's proposed solution, including but not limited to all goods, services, and technology proposed by supplier, meets or exceeds all of the solicitation's identified specifications and requirements except as expressly stated otherwise in the supplier's proposal; and
3. That the technical and cost proposals submitted by the supplier shall be valid and held open for a period of **two hundred and seventy (270) days** from the final solicitation closing date and that the proposals may be held open for a lengthier period of time subject to the supplier's consent; and,
4. That this proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. Supplier understands and agrees that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards; and
5. That the provisions of the Official Code of Georgia Annotated, Sections 45-10-20 et seq. have not been violated and will not be violated in any respect.

3.9. Annual Georgia Procurement Conference Participation

DOAS hosts an annual marketing and training trade conference, usually in late April or early May, to educate public procurement professionals on the commodities and services available on statewide contracts, offer them educational platforms to learn new techniques and best practices from state and national industry experts and provide marketing, networking and training opportunities to statewide contract suppliers.

The attendees at these events have included public procurement professionals from all state agencies, the colleges and universities of the Board of Regents and the Technical College System of Georgia, local cities and municipalities across the state, and many independent authorities. The Exhibitor Expo, which is one of the highlights of the conference, has significant marketing value and is extremely cost effective as it provides exceptional opportunities for statewide suppliers to market directly to thousands of attendees.

The Georgia Procurement Conference is scheduled each year at the Jekyll Island Convention Center and is primarily supported by statewide contractors as exhibitors. The cost to exhibit in the past has ranged from \$1,300 to \$1,600 depending on booth location desired. DOAS believes that the Expo is important because it provides public purchasers with an opportunity to meet over 300 statewide contract suppliers and receive important information on new and existing products and services. It provides statewide contract

suppliers with training workshops and the unparalleled opportunity to establish and renew business relationships with existing customers and to market their business to approximately 800 attendees, many of whom represent potential new customers.

Please note that exhibiting at the Georgia Procurement Conference is not required and no points will be awarded to those Bidders who commit to participate. However, Bidders who indicate their willingness to exhibit at GPC in their RFP Response (**ATTACHMENT J**) are expected to honor their commitment for the duration of their contract, if awarded a contract.

4. eRFP Proposal Elements

This section contains the detailed technical requirements and related services for this Sourcing Event. Suppliers are required to download, complete and then upload the Worksheets Mandatory Response Worksheet”, “Mandatory Scored Requirement Worksheet” “Cost Proposal” and “Additional Scored Response Worksheet” found as attachments in the Sourcing Event. Although many solicitations will contain all of the worksheets noted above, it is possible that a solicitation will not contain all of the worksheets. In the event all four worksheets are not available as downloadable forms to this eRFP, please confirm with the Issuing Officer that all four worksheets are not required.

Unless requested otherwise, all responses should be provided within the worksheets and not as a separately attached document. Except as otherwise indicated, all requested forms and documents must be submitted electronically via the sourcing tool as an uploaded document to the supplier’s response. These worksheets together with any and all other documents submitted in response to Section 4 of this eRFP will be considered the supplier’s technical proposal.

DOAS has determined that it is best to define its own needs, desired operating objectives, and desired operating environment. DOAS will not tailor these needs to fit particular solutions suppliers may have available; rather, the suppliers shall propose to meet DOAS’ needs as defined in this eRFP. All claims shall be subject to demonstration. Suppliers are cautioned that conditional proposals, based upon assumptions, may be deemed non-responsive.

4.1. Technical Proposal Introduction

All of the items described in this section are service levels and/or terms and conditions that the State expects to be satisfied by the selected supplier. Each supplier must indicate its willingness and ability to satisfy these requirements in the appropriate worksheets.

4.2. Supplier General Information

Each supplier must complete all of the requested information in the sourcing event related to Corporate composition and demographics.

4.3. Mandatory Requirements

As specified with each requirement listed in the Mandatory Response Worksheet, the supplier must indicate whether its proposal meets the individual requirements by marking either a "YES" or "NO" in the response block provided. A Pass/Fail evaluation will be utilized for all mandatory requirements. Ordinarily, to be considered responsive, responsible and eligible for award, all questions identified as mandatory must be marked “YES” to pass. There may be rare instances in which a response of “NO” is the correct and logical response in order to meet the mandatory requirement (e.g. responding “NO” that the supplier does not possess any conflicts of interest). Otherwise, any mandatory questions marked "NO" will fail the technical requirements and will result in disqualification of the proposal.

DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.

4.4. Mandatory Scored Response

As specified with each requirement listed in the Mandatory Scored Response Worksheet, the supplier must indicate whether it will meet the individual requirement (if any) and provide a supporting narrative in

the space provided. To be considered responsive and eligible for award, all mandatory requirements identified in the Mandatory Scored Response Worksheet must be met. There may be rare instances in which an item within the Mandatory Scored Response Worksheet does not create an individual requirement which must be met, but, instead, merely calls for a response. Failure to meet any mandatory scored requirements may result in disqualification of the supplier's response in the event that a deviation is determined to be material pursuant to Section 6.2.1 of this eRFP. The narrative description, along with supporting materials, will be evaluated and awarded points in accordance with Section 6 "Proposal Evaluation, Negotiations and Award."

DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.

4.5. Additional Scored Responses

All items labeled "Additional Scored Responses" represent information that is requested by DOAS. Suppliers are encouraged to provide a thorough narrative description in the space provided. Answers along with any requested supporting materials will be evaluated and awarded points in accordance with Section 6 "Proposal Evaluation, Negotiations and Award."

DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.

4.6. Additional Information

As noted in Section 2.2.2 "eRFP Review", please access and review all of the attachments provided by DOAS within the Event. If supplemental materials are requested by DOAS to be submitted by the supplier as part of its response, the supplier should upload these additional materials as noted in Section 2.2.4 "Uploading Forms".

5. Cost Proposal

Each Supplier is required to submit pricing in the Cost Worksheet (**Attachment B**) as part of their response to this eRFP. The product and services are outlined in this eRFP are divided into four (4) distinct product categories: Category A - Video Surveillance, Category B- Access Control, Category C- Mass Notification and Category D - Active Shooter Detection. The Cost Worksheet contains six (6) individual tabs; an instruction tab, four (4) tabs which correspond to each of the respective categories of product and one (1) tab exclusively for labor pricing. Suppliers are required to input proposed product information and associated pricing based on the parameters specified in the individual pricing tabs. The pricing elements provided will be used to evaluate the Supplier's cost proposal response.

Specific instructions, associated with proposed pricing for individual price elements, are provided in Section 5.2 "Cost Structure and Additional Instructions".

5.1. General Pricing Rules

By submitting a response, the Supplier agrees that it has read, understood, and will abide by the following instructions/rules:

1. The submitted cost proposal must include all costs of performing pursuant to the resulting statewide contract; and
2. Cost proposals containing a minimum order/ship quantity or dollar value, unless otherwise called for in the eRFP, will be treated as non-responsive and may not be considered for award; and
3. In the event a discrepancy exists between the Supplier's unit price and extended price, the unit price shall govern;
4. In the event there is a discrepancy between (a) the Supplier's pricing as quoted on an uploaded, detailed cost sheet such as an Excel Worksheet and (b) the Supplier's pricing as quoted by the Supplier in one or more single line entries directly into the Sourcing Event

screen (for example, “Your Total Line Pricing” and/or “Your Unit Bid Price”), the former shall govern; and

5. The prices quoted and listed in the cost proposal shall be firm throughout the term of the resulting statewide contract, unless otherwise noted in the eRFP or statewide contract.
6. Unless otherwise specified in any terms and conditions attached to the eRFP, all product deliveries will be Free on Board (F.O.B.) destination and all shipping charges must be included in the proposed cost.

5.2. Cost Structure and Additional Instructions

DOAS’ intent is to structure the cost response in a format to facilitate comparison among all Suppliers and foster competition to obtain the best market pricing. Consequently, DOAS requires that each Supplier’s proposed price/cost be structured in the format provided in the cost worksheet (**Attachment B**) as outlined below. Additional alternative cost structures will not be considered. Each Supplier is hereby advised that failure to comply with the eRFP instructions listed below, submission of an incomplete offer, or submission of an offer in a different format than the one requested may result in the rejection of the Supplier’s proposal response.

The cost structure for this eRFP is based on a MINIMUM (or least amount that may be adjusted upward only), Discount Percentage Off of the Supplier’s Nationally Published List Price (i.e. Manufacturer Catalog/MSRP, Private Label Catalog, Commercial Price Book, etc.) for integrated security products within a specific category. For purposes of this eRFP, nationally published list prices must be representative of the “Retail” or “Undiscounted” unit price that the Supplier either (1) advertises in commercial publications or (2) sells products/services to the general public in the commercial market. The discount percentage proposed for each manufacturer for each category and sub-category, will be used after contract award to calculate the net purchase price(s) to be paid by Authorized Users for ALL integrated security related products across the entire spectrum of products offered within a specific category. Accordingly, Supplier(s) must provide their Nationally Published Price List/Retail price/MSRP, based on the specified unit of measure, for the specific product line items listed in the individual pricing tabs directly into the cost worksheet.

Enter all information directly into the cost sheet. Enter dollar values and percentages in the pricing tab in “decimal number” format, not “currency” or “percentage”, that is omit percent symbols, dollar signs, commas, and any other non-essential symbols. Enter DOLLAR VALUES in the pricing tabs to the nearest HUNDRETH (two decimal places only) and PERCENTAGES in the pricing tabs to the nearest TENTH (one decimal place only), ROUNDING OF NUMBERS WILL NOT BE CONSIDERED (e.g., 5.25% should be entered as 5.25, 0.9% should be entered as 0.009 and \$75.90 should be entered as 75.90). Enter “0” if there is no charge. Cells left blank will be interpreted as “no offer” and may deem Supplier ineligible for award as certain categories require Supplier to submit pricing for ALL project line items. Prices must be based on U.S. dollars unless otherwise stated.

Download the cost worksheet, complete the worksheet and then upload the worksheet by following the instructions in the third bullet of Section 2.2.4 “Uploading Forms” of this eRFP.

5.2.1 Category A - Video Surveillance and Category B - Access Control

Individual Pricing Tabs for Category A - Video Surveillance and Category B - Access Control contain a project/scenario summary identifying product/equipment needed for an installation of a “sample” project. The specific line items identified in the project summary represent examples of equipment and related products that were purchased by Authorized Users on similar historical projects. Purchase quantities associated with each line item were also derived from historical projects from Authorized Users during previous fiscal years. The quantities provided are incorporated in the cost sheet computations to be used for evaluation purposes only.

Based on the product specification (brand name, model/part number & product description) for each line item, Suppliers have the option of proposing an “Exact Match” or a functionally equivalent “Like Item” which must be a close substitute, of the same or similar form, fit and function and provide an EQUAL or

GREATER value than the exact match specified. The functional equivalency of any like item(s) proposed will be evaluated by DOAS, who reserves the exclusive right to make the final determination whether an item, proposed as an equivalent, actually MEETS or EXCEEDS the required product specifications of the respective line item. It shall be the responsibility of the Supplier, to indicate the brand name, model/part number and product description of the item being offered as a functional equivalent and to furnish with their proposal such specifications, catalog pages, brochures, or other data that will provide an adequate basis for determining the functional capabilities of the equivalent item being proposed. The State reserves the right to request product demonstrations from the Supplier to further substantiate the determination of equivalency prior to award. Failure to provide the requested data and/or product demonstrations may be considered sufficient basis for rejection of the Supplier's proposal. Suppliers should note that if any like item equivalent product(s) proposed is not accepted by DOAS, it may result in an incomplete cost proposal which could result in disqualification from further consideration for award. Therefore, if a Supplier is uncertain of the functional equivalency or whether any like item proposed either MEETS or EXCEEDS the specifications of the designated product, they are encouraged to propose an exact match for the line item.

Under each project scenario, the State has classified products into additional sub-categories: Video Cameras, Video Management Systems, Computer Integration Components, Related Hardware & Technologies, Access Control and Automated Gate Equipment. In addition, the State has also classified certain products as Ancillary Items. Ancillary Items are items that are required during the installation of a project but are deemed "non-critical" items and are items not usually provided by a named manufacturer. Examples of ancillary items are screws, cables, brackets, and connectors.

Manufacturers Percent (%) Off Discounts Section

For this section, the State has provided a list of manufacturers used by Authorized Users based on previous years' historical purchases made in each category. Suppliers have the option of providing a percentage discount off MSRP/List Price for each pre-populated manufacturer listed or providing a "write-in" name for any manufacturer not listed and a percentage discount off MSRP/List Price for that manufacturer. The State has provided an additional (26) twenty lines to "write-in" names of manufacturers not listed. The State has also provided (5) additional sub-categories to "write-in". The subcategory should represent a description of the type of products offered (i.e. Computer Components, Hardware, Software, etc.) in the "write-in" section. The discount percentage proposed for each manufacturer for each category and sub-category is a MINIMUM (or least amount that may be adjusted upward only) and will be used after contract award to calculate the net purchase price(s) to be paid by Authorized Users for ALL integrated security related products across the entire spectrum of products offered. Suppliers are to provide discounts ONLY for Manufacturers for which an AWARD is desired. Percentage discounts provided for each manufacturer may be used in the overall evaluation of the Supplier's cost proposal response.

Suppliers that choose NOT TO PROPOSE a discount percentage for a manufacturer will not be authorized to sell products for that manufacturer on any resultant contract.

In order to be eligible for an award of Category A and/or B, Suppliers are REQUIRED to:

- (1) submit pricing for ALL project line items within each category, as detailed in the cost worksheet instructions;
- (2) provide a description of the Supplier's proposed product for each line item to include the Brand/MFG Name, Model/Part Number and a narrative description of the product;
- (3) provide the most recent MSRP, or available retail list price (undiscounted) for each line item in the project for that category,
- (4) provide a MINIMUM discount percentage off the MSRP or retail list price, inclusive of all cost (i.e. profit, overhead, operating & administrative expenses, commissions, transaction charges, delivery charges, administrative fees, P-Card Fees, etc...) for each corresponding line item;

(5) provide a **Percentage (%) MarkUp on ALL ANCILLARY ITEMS** in the cell field located after the calculated "SUPPLIER TOTAL PROPOSED CALCULATED PRICE". This percentage mark-up should represent the ratio between the cost of an ancillary item and the price offered to the State. This amount **MUST** be represented as a percentage and will be considered for ALL ANCILLARY ITEMS (i.e. screws, connectors, cables, etc.) supplied under any awarded contract. Ancillary items are generally items and/or fees that are required as a result of an installation or service but are not generally purchased under the contract. Installation LABOR IS NOT A CONSIDERATION for percentage (%) mark up, as it is addressed in a separate pricing tab;

(6) provide a percentage discount off MSRP/List Price in the MANUFACTURERS PERCENTAGE (%) OFF DISCOUNTS Section for any Manufacturers in which an award is desired (minimum of one (1) manufacturer must be selected).

NOTE: Suppliers that submit pricing for Category A and/or B must also submit pricing for all line items in the "LABOR RATE PRICING" tab in order to be eligible for award. Also, in order for the Supplier's TOTAL PROPOSED CALCULATED PRICE to compute, the Supplier must enter pricing for ALL pricing elements for ALL line items within the project.

5.2.2 Category C - Mass Notification and Category D- Active Shooter Detection Categories

In order to be eligible for an award for Category C - Mass Notification and/or Category D- Active Shooter Detection, Supplier(s) **MUST, AT A MINIMUM, "write-in"** a sub-category and submit pricing for at least one manufacturer in the "Manufacturers Percentage (%) Off Discounts" Section. The sub-category represents a description of the type of products offered (i.e. Computer Components, Hardware, Software, etc.) Suppliers are allowed to "write-in" up to (5) sub-categories. In this section Suppliers also have the option to "write-in" the name of additional manufacturers, the percentage (%) discount off of the MSRP and the sub-category title for the products that will be sold of that manufacturer. Suppliers are allowed to submit pricing for up to 100 manufacturers, which includes (26) twenty six "write-ins". Suppliers that submit proposed pricing for Categories C and/or D MUST ALSO SUBMIT pricing for ALL LINE ITEMS in the "LABOR RATE PRICING" tab. The discount percentage proposed for each manufacturer is a MINIMUM (or least amount that may be adjusted upward only) and will be used after contract award to calculate the net purchase price(s) to be paid by Authorized Users for ALL integrated security related products across the entire spectrum of products offered.. Suppliers are to provide discounts **ONLY** for Manufacturers for which an AWARD is desired. Suppliers that do not provide a discount percentage for a manufacturer will not be authorized to sell products for that manufacturer on any resultant contract. In contrast to Categories A and B, specific line item product details and estimated usage data is not available for Categories C and D and therefore cannot be used for evaluation purposes. See Section 6.3.3 for specific information related to the evaluation of these categories.

5.2.3 Labor Rate Pricing

Supplier's pricing provided in this Labor Rate Pricing tab will be used in conjunction with Supplier's pricing submitted in Categories (A) Video Surveillance, (B) Access Control, (C) Mass Notification and (D) Active Shooter Detection.

Suppliers that submit pricing for Categories A, B, C, or D MUST ALSO SUBMIT pricing for ALL LINE ITEMS in the "LABOR RATE PRICING" tab.

The State has provided a list of labor category titles and descriptions of the labor functions normally used in the installation of ALL four (4) Categories. Suppliers **MUST** provide the "Unit Price", which represents the hourly rate associated with each line item/labor title. Overtime hourly rates will be calculated at 1.5 times the "Unit Price" provided and holiday hourly rates will be calculated at 2 times the "Unit Price" provided.

The State has provided a list of additional labor titles and descriptions of the labor functions. These titles are additional labor categories used in the installation and integration of ALL four (4) Categories. Suppliers MUST provide the "Unit Price", which represents the hourly rate associated with each line labor title. Overtime hourly rates will be calculated at 1.5 times the "Unit Price" provided and "0" for no charge for that title holiday hourly rates will be calculated at 2 times the "Unit Price" provided.

NOTE: In order for the SUPPLIER TOTAL PROPOSED CATEGORY PRICE to compute, the Supplier must enter pricing for ALL pricing elements for ALL line items within the LABOR category ("Additional Labor Titles" excluded)

5.2.4 Price Adjustment

Contract prices shall be firm for the base period of the contract. Awarded Suppliers may request price adjustment(s) as part of the contract renewal process. All Supplier request for price adjustment must be accompanied by written documentation detailing specific reasons supported by market/industry data analysis to adequately justify the request. While the information provided by the Supplier will be used as the basis for evaluation of Supplier request for price adjustment, DOAS may take other factors into consideration in the determination of approval of actual price adjustment amounts.

5.2.5. Additional Manufactures

Awarded Suppliers may request to add additional manufactures to the approved list by way of the contract amendment process. All Supplier request for additional manufactures must be accompanied by written documentation detailing specific reasons supported by market/industry data analysis to adequately justify the request and the percentage off discounts by category and/or subcategory for the added manufacture. While the information provided by the Supplier will be used as the basis for evaluation of Supplier request for the additional of manufactures, DOAS may take other factors into consideration in the determination of approval to add the manufacture.

6. Proposal Evaluation, Negotiations and Award

All timely proposals will be evaluated in accordance with the following steps. The objective of the evaluation process is to identify the proposal which represents the best value to the State based on a combination of technical and cost factors. Based on the results of the initial evaluation, DOAS may or may not elect to negotiate technical and/or cost factors as further described in the eRFP. In the event negotiations of the technical and/or cost factors occur, the revised proposals will be reevaluated in accordance with the provisions of Section 6.4 "Scoring Criteria." Once the evaluation process has been completed (and any negotiations DOAS desires to conduct have occurred), the apparent successful Supplier(s) will be required to enter into discussions with DOAS to resolve any exceptions to DOAS' statewide contract (**ATTACHMENT I**). DOAS will announce the results of the eRFP as described further in Section 6.9 "Public Award Announcement."

6.1. Administrative/Preliminary Review

First, the proposals will be reviewed by the Issuing Officer to determine the proposal's compliance with the following requirements:

1. Proposal was submitted by deadline via Team Georgia Marketplace™
2. Proposal is complete and contains all required documents
3. Technical Proposal does not include any pricing from the Cost Proposal

6.2. Evaluating Proposal Factors (Section 4)

If the Supplier's proposal passes the Administrative/Preliminary Review, the Supplier's responses to Section 4 "RFP Proposal Factors" will be submitted to the Evaluation Team for evaluation.

6.2.1. Review of Mandatory and Mandatory Scored Questions

The Evaluation Team will review each Supplier's response in detail to determine its compliance with mandatory RFP requirements. Responses to both "Mandatory" and "Mandatory Scored" Questions

will be evaluated on a pass/fail basis. If a Supplier's response fails to meet a mandatory and/or mandatory scored RFP requirement, DOAS will determine if the deviation is material. A material deviation will be cause for rejection of the Supplier's response. An immaterial deviation will be processed as if no deviation had occurred. All responses that meet the requirements of the "Mandatory" and "Mandatory Scored" Questions are considered "Responsive Proposals" at that point in time and will be scored in accordance with the point allocation in Section 6.4 "Scoring Criteria."

6.2.2. Review of Additional Scored Information Questions

For all responses determined to be "Responsive Proposals", the Evaluation Team will review and score the responses to the Additional Scored Information (if any) in accordance with the point allocation in Section 6.4 "Scoring Criteria."

The Supplier will receive a total technical score at the conclusion of the evaluation of the RFP Technical Proposal Factors.

6.3. Evaluating Cost Proposal and Total Combined Score

The cost proposals will be reviewed and scored in accordance with Section 6.4 "Scoring Criteria." To expedite the evaluation process, DOAS reserves the right to analyze the cost proposals independently, but at the same time the Evaluation Team is analyzing the technical proposals, provided neither the cost proposals nor the cost analysis is disclosed to the Evaluation Team until the Evaluation Team completes its initial evaluation and scoring of the eRFP Proposal Factors.

6.3.1. Cost Scoring

DOAS may utilize lowest cost, lowest total cost, or greatest savings to determine the most competitive cost proposal. The cost proposal will receive a score at the category level relative to other proposals, however, the cost proposal may also receive a score on an overall basis relative to other proposals. Please review Sections 6.3.1.1 – 6.3.1.4 for specific information associated with cost proposal scoring and point allocation. The Supplier deemed to have the most competitive cost proposal at the designated level, as determined by DOAS, will receive the maximum weighted score for the cost criteria. Other proposals will receive a percentage of the weighted score based on the percentage differential between the most competitive cost proposal and the specific proposal in question.

6.3.1.1 Category A - Video Surveillance & Category B - Access Control Categories

For evaluation purposes only, DOAS will compute a Supplier Total Proposed Category Price for each project scenario based on the Supplier provided Published List Price/MSRP, Supplier Proposed Discount Percentage off Published List Prices/MSRP, the historical purchase habits of Authorized Users, and the Percentage MarkUp on Ancillary Items section. Specifically, for each line item in the project scenario, the Supplier provided Published List Price/MSRP will be multiplied by the Supplier Proposed Discount Percentage Off List Price to determine the Supplier Proposed Unit Price. The Supplier Proposed Unit Price multiplied by the Quantity total the line item Extended Project Price. The Extended Project Price for all line items within the proposed scenario will be summed and the Percentage MarkUp on Ancillary Items will be added to the Extended Project Price to determine the scenario Total Proposed Category Price. The Supplier Total Proposed Category Price will be used to assign a cost proposal score in accordance with Section 6.3.1.4

Suppliers are required to submit pricing for the Manufacturers Percentage (%) Off Discount section in order to be eligible for award. However, pricing for this section will not be scored, but will be evaluated separately to determine if the proposed pricing is fair and reasonable and highly competitive. DOAS currently recognizes the following analysis techniques to support determinations that proposed amounts are fair and reasonable; (a) Adequate price competition (multiple bids), (b) Comparison with prices previously paid for similar/like services, (c) Comparison with published price list, published market prices, discount or rebate arrangements, (d) Comparison with prices/amounts obtained through market research and (e) other industry specific generally accepted price/cost

analysis techniques. DOAS reserves the right to reject prices for any cost/price elements that are determined not to be fair and reasonable

6.3.1.2 Category C- Mass Notification & Category D - Active Shooter Detection Categories

Supplier proposed pricing for Category C and D will not be scored but will be evaluated separately to determine if the proposed cost/price is fair reasonable and highly competitive. DOAS currently recognizes the following analysis techniques to support determinations that proposed amounts are fair and reasonable; (a) Adequate price competition (multiple bids), (b) Comparison with prices previously paid for similar/like services, (c) Comparison with prices/amounts obtained through market research and (e) other industry specific generally accepted price/cost analysis techniques. DOAS reserves the right to reject prices for any cost/price elements that are determined not to be fair and reasonable.

6.3.1.3 Labor Rate Pricing Category

For evaluation purposes only, DOAS will compute the Supplier Total Proposed Category Price for the labor rate pricing category based on the Supplier provided Unit Prices and the historical purchase habits of Authorized Users. Specifically, for each line item in the category, the Supplier provided Unit Price/Hourly Rate will be multiplied by the Estimated Annual Quantity to determine the Extended Annual Price. The Extended Annual Price for all line items within the labor rate pricing category will be summed to determine the Supplier Total Proposed Category Price. The Supplier Total Proposed Category Price will be used to assign a cost proposal score in accordance with Section 6.3.1.4.

Suppliers are required to submit pricing for the Additional Labor Rate section in order to be eligible for award. However, pricing for this section will not be scored, but will be evaluated separately to determine if the proposed pricing is fair and reasonable and highly competitive. DOAS currently recognizes the following analysis techniques to support determinations that proposed amounts are fair and reasonable; (a) Adequate price competition (multiple bids), (b) Comparison with prices previously paid for similar/like services, (c) Comparison with published price list, published market prices, discount or rebate arrangements, (d) Comparison with prices/amounts obtained through market research and (e) other industry specific generally accepted price/cost analysis techniques. DOAS reserves the right to reject prices for any cost/price elements that are determined not to be fair and reasonable.

All Suppliers are encouraged to provide labor costs. However, the Supplier may ENTER a "0" or "NA" if the Supplier does not have the job title.

All Maintenance and Service Plans established between the awarded Supplier(s) and an Authorized user must correspond with the labor rates provide with the cost worksheet.

6.3.1.4 Total Cost Score

Point allocation for the cost proposal is comprised of the following:

Category A – Video Surveillance: (Project Price +%MarkUP Auxiliary items) + Supplier Total Proposed Category Price

Category B – Access Control: (Project Price +% MarkUP Axillary items) + Supplier Total Proposed Category Price

6.3.2. Georgia Enterprises for Products and Services (GEPS)

In the event the Issuing Officer has received a response from GEPS, the Issuing Officer must factor in a price preference of 8% for purposes of cost evaluation. The price preference of 8% has been approved by DOAS in accordance with the State Use Law set forth at O.C.G.A. 50-5-135 et seq., which is intended to create opportunities for disabled persons employed by community-based rehabilitation programs and

training centers that are certified by the State Use Council. To implement the price preference, the Issuing Officer must lower GEPS' price by 8% when comparing GEPS' price with any other Supplier's Response. However, in the event GEPS wins the contract award, GEPS must be paid at its actual bid price.

6.3.3. Total Combined Score

For Category A - Video Surveillance and Category B - Access Control, the Supplier's Total Cost Score for the category will be combined with the Supplier's Technical Proposal Score for the category to determine the Supplier's overall score (or "Total Combined Score"). Point allocation for the cost proposal may be applied at the overall level, depending on the State's determination whether award based on category or overall is deemed to be in the best interest of the State

For Category C – Mass Notification and Category D – Active Shooter, Supplier(s) will receive a technical proposal score for each category (only), which will also represent the Supplier's Total Combined Score for the category. The supplier's total combined score for the category will be determined Primarily by using the Supplier's technical proposal score for the category. DOAS reserves the right however to reject a supplier's total combined score in this category if its cost/price elements as described in Section 6.3.1.2 are determined not to be fair and reasonable.

6.4. Scoring Criteria

The evaluation is comprised of the following:

Category	Criteria	Points
Cost	1. Cost of proposed products and/or services	400 points/category
Technical/Proposal Factors	2. "Mandatory" Requirements	Pass/Fail
Technical/Proposal Factors	3. "Mandatory Scored" and/or "Additional Scored" Responses	600 points/category
Total	N/A	1,000 points

6.5. Georgia Based Business/Reciprocal Preference Law O.C.G.A. §50-5-60(b)

For the purposes of evaluation only, Suppliers resident in the State of Georgia will be granted the same preference over Suppliers resident in another state in the same manner, on the same basis, and to the same extent that preference is granted in awarding bids for the same goods or services by such other state to Suppliers resident therein over Suppliers resident in the State of Georgia. NOTE: For the purposes of this law, the definition of a resident Supplier is a Supplier who is domiciled in the State of Georgia.

6.6 Negotiations of Proposals and/or Cost Factors

DOAS possesses discretionary authority to conduct one or more rounds of negotiations of technical proposal and/or cost factors as permitted by Georgia law and DOAS' established procurement policy. This section of the RFP describes DOAS' process for utilizing its discretionary negotiation authority as defined by O.C.G.A. Section 50-5-67(a)(6); however, DOAS reserves the right to conduct any other negotiations authorized by law.

The objective of negotiations is to obtain the Supplier's best terms. PLEASE NOTE: NEGOTIATIONS ARE DISCRETIONARY; THEREFORE, DOAS URGES THE SUPPLIER (1) TO SUBMIT ITS BEST RESPONSE AND (2) NOT TO ASSUME THE SUPPLIER WILL BE GRANTED AN OPPORTUNITY TO NEGOTIATE.

6.6.1. Overview of Negotiations

After the Evaluation Team has scored the Suppliers' proposals, DOAS may elect to enter into one or more rounds of negotiations with all responsive and responsible Suppliers or with only those Suppliers identified by the Evaluation Team as being in the competitive range. The competitive range will not be selected arbitrarily and those Suppliers included in the competitive range must have highly scored proposals.

After each round of negotiations (if any), the Supplier will submit revisions to its proposal factors and/or cost proposal, which revisions will be scored by the Evaluation Team in accordance with the same criteria used to evaluate the initial responses from the Suppliers. Suppliers may be removed from further participation in the negotiation process in the event the Evaluation Team determines the Supplier cannot be considered responsive and responsible or based on the competitive range as defined in Section 6.6.3 "Competitive Range."

DOAS reserves the right to proceed to award without further discussions after receipt of the initial proposals, in which case, negotiations and Proposal Revisions will not be required.

6.6.2. Negotiation Instructions

Listed below are the key action items related to negotiations. The State's Negotiation Committee may consist of the State's Evaluation Committee or may be comprised of different people. However, evaluation of proposals or revised proposals shall be completed only by the State's Evaluation Committee.

- 1. Negotiation Invitation:** Those Suppliers identified by the Evaluation Committee to negotiate will be notified and invited to attend negotiations. Suppliers will be notified in writing: (i) the general purpose and scope of the negotiations; (ii) the anticipated schedule for the negotiations; and (iii) the procedures to be followed for negotiations.
- 2. Confirmation of Attendance:** Suppliers who have been invited to participate in negotiations must confirm attendance.
- 3. Negotiations Round(s):** One or more rounds of negotiations may be conducted with those Suppliers identified by the State's Evaluation Team.

6.6.3. Competitive Range

If DOAS elects to negotiate pursuant to Section 6, DOAS may either (1) elect to negotiate with all responsive and responsible Suppliers, (2) limit negotiations to those Suppliers identified within the competitive range, or (3) limit negotiations to the number of Suppliers with whom DOAS/Negotiation Team may reasonably negotiate as defined below. In the event DOAS elects to limit negotiations to those Suppliers identified within the competitive range, DOAS will identify the competitive range by (1) ranking Suppliers' proposals from highest to lowest based on each Supplier's Total Combined Score and (2) then looking for breaks in the scores such that natural groupings of similar scores may be identified. In the event DOAS determines the number of responsive and responsible Suppliers is so great that the Negotiation Team cannot reasonably conduct negotiations (which determination shall be solely at DOAS' discretion and shall be conclusive), DOAS may elect to limit negotiations to the top highest ranked Suppliers as determined by the Total Combined Score.

6.6.4. Negotiation Round Completion

As part of each round of negotiation, the Negotiation Team may or may not engage in verbal discussions with the Suppliers. However, whether or not the Negotiation Team engages in verbal discussions, any revisions the Supplier elects to make to its response must be submitted in writing via email by the end date and time identified by the Issuing Officer. All revisions received by the due date and time will be evaluated and re-scored by the Evaluation Team in accordance with the same criteria used to evaluate the initial responses from the Suppliers. Revisions which are not received prior to the due date and time cannot be considered; however, any Supplier failing to submit timely revisions will not be disqualified from consideration for award based on its final proposal as accepted by DOAS.

6.7. Selection and Award

The primary objective of this eRFP is to identify the proper number of Suppliers that can deliver a wide variety of products and services in the categories specified to a broad and dispersed demographic of state and local government users, who require a high level of customer care before and after the sale. Accordingly, DOAS expects to make multiple awards, based on the most highly ranked proposals at the

category level (or overall as deemed appropriate), to responsive and responsible Suppliers who offer products and services at competitive prices that meet or exceed the technical requirements set forth in the eRFP with whom DOAS has reached agreement on all contract terms and conditions. While, the objective of this eRFP is to identify the appropriate number of Suppliers that can effectively meet the operational demands of Authorized Users, DOAS anticipates awards to be made to the Suppliers within the competitive range of each category based on the total combined score. DOAS reserves the right to make additional contract awards (1) to Suppliers that offer products/services that are in scope but are not otherwise available from other awarded sources of supply and (2) if determined to be in the best interest of the State

DOAS's expects to receive significantly lower pricing, when compared to pricing offered to other potential Authorized Users (e.g. state entity, city, county or university contracts). DOAS reserves the right to accept or reject any and all quotes, or separable portions, and to waive any minor irregularity, technicality or omission if DOAS determines that doing so will serve the State's best interest. DOAS reserves the right to: (a) request clarifications from Supplier(s); (b) request resubmissions from all Supplier(s); and (c) take any other action as permitted by law.

6.8. Site Visits and Oral Presentations

DOAS reserves the right to conduct site visits or to invite Suppliers to present their proposal factors/technical solutions to the Evaluation Team. Cost proposals and related cost information must not be discussed during the oral presentation of the Supplier's technical solution. Nothing in this section shall prohibit the Negotiation Team from discussing both proposal factors and cost information during the negotiation process defined by Section 6.6 "Negotiations of Proposals and/or Cost Factors".

6.9. Public Award Announcement

The preliminary results of the evaluation will be announced through the public posting of a Notice of Intent to Award to the Georgia Procurement Registry. The Notice of Intent to Award ("NOIA") is not notice of an actual contract award; instead, the NOIA is notice of the DOAS-expected contract award(s) pending resolution of the protest process. The NOIA will identify the apparent successful Supplier(s), unsuccessful Supplier(s), and the reasons why any unsuccessful Suppliers were not selected for contract award. NO SUPPLIER SHOULD ASSUME THAT DOAS WILL PROVIDE PERSONAL NOTICE OF THE NOTICE OF INTENT TO AWARD ("NOIA"). INSTEAD, ALL SUPPLIERS SHOULD FREQUENTLY CHECK THE GEORGIA PROCUREMENT REGISTRY FOR NOTICE OF THE NOIA.

The Notice of Award ("NOA") is the DOAS public notice of actual contract award(s). The NOA will be publicly posted to the Georgia Procurement Registry.

7. Contract Terms and Conditions

The statewide contract that DOAS expects to award as a result of this eRFP will be based upon the eRFP, the successful supplier's final response as accepted by DOAS and the contract terms and conditions, which terms and conditions can be downloaded from the eRFP. The "successful supplier's final response as accepted by DOAS" shall mean: the final cost and technical proposals submitted by the supplier and any subsequent revisions to the supplier's cost and technical proposals and the contract terms and conditions due to negotiations, written clarifications or changes made in accordance with the provisions of the eRFP, and any other terms deemed necessary by DOAS, except that no objection or amendment by a supplier to the eRFP requirements or the contract terms and conditions shall be incorporated by reference into the statewide contract unless DOAS has explicitly accepted the supplier's objection or amendment in writing.

Please review DOAS' contract terms and conditions prior to submitting a response to this eRFP. Suppliers should plan on the contract terms and conditions contained in this eRFP being included in any award as a result of this eRFP. Therefore, all costs associated with complying with these requirements should be included in any pricing quoted by the suppliers. The contract terms and conditions may be supplemented or revised before contract execution and are provided to enable suppliers to better evaluate the costs associated with the eRFP and the potential resulting statewide contract.

Exception to Contract

By submitting a response, each supplier acknowledges its acceptance of the eRFP specifications and the contract terms and conditions without change except as otherwise expressly stated in the submitted proposal. If the supplier takes exception to a contract provision, the supplier must state the reason for the exception and state the specific contract language it proposes to include in place of the provision. Any exceptions to the statewide contract must be uploaded as part of the supplier's response, and should be provided as a red-line markup of the posted contract with inserted comments specifying the need for the changes. Proposed exceptions must not conflict with or attempt to preempt mandatory requirements specified in the eRFP.

In the event the supplier is selected for potential award, the supplier will be required to enter into discussions with DOAS to resolve any contractual differences before an award is made. These discussions are to be finalized and all exceptions resolved within the period of time identified in the schedule of events. Failure to resolve any contractual issues will lead to rejection of the supplier. DOAS reserves the right to proceed to discussions with the next best ranked supplier.

DOAS reserves the right to modify the statewide contract to be consistent with the apparent successful offer, and to negotiate other modifications with the apparent successful suppliers. Exceptions that materially change the terms or the requirements of the eRFP may be deemed non-responsive by DOAS, in its sole discretion, and rejected. Contract exceptions which grant the supplier an impermissible competitive advantage, as determined by DOAS, in its sole discretion, will be rejected. If there is any question whether a particular contract exception would be permissible, the supplier is strongly encouraged to inquire via written question submitted to the Issuing Officer prior to the deadline for submitting written questions as defined by the Schedule of Events.

8. List of eRFP Attachments

The following documents make up this eRFP. Please see Section 2.2.2 "eRFP Review" for instructions about how to access the following documents. Any difficulty locating or accessing the following documents should be immediately reported to the Issuing Officer.

- A. State Entity eRFP (this document)
- B. Cost Proposal
- C. Mandatory
- D. Mandatory Scored GENERAL (Categories A,B,C,D)
- E. Mandatory Scored Category A (Video Surveillance)
- F. Mandatory Scored Category B (Access Control)
- G. Mandatory Scored Category C (Mass Notification)
- H. Mandatory Scored Category D (Active Shooter Detection)
- I. Contract
- J. Georgia Procurement Conference Form
- K. Supplier Questions and Answers
- L. Tax Compliance Form
- M. W-9
- N. E-Verify
- O. Contracting with the State of Georgia
- P. Certificate of Non-Collusion
- Q. Verifiable References

Mandatory Scored Response Worksheet GENERAL

Suppliers responding to one or more of the following Categories must answer all the requirements in this document:

- Category A – Video Surveillance Systems
- Category B – Access Control Systems
- Category C – Mass Notification Systems
- Category D – Active Shooter Detection Systems

Failure to answer these requirements will result in disqualification of the proposal.

Suppliers must indicate whether their proposal meets the individual requirement and provide a supporting narrative. Suppliers must provide a thorough narrative description in the space provided in this spreadsheet. **DO NOT ATTACH DOCUMENTS.**

The narrative description, along with any required supporting materials, will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award.

DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.

Operations and Experience

1

Supplier shall provide a brief history and description of the company detailing the following:

- a. Supplier shall provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the Supplier is incorporated or otherwise organized to do business.
- b. Supplier shall include an organization chart and a thorough narrative describing how the contract resulting from this solicitation will be supported from senior management down to customer facing employees.

RESPONSE

- a. Convergent Technologies LLC.

Headquarters:
One Commerce Drive
Schaumburg, IL 60173

Atlanta Service Center Address:
1955 Evergreen Blvd, Suite 50
Duluth, GA 30096

Convergent is a Limited Liability Corporation

In 2001, Convergent was incorporated in Delaware. Convergent is a global company with over 110 locations, with over 90 locations in North America alone. Convergent is registered to do business in the State of Georgia.

Convergent's service team is available 24 hours a day, 365 days a year. Convergent's call centers are operated by knowledgeable staff who field requests coming from customer facilities and integrates with the iCare Customer

Portal. The Convergent Atlanta, GA office located in Gwinnett County has 51 installation vehicles, 28 service vehicles, and over 200 colleagues supporting Service, Security, Fire, and Building Automation. The Convergent Atlanta, GA office has a Service Center manned during normal business hours by 6 Service Coordinators for technician dispatching, and we also have an after-hours line.

- b. Supplier shall include an organization chart and a thorough narrative describing how the contract resulting from this solicitation will be supported from senior management down to customer facing employees.**

Convergent has included the below Org Chart, which shows the support from senior management down to the customer-facing employees. Convergent currently has a large commitment to the State of Georgia and will continue the support with this Proposal.

Convergent has a total fleet in Georgia that is currently 128 vehicles. We have worked diligently to provide service to all of our state & local governments as well as our higher education and K-12 schools. Convergent's Senior Management empowers front line colleagues to act in the customer's best interest. Convergent prides itself on being forward-facing from the colleagues on the front line to senior management. The State of Georgia Contract has the highest exposure to our leadership. Authorized users have dedicated emails to both Convergent leadership and operations teams.

2	Supplier must have the ability to work with various Authorized Users in a collaborative effort to meet their needs. Describe how your company will collaborate with the Authorized Users to s to provide products and services to meet their goals.
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RESPONSE

Convergent will collaborate with the Authorized Users of the State Contract to provide products and services required to meet their needs. We will schedule an on-site meeting with the Authorized User(s) to listen to their needs and ask relative questions. Based upon existing site conditions, we will walk-thru their facility and conduct a survey, note any reusable security equipment, and coordinate requirements with necessary departments (security, IT, facilities, procurement). Convergent will present to the Authorized User an engineering recommendation solution (proposal), which may include floorplan drawings, as-built drawings, and manufacturer datasheets. In the event an Authorized User would like to compare different solutions, Convergent as an integrator (Partner) and not a manufacturer will coordinate to have multiple manufacturers to come and demonstrate and provide answers to questions. We call this a "shoot-out." As part of this collaboration, Convergent will engage procurement as early in the process and introduce the State Contract. During project implementation, our Project Manager becomes their single point of contact for all things related to the project. Final approval and commissioning are only when the Authorized User is fully satisfied, and we invoice our progress. Each quarter as required under this and past contracts, Convergent will submit our administration contract usage report ahead of the deadline.

Convergent believes in living our values and beliefs. To show our customers that we are their best service provider, we developed **iCare Customer Portal**, our web-based customer resource providing real-time, online access to your service and installation work orders, management reporting, and secured document sharing to provide easy collaboration between Convergent and you. Repair work orders, preventative maintenance visits, installation work information, is available 24/7.

Another aspect of being the best service provider to the State, as well as, the Authorized Users, Convergent has explained below the Levels of Escalation that are available to every customer. This not only shows our commitment to the Authorized Users but also shows the State of Georgia that we do not take issues lightly.

Level One

Notifying our Service Coordinator of a service or support in deficiency. If the response to the Authorized User is not satisfactory, escalate to level two

Level Two

Complaint Escalation Procedure:

While personnel may change over the life of this contract, our email distribution address will not. Email atlservice@convergent.com, which is distributed to more than ten Convergent colleagues in our Georgia operations team. If the response by our service leadership team is not satisfactory, escalate, or forward any email communications to level three.

Level Three

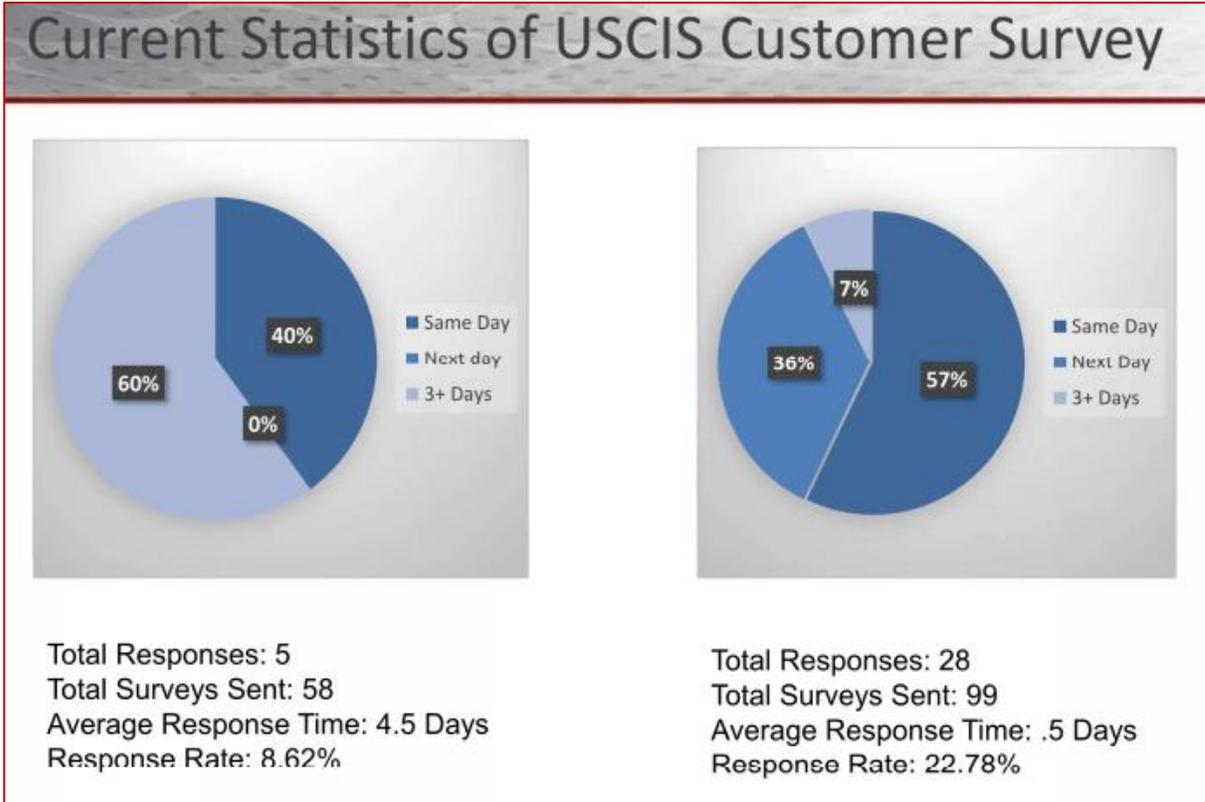
atleadership@convergent.com email includes our operations manager, service manager, sales manager, and General Manager for all Convergent operations in the State of Georgia. This same email includes our Regional Vice President of our Southeast Region.

Convergent reaches out to customers to learn and continuously improve our processes. We want to know what we can do better to be your best service provider. Below you will find examples of results from the surveys to show that Convergent goes to great lengths to continuously make improvements based on our customer's needs.

Customer Service Surveys

Convergent conducts Customer Satisfaction surveys that cover several aspects of our interaction with Authorized Users. Convergent distributes the collected information provided in the surveys from the Authorized Users to relative colleagues and Senior Managers.

Customer Satisfaction and Interaction Survey Results Example from the Customer USCIS



Current Surveys being sent

Current USCIS Survey

How do you rate our responsiveness in working with you? *

1 2 3 4
 Poor () () () (x) Excellent

Was our team courteous, respectful, and professional? *

1 2 3 4
 Poor () () () (x) Excellent

Did you find the technician to be knowledgeable of the system they were working on? *

1 2 3 4
 Poor () () () (x) Excellent

Was the communication good and informative throughout the process? *

1 2 3 4
 Poor () () () (x) Excellent

Did the Technician provide you with an adequate explanation of any issues that were resolved or found during their visit? *

(x) Yes

() No

Did our Colleague inquire if you were having any other issues with any of your security system components, prior to them leaving the site? *

(x) Yes

() No

Do you have any comments or concerns? *

If we ever lose James, we're in trouble.

Work Order Number *

W552398

Current Convergent Survey

Survey #15282

Company Social Security Admin.
 Site Marshall, TX SSA
 Project/CSP#
 CTC Dallas
 Survey type Service WO
 Completed by Kyle Vicky
 Contact phone 817-223-4443

Responsiveness

6/5

I always get a call back from Conan Rooks and Elijah when I deal with him more in the past.

Colleague Attitude

6/5

Always very pleasant.

Problem Resolution

6/5

My POCs always work well with me to find solutions to sometimes emergency situations.

Quality of Work

5/5

Very few complaints from my field offices.

Experience with Convergent

6/5

Always a good experience and this has been a very good contract for us.

Best Service Provider

Yes

Colleague Recognition

Conan Rooks, Elijah And All Of The Schedulers For
 They are always willing to help

USCIS Customer Survey Results

Customer Survey Metrics

USCIS Customer Survey Statistics <i>As of 1/4/2018 3:42pm</i>	% of 4's Excellent	% of 3's Good	% of 2's Average	% of 1's Poor	% of Yes	% of No	Total Number of Surveys Sent	Percentage of responses received	Survey Distribution Start Date:
How do you rate our responsiveness in working with you?	84.21%	10.52%	2.63%	2.63%			178	20.70%	5/25/2017
Was our team courteous, respectful, and professional?	97.36%	2.63%	0%	0%					
Did you find the technician to be knowledgeable of the system they were working on?	92.10%	0%	7.89%	0%					
Was the communication good and informative throughout the process?	84.21%	7.89%	0	7.89%					
Did the Technician provide you with an adequate explanation of any issues that were resolved or found during their visit?					94.73%	5.26%			
Did our Colleague inquire if you were having any other issues with any of your security system components, prior to them leaving the site?					89.47%	10.52%			

Over 90% favorable in categories 3 and 4

**"The Security Maintenance and Repair Program is a success... before we had nothing"
 – Scott Dunford, USCIS Security Operations Chief**

3	The State is looking for a Supplier that has a proven track record working with government and the private sector. Supplier shall include a summary of experience in providing similar products and/or performing similar services (specify experience by category) for large organizations, highlighting any government experience. Highlight your history in the State of Georgia or similar state/public government entity (including education). The response shall demonstrate, in detail, how the experience relates to what is being requested in this eRFP, e.g. number of years in business, and how the organization for which the services were provided is similar to the requirements contained in the eRFP.
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RESPONSE**Summary of Experience:**

The Georgia Department of Administrative Services, State Purchasing Division, established a Statewide Contract #99999-SPD-SPD0000025-0002 for CCTV Products, Services, and Installation with Convergent Technologies in 2011. As a mandatory contract available for use by all State, City, and County public entities within the State of Georgia, Convergent has provided products, services, and installation, reported and consistently paid administration fees, on over eleven (11) million dollars of business over the term of the statewide contract and addendum extensions.

The Georgia Department of Administrative Services, State Purchasing Division, established a Statewide Contract for CCTV Products, Services, and Installation with Convergent Technologies under contract number #99999-SPD-SPD0000025-0002 November 1, 2011. This is a Tier 1 mandatory contract available for use by all State, City & County public entities within the State of Georgia. The purpose of this contract is to provide CCTV Products, Services, and Installation to entities in the State of Georgia. This contract includes the products, turnkey installation, and associated services of CCTV equipment. This contract is currently in extension five, valid through October 1, 2020.

Key solutions Convergent has provided to current Authorized Users include:

- Competitive pricing
- Capability to process and use the State of Georgia P-Card
- Provide equipment and solutions from numerous manufacturers as an authorized value-added reseller under contract
- Deliver reputable service and support with coverage across the State of Georgia
- Provide reasonable standard and emergency response times and rates through various avenues (iCare, Phone #, email, etc.)
- Offer 24/7/365 support

In both the public and private sectors, Convergent has excelled in delivering solutions in the four categories of this Integrated Security and Surveillance Products and Services RFP to include Video Surveillance Systems, Access Control Systems, Mass Notification Systems and Active Shooter Detection Systems. Listed in Attachment Q, Client References, are some of the many current references and descriptions for each of the category solutions. Below you will find high-level overviews of some of the references we have.

Video Surveillance Systems*Atlanta Public Schools*

Introduced Atlanta Public Schools to utilizing the Georgia Statewide Contract to implement a video surveillance turnkey solution supporting over 4,100 cameras covering over 70 school campus and administration facilities. The value of this initial project is \$1,600,000 with future expansion considering Active Shooter Detection Systems.



University of Georgia

Continuing to utilize the Georgia Statewide Contract in supporting over 450 digital IP cameras integrated with access control and vending card system.

Access Control Systems



Georgia Building Authority

On-going systems and support by always using the Georgia Statewide Contract to support their responsibilities at State Agency Facilities with over 1,000 card readers integrated with video surveillance and intrusion alarm system.

Mass Notification Systems



Blue Cross Blue Shield of Tennessee

Installed a Mass notification system with the base platform is an EST #3 Fire alarm, the second step is integrating the Alertus mass notification distribution system, this is annunciated for the campus with four Hyper-Spike Units.

Active Shooter Detection Systems



DeKalb County Government

Convergent worked with DeKalb County on the Manual Maloof building Shooter Detection Systems that is integrated into the Avigilon IP video surveillance system, which consists of sensors located in the CEO area and the Human Resources location.

Convergent understands the importance of the State Contract to the State of GA Authorized Users. Throughout the lifetime of the two (2) contracts identified above, we have supported and advertised the State Contract to customers who are not currently on the contract. For example, Convergent worked with Atlanta Public Schools to utilize the State Contract for their purchasing needs. Below is an example of how Convergent markets the contract to potential new Authorized Users.

REDUCE COSTS AND SIMPLIFY PROCUREMENT WITH THE GEORGIA STATE CONTRACT

Convergent Technologies offers video surveillance, security, and life safety solutions through the Georgia Statewide Contract #99999-SPD0000025-0002.

Georgia Agency Experience:

- **University Campus:** Over 450 IP cameras integrated with access and vending card system
- **City Government:** Citywide surveillance with license plate recognition
- **State Government:** Over 1000 card readers integrated with cameras and alarms
- **Public School District:** Centralized surveillance with mobile device capability
- **State Agency:** Integrated security and surveillance for multiple locations spanning the State

Eligible Agencies:

<ul style="list-style-type: none"> • State Government • City & Local Government • Primary Education Systems • Higher Education Systems 	<ul style="list-style-type: none"> • Nonprofit Agencies for Public Benefit • Public Agencies • Public Housing Authorities • Airports
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For more information, visit:
www.convergent.com/georgia-statewide-contract

Joe Brown
 1955 Evergreen Blvd Suite 50
 Duluth, GA 30096
 (865) 801-5452
joe.brown@convergent.com

Department of
Administrative Services

Making a Daily Difference

Customer Service

1 Supplier must describe their overall philosophy and approach to customer service and how this sets the Supplier apart from its competition.

RESPONSE



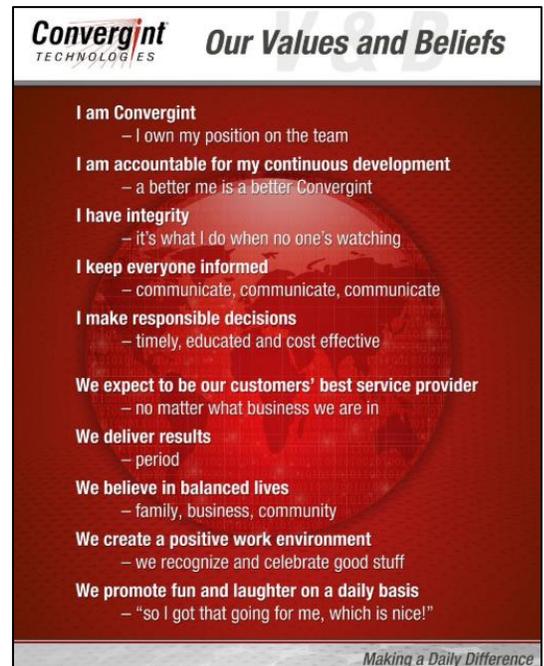
Founded in 2001 and headquartered in Schaumburg, Illinois, Convergent Technologies LLC.'s ("Convergent") is an industry-leading global service-based systems integrator and is #1 on the SDM Top Systems Integrators Report for 2019. Our expertise and strategic focus are predicated on providing comprehensive design, installation, and service (maintenance) for integrated building systems, including electronic security, fire alarm, and life safety systems. We are the *nation's largest independent security systems integrator* with over 18 years of experience and "lessons learned" supporting State and Local Government customers. From day one, delivering value through unparalleled customer service and consistent operational excellence has been foundational at Convergent.

Convergent has grown to be a global integrator with offices and partners across the world. However, even though we are a large company with worldwide reach, we don't lose sight of the customers who are our neighbors.

Our People, Culture, Technologies, and our Service sets us apart from our competitors. With a culture of Integrity, Accountability, and Excellence, Convergent is committed to being our customers' best service provider.

Our People – Our greatest strength is our people. We hire and develop the industry's most dedicated and qualified colleagues and provide an aggressive certification plan to keep them trained in the latest technology innovations, industry trends, and regulations. We invested over \$10M in training courses last year!

Our Culture – In the basement of one of the founders on day two of Convergent's existence, they decided that Convergent will have a set of core Values and Beliefs "Vs & Bs" that express our responsibility to our customers, our colleagues, and our communities. ***Our Vs & Bs are not just words on a page, but the very fabric of Convergent culture.*** Our daily commitment to these values is one key reason why our customers choose to do business with Convergent Technologies.



Our Technologies – Convergent maintains strong relationships with the worlds' leading technology partners to provide customers with a choice of best-in-class solutions allowing us to provide cost-effective, customized, valued solutions and products to our customers. Instead of tying your hands to one provider or one manufacturer, we promote non-proprietary systems enabling you to avoid sole source dependency while ensuring long-term system flexibility and maintaining cost-effectiveness.

Our Services – One of our core values is that we expect to be our customers’ best service provider. Convergent designs service programs to meet the client’s specific business goals by leveraging dedicated, certified colleagues to ensure system integrity and uptime. *iCare*, our customer portal, provides you real-time access to your installation projects, service work orders, and status and metrics reporting. Our iCare portal promotes transparency, improves customer service, and reduce cost through operational efficiency improvement. iCare is a fully-integrated tool, connected to all aspects of the Convergent enterprise, from Customers to schedulers to technicians in the field.

Convergent is a flat and integrated organization able to react to changing market conditions quickly. This enables us to leverage resources to meet the specific needs of our clients and adapt quickly to the ever-changing business landscape. With 110+ company-owned “brick and mortar” locations and hundreds of Convergent Connect partners around the world, we can meet the most challenging projects and provide a high level of support unmatched by our competitors.

The State of GA clients can reach Convergent either through the onsite Applications Engineer, sending an email to the Applications Engineer, sending an email to the Convergent Technical Support, or by submitting a support request through the iCare portal.

Convergent believes in living our values and beliefs. To show our customers that we are their best service provider, we developed **iCare Customer Portal**, our web-based customer resource providing real-time, online access to your service and installation work orders, management reporting, and secured document sharing to provide easy collaboration between Convergent and you. Repair work orders, preventative maintenance visits, installation work information, is available 24/7.

Installation Projects and Service Work Orders provide detailed information on the status of current work orders and the ability to view completed projects and work orders.

Management Reporting, including status, metric, and financial reporting, all designed to make it easier for you to access the information you need. Status reports and metric reports are readily accessible, making it easier for you to get the information you need.

Status:

- Service Spend Report – service expenditures by site, easy to use resource for budgeting or allocating cost
- Service Work Order Summary – history of all service work orders. Select date range, select site
- Work Order History by Site – service work performed for any specific site
- Work Order History by Equipment – makes it easy to determine if you are having problems with specific equipment at your facility. Information to help you analyze fix vs. replace

Metric:

- Service Metric Report – our performance to your response requirements, all supplied by the timestamps from the work orders.

My Document Library is a collaborative document sharing platform that provides a single location for key documents.

It provides easy access to the playbook, as-built drawings, standard parts lists, installation standards, meeting notes, action items. You decide, set up the folders, and upload the documents. Documents are available to be stored at the site, region, or company level. It makes it easy to know which the current revision is. It is the one in iCare! Through the iCare security structure, the information is always protected.



If after-hours work for emergency service work is needed, the process is the same, the customer creates an iCare work order and information updates are real-time to keep you informed of the progress toward problem resolution.

Convergint iCare Customer Portal Brief Overview

Convergint's service team is available 24 hours a day, 365 days a year. Convergint's call centers are handled by knowledgeable staff who field requests coming from customer facilities and integrates with the iCare Customer Portal. The Convergint Atlanta, GA office has a Service Center manned during normal business hours by Service Coordinators for technician dispatching, and we also have an after-hours line.



iCare is a custom-built extension of our industry-leading customer support services. It leverages the benefits of the Internet with the expertise of our professional customer service representatives to deliver a premier web-based 24x7 support tool. iCare logs, reports, and tracks work orders as well as create an invaluable and ever-expanding knowledge database. Reports are useful in evaluating all aspects of a work order as it proceeds from an initial service request to final issue resolution. Clients can initiate support requests from a smartphone, tablet, or desktop computer, and progress/status can be monitored and tracked on a real-time basis. But iCare is more than just a work order management system. It is also a central repository of documentation such as design, installation, service standards, proposals, cut sheets, tutorial videos, operations playbook, etc.

Convergint listened to their customer's needs and developed the iCare portal specifically for them. All installation projects, maintenance projects, and work orders flow through iCare, and each includes specific details regarding tasks, colleague-hours, materials, and other costs associated with the work order.

The iCare portal promotes transparency, improves customer service, and reduces cost through operational efficiencies. iCare is a fully integrated tool that connects all aspects of the Convergint enterprise, from Customers to schedulers, to technicians in the field. Our ability to serve the system needs of our customers allows us to improve the operation, quality, and lifecycle of their investments.

With iCare, Convergint can leverage our 24x7x365 customer support experience, including fully staffed, prepared technical experts, to support on-site maintenance needs. Through our experience maintaining and documenting configuration changes using iCare and managing the maintenance of all materials and their changes, reporting, and approving changes to the customer, the State's Clients can have a smooth maintenance and service program with total transparency from Convergint.

In iCare, all project details are available when tracking historical maintenance and repair activities to include the total cost of the repair. Customers can track cost and repairs by total cost, or by the facility. Customers can generate electronic service work orders and possess a metric for the measurement of Convergent's performance. All work order history includes a date and time stamp of status changes and work order activity. At any time (and in real-time), you can review the status of all open/closed preventive maintenance, repair, modification/installation services, emergency maintenance, and test and inspect visits for existing and new security systems.

2	Supplier shall describe its complaint escalation procedure. If a complaint from an Authorized User cannot be resolved by the Supplier's Customer Service Department, or the designated Account Representative, describe the hierarchical path this complaint proceeds along until the issue is resolved. Describe how much visibility the State's account will have within your company in terms of a specific management level. The escalation plan must include a methodology to address a situation where the Authorized User/State identifies a potential pattern of component/service failure. In addition, the Supplier must describe how they track customer satisfaction with your products/services and how this information is used to improve your products and services. The Suppliers response can include current customer satisfaction statistics or survey results concerning the quality of the products and services offered.
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RESPONSE

Convergent takes complaints very seriously. Not only do we have an escalation procedure, we also provide emails that reach leadership to make sure all avenues are covered when it comes to the Authorized User experience and satisfaction.

Priority 1 (P1) – Emergency (24/7)

DEFINITION: A sudden, urgent, usually unexpected failure of the access control, video management system, or network connection(s) that compromises life safety, interrupt business operations, or significant risk of damage or loss to port assets.

EXAMPLE: A complete loss of video or access control throughout the entire building.

RESPONSE TIME: On-site within 4 hours of call acknowledgment (24/7).

Priority 2 (P2) – Next Business Day Response

DEFINITION: A common security system failure where non-critical functions, procedures, or resources are negatively affected with a moderate impact on overall security operations.

EXAMPLE 1: The loss of PTZ control of a camera monitoring a general access area.

EXAMPLE 2: A single door failure to a restricted area with multiple points of entry.

RESPONSE TIME: On-site within eight (8) business hours of call acknowledgment. A technician may be dispatched to arrive the next business day.

Priority 3 (P3) – Scheduled

DEFINITION: A security system failure that is not time-sensitive and marginally increases in impact or inconvenience over time. A workaround is available.

EXAMPLE 1: Remove dirt from a camera lens.

EXAMPLE 2: A sticking key on a card reader keypad.

RESPONSE TIME: Resolution times are scheduled on an item by item basis.

Priority 4 (P4) – Parts/Small Projects

DEFINITION: The purchase of parts only (no labor) or installation of new security components that are handled through service.

EXAMPLE 1: The purchase of 500 new badges.

EXAMPLE 2: Adding a new camera.

RESPONSE TIME: Resolution times will depend on the availability of parts and customer requirements.

Below you will find the systematic approach and the outline of the process for ensuring service level commitments.

Level One

Notifying our Service Coordinator of a service or support in deficiency. If the response to the Authorized User is not satisfactory, escalate to level two

Level Two

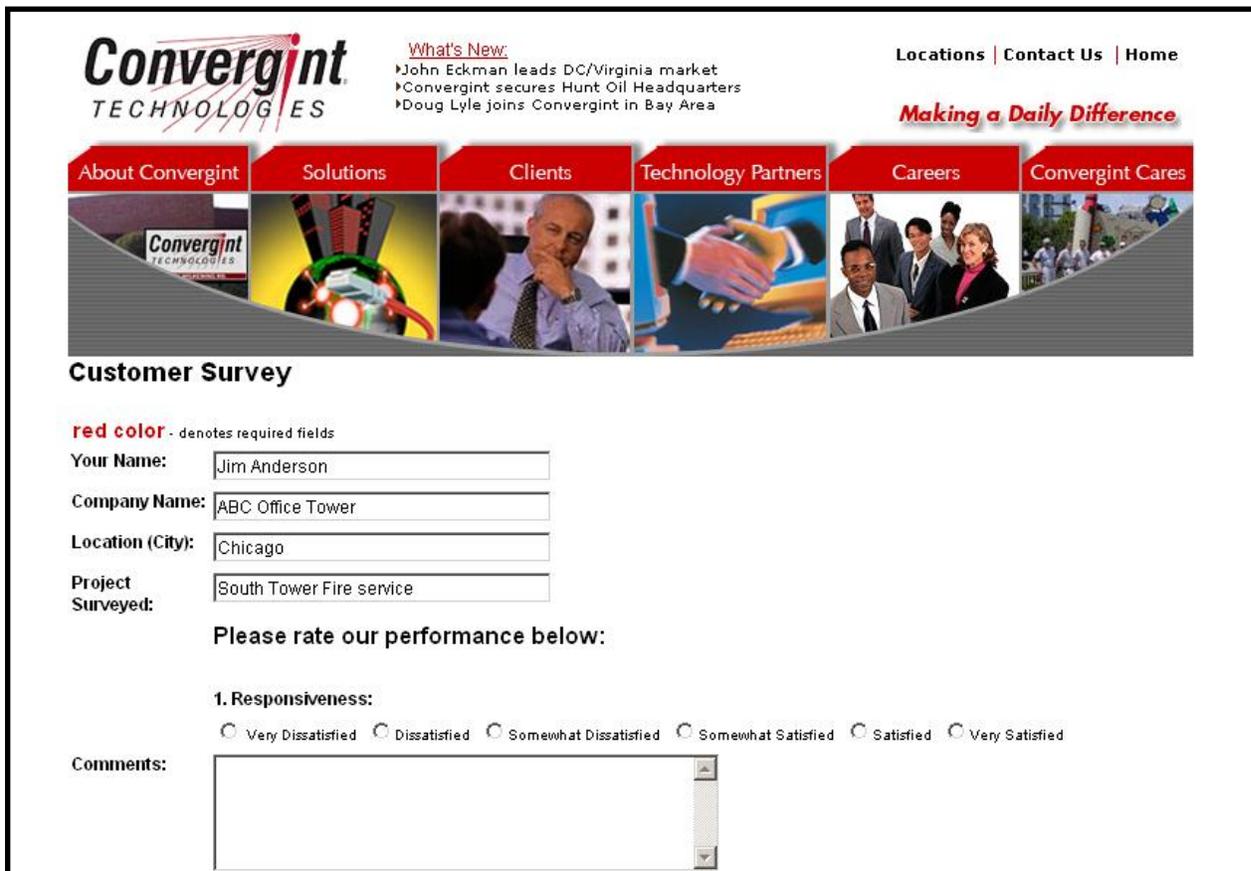
Complaint Escalation Procedure:

While personnel may change over the life of this contract, our email distribution address will not. Email atlservice@convergent.com, which is distributed to more than ten Convergent colleagues in our Georgia operations team. If the response by our service leadership team is not satisfactory, escalate, or forward any email communications to level three.

Level Three

atleadership@convergent.com email includes our operations manager, service manager, sales manager, and General Manager for all Convergent operations in the State of Georgia. This same email includes our Regional Vice President of our Southeast Region.

Convergent also takes customer satisfaction very seriously. Not only do we request a survey's be completed and track every project, but we also offer quarterly business reviews (QBR). Below is a sample customer survey and a sample QBR.



The screenshot shows the Convergent Technologies website header with the logo, navigation links (Locations, Contact Us, Home), and a 'What's New' section. Below the header is a navigation bar with tabs for About Convergent, Solutions, Clients, Technology Partners, Careers, and Convergent Cares. The main content area features a 'Customer Survey' form with the following fields and options:

Customer Survey

red color - denotes required fields

Your Name:

Company Name:

Location (City):

Project Surveyed:

Please rate our performance below:

1. Responsiveness:

Very Dissatisfied Dissatisfied Somewhat Dissatisfied Somewhat Satisfied Satisfied Very Satisfied

Comments:

2. Employee Attitude:
 Very Dissatisfied Dissatisfied Somewhat Dissatisfied Somewhat Satisfied Satisfied Very Satisfied

Comments:

3. Problem Resolution:
 Very Dissatisfied Dissatisfied Somewhat Dissatisfied Somewhat Satisfied Satisfied Very Satisfied

Comments:

4. Quality of Work:
 Very Dissatisfied Dissatisfied Somewhat Dissatisfied Somewhat Satisfied Satisfied Very Satisfied

Comments:

5. My experience with Convergent Technologies
 Very Dissatisfied Dissatisfied Somewhat Dissatisfied Somewhat Satisfied Satisfied Very Satisfied

Comments:

6. Is Convergent Technologies considered your best service provider? If not, what can we do differently to achieve this status?
 Yes No

Comments:

7. Is there an employee that you would like to recognize? If yes, who? Employee's Name

Comments:

8. Can a member of the Convergent management team call you to discuss your responses? If yes, please provide the telephone number
Phone Number:

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website design and website development by [AmericanEagle.com, Inc.](http://AmericanEagle.com)

As an Integrator, Convergent does not produce a product. Our customers come before the products always. **We want to by YOUR best service provider.**

IP Video

All IP Cameras are ONVIF Compliant. This means you never replace an IP Camera if you do not like the Video Management Software (VMS). This is usually done for two reasons:

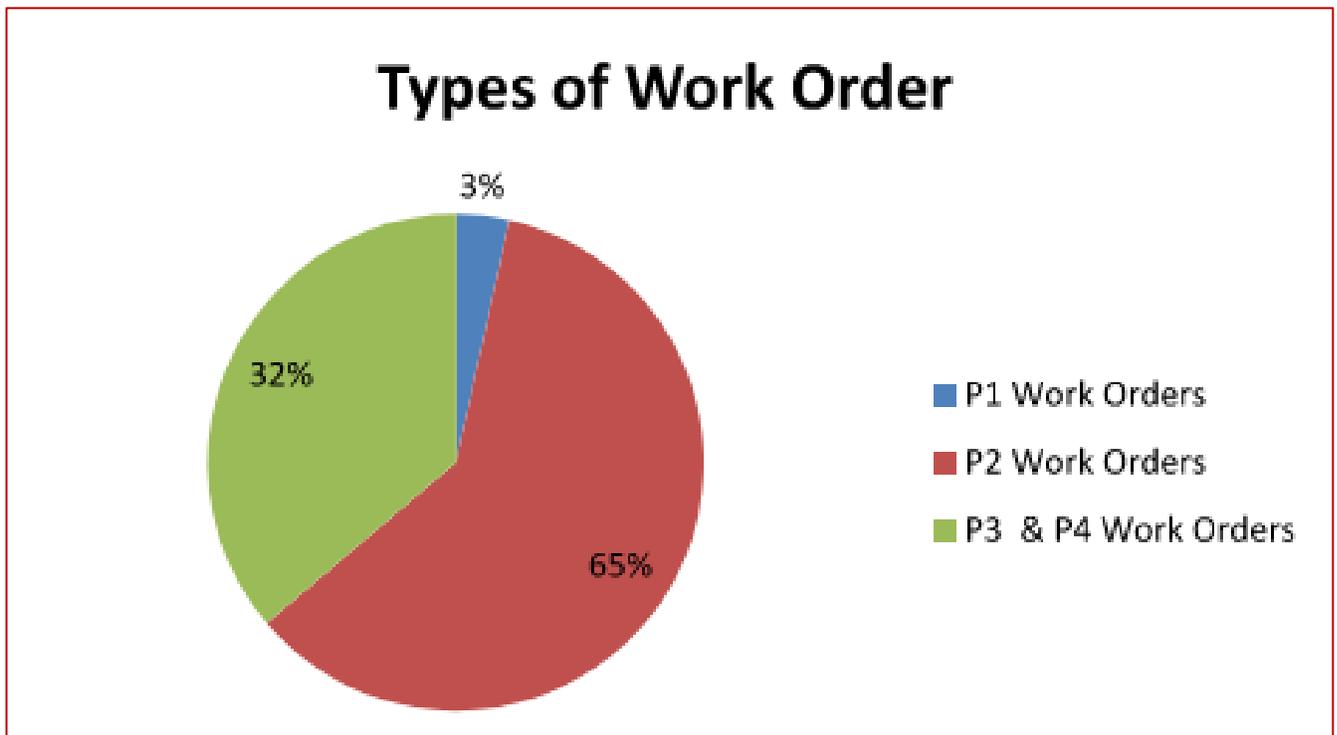
- #1 The feature set does not meet the expectation
- #2 Software Maintenance Fees

Access Control

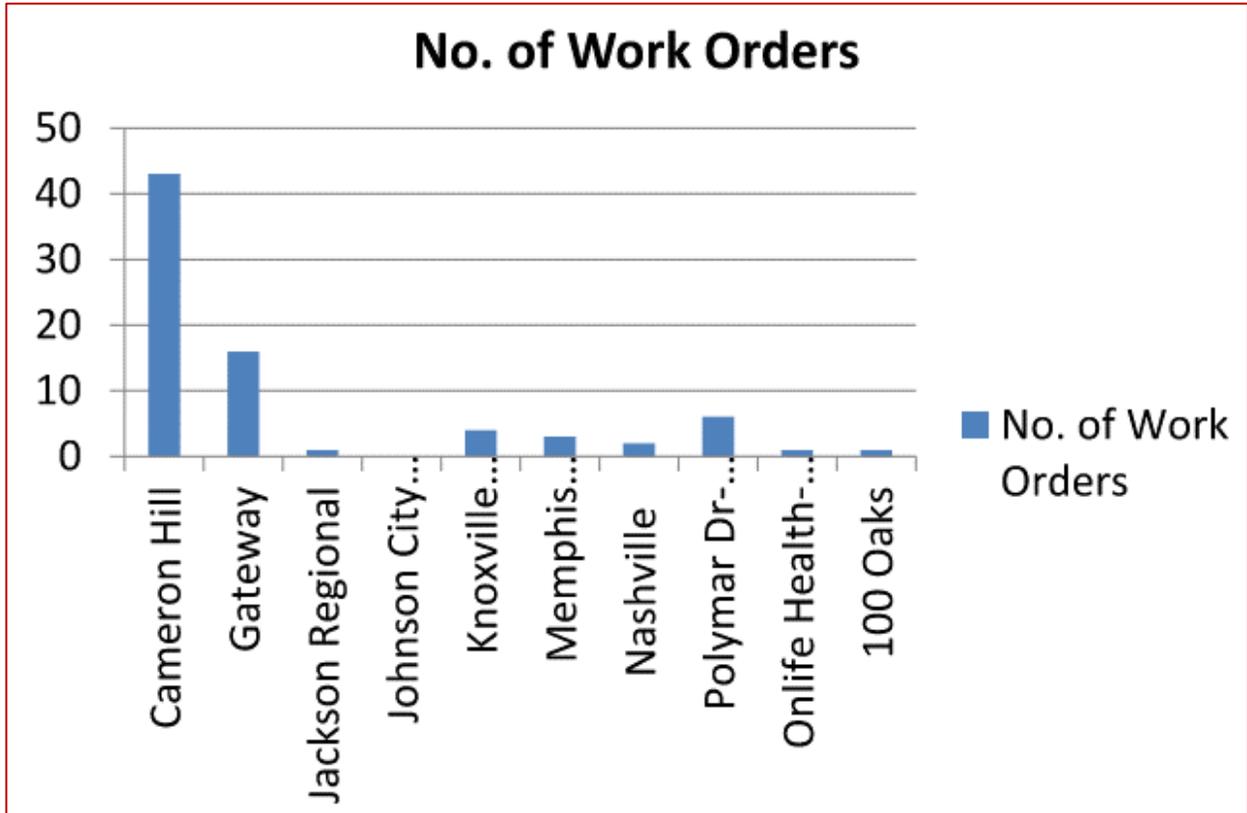
Mercury Hardware is in six of the nine Access control panels. This means you never need to rip and replace the components if you do not like the Access Control Software (ACS). This is usually done for two reasons:

- #1 The feature set does not meet the expectation
- #2 Software Maintenance Fees

The QBR is set up between the Authorized User and Convergent to keep full collaboration and transparency to the parties involved. The QBR offers various types of visuals, including charts. For example, below is an example of the Service Call history for large Convergent customer at Quarterly Business Review (QBR)



This example shows the work order number by Location



Because Convergent makes no products the customer comes before the products always.

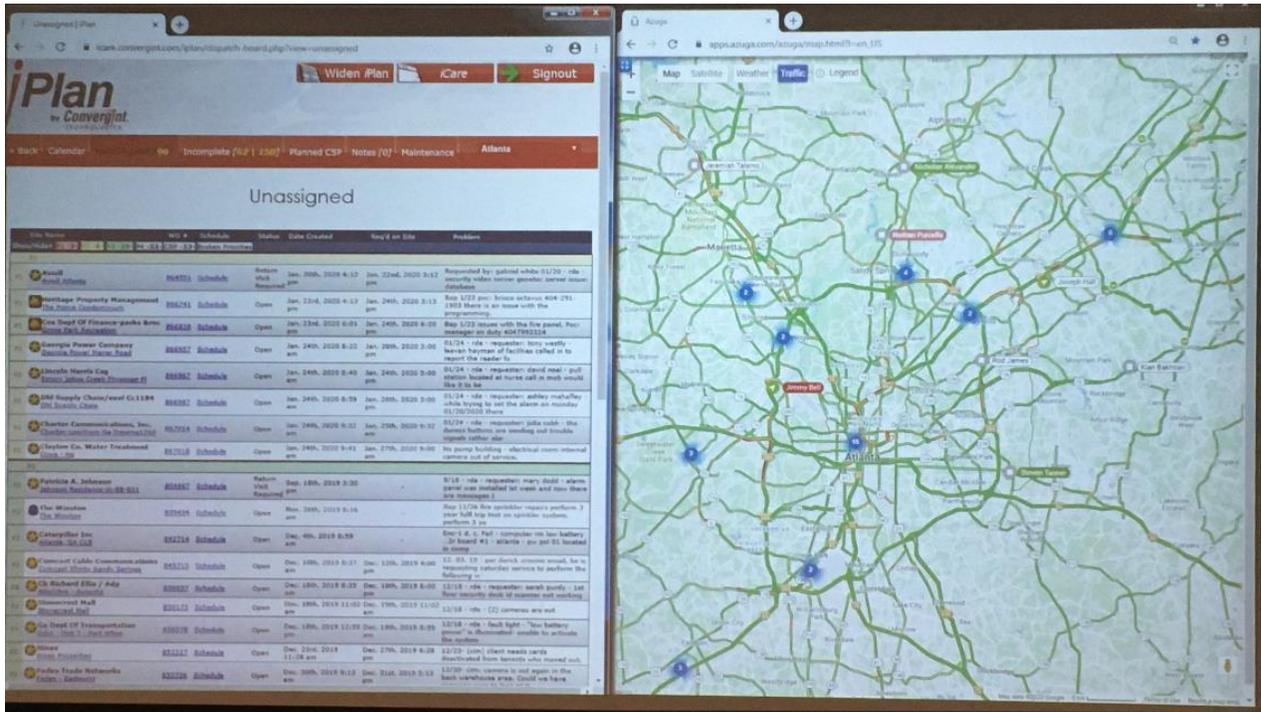
- 3 Authorized Users will have the opportunity to report Supplier service level performance information to the Statewide Contract Manager. Service level commitments that the Supplier is expected to meet include:
- a. Returning phone calls and emails within 24 hours (Monday - Friday, excluding weekends and holidays) for all inquiries made to the Supplier relating to the products and services specified in the statewide contract.
 - b. Continuous effort/follow-up actions until issue is resolved.
 - c. Compliance with established service delivery times. In instances where service delivery times cannot be met due to matters beyond the Supplier's reasonable control, the Supplier is expected to provide the Authorized User with (1) an explanation for the delay and (2) a revised service delivery time and date.
- In response to this question the Supplier must describe how it will address the service level commitments of items a, b, and c.

Response

Convergent utilizes the iPlan module of iCare to coordinate, schedule, and allocate human capital to ensure all commitments are met on time and as scheduled. iPlan ensures individuals are assigned tasks that are compatible with their service qualifications and product certifications. This tool supports the short- and long-term needs for surge support and labor allocation.

Convergent's repair and replacement work shall be complete, including touch-up painting as required and system operational testing. Repaired areas match existing surfaces and are fully compatible with existing equipment. Replacement components are installed per contract requirements and are equal to or better in fit, quality, material composition and quality, color, and conform to design documents.

Below is an example of how the Atlanta Convergent office identifies and tracks all the requested services through iCare and iPlan.



As part of the iPlan module, Convergent offers 4 Priority service levels

Priority 1 (P1) – Emergency (24/7)

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Priority 3 (P3) – Scheduled

DEFINITION: A security system failure that is not time-sensitive and marginally increases in impact or inconvenience over time. A workaround is available.

EXAMPLE 1: Remove dirt from a camera lens.

EXAMPLE 2: A sticking key on a card reader keypad.

RESPONSE TIME: Resolution times are scheduled on an item by item basis.

Priority 4 (P4) – Parts/Small Projects

	<p>DEFINITION: The purchase of parts only (no labor) or installation of new security components that are handled through service.</p> <p>EXAMPLE 1: The purchase of 500 new badges.</p> <p>EXAMPLE 2: Adding a new camera.</p> <p>RESPONSE TIME: Resolution times will depend on the availability of parts and customer requirements.</p>
4	<p>The Supplier is required to meet or exceed all service level commitments established in any resultant contract. Please discuss your company's systematic approach and process for ensuring service level commitments are met in terms of scope, quality and responsibility.</p>
<p>RESPONSE</p> <p>Convergent acknowledges this requirement. Below you will find the systematic approach and the outline of the process for ensuring service level commitments.</p> <p>Level One Notifying our Service Coordinator of a service or support in deficiency. If the response to the Authorized User is not satisfactory, escalate to level two</p> <p>Level Two Complaint Escalation Procedure: While personnel may change over the life of this contract, our email distribution address will not. Email atlservice@convergent.com, which is distributed to more than ten Convergent colleagues in our Georgia operations team. If the response by our service leadership team is not satisfactory, escalate, or forward any email communications to level three.</p> <p>Level Three atlleadership@convergent.com email includes our operations manager, service manager, sales manager, and General Manager for all Convergent operations in the State of Georgia. This same email includes our Regional Vice President of our Southeast Region.</p>	
Marketing	
1	<p>The Supplier must provide a detailed marketing plan which includes, but is not limited to the following:</p> <ol style="list-style-type: none"> a. the marketing plan must detail the specific efforts that will be made to increase sales on the contract b. a list of resources and personnel employed to execute the plan; c. identification of resources needed from the State to assist in marketing efforts; d. attendance at events to market the statewide contract, e.g. Georgia Procurement Conference, "highly recommended", National Institute of Governmental Purchasing Expo, etc.
<p>RESPONSE</p> <ol style="list-style-type: none"> a. Detail the specific efforts that will be made to increase sales on the contract Convergent Technologies will utilize in-person, virtual as well as digital marketing efforts to increase sales on the contract as detailed in this section. b. List of resources and personnel employed to execute the plan; Convergent's national marketing team contributes to our promotion of the Georgia Statewide Contract with digital, print, business development, and outbound calling strategies. Below is the Convergent Marketing Team, which supports the Atlanta Office with marketing the State Contract. 	

Convergent Marketing Team



Micah Carlson
Director of Marketing



Amber Sonsteng
Events Marketing Specialist



Shelly Brimble
Senior Marketing Specialist



Erin Planting
Digital Marketing Manager



Senia Borg
Web & Advertising Marketing Specialist



Hannah Olobri
Content Marketing Specialist



Mary Parisi
Email & Social Media Marketing Specialist



Tommasina Domel
Marketing Communications Manager



Viktoriya Vudmaska
Marketing Communications Specialist



Kristin O'Riley
Market Response Representative



Open SDR Position
Sales Development Representative



Gary Gorospe
Sales Development Representative



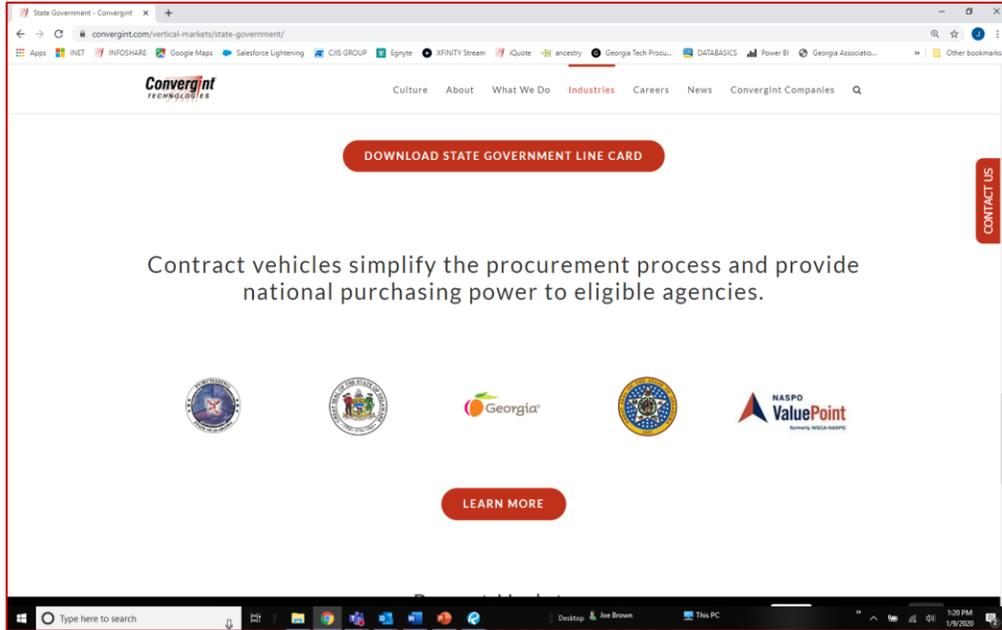
Bryan Droz
Sales Development Representative

From our local Georgia locations in Duluth and Macon, sales and support colleagues from Convergent promote the statewide contact to all agencies available to use the contact in our interactions with them.

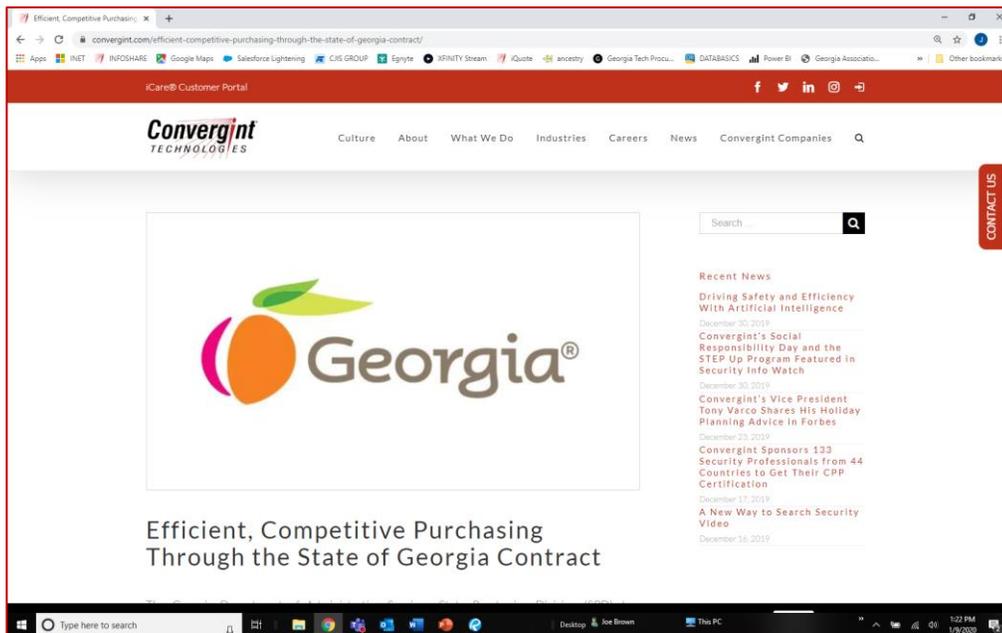
With a dedicated State, Local, and Education team that includes the proposal and contract vehicle administration, we are uniquely positioned to promote utilization of the contract.



As an existing statewide contract holder, and if selected as a new contract awardee, Convergent Technologies will publicize and promote the Georgia Integrated Security Contract under in our vertical market segments of Citywide Surveillance, Higher Education, Municipal, Public Use, State Government, Transit and Utilities website landing pages. <https://www.convergent.com/vertical-markets/>



Regular news postings and press released on our website and shared on LinkedIn to promote the statewide contract.



Digital and in-person contract marketing promotions include flyers and banner flags we used in sales calls, email, association, and trade show events.



REDUCE COSTS AND SIMPLIFY PROCUREMENT WITH THE TENNESSEE STATE CONTRACT

Convergent Technologies offers video surveillance, security, and life safety solutions through the Tennessee Statewide Contract #172.

Tennessee Agency Experience:

- **University Campus:** Over 450 IP cameras integrated with access and vending card system
- **City Government:** Citywide surveillance with license plate recognition
- **State Government:** Over 1000 card readers integrated with cameras and alarms
- **Public School District:** Centralized surveillance with mobile device capability
- **State Agency:** Integrated security and surveillance for multiple locations spanning the State

Eligible Agencies:

- State Government
- City & Local Government
- Primary Education Systems
- Higher Education Systems
- Nonprofit Agencies for Public Benefit
- Public Agencies
- Public Housing Authorities
- Airports

For more information, visit:
www.convergent.com/contract-vehicles

JOE BROWN
 1420 Donelson Pike Suite A10
 Nashville, TN 37217
 (865) 801-5452
tnswc172@convergent.com





Convergent will leverage our prime manufacturer partner's marketing groups. For example, Convergent teamed with Genetec (manufacturer) to create co-branded statewide contract media and marketing efforts to promote the Tennessee Statewide Contract.

c. Identification of resources needed from the State to assist in marketing efforts;

Convergent has and will continue to utilize the Department of Administrative Services landing page in our digital marketing.



Convergent Technologies

Georgia Mandatory Statewide Contract
 99999-SPD-SPD0000025

Contract Information

All Georgia state, city & county public entities may utilize this contract to procure turnkey solutions including competitive pricing, the use of the state of Georgia Point, equipment from various manufacturers offered under contract, reasonable standard and emergency response times and rates and 24/7/365 support.

Georgia SVC Number: **99999-SPD-SPD0000025**
 Supplier Number: 0000197420

More information about the Georgia SVC can be found on the DOAS website at the following URL: <http://doas.ga.gov/state-purchasing/statewide-contracts>

Under the DOAS contract, Convergent provides the products, software, installation and associated services of CCTV equipment for the following manufacturing partners:

We have heard from agencies considering the contract that the “tgmguest” login and password process on the Department of Administrative Services is confusing. If the state could provide us with a link to a direct landing page from the Convergent website, this would be helpful but not necessary as a requirement for this response.

d. Attendance at events to market the statewide contract;

As a current statewide contract holder, Convergent’s colleagues will continue to attend and participate (as in previous years) at events to market the statewide contract such as the Georgia Procurement Conference and other regional events such as the Governmental Procurement Association of Georgia (GPAG). Convergent will also participate at the National Institute of Government Procurement (NIGP) in Chicago, August 23-26, 2020. Convergent’s marketing group will utilize our website and social media such as LinkedIn to advertise and encourage event participation similar to this email signature and invitation below for one of our Georgia events.

You're Invited!
Tuesday, October 22nd | 11:00 AM - 4:00 PM

**Macon, GA
Technology Center
Grand Opening**

Macon CTC
201 Sheraton Blvd Macon, GA 31210

Join us and our premier partners for the Convergent Macon Technology Center Grand Opening on October 22nd from 11:00 AM - 4:00 PM. Meet our expert team of customer-centric colleagues and learn about our unique capabilities for electronic security, fire alarm & life safety, and mass notification. The event will be held at the new CTC and includes a demo of an industry-leading, life-saving mass notification system, office tours, a partner trade show, lunch, and fabulous raffle prizes.

REGISTER HERE

Hanwha avigilon™
a Motorola Solutions Company CSC™
Communications Supply Corporation
A Division of LenelS2, Inc.

anyVISION.
A BETTER TOMORROW HID LENEL S2
a LenelS2 Company



Convergent Technologies Terminated Contracts

Supplier must provide a list of services similar to the services requested in the eRFP that have been terminated by clients in the past 3 years and the reason(s) for termination. If Supplier has no related terminations within the past 3 years, Supplier must still submit an attachment indicating no terminations of services have occurred in the past 3 years pertinent to the scope of this eRFP. Can you comply?

Convergent complies with this requirement. Convergent has not received a request for termination for services from any clients in the past three (3) years pertinent to the scope of this eRFP.



Convergent Technologies Business Litigation

Supplier must disclose any business litigation within the last three (3) years which may have a material impact or effect on the products and services requested in this eRFP. The disclosure will include an explanation, as well as the current status and/or disposition of such litigation in the last three (3) years. If Supplier has no pending litigation that may impact its ability to provide the products and services requested in this eRFP, Supplier must still submit an attachment indicating the Supplier has no impacting business litigation pertinent to the scope of this eRFP. Can you comply?

Convergent complies with this requirement. Convergent has no pending or threatened claims reasonably likely to have a materially adverse effect on our financial stability.

Convergent is proud of our high ethical standards and our strong customer service focus, which have contributed to Convergent being an industry-leading global service-based systems integrator and is #1 on the SDM Top Systems Integrators Report for 2019.



Convergint Technologies Turn-key

The Supplier must be able to provide turn-key solution solutions to Authorized Users. This can include but is not limited to equipment, labor, materials and services. In addition, the Supplier will be responsible for staging, installation, configuration, delivery, set-up and testing. Can you comply with this requirement?

Convergint complies with this requirement. Convergint will work with the clients associated with the State Contract to review their security needs and provide a turn-key solution from the approved product list on Attachment B. For example, if Avigilon is the requested solution by the client, Convergint will work with Avigilon to provide the associated turn-key product(s) based on the State Contract negotiated terms and conditions and pricing.

**ATTACHMENT Q
CLIENT REFERENCE FORM**

Supplier: Convergent Technologies LLC.

Instructions: You are required to submit at least 3 verifiable references for your services as described in the Experience Requirement. Each reference that fails to respond will be scored as zero. The SAMPLE is provided as a guide.

Reference #	Contact Name	Contact Position	Agency Name	Street Address1	Street Address2	City	State	Zip Code	Email Address	Phone Number	Description of Referenced Services
SAMPLE	John Doas	Director of Services	Department of Alpha123	21 Bay Street	Suite 215	Ulstead	GA	55555	jdoas@DOC.state.gov	(555) 555-5555	Mr. Doas is the APO for the Agency. Our company installed a video surveillance system which included products, services and installation. The project contained 100 cameras.
1	Craig (Phillip) Brock	PDS/CCTV Technical Support Manager	Georgia Department of Corrections (GDOC)	Engineering & Construction Services - SOSTC - William Lies Hall	300 Patrol Road / P.O. Box 1529	Forsyth	GA	31029	Phillip.brock@gdc.ga.gov	(478) 365-4162	Washington State Prison is a class one facility with the Georgia Department of corrections. We have utilized the state contract for Pelco Video IP upgrades. Convergent completed phase one with 96 cameras in 6 buildings. Convergent has been authorized to start Phase 2 which is 178 Additional cameras. Convergent is also working with GDOC on projects including: Hancock State Prison, Georgia Super Max Prison, Phillips State Prison
2	David M. Resmondo	Senior Security Systems Specialist	Atlanta Public Schools	2352 Bagwell Drive SW		Atlanta	GA	30315	dresmondo@atlanta.k12.ga.us	(404) 802-3546	Convergent Technologies has provided Fire Alarm and access control design, installation, consultation, service and support in the past. Convergent responded to a March 2018 RFP to Replace current ONSSI Video Platform. Convergent partnered with Milestone Video Management System. Support for their system consists of over 4,600 cameras and 1,000 Lenel access control doors in 89 locations, with an additional 1,200 cameras to be added over the next five years. APS required 5 years inclusive of Milestone Care Plus and Care Premium. With support from our strategic partnership with Milestone and 13 months of RFP changes and negotiations, APS selected Convergent as their sole source provider in March of 2019. Convergent's experience along with numerous Milestone certified personnel resulted in our selection as sole source integrator. Video Integration with Lenel Access Control was vital to APS. Support includes software and service support with 24/7 response when necessary.
3	Alan Perry	CIO	Georgia Building Authority	One Martin Luther King Jr. Drive		Atlanta	GA	30334	alan.perry@gba.ga.gov	(404) 463-4712	Convergent has installed and maintains the IP Video, access control, and duress for The Georgia Building Authority (GBA). GBA is responsible for all services associated with the physical security & management of 36 buildings and various facilities located in the Capitol Hill Complex in Atlanta, Georgia, including the Georgia State Capitol building (Capitol Police) Judicial complex, and the Governor's Mansion (Georgia State Patrol). We maintain the GBA Command and Control and connection to the Atlanta Police Department VIC

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1	William Smith	Director of Emergency Management	Georgia Tech Department of Housing	879 Hemphill Ave, NW		Atlanta	GA	30332	william.smith@ep.gatech.edu	(404) 385-2289	Convergent worked with Georgia Tech Housing on the replacement of 46 - mostly Simplex FACP and field devices one for one. The goal is to move the entire housing campus to Voice Mass Notification System. Georgia Tech Housing also has a 5 year CSP with Convergent that includes Sprinkler, Fire Alarm, Extinguisher and Kitchen Hoods. All service work and inspection correction are completed through Convergent.
2	Richard Dorman	Safety Manager	Morgan - Thermal Ceramics	2102 Old Savannah Road		Augusta	GA	30906	richard.dorman@morganplc.com	(706) 560-4018	Convergent Technologies was awarded the project based on an innovative technology vision, presentation and perseverance of the sales team (combined effort with EST, Cooper Notification and Metro Power). At the end of the project kick-off meeting, the key decision maker, a Morgan Thermal Ceramics engineering manager, confided the following to the Convergent team: "Kevin, do you want to know why I chose Convergent over all the other vendors? It was because you were the most persistent sales consultant that I have ever met in my entire career. This processes went on for over two years and you put more time and energy into it than any of the other competitors and I'm expecting the same on delivery of the system." Convergent's success in securing the Morgan Thermal Ceramics project was based on the ability to bring the necessary partners and technologies together in a turnkey, design-build solution. The partnership was also tasked with overcoming a SimplexGrinnell proprietary solution
3	Johnny Vanderpool Jr.	Director Public Safety	Vanderbilt University	125 Bryan Building		Nashville	TN	37240	johnny.vanderpool@vanderbilt.edu	(615) 566-1119	Convergent Technologies will be providing labor and material required to install a new campus wide Mass Notification System (MNS). The new MNS will communicate on VU secure network and VU will be responsible for providing network connection at designated locations. The new MNS will have one (1) Central Command Center, were all main controls will be located. Below are components that will be installed at location.

**ATTACHMENT Q
CLIENT REFERENCE FORM**

Supplier: **Convergent Technologies LLC.**

Instructions: You are required to submit at least 3 verifiable references for your services as described in the Experience Requirement. Each reference that fails to respond will be scored as zero. The SAMPLE is provided as a guide.

Reference #	Contact Name	Contact Position	Agency Name	Street Address1	Street Address2	City	State	Zip Code	Email Address	Phone Number	Description of Referenced Services
SAMPLE	John Doas	Director of Services	Department of Alpha123	21 Bay Street	Suite 215	Ulstead	GA	55555	jdoas@DOC.state.gov	(555) 555-5555	Mr. Doas is the APO for the Agency. Our company installed a video surveillance system which included products, services and installation. The project contained 100 cameras.
1	Mark Vincent	Emergency Preparedness Manager	Georgia World Congress Center	285 Andrew Young International Blvd NW		Atlanta	GA	30313	mvincent@gwcc.com	(404) 272-7301	Shooter Detection Systems has been in service Georgia World Congress since November 1, 2019 and has deployed 40 Sensors Our false alarm rate is 0%
2	Anthony Rivera	Vice President of Guest Experience & Hospitality	Georgia Aquarium	225 Baker St NW		Atlanta	GA	30313	arivera@georgiaaquarium.org	(404) 581-4031	Shooter Detection Systems has been in service with Georgia Aquarium since August 30, 2017 and has deployed 12 sensors. Our false alarm rate is 0%
3	Frank Trammer	Interim Deputy Chief of Police	Georgia Institute of Technology	North Avenue		Atlanta	GA	30332	frank.trammer@police.gatech.edu	(404) 385-6184	Shooter Detection Systems has been in service with Georgia Tech since April of 2018 and has deployed 127 sensors. Our false alarm rate is 0%

Mandatory Scored Response Worksheet Category A: Video Surveillance

Suppliers responding to one or more of the following Categories must answer all the requirements in this document:

Category A – Video Surveillance Systems

Failure to answer these requirements will result in disqualification of the proposal.

Suppliers must indicate whether their proposal meets the individual requirement and provide a supporting narrative. Suppliers must provide a thorough narrative description in the space provided in this spreadsheet. DO NOT ATTACH DOCUMENTS.

The narrative description, along with any required supporting materials, will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award.

DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.

Category – A: Experience

1	<p>The State of Georgia seeks Supplier(s) capable of providing a wide range of Video Surveillance Systems, Services, and Installation to a large set of diverse educational and governmental organizations across the State of Georgia. The Supplier must describe in detail their experience in providing these goods and services to a diverse enterprise with multiple business units. Please provide a minimum of three verifiable references for your services in the provided attachment Q.</p>
<p>RESPONSE</p> <p>Convergent Technologies has been in business since 2001. We started with six (6) offices in the U.S. and have grown to 95 in North America and another 22 in Europe, Asia, and Australia. Over the last 18+ years, Convergent has provided design, installation, programming, and services to many different end-users for their security, fire alarm, building automation, and life safety systems. These have included, but are not limited to, state/local government entities, higher education, federal entities, healthcare, industrial, petrochemical, manufacturing, data centers, commercial and high-tech. We have provided and currently provide services for GBA, GDOT, GA Tech, UGA, state prisons, and many more State of Georgia entities.</p> <p>Convergent has provided the following references in Attachment Q.</p> <ol style="list-style-type: none"> 1. Atlanta Public Schools 2. Georgia Department of Corrections (GDOC) 3. Georgia Building Authority (GBA) 	
2	<p>The State understands that sub-contractors may be used from time to time. Describe your organization's hiring process for sub-contractors. Include the sub-contractor's name, address, telephone, and email address of the sub-contractors your organization currently uses for this category.</p>

RESPONSE

Convergent has a robust hiring process for sub-contractors. To best utilize the full staffing contribution of each partner, all Convergent Partners proactively submit candidates to build our pipeline to create a bench of qualified candidates identified for each labor category. We conduct a thorough candidate vetting process which includes confirming qualifications and experience to satisfy labor category requirements and ensuring candidates have the proper clearance to perform the work. The selection of the most qualified candidates to meet specific State of Georgia requirements is determined using a range of attributes including skill, fit, experience, and cost. We have established corporate infrastructures with flexible management structures in place that allow Convergent to respond to all projects by providing specialized expertise, increased workload for urgent, time-critical requirements.

Convergent Subcontractors are chosen for their history of acquiring and maintaining adequate staffing levels and maximizing retention. They have a successful history of identifying performance or contract problems and taking corrective actions to resolve them before the project is impacted.

Convergent is committed to diversity with the subcontractors we conduct business with and have experienced the benefit of working with locally-owned businesses in the State of Georgia. From Convergent's perspective, it's a win all the way around – For your end-users, for our business and every community in the State of Georgia. We also understand how difficult it can be for a small business, with good people and service cultures, to make connections within larger organizations. Convergent designed a Subcontractor Diversity Program to make it easier for them to make contact with the right people within any of our North American office locations.

At Convergent, we evaluate every potential minority provider based on meeting the following requirements.

You must:

- Be a certified as a minority, women, or disabled, owned for-profit business enterprise which is at least 51% owned, operated, and controlled by United States citizens who belong to any of the following groups: Women, African American, Asian American, Hispanic American, Native American or Disabled American
- Have a minimum 3-year business history
- Meet Above Average Quality Standards
- Demonstrate Excellence in Customer Service
- Offer Competitive Pricing on Your Goods and Services
- Provide Value-Added Products and Services
- Meet our Insurance & Indemnification Requirements
- Provide at Least Three (3) Customer References

Convergent currently uses the following Sub-Contractors for this category:

Sub-Contractor	Address	Telephone #	Email Address
MediaGenius LLC – Christina Fraley	300 Fallstone Path McDonough, GA 30253	616-482-9641	christina@mediageniusonline.com
All Protective Systems – Ronald RayBurn	327 Old Four Notch Road, Whitesburg, GA 30185	770-832-1322	allprotectiveservices@live.com
Infinite Security Solutions - Alan James	71 Zion Hill Drive Dallas, GA 30157	404-310-7119	infescsol@bellsouth.net
Electronic Security Support - John Garrett	1664 Creek Mill Trace Lawrenceville, GA 30044	770-900-4620	j.garrett@essga.com

Tiger Security Integration – Stephen Nudleman	1945 Pilgrim Mill Circle, Cumming, GA 30041	770-862-7191	TSI.nudleman@gmail.com
Synergy Integrated Services - Joe Easton	60 Applewood Lane Taylorsville, GA 30178	678-477-4948	jeaston@synergyintergratedservices.com
IS3 Tech Services - Mike Harrison	6621 Bay Cir, Ste 120 Norcross, GA 30071	404-487-6009	mharrison@is3tech.com
Stanton Electric, Inc. – Jerry Stanton	4850 Spout Springs Rd, Buford, GA 30519	770-904-6492	jerry@stantonelectric.com
Uptime Electric Company Inc. - Laurette Clowers	495-C-85 Circle College Park, GA 30349	404-559-8745	caustin@uptimeelectric.com
Analyzed Low Voltage - Alberto Luna	PO Box 1822 Fort Valley, GA 31030	305-338-5293	Aluna@AnalyzedLV.com
Smart Security Integrators (2Si) – Corey Dallas	2020 Howel Mill Rd Suite D-301 Atlanta, GA 30318	404-387-4956	cdallas@2siatl.com
All N ONE Security Service, Inc. – Annette Melvin	3915 Cascade Rd, Ste 340, Atlanta, GA 30331	404-691-4915	amelvin@alln1security.com
Physical Link Communications – Bill Halstead	4629 Shiloh Rd Loganville, GA 30052	770-772-1340	bill@physicallinkcomm.net
Arseal Technologies, LLC – Romulo Lakip	7905 Westside Parkway, Ste 100 Alpharetta, GA 30009	470-246-4004	romulo.lakip@arseal.com
Tebarco Door & Metal Services – Debbie Merritt	1905 Grassland Parkway Alpharetta, GA 30004	770-740-8782	debmerritt@tgebarcodoor.com
Pro Tech Lock and Safe - Dan Turner	5301 Hwy. 29 Lilburn, GA 30047	770-925-0328	info@protechlock.com
Integrated Security Technologies – Charles Johnson	1263 Metropolitan Ave SE, Atlanta, GA 30316	678-886-4746	charles@istechpro.net
Petty Security System, Inc - Tim Petty	2537 Sealpem Court Duluth, GA 30096	404-425-4630	lowvoltagejim@yahoo.com

- 3 The State is seeking Suppliers with certified staff. The Supplier must describe which of the following certifications are held by customer service staff, technicians, installation and integration, and repair and maintenance staff. If additional certifications are held beyond those listed below, please describe those as well.
1. Video Security Systems Designer (VSS)
 2. Video Security Systems Technician (VSS)
 3. American Society of Industrial Security (ASIS)
 4. Physical Security Professional (PSP)
 5. Certificated Protection Professional
 6. Security Industry Association
 7. Certificated Security Project Manager
 8. BICSI
 9. Building Owners Management Association (BOMA)
 10. Electronic Technical Association (ETA)
 11. Low Voltage License
 12. Telecom Low Voltage
 13. Hardware or Software manufacturer's certifications

RESPONSE

1. Video Security Systems Designer (VSS) – Kevin LeCureux & Paul Franco
2. Video Security Systems Technician (VSS) - 16 total Colleagues (please see below)
3. American Society of Industrial Security (ASIS) – Stephen C. Smith, Paul Franco, Raymond Schmookler, Jason Hatfield, Jason Barton
4. Physical Security Professional (PSP) – Locally, Stephen C. Smith and Raymond Schmookler are certified, over 60 certified throughout Convergent.
5. Certificated Protection Professional – 135 throughout Convergent.
6. Security Industry Association – Convergent is a member –
<https://mysia.securityindustry.org/Directories/CompanyListing.aspx?ID=L8TVztwz8jM%3d>



SIA
SECURITY INDUSTRY ASSOCIATION

CENTER OF EXCELLENCE MEMBER RESOURCES INDUSTRY STANDARDS EVENTS PROFESSIONAL DEVELOPMENT ADVOCACY

Company Listing

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Convergent
TECHNOLOGIES
Making a Daily Difference

Convergent Technologies, LLC

Address: 1 Commerce Dr
Schaumburg, IL 60173-5302
United States

Website: <http://www.convergent.com>

Primary Contact Name: Dan Mocerì

Primary Contact Email:

Type: Integrator

Member Since: 05/01/2006

Description: Convergent Technologies is a global, industry-leading organization that designs, installs, and services electronic security, fire alarm, and life safety systems. Convergent's top priority is service in every way - service to customers, colleagues, and community. Delivering value through unparalleled customer service and operational excellence has been foundational at Convergent. Our promise, and our number one objective, is to be our customers' best service provider.

Industry Segments: Access Control, Identity Management, Life Safety, Alarms & Intrusion, Video Surveillance

Markets Served: Chemical Facilities, Commercial, Federal Government, Financial Institution, Food Supply/Distribution, Healthcare, Higher Education, K-12 Education, Pharmaceutical, Retail/Loss Prevention, State & Local Government

7. Certificated Security Project Manager – Barry Foster
8. BICSI – N/A Locally, Ward Meldrum is certified for Convergent
9. Building Owners Management Association (BOMA) – Convergent is members of BOMA - Jason Hatfield
10. Electronic Technical Association (ETA) – N/A
11. Low Voltage License – Mike Singer LVA# 205368 – Ken Smith LVA#205261
12. Telecom Low Voltage – N/A
13. Hardware or Software manufacturer's certifications – Convergent has hundreds of certifications. Please see the table below for names and applicable certificates from the manufacturers. Also, please see a separate attachment for the Manufacturer Certification as a Value-Added Reseller.

<u>Colleague</u>	<u>Certification</u>		<u>Colleague</u>	<u>Certification</u>
David Garraway	Avigilon - Video		Marc Smith	Avigilon - Video
Derrick Lymon	Avigilon - Video		Mark Noonan	Avigilon - Video
Habib Owens	Avigilon - Video		Dikul Patel	Genetec - Video
Jameel Peters	Avigilon - Video		Evian Boza	Genetec - Video
Joseph Sciarrotta	Avigilon - Video		Gene Mabilli	Genetec - Video
Steven Tanner	Avigilon - Video		Jonah Casaday	Genetec - Video
Taurean North	Avigilon - Video		Ross Westermann	Genetec - Video
Adrian Pritchett	Avigilon - Video		Taurean North	Genetec - Video
Charles Friend	Avigilon - Video		Preston Stringer	Genetec - Video
Filimon Pascalau	Avigilon - Video		Jonah Casaday	Lenel - Video
Jonah Casaday	Avigilon - Video		Cory Crook	Lenel - Video
Joseph Sciarrotta	Avigilon - Video		Erick Ferretti	Lenel - Video
Marc Smith	Avigilon - Video		Bob Grace	Lenel - Video
Mark Noonan	Avigilon - Video		Anthony Jones	Lenel - Video
Matt Cherry	Avigilon - Video		Edmund Murray	Lenel - Video
Preston Stringer	Avigilon - Video		Habib Owens	Lenel - Video
Charles Friend	Avigilon - Video		Trey Stewart	Lenel - Video

14. Professional Engineer – Jason Barton
15. Electrical Engineer – Kevin LeCureux
16. Energy Security Council (ESC) – Darin Dillon is a board member
17. Certified Project Management Professional (PMP) – Barry Foster

Hardware

- | | |
|---|--|
| 1 | The Supplier must describe the type of cameras (e.g., analog only on existing systems, IP) and cables (e.g., coaxial, fiber-optic, cat5 for ethernet only, cat6 or different types of cables) used with the equipment that you provide. Please indicate if you provide ONVIF (Open Network Video Interface Forum) compliant devices. |
|---|--|

RESPONSE

At Convergent, we strive to provide the proper security surveillance cameras for the application. With IP cameras providing better resolution, quality, ease of installation, analytics, and other features, Convergent prefers these. However, if an end-user only has analog, and they do not require/desire an IP camera, or we are replacing an existing analog camera and a higher resolution camera would not be a benefit to the end-user, we will provide analog cameras. IP and analog can utilize fiber-optic cabling with the correct converters on each end, and Convergent can provide, install, and maintain fiber-optic cabling. Convergent can also provide, install, and maintain coaxial cable for analog cameras and CAT5/CAT5E/CAT6/CAT6A cabling for IP cameras.

2	The Supplier must describe how signage will be provided for areas under surveillance. Please describe in detail how you can meet this requirement. There are locations where notices currently exist (i.e., prisons); therefore, the requirement is not required for these locations.
<p>RESPONSE</p> <p>Convergent will provide signage as required by the specific installation and end-user. When required, we would suggest the signage state "Video Cameras in Use." This will avoid any issues of potential liability in courts for liability of active monitoring.</p>	
3	The Supplier must describe how you will meet low light sensitivity for IP 2.0 megapixel at a minimum. Describe how you will meet low light areas and areas of bright light coming in at certain times of day like sunrise and sunset.
<p>RESPONSE</p> <p>Convergent provides many different manufacturers of IP cameras. Each camera manufacturer handles low light and the ability to handle bright light differently. Upon performing a site assessment, Convergent will recommend the correct camera for the space being viewed. Infrared (IR) and Wide-Dynamic-Range (WDR) and Thermal Image Cameras are features included with many cameras currently available. These features make the cameras more expensive, so these cameras would only be quoted as required by the space being viewed.</p>	
4	The Suppliers are informed that the State seeks equipment with an NVR (network video recorder) or video software for the server unit. Please describe in detail how you can meet this requirement. No ANALOG Cams on new Installs. Describe your cameras.
<p>RESPONSE</p> <p>A network video recorder (NVR) can be used to record IP and analog cameras. We mainly provide Dell and HP-branded or OEM'd NVRs. We can also provide the video management software only if the end-user will be providing the NVR or a virtual machine to record the video. We do not have any issues with either solution. If analog cameras are not allowed on a new installation, we will comply with this. We prefer IP cameras on all installations, new and replacement.</p>	
5	The Supplier must describe how the equipment provided will comply with the IT standards of the facility where it is installed. Please describe in detail how you can meet this requirement including testing that is conducted after installation is completed. Example of IT standard connection devices: IP camera, fiber converts, encoder and network DVR (digital video recorder) or NVR (network video recorder). Keep Network speed and bandwidth in mind for this answer.
<p>RESPONSE</p> <p>It is common practice for Convergent to comply with the end user's IT standards for each project we propose. Any device with a network connection directly on an end-users network would comply with their IT standards. These standards often require testing after the systems have been installed. Convergent colleagues will work on the standard, and if a standard cannot be attained, we would employ the services of a subcontractor to meet these requirements. These devices would include, but may not be limited to cameras, encoders, network switches, fiber converters, NVRs, workstations, etc. We do recommend a completely separate network be installed for the camera systems due to the amount of bandwidth IP cameras require. If this is not feasible, we recommend the end-user implore a separate VLAN (virtual local area network) to provide a division of the camera system from the rest of their network. A part of any video surveillance project is the requirement to store video. Usually, a video is recorded by each camera based on the camera detecting motion. The amount of space video takes up on the NVR is a factor of the resolution of the camera, the recorded frame rate, the</p>	

<p>compression of the cameras, and the duration of the motion detected video. Another recommendation we apply is the recording of all cameras at one (1) frame a second. This allows for “proof” of recorded video that might not show any motion. This would allow an end-user to prove someone was not there if a dispute was being made. To calculate the storage space of the NVR, the number of days the video recordings are kept must be provided by the end-user. Usually, this is 30 days, but some end users may require more or less. Another factor in this calculation is if the NVR is provided with a RAID configuration and if so, what RAID # the configuration is. The % motion anticipated, is an educated estimation based on the areas being viewed by all the cameras to be recorded on the NVR. Most camera manufacturers and video management systems provide calculators to assist with the sizing of the NVR.</p>	
<p>Software</p>	
1	<p>The CCTV software should be able to be monitored using a web browser for remote access from a command center or remote site. The software may have a Client install for better performance/functionality of monitoring stations. Software shall interface with email servers to enable system alarms, events, and other notifications to be transmitted to pre-selected email recipients.</p> <p>The Supplier must describe in detail how you can meet this requirement. Also preferred to have available Mobile Client (IPAD and Mobile Devices, examples).</p>
<p>RESPONSE</p> <p>With our relationships with many different manufacturers, Convergent can provide multiple options for a video management system. Some of these manufacturers allow access to their systems using a web browser and a mobile app. Some do not. End-user IT departments are responsible for allowing specific access capabilities. As a part of our questions to the end-user before providing a proposal, we would inquire as to how the end-user would like to access their camera systems. This requirement would lead us to propose a certain system unless the end-user has specified one. The same is true with interfaces to email servers for alarms, events, and other integrations. There are many options with most manufacturer’s systems. We at Convergent also recommend the integration of the video system with access control, mass notification, and shooter detection systems if all are present or are scheduled for the future. This integration is a very valuable resource when a video review is needed. It can savetime and effort and also allow for immediate determination of an issue by popping up on a certain monitor, pushing video to a remote monitor or phone, and pushing a video clip with the alarm as examples.</p>	
2	<p>The State is seeking a Supplier to provide multiple software capabilities for video surveillance software. Describe in detail how your company can meet the requirements below. Please provide multiple software solutions and full descriptions of the capabilities for each.</p> <ol style="list-style-type: none"> 1. Software should support and operate on specified number of workstations as described by state entity. Preferred to handle multiple workstations. 2. Each system user may be defined specific privileges to perform software application functions. 3. Software should be able to control cameras from within the application not using hardwired controls depending on user privileges. 4. Software should work with multiple camera types and equipment. 5. Detection should be configurable to motion and zone motion configurable.
<p>RESPONSE</p> <ol style="list-style-type: none"> 1. Convergent can provide video management systems by many different manufacturers. These manufacturers allow for their software to be loaded on multiple workstations for viewing the system concurrently. Some manufacturers charge a fee per concurrent user, and some do not. Some charge per site and some do not. As a part of our questions to the end-user before providing a proposal, we would inquire as to how the end-user would like to view their camera systems and with how many concurrent users. 	

2. Convergent can provide video management systems by many different manufacturers. These manufacturers allow different control of functions based on a user's login credentials. These functions allow for full control (for admin users), select control (for users with higher levels of responsibility), and view-only users (for general view only staff or public viewing monitors). Most systems even allow the user to view or not view specific cameras. This is used most with covert cameras that can be installed to allow admin users or HR only investigations of security personnel.
3. All of the video management systems we would implement have the ability to control, configure, and view the cameras connected to each system through the application or client software without the need for hardwired controls.
4. Many of the video management systems we would provide can work with many different camera manufacturers. Each one is different, and many have thousands of different camera models and manufacturers. Most have this list on their websites. Many times this is a part of helping us determine which system we think would be the best fit for the end-user if a system has not to be specified.
5. All systems have the capabilities for the configuration of motion detection and zones within the field of view for each camera. This configuration is a part of our commissioning for each project we provide. Our specialists (technicians) follow this for all of our work as needed and requested by the end-user. This could even include "masking out" of areas within a camera's view for sensitive areas.

3	Supplier must describe the process for implementing the software, including a timeline showing the activities you expect to perform and those you expect the customer to perform. Please include the duration in days of each activity. The plan should include training for 8 users and two system administrators. Please provide a sample implementation plan. Please describe project management services offered. Use a sample installation of a Video Surveillance System on a single campus of 100 cameras over 8 buildings.
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RESPONSE

Convergent has multiple project managers in Georgia dedicated to security projects. A typical project manager has progressed within the industry as a field technician, technical lead, and assistant project manager. The project's manager is responsible for the timeliness and quality of the project execution and serves as the single point of contact throughout the project lifecycle.

1. Receive Purchase Order
2. Coordinate network requirements (5d)
 1. Customer to provide IP schema (5d)
 2. Customer to provide camera and user logins (5d)
 3. Customer to push client installation package to selected users' PCs (2d)
3. Convergent design and product submittal (10d)
4. Customer approval of design (5d)
5. Install VMS software and or both server (2d)
6. Configure cameras with IP information (2d)
7. Customer to verify camera views (2d)
8. Administrator training (2d)
9. End-user training (1d)

Training:

On-site Authorized User training:

Convergent provides relative curriculum and instruction based upon the end-user needs. Training types could be basic, such as occasional users to advanced Authorized User system administrators.

Virtual (web-based) instructor-led Authorized User training:

Following similar guidelines of on-site training, this option provides for flexibility to accommodate Authorized User's schedule, travel, and geographic locations.

Virtual (web-based) self-guided Authorized User training:

Authorized Users can utilize virtual training over numerous modules related to software, user interface, installation, troubleshooting, service, and certification at their own pace. Start a module and pick up where they left off at another day and time.

Factory (Manufacturer) training:

Generally held at a product manufacturer headquarters and for the more advanced Authorized User, Convergent can coordinate according to needs and instruction schedules.

Customization of any single or combination of training is available.

Sample Implementation Plan:

Convergent has provided a Sample Implementation Plan that provides a high level of detail to help the State understand the basics Convergent has to offer. With an Authorized User identified project, a detailed implementation plan is collaborated on to show full transparency between the parties involved.

This Convergent Project Implementation Plan applies to the system application engineering, software development, system installation, commissioning activities, and site acceptance testing, for the delivery of the Security System on the Project. The plan describes Convergent's project team organization, along with the roles and responsibilities of the individual team members and the execution of the various phases of the project. Refer to the Convergent Technologies Project Organization Chart for reporting relationships. Essentially, this plan consists of the following elements: application engineering, installation, start-up, commissioning, and acceptance testing.

Project Organization

The execution of the project will come from the Convergent Technologies Atlanta office. A core team of Convergent personnel consisting of a Project Manager, Project Engineer, a staff of Project Specialists, and installation subcontractors will execute the project activity following the Project requirements. Convergent mandates all roles to pro-actively achieve the highest quality of performance and output. The following defines the roles and responsibilities of the project team:

Project Manager: The PM is responsible for the overall performance and execution of Convergent Technologies' scope of work throughout all project phases. He focuses on all aspects of project performance, especially those that relate to resource planning and scheduling, communication, customer satisfaction, and quality assurance.

Project Engineer: The Project Engineer has the overall responsibility for the technical coordination of the project. Responsibilities include:

Design Engineer: The Design Engineer is responsible for the overall application engineering of the Project and will ensure that Convergent fulfills all its contractual obligations in the design phase. Also, some of the Lead Design Engineer's functions include the following:

Project Specialist: The Project Specialist has the responsibility for the Development of the application-specific software for all systems in the scope of work.

Installation Subcontractor (if applicable): This subcontractor and Convergent Technologies employees are directly contracted or assigned to perform the installation of the system as designed.

Project Management

This section describes the project management and methodology to be used by Convergent on the Project:

- Project Planning and Scheduling
- Kickoff Meetings
- Schedule
- Revisions to Schedule
- Progress Measurement and Tracking
- Disaster Recovery

Technical Execution

This section is intended to describe the execution of the technical scope of the Security work of this project. It outlines the planned engineering flow along with all phases and the deliverables at the end of each phase. The technical execution consists of the following phases:

Application Engineering Phase

The Application Engineering Phase includes all design activities directed towards: During this phase, the Convergent engineering team, along with the Project Manager, will meet as required to review engineering progress, RFIs disposition and status, and other engineering-related issues. Progress will be reported during the Security or project meetings.

- Sample Application Design Documentation
- Application Engineering Phase Deliverables
- Software Configuration documents
- Database and Software Design Phase
- General Approach
- Control Code Development
- Test Procedures Development
- Construction / Installation Phase

Startup and Commissioning Phase

Activities in this phase will be directed towards ensuring that the Security system installed by Convergent's Subcontractors functions as specified in the project documents. During this phase, checkout and verification procedures and forms will be utilized to document these activities.

At the start of this phase, Convergent will utilize the system startup schedule, which has been integrated into the most current master schedule provided. We would require the master schedule to contain certain milestones that will assist us in our field labor planning and scheduling our commissioning activities. As a minimum, the following milestones will be required:

- Site Acceptance Testing
- Commissioning Phase Deliverables
- Owner Personnel Training
- Turnover Documentation

Staffing and Resources

- General
 - All Convergent' project team members are trained in the tasks they are responsible for performing, i.e., application engineering, software development, system start-up, etc.)
- Employee Training
- Project Team
- Staffing Transitions

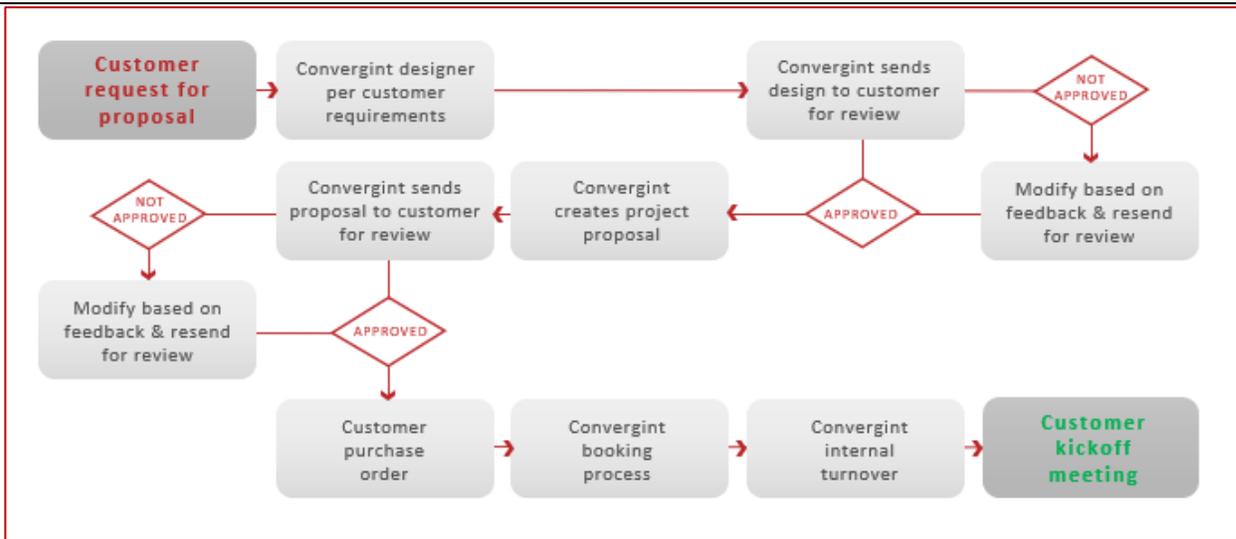
Quality Plan

- General
 - To ensure the highest quality development of the system from inception through design, execution, and completion, Convergent will be following selected applicable procedures from it's Quality Management System (QMS) and other sources of documented company procedures.
- System Design and Software Development
- Change Management and Control
- Revision History and Numbering

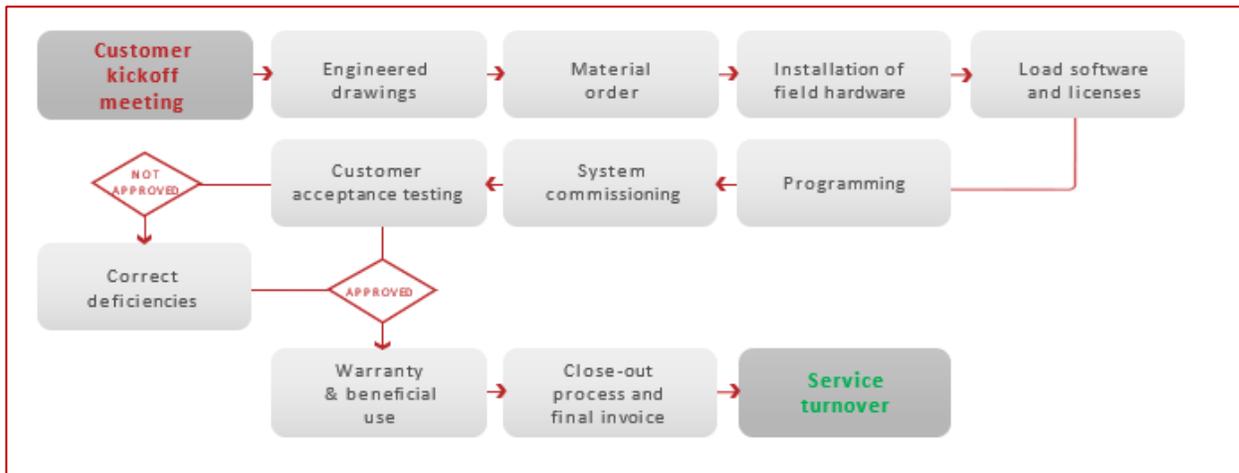
Convergent Customer Specific Playbook

Convergent has developed a formal process and associated documentation to ensure all installation and service-related work meets the specific needs of each of our customers. With support from the Account Executive and Operations Manager, the Service Manager will work directly with the end-user to develop, formalize, and implement critical service and installation standards. To ensure standards are communicated and followed, the Service Manager and the customer co-author a customer-specific "Playbook" detailing the following when applicable to the opportunity: Preventive Maintenance, Remedial Maintenance, Installation, Upgrades / Modifications, Scope of Work, Convergent & Customer Contact Information and Protocol, Installation & Service Standards, Manufacturer & Material Standards, Roles & Responsibilities, Design Engineering Standards, Escalation Procedures & Invoicing Requirements.



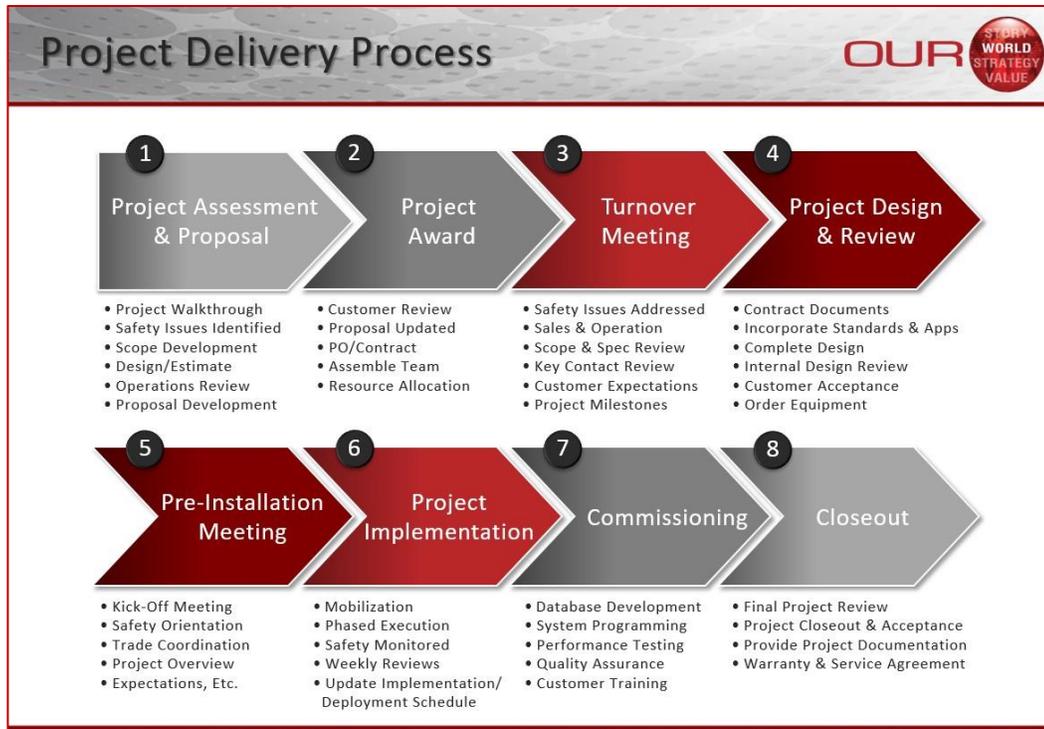


QA/QC Activities - We employ a variety of techniques to ensure quality following our program and depending on the task or the deliverables. General categories of activities include:



CONVERGINT'S MANAGEMENT PLAYBOOK AND PROJECT MANAGEMENT PLAN OVERVIEW	
Keep Communications Open	Open lines of communication with the Authorized User will allow our colleagues to determine the status of current and upcoming tasks and their impact on staffing and support.
Recognize as Normal Business Operation	It's important to address workforce flexibility and workload fluctuations as part of normal business. We can closely forecast and monitor workload demands.
Consider Short and Long-term Staffing Alternatives	With open communications we can be better able to plan our support to maximize task coverage; that is, use added short-term technical assignments or longer-term added coverage dictated by changes in mission requirements

Playbook and Project Management Plan. *Convergent can assign personnel to each project based on current and surge support needs.*



The Convergent Sample Installation plan is below. It is based on the example provided in the question.

Task Name	Jun 28							Jul 5							Jul 12							
	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
1 Receive Purchase Order																						
2 Coordinate network requirements																						
3 Customer to provide IP schema																						
4 Customer to provide camera and user logins																						
5 Customer to push client installation package to selected users' PCs																						
6 Convergent design and product submittal																						
7 Customer approval of design																						
8 Install VMS software and/or server																						
9 Configure cameras with IP information																						
10 Customer to verify camera views																						
11 Administrator training																						
12 End user training																						

Task Name	Jul 19							Jul 26							Aug 2							Aug 9						
	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
1 Receive Purchase Order																												
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8 Install VMS software and/or server																												
9 Configure cameras with IP information																												
10 Customer to verify camera views																												
11 Administrator training																												
12 End user training																												

4	The State of Georgia requires software that is capable of exporting video in audio visual integration, Native, and other Formats. The Supplier must describe in detail how you can meet this requirement.
<p>RESPONSE</p> <p>Each Video Management System (VMS) we would provide allows for multiple formats of exported video. This would include audiovisual integration (AVI), native to that specific VMS, and other formats specific for each. The process of performing this export is a little different for each. This procedure would be a part of the training and support we would provide for each project directly to the end-user. Most systems also have a way to “protect” the video so that it is not deleted or written over. Another feature in most systems is the ability to “build a case” within the system. This allows an investigator to pull the video from multiple cameras and store it in one place with the ability to write a custom description that would stay with the video. If audio is recorded with the video, most systems also provide this synced with the video.</p>	
5	The Supplier must describe in detail how software licensing fees are charged (e.g., per camera, bundled). Please indicate how long (in months) you provide support and training for the software. Please describe how you manage upgrades and who is responsible for upgrades.
<p>RESPONSE</p> <p>Each Video Management System (VMS) handles licensing a little differently. The selection of the VMS and pricing is a factor in our determination of the system we propose for each specific project. Most VMS charge a one-time up-front camera license for each camera on the system. Some charge for a “base” license for each new system. Most offer a support charge license per camera, while others offer a support percentage on the system as a whole. Many systems provide a discount on licenses if the NVR is purchased from the VMS manufacturer. And others only charge a support fee when a “major” upgrade is being performed. We include a one-year “warranty” as described below on all of our installations. This, however, does not include software upgrades and training unless specifically identified. We would typically provide this service as a part of our Customer Support Plan (CSP), as described below. We usually perform the upgrades on the systems we provide and maintain. However, some of our customers prefer to handle this themselves and only call us as needed. We are flexible to meet the end user’s requirements and technical expertise.</p>	
Integration	
1	The State seeks a Supplier with the ability to integrate analog and IP cameras with video storage solutions. The Supplier must describe in detail how you can meet this requirement including whether or not an encoder is offered.
<p>RESPONSE</p> <p>We have integrated many systems with analog and IP cameras with video storage solutions. Many end-users had/have existing analog systems and want to “transition” to IP systems. Depending on the specific end-user and camera view requirements, we would work to propose a transition plan to get the end-user to an IP system. IP cameras offer better resolution and quality than analog. In this transition, a VMS will work with both. The analog cameras would need to utilize an encoder. An encoder allows the analog cameras to be converted to IP at the headend. The coax cable would terminate on the encoder, and then the encoder would use a network cable to terminate on a network switch. Encoders come in 1, 4, or 16 channels. This means 1, 4, or 16 analog cameras can be converted to IP as needed. Another “feature” of some VMS is that the encoders are sometimes licensed by the encoder unit and not per camera. This is another part of the selection criteria for us when proposing a VMS for the end-user.</p>	
2	The State seeks a Supplier with the ability to integrate hardware and software with alarms and health monitoring. Supplier must describe in detail how you can meet this requirement.

RESPONSE

We encourage the end-user to integrate their systems' hardware and software with alarms. Mainly this is set up between the access control and video systems, but it could also include any burglar alarms systems. This could be a software integration and hardwired integration. An example might be a panic/duress button. This device is usually monitored by the burglar alarm system so that the police can respond as soon as an alarm is activated. It would be beneficial for this alarm to be integrated with video and possibly access control. This would/could allow for a video screen to "pop up" automatically on a monitor and push the video for a quick onsite response. The integration to the access system could allow for better tracking overall. Health monitoring is a separate item that is used in conjunction with the alarms most NVR's and networks can provide. We offer this service via our CSP offering. We would work with a third-party company specifically set up for this service. Viakoo and Blackpoint are two companies we are currently working with to provide this service.

Data Security Management

- | | |
|---|--|
| 1 | The State values the security of its systems and the information contained within the system. The video surveillance system may be integrated with the Authorized User existing information technology infrastructure. The Supplier must describe the data management security controls. In the response, include how and when your company would notify the State of Georgia of a cyber-incident. |
|---|--|

RESPONSE

Convergent has robust data management security controls that we created for our clients. Below you will find details around Cyber Security and what Convergent is offering.

Cyber Hygiene at Convergent



Physical security devices are a **vector for cyberattack**

CONVERGENT SYSTEMS ARE HARDENED AGAINST CYBER THREATS

— Both our own networks & the systems we install for you —

- 1
Hardened Convergent internal operations
- 2
Selectively chosen, trusted product partners
- 3
Hardened client-installed systems

We consider cybersecurity in **every system** we service

Page 1



Convergent's Cyber Services are about...

1. How we secure our business
2. Who our Product Partners are
3. How we secure your systems

1.
Hardening
Convergent's
Operations

- Policy-based IT Security
- Colleague Cyber Training
- Client Data Encryption
- Data Handling Guidelines
- Two-Factor Authentication
- Network Monitoring & Detection

Protecting our
Clients Data

2. Product Partner
Selection

- Secure Internal Operations
- Vetted Supply Chain
- Trusted Logistics Partners
- Security built into software & hardware products
- Cyber focused

Designing
secure
solutions

3. Hardening of
Clients Installed
Systems

- Harden systems at time of installation
- Password and Patch Management Programs
- Health, Preventive Maintenance and Lifecycle Management

Installing &
maintaining
cyber hygiene

We consider cyber security in **every** system we service

Page 2

Password & Patch Management

Problem

- In 2019, 80% of hacking-related breaches were caused by compromised, weak, or reused passwords
- 80% of all publicly known exploits have patches.

Solution

- Convergent's password management will 1x password update per year; 2x patch updates per year
- Enforce industry best practices for privileged access, ensure password complexity, rotation of credentials, reporting, and auditing
- Routinely correct security and functionality problems in software and firmware, significantly reducing the opportunities for exploitation

Result

- Reduced risk across physical security devices. Convergent provides additional updates under normal service call operating procedures

What is Password Management

Password management is a systematic method of creating, storing, and accessing passwords

- Method 1: Use favorite sports teams, pet names, and important dates to create passwords and record the passwords on a spreadsheet (not recommended!)
- Method 2: Use password manager software. A password manager is like a book of your passwords, locked by a master key that only you know.

Convergint's Password Policy

- Use at least 15 characters. A unique password that has not been previously used, unless it is the same device type on a single system
- Passwords cannot consist of only a single dictionary word; multiple dictionary words in a single passphrase is authorized. Not based on client or personal data (e.g., client name, office number, date of birth, address, etc.)
- Change passwords annually, unless:
 - Evidence of a breach is suspected or has occurred. User with access to the passwords no requires access

Privileged Access Management (PAM)

Highly complex memorized secrets introduce a new potential vulnerability: they are less likely to be memorable, and it is more likely that they will be written down. PAM is the IT security process of using policy-based software and strategies to control who can access sensitive systems and information. A PAM can enforce company password requirements for equipment provision and de-provision, ensure password complexity, and rotating credentials.

For clients who have subscribed to use Convergint's PAM:

We will ensure the strictest password policy available (Convergint, Client, or Manufacturer's policy) is enforced. We will store passwords in an encrypted and centralized location. We will provide a high-level of security with strong password complexity, change intervals, and a safe way to share passwords. We will reduce the risk and limit potential damage related to attacks.

What Can Be Stored in the PAM

Credentials, Keys, and Critical Data for:

- Web Accounts
- IP Addresses
- Windows Accounts
- Alarm/ Fire Panel Access Credentials
- BitLocker Encryption Recovery Key
- SSH Key
- Video Management System Credentials
- Anything else that has a username or password

Reporting Capabilities of the PAM to the State End-User:

[General](#)[Security Hardening](#)[User Audit](#)**Activity**

[Active Secret Sessions](#)
[Active Secret Sessions Count](#)
[Custom Report Activity](#)
[Database Configuration Audit](#)
[Distributed Engine Activity](#)
[Dual Control Audit](#)
[Engine Status](#)
[Event Subscription Activity](#)
[Folder Activity](#)
[Heartbeat Status](#)
[Heartbeat Status by Day](#)
[Internal Communication Changes](#)
[IP Address Range Audit](#)
[License Audit](#)
[RPC by Day](#)
[Secret Activity](#)
[Secret Activity Today](#)
[Secret Activity Yesterday](#)
[Secret Template Activity](#)
[Session Recording Errors](#)
[Unlimited Administrator behavior](#)
[Users Activity](#)

Discovery Scan

[What Secrets failed to import by Discovery?](#)
[What Secrets are pending import by Discovery?](#)
[Discovery Scan Status](#)
[What computers in Active Directory no longer exist?](#)
[What computers have been successfully scanned?](#)
[What computers that exist have not been successfully scanned?](#)

Folders

[What folder permissions exist?](#)
[What folder permissions exist for groups?](#)
[What folders can all users see?](#)
[What folders can a user see?](#)

Groups

[Group Membership](#)
[Group Membership By Group](#)

Legacy Reports

[Secret Expiration Health](#)
[Secret Server Usage](#)
[Secret Template Distribution](#)
[Top Ten Viewers](#)

Password Compliance

[Secret Password Compliance Statuses](#)
[What Secrets Do Not Meet Password Requirements?](#)

Report Schedules

[Report Schedules](#)

Roles and Permissions

[What role assignments exist?](#)
[What role permission assignments exist?](#)
[What role permissions does a user have?](#)

Secret Policy**Secrets**

[What Secrets changed passwords in the last 90 days?](#)
[What file types have been uploaded to Secrets?](#)
[What file types have been uploaded to Secrets? \(Pie Chart\)](#)
[What Secrets have not changed passwords for over 90 days?](#)
[What Secrets have failed Heartbeat?](#)
[Secret Permissions Mismatch.](#)
[What Secret permissions exist for a group?](#)
[What Secret permissions exist for a user?](#)
[What Secret permissions exist?](#)
[What Secrets have been accessed by an impersonated user?](#)
[What Secrets have been accessed by a user?](#)
[What Secrets have been accessed?](#)
[What Secrets are expiring this week?](#)
[Secrets with Failed Password Change](#)
[Secrets Failing Heartbeat](#)
[Secrets Pending Heartbeat](#)
[Secret Count per Site](#)
[What Secrets can all users see?](#)
[What Secrets Do Not Have Distributed Engines?](#)
[What Secrets Have Distributed Engines?](#)
[What Secrets have Expiration?](#)
[What Secrets require Comments?](#)
[What Secrets can a user see?](#)

System Reports

[FolderPermissionsReportName](#)
[FolderSecretsReportName](#)
[GroupLookupReportName](#)
[Privileged Behavior Analytics Configuration Activity](#)
[PermissionLookupReportName](#)
[RolePermissionsReportName](#)
[UserAccessReportName](#)

User

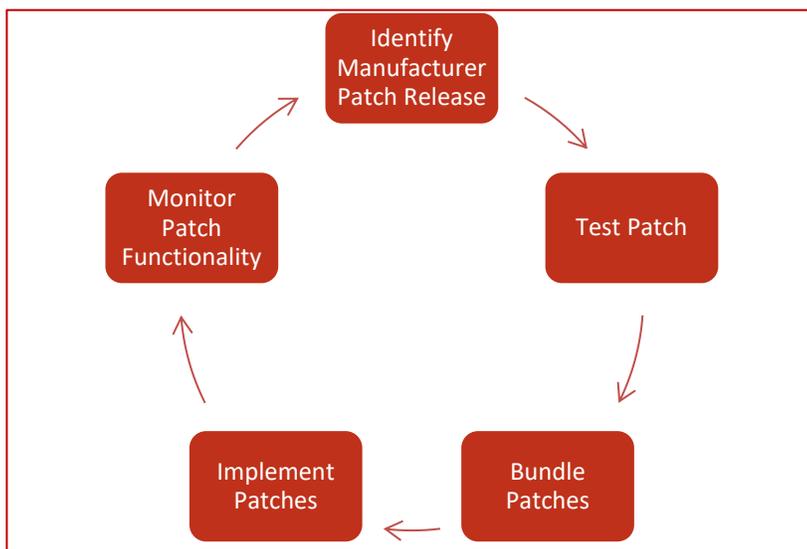
[Failed login attempts](#)
[Secret Template Permissions by User](#)
[What users have had an admin reset their password?](#)
[Who hasn't logged in within the last 90 days?](#)

How Secure is the PAM?

- AES 256-bit encryption
- SSL/TLS enforced on all connections to ensure end-to-end encryption
- Enforced two-factor authentication using Duo Security
- PAM software is in the cloud

Patch Management

Patch management is the process of identifying, acquiring, installing, and verifying patches for products and systems. Patches correct security and functionality problems in software and firmware, significantly reducing the opportunities for exploitation. Patch management is required by various security compliance frameworks, mandates, and other policies (e.g., NIST, PCI DSS, ISO 27001, SOC)

Patches are Implemented on a Bi-Annual Basis**Device Hardening***Problem*

- Physical security devices are deployed in a default state without adequate hardening. This creates vulnerabilities that allow attackers to exploit these devices. The attacker can then pivot to other systems and data on the network

Solution

- Device-specific hardening procedures are developed based on manufacturer recommendations and industry best practices. Devices are hardened before deploying them into the production environment

Result

- Devices are locked down according to industry best practices. Significantly reduced attack surfaces commonly exploited by attackers

What is Device Hardening?

Device hardening is reducing security risk by eliminating potential attack vectors and reducing a device's attack surface.

Examples:

- Default or embedded credentials
- Credentials stored in unencrypted files

- Unnecessary accounts/access
- Unencrypted data in transit or at rest
- Unpatched software and firmware vulnerabilities

What are the Risks of NOT Device Hardening?

- Increased security risks that allow potential attackers more opportunities to compromise devices and networks
- Increased complexity due to configuring and managing unnecessary services
- Increased costs for compliance and auditing due to increased numbers of accounts, services, and processes

Converging's Process for Device Hardening

- Converging's uses a systematic approach for device hardening
- Audit devices
- Identify vulnerabilities
- Close vulnerabilities
- Mitigate vulnerabilities that cannot be removed

If the Georgia Statewide Contract user client has an existing device hardening process or policy, Converging will work with the client to determine which hardening process to use. Devices should be hardened before being deployed on the network. The entire network/system should be audited annually to confirm that devices meet the standard and to detect any devices deployed on the network without being properly hardened.

Managed Detection and Response (MDR) to the State of Georgia of a Cyber Incident

Problem

- The customer lacks experience and expertise. Detection and response tools are expensive and require customization to the environment. Tools are typically out-of-date before realizing any ROI

Solution

- MDR providers work across host, network, and sometimes cloud environments to analyze data, actively detect threats and respond in a semi-autonomous manner
- Go further than an MSSP by providing highly qualified cybersecurity defense experts that augment the monitoring, verify threats, and validate response measures

Result

- Lower, and more consistent, capital expense. A more secure environment that actively responds to changing threats within the physical security network

A Managed Security Service Provider (MSSP) is a service that monitors network security events and *sends alerts* when anomalies are identified.

When an MSSP detects an anomaly, they notify the Client. Typically, MSSPs do not:

- Investigate the anomalies
- Eliminate false positives
- Actively respond to threats

It is a service that provides organizations with threat hunting and responds to threats as they are discovered.

Gives clients access to security professionals that:

- Are responsible for monitoring networks
- Analyzing incidents
- Responding to security incidents to stop/eliminate the threat

- MDR provides 24/7 continuous monitoring and *notification* of client networks
- Detect, analyze, and respond to threats

Provide alert monitoring and response by:

- Investigating of incoming alerts
- Prioritization of alerts by connecting data from across the network
- Responding and isolating the threat
- Go beyond perimeter detection and defense by detecting lateral movement within the network

How is this different from SIEM/Firewalls?

Security Information and Event Management (SIEM) and Firewalls are tools that play an important role in securing client networks. MDR uses an assortment of tools (sometimes including Firewalls and SIEMs) to detect and respond to threats in real-time. MDR providers employ teams of security professionals that evaluate each alert and threat as they are detected.

What is State Role? IT Role?

- The Statewide Contract End-User Client will be responsible for:
- Helping identify the security need
- Defining the scope
- Choosing the MDR provider

Client, IT will be responsible for assisting the MDR provider in:

- Understanding the network design (logical and physical)
- Deploying necessary tools or agents
- Providing a POC for incidents

Who Manages the MDR?

Service is that the MDR provider is responsible for the bulk of the day-to-day work. The client will need to remain in contact with the MDR provider to ensure that client needs are being met, network changes are communicated, and threats are remediated.

Operational

1	<p>Site surveys may be required as a component of preparing individual project proposals. Prior to final acceptance of the video surveillance system installation, the following testing and documents should be performed and provided to the procuring Authorized User:</p> <ol style="list-style-type: none"> 1. Perform and document a complete system acceptance test 2. Provide testing reports indicating all devices tested, pass/fail status, and actions taken to resolve problem(s) on failed tests 3. Provide “as built” drawings showing each device and wiring connection 4. Provide a complete set of operating instructions for hardware devices and a complete software user manual 5. Work may be performed in high security environment such as prison, jails & etc. This means tools must be accounted for and no frequent trips to and from vehicles. Bring in what you need for that day in these places <p>The Supplier must describe how they will meet this Requirement.</p>
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RESPONSE

Site surveys are an integral part of most of the solutions Convergent recommends. We often meet with end-users to discuss their needs and requirements. A requested part of this initial meeting is a current set of floor plans with security devices shown. Often this is not available. If it is not, we ask for a blank floor plan to allow for us to add these devices. This helps us and the end-user to know what is existing and what is required. As required for the system, we are recommending we have a formal site survey worksheets and system acceptance testing document.

1. A normal and usual part of us providing a system is a system acceptance test. Once the project is complete, this is complete with our specialists and the end-users reps. Often, we will perform this before expanding a system, so there are not any misunderstandings as to what was or was not working before us beginning new work on a system.
2. For any specific project and on all devices, we install, we provide Testing. Some projects require this, and some do not. We work with the end-user to understand their specific requirements before providing a quote.
3. As-built drawings are another deliverable we recommend including on each project. This is another requirement that is discussed before providing a quote.
4. Operating instructions and software manuals are often built into the VMS and are standard deliverables on new system installation projects. We provide training on these systems and show the end-user where these documents reside.
5. We currently work in many high-security locations for the State and other customers. These include prisons, data centers, petrochemical, lab facilities, and the like. Tools management and other specific requirements are other topics we discuss with the end-user before a quote so that we can include the needed time to meet these.

2

What is the process to add new cameras if additional cameras are needed locally or remotely after initial installation? Supplier must describe how this requirement will be met and the Change Order Process.

RESPONSE

The process of adding new cameras after initial installation can vary depending on the timing of the request. If Convergent is still onsite doing work, usually this communication is made from the end-user to our Project Manager (PM). The PM will discuss the need with the end-user and then work to provide a quote for the additional camera(s). The PM may or may not get with the account executive (salesperson) who originally sold the project. After submitting a quote, if the end-user approves, we will procure the material and install, program, test, commission the additional equipment promptly. If Convergent is no longer onsite, it will need to come from the end-user to the salesperson. The salesperson will discuss the need with the end-user and then work to provide a quote for the additional camera(s). Once the end-user approves the quote, the salesperson will turn the project over to the assigned PM, and we will procure the material and install, program, test, commission the additional equipment promptly.

3

Supplier must describe its processes and procedures for bringing system(s) back-up to working functionality in case of power failure and how much (in hours) battery backup is provided for security equipment.

RESPONSE

The process and procedure for bringing system(s) back-up to functionality in case of a power failure are different for most end-users depending on their procedures and the type of power failure. If it is a complete site power outage for multiple days, versus a brief power-blip, it will also be different. Many times, the security systems come back online without the need for us (the security provider/maintainer) to be involved. However, for an extended power outage, we may need to be involved. The process for us, if we are involved, would be to turn on the power of the network switch(es) powering the cameras. Then we would turn on the NVR(s), and the viewing workstation(s). When all of these are powered up, we will log into the system to confirm all cameras can be viewed. If any cannot, we would begin to troubleshoot each, documenting as we went along. If any materials are needed for repair, we will discuss this with the end-user to determine the required process to complete this repair. This might be for us to provide a quote, or it might be to proceed on a time

and material basis, or it might be to proceed because there is an existing service contract (CSP) in place to cover this material. Or it could be the end-user will handle it at this point. The resolution is discussed and agreed upon before proceeding.

Battery backup is something Convergent highly recommends for all security systems. A battery backup is recommended even when an end-user has a backup generator, to allow the system to continue to operate while the generator comes online after a power failure. Usually, there a small time delay, and the systems operate better to not have a loss in power. The length of time for a battery backup can vary on the requirement of the end-user and system. Usually, IP cameras are powered by the Power over Ethernet (POE) network switch. If this is the case, usually, a UPS is mounted in the specific rack. This UPS is usually powering multiple switches. The load on the UPS and the size of it will determine the length of time the equipment will remain powered during a power outage. Access control and burglar alarm systems are often provided with batteries located in control panels. These batteries are usually sized per the system and length of time required to maintain power. It will also depend on the type of locks being used. Fail secure (locked when power is off) locks don't use any power when the system is off, so only the control boards will be powered. Fail-safe (unlocked when power is off) locks do use power to remain locked. These will use the battery power when the main power is not available along with the control boards. The type of locks used varies on the type of facility requirements.

4

The Supplier must provide information detailing how data is recovered due to events that result in the loss of data.

RESPONSE

The type of "data loss" will determine the procedure for recovering it. In some cases, it may not be recoverable. If a communication loss is a reason for the data loss, most systems will recover this loss upon the return of the communication. We see this most common where the remote site loses communication with the main server site. In this case, the remote site will continue to operate locally, but no alarms or changes can be made to the system remotely. Once the communication is restored, the remote site will send the alarms to the main server, and changes can then proceed. This also happens with control panels that are remote or even inside a building. If a control panel loses its communication with the headend server, it will continue to operate with the existing cardholder information it has. Any alarms or changes will be stored in the control panel and then uploaded to the server when the communication is restored. In the case of data deletion by a user, in some cases, it can be restored via the system or recycle bin on the workstation. Depending on the type of loss, our specialist will work to determine if the data can be restored or not. We highly recommend a backup of all the end-user systems be performed regularly. This backup should be stored on the end user's system and at our local office. We, at Convergent, store in a secure network location and restrict who has access to this information. A backup will allow the end-user to restore their system to the state of the last backup. We will also implement automatic backups as the end-user requires.

Warranty

1

The video surveillance equipment purchased by User Agencies, at a minimum, must include a one-year warranty for all components including parts and labor. Please describe how your organization can meet this requirement.

RESPONSE

Convergent provides the following letter for all products that are installed by Convergent.



1955 Evergreen Blvd., Suite 50,
Duluth, GA 30096
Phone (770) 840-7007

January 24, 2020

Customer Name
Attn:
Customer Address
City, State Zip

Subject: Warranty Letter for Georgia Statewide Tier 1 Security Contract

Project Name: XXXXX
Project Number: XXXXX
Contract/PO Number: XXXXX

Dear **Name**,

On behalf of Convergent Technologies LLC., we would like to thank you for the opportunity to provide **security / fire alarm** systems for the **Project Name** project.

The new systems were commissioned on **XXXX/XXXX** and our work is covered by a comprehensive warranty for one-year from date of substantial completion (expiring at midnight) on **XX/XX/XXXX**. During this period Convergent will repair, replace, or exchange products and applied labor as applicable. The installed equipment is warranted to be free from defects in performance and workmanship.

This warranty does not cover equipment which is damaged due to operation outside manufacturers' guidelines or malfunctions due to accident, neglect, abuse, vandalism, fire, electrical service, water damage, or force majeure. Furthermore, repairs or alterations to this equipment by anyone other than Convergent will void the warranty. Only equipment and/or materials that are found to be defective by Convergent will be repaired or replaced under this warranty.

Warranty service is available from 8:00AM to 5:00PM Monday through Friday, excluding holidays. In the unlikely event that any of the installed equipment fails to perform as expected, or you require any further expansion, system modifications or testing, please feel free to contact us at (770) 840-7007. Please note we have atlservice@convergent.com a direct service email that goes to 13 people in our Georgia service center. Emergency service at other times is available at our published service rate or at the negotiated rate per the executed contract. After hours, service can be reached at (877) 735-1110.

We thank you for your business, if you have any questions, comments, or we may be of any further service, please do not hesitate to contact us.

Sincerely,

Convergent Project Manager

Maintenance	
1	<p>Suppliers must be able to provide service/maintenance agreements to Authorized Users for repair and service work performed after the warranty period at the negotiated labor rates under any resultant contract award. The service/maintenance agreements shall include various levels of Supplier response times available to the Authorized User. Please describe your service/maintenance agreements available to Authorized Users after the warranty period expires. Attachments can be uploaded but do not include any costs in your description or attachments. DOAS retains sole authority to authorize the sale of any service/maintenance agreements proposed under this section.</p>
<p>RESPONSE</p> <p>Convergent Customer Support Program includes a combination of standard services and optional tailored services to meet your needs.</p> <p>Convergent offer 4 Priority service levels</p> <p><u>Priority 1 (P1) – Emergency (24/7)</u></p> <p>DEFINITION: A sudden, urgent, usually unexpected failure of the access control, video management system, or network connection(s) that compromises life safety, interrupt business operations, or significant risk of damage or loss to port assets.</p> <p>EXAMPLE: A complete loss of video or access control throughout the entire building.</p> <p>RESPONSE TIME: On-site within 4 hours of call acknowledgment (24/7).</p> <p><u>Priority 2 (P2) – Next Business Day Response</u></p> <p>DEFINITION: A common security system failure where non-critical functions, procedures, or resources are negatively affected with a moderate impact on overall security operations.</p> <p>EXAMPLE 1: The loss of PTZ control of a camera monitoring a general access area.</p> <p>EXAMPLE 2: A single door failure to a restricted area with multiple points of entry.</p> <p>RESPONSE TIME: On-site within eight (8) <u>business hours</u> of call acknowledgment. A technician may be dispatched to arrive the next business day.</p> <p><u>Priority 3 (P3) – Scheduled</u></p> <p>DEFINITION: A security system failure that is not time-sensitive and marginally increases in impact or inconvenience over time. A workaround is available.</p> <p>EXAMPLE 1: Remove dirt from a camera lens.</p> <p>EXAMPLE 2: A sticking key on a card reader keypad.</p> <p>RESPONSE TIME: Resolution times are scheduled on an item by item basis.</p> <p><u>Priority 4 (P4) – Parts/Small Projects</u></p> <p>DEFINITION: The purchase of parts only (no labor) or installation of new security components that are handled through service.</p> <p>EXAMPLE 1: The purchase of 500 new badges.</p> <p>EXAMPLE 2: Adding a new camera.</p> <p>RESPONSE TIME: Resolution times will depend on the availability of parts and customer requirements.</p> <p>Convergent offers the following range of optional security services to fulfill specific customer requirements. You may choose to add an optional service at any time, on a time & material basis, if you do not include the service in your initial service plan.</p> <p>Preventative Maintenance Visits</p> <p>On a scheduled basis, Convergent will provide security system preventive services for components listed within the equipment list contained herein. Preventive maintenance testing will be performed per Convergent testing standards. Preventive maintenance will include a visual inspection and functional test of security components, as listed in the attached equipment list.</p>	

Next Business Day Response

After a service call is placed under a standard Customer Support Program, Convergent will respond (on-site) to customer service calls by the next business day Monday through Friday from 8:00 AM to 5:00 PM. The next business day response is typically used for "Priority 2" or non-emergency service calls. For the enhanced emergency response to service calls, please see the Priority On-Site Support Option listed below.

Customer Basic Training

Convergent provides on-going security system training services for your staff. Annually, Convergent will provide a four (4) hour training course designed to improve the knowledge and efficiencies of your security staff. Training will be customized to your specific facility and system and will typically include the following topics: system architecture, overall system operation, alarm response procedures, troubleshooting techniques, management report generation, etc. The benefit of this training is that your staff will become more familiar and comfortable with the security system, and be able to respond effectively and efficiently to alarm situations.

iCare Manager Work Order Management

This value-added online service tool provides Convergent customers access to real-time work order information, 24 hours a day. Customers can create online work orders to request service, view service work orders, and run a variety of reports to help manage their business.

UL Listed Monitoring Service

Convergent provides customers with UL listed monitoring services providing customers with 24/7 facility alarm protection. Utilizing Emergency24, Convergent provides customers with fully redundant monitoring services resulting in an extraordinarily reliable monitoring network. Customers have access to monthly reports and have the ability to administer account information from a secured internet connection. This means that Convergent, or customers themselves, can change emergency contact names and associated numbers directly from any internet connection.

Program Discretionary

Convergent understands the difficulty that customers face securing capital expense dollars to upgrade older technology or replace failed components. Our customers now decide how much money to include in the Program Discretionary Fund. The fund is intended to be used for repairs to the system, or technology upgrades to the system. Throughout the year, as parts are replaced, or upgrades are implemented, the amount required to pay for these services will be deducted from the funding included in the Customer Support Program. This will be tracked throughout the year so that both the customer and Convergent know exactly what the latest balance is for this fund. This Program Discretionary Fund will be required to be spent during each annual agreement period. The following annual dollar amount has been established for this Program Discretionary Fund-

Comprehensive Service Labor

For those customers seeking to manage their financial risk associated with emergency service and repair labor, this option is intended to provide comprehensive labor coverage upfront for 1) Emergency Service Calls, 2) System Troubleshooting & Diagnostics, and 3) Component Repair Labor.

Comprehensive Component Coverage

For those customers seeking to manage their financial risk associated with the replacement of failed system components, this option is intended to provide comprehensive component coverage for the equipment identified in Appendix A of this agreement.

Head-end Maintenance Services

Convergent will supplement your internal system administration support by providing management of the head-end servers, storage, and management systems. These services include on-site system configuration back-up, security system

software analysis, server, storage, and workstation hardware inspection and cleaning, updating of anti-virus software if applicable, installation of service packs, Windows updates, and any applicable security utilities.

Cyber Hygiene Program

On a scheduled basis, Convergent will provide password and patch management for all security IoT devices as outlined in the scope of work. This includes advising on a password management plan, implementation of password management, and verification of compliance with the management plan. The availability of software patches will be researched and applied according to the manufacturer's recommendations.

Software Upgrade & Support

Convergent Technologies provides customers a comprehensive security software support plan that allows them to keep pace with software revisions and advancements. Such revisions will help keep your installed system operating with the latest technology. Convergent will provide and install upgrades of new software revisions on an annual basis and do so once the latest is stable, reliable, and proven. Convergent will also perform any necessary OS updates at this time. Covered Software is identified in the equipment list of this proposal. Note: Server or workstation hardware upgrades are not included. This option also provides the manufacturer's technical support to Convergent specialists when needed.

On-Site Security Systems Specialist

The On-Site Security Systems Specialist will report directly to Convergent Technologies, with day-to-day accountability to our customers. Specific goals will be established, and progress against these goals will be measured quarterly during a formal goal review meeting. The On-Site Security Systems Specialist shall manage and administer standards and security operations procedures and assist security personnel in day-to-day security system operations. This option provides customers with a dedicated resource, ensuring system integrity, standardization, and continuity. This is accomplished through program management, technical skills, and innovative communication tools.

Enhanced Customer Training

Convergent Technologies Standard Customer Support Program includes four (4) hours of on-site operator training. Customers can add additional operator training blocks, in increments of four (4) hours each, to increase the level of training that will be required. The following indicates how many incremental four (4) hour training blocks will be required on an annual basis.

Remote On-Line Diagnostics

Convergent will utilize an industry-standard authentication technology to remotely access your security system and resolve technical issues in real-time, resulting in savings of both time and system downtime. A Convergent Support Specialist, with the support of a screen sharing session, will work directly with your personnel for initial call support and troubleshooting. If the issue cannot be resolved on-line, a more refined service response will result, including the dispatching of a security service representative. Also, remote service diagnostic support provides a valuable tool for your personnel by providing hands-on training on system troubleshooting and software services.

BR.COM Web-Based Reporting

Convergent's web-based reporting starts with the application of unique, registered barcodes to security devices such as cameras, video recorders, card readers, control panels, head-end equipment, and other system devices. As each device is tested, the device is scanned, and critical maintenance information is documented. Also, the data at the time of the inspection is automatically recorded with the scan of the barcode.

Within 24 hours following the inspection visit, an on-line database and associated report of the system test is available for viewing, downloading, printing, or emailing. This maintenance information can be retrieved anywhere using a standard internet browser. Color-coded status flags provide an immediate summary of the building test status: normal, discrepancies found, or devices failed. Proposed solutions to resolve discrepancies or failed devices are always included.

Convergint's web-based reporting system provides immediate documentation to building owners and managers that their security systems are being tested and inspected according to the manufacturer's requirements and promptly.

iCare Executive Work Order Management

This value-added online service tool provides all of the features of iCare Manager plus: Real-time Status, Metric, and Custom report, access to My Document Library (i.e., document sharing platform), Intranet and Internet Links, Administrative Privileges and Email Notifications.

Live Archive (Building Reports)

This provides fast and easy access to your inspection reports through Building Reports.com. A QR coded sticker will be provided at the main panel for the system. All that is needed is a smart device to read the code (iPhone, Android).

Product Replacement

1

The State understands that a product may be discontinued by the manufacturer. Please describe in detail your organization's process for providing and identifying substitute/alternate products for this category.

RESPONSE

Convergint understands the difficulty that customers face as technology rapidly makes changes with products and software. Convergint will identify either a substitute or alternate product that is available by working with the manufacturers on the State Contract based on the client's specific needs.

**ATTACHMENT Q
CLIENT REFERENCE FORM**

Supplier: Convergent Technologies LLC.

Instructions: You are required to submit at least 3 verifiable references for your services as described in the Experience Requirement. Each reference that fails to respond will be scored as zero. The SAMPLE is provided as a guide.

Reference #	Contact Name	Contact Position	Agency Name	Street Address1	Street Address2	City	State	Zip Code	Email Address	Phone Number	Description of Referenced Services
SAMPLE	John Doas	Director of Services	Department of Alpha123	21 Bay Street	Suite 215	Ulstead	GA	55555	jdoas@DOC.state.gov	(555) 555-5555	Mr. Doas is the APO for the Agency. Our company installed a video surveillance system which included products, services and installation. The project contained 100 cameras.
1	Craig (Phillip) Brock	PDS/CCTV Technical Support Manager	Georgia Department of Corrections (GDOC)	Engineering & Construction Services - SOSTC - William Lies Hall	300 Patrol Road / P.O. Box 1529	Forsyth	GA	31029	Phillip.brock@gdc.ga.gov	(478) 365-4162	Washington State Prison is a class one facility with the Georgia Department of corrections. We have utilized the state contract for Pelco Video IP upgrades. Convergent completed phase one with 96 cameras in 6 buildings. Convergent has been authorized to start Phase 2 which is 178 Additional cameras. Convergent is also working with GDOC on projects including: Hancock State Prison, Georgia Super Max Prison, Phillips State Prison
2	David M. Resmondo	Senior Security Systems Specialist	Atlanta Public Schools	2352 Bagwell Drive SW		Atlanta	GA	30315	dresmondo@atlanta.k12.ga.us	(404) 802-3546	Convergent Technologies has provided Fire Alarm and access control design, installation, consultation, service and support in the past. Convergent responded to a March 2018 RFP to Replace current ONSSI Video Platform. Convergent partnered with Milestone Video Management System. Support for their system consists of over 4,600 cameras and 1,000 Lenel access control doors in 89 locations, with an additional 1,200 cameras to be added over the next five years. APS required 5 years inclusive of Milestone Care Plus and Care Premium. With support from our strategic partnership with Milestone and 13 months of RFP changes and negotiations, APS selected Convergent as their sole source provider in March of 2019. Convergent's experience along with numerous Milestone certified personnel resulted in our selection as sole source integrator. Video Integration with Lenel Access Control was vital to APS. Support includes software and service support with 24/7 response when necessary.
3	Alan Perry	CIO	Georgia Building Authority	One Martin Luther King Jr. Drive		Atlanta	GA	30334	alan.perry@gba.ga.gov	(404) 463-4712	Convergent has installed and maintains the IP Video, access control, and duress for The Georgia Building Authority (GBA). GBA is responsible for all services associated with the physical security & management of 36 buildings and various facilities located in the Capitol Hill Complex in Atlanta, Georgia, including the Georgia State Capitol building (Capitol Police) Judicial complex, and the Governor's Mansion (Georgia State Patrol). We maintain the GBA Command and Control and connection to the Atlanta Police Department VIC

Mandatory Scored Response Worksheet

CATEGORY B: ACCESS CONTROL

Suppliers responding to one or more of the following Categories must answer all the requirements in this document:

- **Category B – Access Control Systems**

Failure to answer these requirements will result in disqualification of the proposal.

Suppliers must indicate whether their proposal meets the individual requirement and provide a supporting narrative. Suppliers must provide a thorough narrative description in the space provided in this spreadsheet. **DO NOT ATTACH DOCUMENTS.**

The narrative description, along with any required supporting materials, will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award.

DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.

Category B - Experience

1	The State of Georgia seeks Supplier(s) capable of providing a wide range of Access Control Systems, Services, and Installation to a large set of diverse educational and governmental organizations across the State of Georgia. The Supplier must describe in detail their experience in providing these goods and services to a diverse enterprise with multiple business units. Please provide a minimum of three verifiable references for your services in the provided attachment Q.
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RESPONSE

Convergent Technologies has been in business since 2001. We started with six (6) offices in the U.S. and have grown to 90 in North America and another 20 in Europe, Asia, and Australia. Over the last 18+ years, Convergent has provided design, installation, programming, and service to many different end-users for their security, fire alarm, building automation, life safety, and nurse call systems. These have included, but are not limited to, state/local government entities, higher education, federal entities, healthcare, industrial, petrochemical, manufacturing, data centers, commercial and high-tech. We have provided and currently provide services for GBA, GDOT, GA Tech, UGA, State Prisons, and many more State of Georgia entities.

Convergent has provided the following references in Attachment Q.

- 1. Atlanta Public Schools**
- 2. Georgia Department of Corrections (DOC)**
- 3. Georgia Building Authority (GBA)**

2	The State understands that sub-contractors may be used from time to time. Describe your organization's hiring process for sub-contractors. Include the sub-contractor's name, address, telephone, and email address of the sub-contractors your organization currently uses for this category.
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RESPONSE

Convergent has a robust hiring process for sub-contractors. To best utilize the full staffing contribution of each partner, all Convergent Partners proactively submit candidates to build our pipeline to create a bench of qualified candidates identified for each labor category. We conduct a thorough candidate vetting process which includes confirming qualifications and experience to satisfy labor category requirements and ensuring candidates have the proper clearance to perform the work. The selection of the most qualified candidates to meet specific State of Georgia requirements is determined using a range of attributes including skill, fit, experience, and cost. We have established corporate infrastructures with flexible

management structures in place that allow Convergent to respond to all projects by providing specialized expertise, increased workload for urgent, time-critical requirements.

Convergent Subcontractors are chosen for their history of acquiring and maintaining adequate staffing levels and maximizing retention. They have a successful history of identifying performance or contract problems and taking corrective actions to resolve them before the project is impacted.

Convergent is committed to diversity with the subcontractors we conduct business with and have experienced the benefit of working with locally-owned businesses in the State of Georgia. From Convergent's perspective, it's a win all the way around – for your end-users, for our business and every community in the State of Georgia. We also understand how difficult it can be for a small business, with good people and service cultures, to make connections within larger organizations. Convergent designed a Subcontractor Diversity Program to make it easier for them to make contact with the right people within any of our North American office locations.

At Convergent, we evaluate every potential minority provider based on meeting the following requirements. You must:

- Be a certified as a minority, women, or disabled, owned for-profit business enterprise which is at least 51% owned, operated, and controlled by United States citizens who belong to any of the following groups: Women, African American, Asian American, Hispanic American, Native American or Disabled American
- Have a minimum 3-year business history
- Meet Above Average Quality Standards
- Demonstrate Excellence in Customer Service
- Offer Competitive Pricing on Your Goods and Services
- Provide Value-Added Products and Services
- Meet our Insurance & Indemnification Requirements
- Provide at Least Three (3) Customer References

Convergent currently uses the following Sub-Contractors for this category:

Sub-Contractor	Address	Telephone #	Email Address
MediaGenius LLC – Christina Fraley	300 Fallstone Path McDonough, GA 30253	616-482-9641	christina@mediageniusonline.com
All Protective Systems – Ronald RayBurn	327 Old Four Notch Road, Whitesburg, GA 30185	770-832-1322	allprotectiveservices@live.com
Infinite Security Solutions - Alan James	71 Zion Hill Drive Dallas, GA 30157	404-310-7119	infescsol@bellsouth.net
Electronic Security Support - John Garrett	1664 Creek Mill Trace Lawrenceville, GA 30044	770-900-4620	j.garrett@essga.com
Tiger Security Integration – Stephen Nudleman	1945 Pilgrim Mill Circle, Cumming, GA 30041	770-862-7191	TSl.nudleman@gmail.com
Synergy Integrated Services - Joe Easton	60 Applewood Lane Taylorsville, GA 30178	678-477-4948	jeaston@synergyintergratedservices.com
IS3 Tech Services - Mike Harrison	6621 Bay Cir, Ste 120 Norcross, GA 30071	404-487-6009	mharrison@is3tech.com

Stanton Electric, Inc. – Jerry Stanton	4850 Spout Springs Rd, Buford, GA 30519	770-904-6492	jerry@stantonelectric.com
Uptime Electric Company Inc. - Laurette Clowers	495-C-85 Circle College Park, GA 30349	404-559-8745	caustin@uptimeelectric.com
Analyzed Low Voltage - Alberto Luna	PO Box 1822 Fort Valley, GA 31030	305-338-5293	Aluna@AnalyzedLV.com
Smart Security Integrators (2Si) – Corey Dallas	2020 Howel Mill Rd Suite D-301 Atlanta, GA 30318	404-387-4956	cdallas@2siatl.com
All N ONE Security Service, Inc. – Annette Melvin	3915 Cascade Rd, Ste 340, Atlanta, GA 30331	404-691-4915	amelvin@alln1security.com
Physical Link Communications – Bill Halstead	4629 Shiloh Rd Loganville, GA 30052	770-772-1340	bill@physicallinkcomm.net
Arseal Technologies, LLC – Romulo Lakip	7905 Westside Parkway, Ste 100 Alpharetta, GA 30009	470-246-4004	romulo.lakip@arseal.com
Tebarco Door & Metal Services – Debbie Merritt	1905 Grassland Parkway Alpharetta, GA 30004	770-740-8782	debmerritt@tgebarcodoor.com
Pro Tech Lock and Safe - Dan Turner	5301 Hwy. 29 Lilburn, GA 30047	770-925-0328	info@protechlock.com
Integrated Security Technologies – Charles Johnson	1263 Metropolitan Ave SE, Atlanta, GA 30316	678-886-4746	charles@istechpro.net
Petty Security System, Inc - Tim Petty	2537 Sealpem Court Duluth, GA 30096	404-425-4630	lowvoltagejim@yahoo.com

3 The Suppliers must possess all the necessary certifications and licenses required to perform work in the access control system category. Please list the certifications and licenses your organization and personnel possess for this category.

RESPONSE

1. Video Security Systems Designer (VSS) – Kevin LeCureux & Paul Franco
2. Video Security Systems Technician (VSS) - 16 total Colleagues (please see below)
3. American Society of Industrial Security (ASIS) – Stephen C. Smith, Paul Franco, Raymond Schmookler, Jason Hatfield, Jason Barton
4. Physical Security Professional (PSP) – Locally, Stephen C. Smith and Raymond Schmookler are certified, over 60 certified throughout Convergent.
5. Certificated Protection Professional – N/A Locally, 135 throughout Convergent.
6. Security Industry Association – Convergent is a member –
<https://mysia.securityindustry.org/Directories/CompanyListing.aspx?ID=L8TVztwz8jM%3d>



Company Listing

[Return to Browse](#)



Convergent Technologies, LLC

Address: 1 Commerce Dr
Schaumburg, IL 60173-5302
United States

Website: <http://www.convergent.com>

Primary Contact Name: Dan Mocerl

Primary Contact Email:

Type: Integrator

Member Since: 05/01/2006

Description: Convergent Technologies is a global, industry-leading organization that designs, installs, and services electronic security, fire alarm, and life safety systems. Convergent's top priority is service in every way - service to customers, colleagues, and community. Delivering value through unparalleled customer service and operational excellence has been foundational at Convergent. Our promise, and our number one objective, is to be our customers' best service provider.

Industry Segments: Access Control, Identity Management, Life Safety, Alarms & Intrusion, Video Surveillance

Markets Served: Chemical Facilities, Commercial, Federal Government, Financial Institution, Food Supply/Distribution, Healthcare, Higher Education, K-12 Education, Pharmaceutical, Retail/Loss Prevention, State & Local Government

7. Certified Security Project Manager – Barry Foster
8. BICSI – N/A Locally, Ward Meldrum is certified for Convergent
9. Building Owners Management Association (BOMA) – Convergent is members of BOMA - Jason Hatfield
10. Electronic Technical Association (ETA) – N/A
11. Low Voltage License – Mike Singer LVA# 205368 – Ken Smith LVA#205261
12. Telecom Low Voltage – N/A
13. Hardware or Software manufacturer's certifications – Convergent has hundreds of certifications. Please see the table below for names and applicable certificates from the manufacturers. Also, please see a separate attachment for the Manufacturer Certification as a Value-Added Reseller.

<u>Colleague</u>	<u>Certification</u>	<u>Colleague</u>	<u>Certification</u>
Ross Westermann	Access Expert	Matt Cherry	Lenel - Access
Dusty Cook	Access Expert	Cory Crook	Lenel - Access
Steve Zboran	Access Expert	Jared Defoor	Lenel - Access
Jeff Speed	Access Expert	Irvin Donaldson	Lenel - Access
Mark Noonan	Avigilon - Access	Erick Ferretti	Lenel - Access
Preston Stringer	Avigilon - Access	Brent Field	Lenel - Access
Brad McCumber	Avigilon - Access	David Garraway	Lenel - Access
Les Daniel	Avigilon - Access	JP Gillardo	Lenel - Access
Mark Noonan	Avigilon - Access	Bob Grace	Lenel - Access
Conrad Nicholson	Genetec - Access	Ed Hanes	Lenel - Access
Dikul Patel	Genetec - Access	Dustin Harris	Lenel - Access
Evian Boza	Genetec - Access	Philip Hull	Lenel - Access
Jonah Casaday	Genetec - Access	Anthony Jones	Lenel - Access
Roderick James	Genetec - Access	Gene Mabilli	Lenel - Access
Ross Westermann	Genetec - Access	Vincent Machi	Lenel - Access
Taurean North	Genetec - Access	Brad McCumber	Lenel - Access
Jonah Casaday	Lenel - Access	Perry Morgan	Lenel - Access
Jared Defoor	Lenel - Access	Edmund Murray	Lenel - Access
Barry Foster	Lenel - Access	Conrad Nicholson	Lenel - Access
Gene Mabilli	Lenel - Access	Habib Owens	Lenel - Access
Vincent Machi	Lenel - Access	Kenny Patterson	Lenel - Access
Habib Owens	Lenel - Access	Jameel Peters	Lenel - Access
Joseph Sciarrotta	Lenel - Access	Adrian Pritchett	Lenel - Access
Nicholas Alexander	Lenel - Access	Mike Sacklyn	Lenel - Access
Alfred Allen	Lenel - Access	Joseph Sciarrotta	Lenel - Access
Allen Benfield	Lenel - Access	Jason Smith	Lenel - Access
John Blacklidge	Lenel - Access	Marc Smith	Lenel - Access
Mike Cartee	Lenel - Access	Trey Stewart	Lenel - Access
Jonah Casaday	Lenel - Access	John Warren	Lenel - Access

- 14. Professional Engineer – Jason Barton
- 15. Electrical Engineer – Kevin LeCureux
- 16. Energy Security Council (ESC) – Darin Dillon is a board member
- 17. Certified Project Management Professional (PMP) – Barry Foster

Product and Services

1	The Supplier must be authorized to sell, install, and service the products for access control systems which they carry on this contract. Provide written proof that your organization is an authorized reseller for each manufacturer you represent. No manufacturer, product line, or distributor will be accepted for any Supplier without proof of authorization.
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RESPONSE

Please see the “Convergent Category B Letters” attachment for written proof that Convergent has the required certification letters.

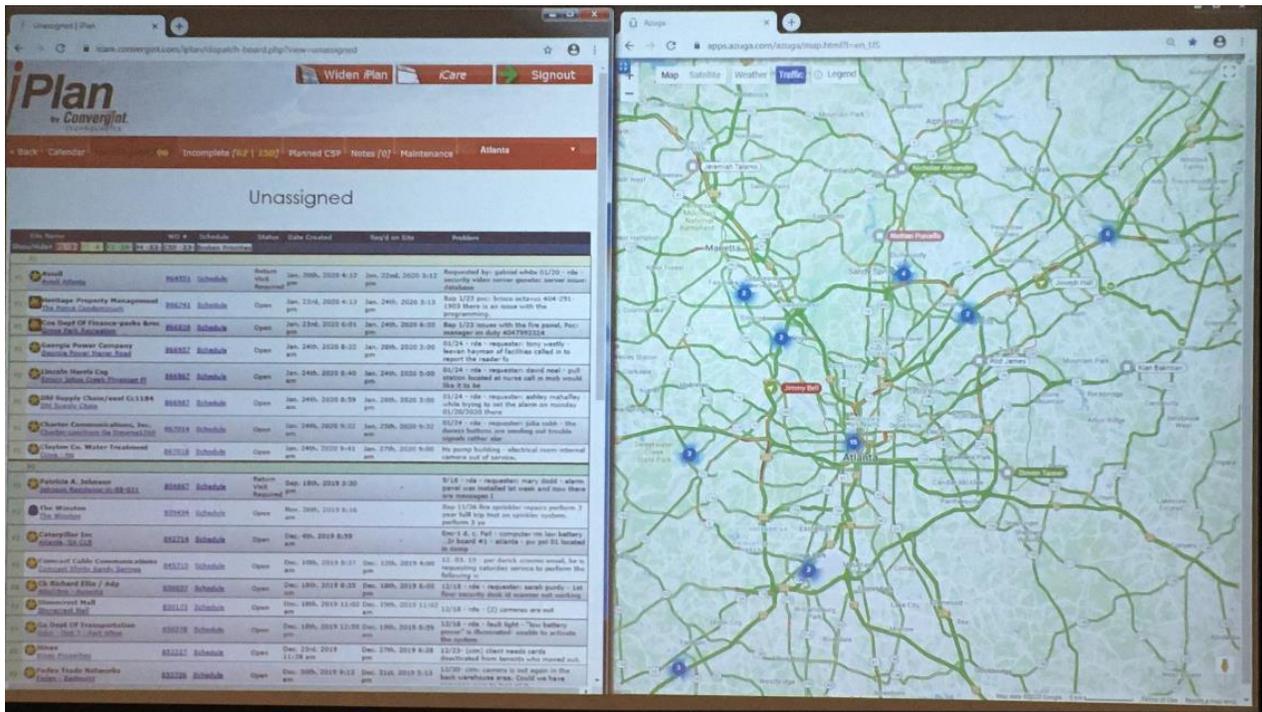
2	Describe your organization's ability to provide product and services for access control system for the User Agencies throughout the entire state as described within this RFP. In your response, describe how your organization can (from a personnel and capacity perspective) meet and service the needs of multiple User Agencies simultaneously that will be located in various facilities across the state.
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RESPONSE

Convergent utilizes the iPlan module of iCare to coordinate, schedule, and allocate human capital to ensure all commitments are met on time and as scheduled. iPlan ensures individuals are assigned tasks that are compatible with their service qualifications and product certifications. This tool supports the short- and long-term needs for surge support and labor allocation.

Convergent’s repair and replacement work shall be complete, including touch-up painting as required and system operational testing. Repaired areas match existing surfaces and are fully compatible with existing equipment. Replacement components are installed per contract requirements and are equal to or better in fit, quality, material composition and quality, color, and conform to design documents.

Below is an example of how the Atlanta Convergent office identifies and tracks all the requested services through iCare and iPlan.



Convergent Technology Centers (CTC) in Duluth and Macon, Georgia, Charleston South Carolina, and Jacksonville, Florida, will support the Authorized User’s across the state. Each CTC is staffed with manufacturer certified personnel reflective of our Access Control product line card and listed in our Cost Attachment B list of authorized manufacturers. Many of our Georgia colleagues are remotely based around the State of Georgia to improve response times and reduce costs.

Convergent Technology Centers (CTC) Supporting Georgia Authorized statewide contract users.



Convergent primary Access Control Manufacturer Line Card



3 The State seeks a Supplier that can provide a range of access control systems. Describe your organization's product offering.

RESPONSE

Convergent is uniquely positioned and prides itself on the fact that we install more than nine (9) different Access Control Systems and provide a "Clean" Range of Access Control Systems; however, we own zero access control products. Unlike other global integrators, we first meet the need of the State of Georgia end-user *NOT* the need for "owned" product. Only by collaborating, listening, and performing (at no cost) site evaluations do we formulate the basis of design and support we provide with the Authorized End User.

Below is a graphic of some of our *not owned* selected brands:

**Integration**

1 The State seeks a Supplier with the ability to integrate access control hardware and software with various security systems, and monitoring. The Supplier must describe in detail how you can meet this requirement.

RESPONSE

Convergent is uniquely qualified to meet this requirement as an authorized integrator for multiple lines instead of a manufacturer only supporting their product. The definition of Integration is a Manufacturer "A" Access Control System will work with the Manufacturer "B" Video Surveillance System to enable the Authorized User to avoid duplicated efforts and work within a single software GUI to conduct functions across different security software and hardware platforms. Many product manufacturers, such as access control, have relationships with video surveillance, intrusion detection, security systems, and vice versa. The relationships are described as Manufacturer "A" has tested and certified that their product will interface with Manufacturer "B" and "C."

Convergent has personnel around Georgia who are trained and certified by the multiple manufacturers with extensive experience we represent in this response. In addition to the certified personnel who can integrate multiple platforms, our Advanced Solutions group provides an increased level of support where multiple disparate systems might be in place. Convergent, Advanced Solutions colleagues, have a more in-depth training set with certifications such as Microsoft, Network+, Linux, and CompTIA to exceed the integration requirements of Authorized Users.

Operational	
1	<p>Site surveys may be required as a component of preparing individual project proposals. Prior to final acceptance of the Access Control installation, the following testing and documents should be performed and provided to the procuring Authorized User:</p> <ol style="list-style-type: none"> 1. Perform and document a complete system acceptance test 2. Provide testing reports indicating all devices tested, pass/fail status, and actions taken to resolve problem(s) on failed tests 3. Provide “as built” drawings showing each device and wiring connection 4. Provide a complete set of operating instructions for hardware devices and a complete software user manual 5. Work may be performed in high security environment such as prison, jails & etc. This means tools must be accounted for and no frequent trips to and from vehicles. Bring in what you need for that day in these places <p>Supplier must describe how they will meet this Requirement.</p>
<p>RESPONSE</p> <p>Site surveys are an integral part of most of the solutions Convergent recommends. We often meet with end-users to discuss their needs and requirements. A requested part of this initial meeting is a current set of floor plans with security devices shown. Often this is not available. If it is not, we ask for a blank floor plan to allow for us to add these devices. This helps us and the end-user to know what is existing and what is being proposed. As required for the system, we are recommending we have a formal site survey worksheets and system acceptance testing document.</p> <ol style="list-style-type: none"> 1. A normal and usual part of us providing a system is a system acceptance test. Once the project is complete, this is complete with our specialists and the end-users reps. Often, we will perform this before expanding a system, so there are not any misunderstandings as to what was or was not working before us beginning new work on a system. 2. For any specific project and on all devices we install, we provide Testing. Some projects require this, and some do not. We work with the end-user to understand their specific requirements before providing a quote. 3. As-built drawings are another deliverable we recommend including on each project. This is another requirement that is discussed before providing a quote. 4. Operating instructions and software manuals are often built into the VMS and are standard deliverables on new system installation projects. We provide training on these systems and show the end-user where these documents reside. 5. We currently work in many high-security locations for the State and other customers. These include prisons, data centers, petrochemical, lab facilities, and the like. Tools management and other specific requirements are other topics we discuss with the end-user before a quote so that we can include the needed time to meet these. 	
2	<p>The Supplier must be able to provide access control systems that can produce reports of incident, system testing and ad hoc. The Supplier must describe if the system provides real time reporting for all incident, testing, and ad hoc.</p>
<p>RESPONSE</p> <p>Convergent understands the importance of real-time reporting for all incidents, testing, etc. All Access Control system Convergent offers (8+) provide extensive levels of reports of incidents, testing.</p> <ul style="list-style-type: none"> • The key is to train end-users on how to access reports properly. • The “Master” Key is to have the support to help end-users refresh or retrain when a crisis occurs <p>Our unique capability of having our master level certified personnel allows us to train statewide contract end-users in several ways. From our two Convergent Technology Centers (CTC) in Duluth and Macon Georgia, Charleston South Carolina, and Jacksonville, Florida, we can support training across the State of Georgia.</p>	

Training	
1	The State seeks a Supplier that can train the Authorized Users on the Access Control Systems. Training will include but not limited to detailed instructions of how the system operates, programming of the system, and system operations in both the normal state and activated or alarm states. Describe how your organization can meet this requirement.
RESPONSE	
<p>Convergent understands the importance of training. In 2019, Convergent invested over seven (7) million dollars on colleague education and training.</p> <p>Our unique capability of having our master level certified personnel allows us to train statewide contract end-users in several ways.</p> <p>From our two Convergent Technology Centers (CTC) in Duluth and Macon Georgia, Charleston, South Carolina, and Jacksonville, Florida, we can support training across the state of Georgia.</p> <p><i>On-site Authorized User training:</i> Convergent provides relative curriculum and instruction based upon the end-user needs. Training types could be basic, such as occasional users to advanced Authorized User system administrators.</p> <p><i>Virtual (web-based) instructor-led Authorized User training:</i> Following similar guidelines of on-site training, this option provides for flexibility to accommodate Authorized User's schedule, travel, and geographic locations.</p> <p><i>Virtual (web-based) self-guided Authorized User training:</i> Authorized Users can utilize virtual training over numerous modules related to software, user interface, installation, troubleshooting, service, and certification at their own pace. Start a module and pick up where they left off at another day and time.</p> <p><i>Factory (Manufacturer) training:</i> Generally held at a product manufacturer headquarters and for the more advanced Authorized User, Convergent can coordinate according to needs and instruction schedules.</p> <p>Customization of any single or combination of training is available.</p>	
Data Security Management	
1	The State values the security of its systems and the information contained within the system. The access control system may be integrated with the Authorized User existing information technology infrastructure. The Supplier must describe the data management security controls. In the response, include how and when your company would notify the State of Georgia of a cyber-incident.
RESPONSE	
<p>Convergent has robust data management security controls that we created for our clients. Below you will find details around Cyber Security and what Convergent is offering.</p>	

Cyber Hygiene at Convergent



Physical security devices are a **vector for cyberattack**

CONVERGINT SYSTEMS ARE HARDENED AGAINST CYBER THREATS

— *Both our own networks & the systems we install for you* —

- 1 Hardened Convergent internal operations
- 2 Selectively chosen, trusted product partners
- 3 Hardened client-installed systems

We consider cybersecurity in **every system** we service

Convergent's Cyber Services are about...

1. How we secure our business
2. Who our Product Partners are
3. How we secure your systems

1. Hardening Convergent's Operations

- Policy-based IT Security
- Colleague Cyber Training
- Client Data Encryption
- Data Handling Guidelines
- Two-Factor Authentication
- Network Monitoring & Detection

Protecting our Clients Data

2. Product Partner Selection

- Secure Internal Operations
- Vetted Supply Chain
- Trusted Logistics Partners
- Security built into software & hardware products
- Cyber focused

Designing secure solutions

3. Hardening of Clients Installed Systems

- Harden systems at time of installation
- Password and Patch Management Programs
- Health, Preventive Maintenance and Lifecycle Management

Installing & maintaining cyber hygiene

We consider cyber security in **every system** we service

Password & Patch Management

Problem

- In 2019, 80% of hacking-related breaches were caused by compromised, weak, or reused passwords
- 80% of all publicly known exploits have patches.

Solution

- Convergent's password management will 1x password update per year; 2x patch updates per year
- Enforce industry best practices for privileged access, ensure password complexity, rotation of credentials, reporting, and auditing
- Routinely correct security and functionality problems in software and firmware, significantly reducing the opportunities for exploitation

Result

- Reduced risk across physical security devices. Convergent provides additional updates under normal service call operating procedures

What is Password Management

Password management is a systematic method of creating, storing, and accessing passwords

- Method 1: Use favorite sports teams, pet names, and important dates to create passwords and record the passwords on a spreadsheet (not recommended!)
- Method 2: Use password manager software. A password manager is like a book of your passwords, locked by a master key that only you know.

Convergent's Password Policy

- Use at least 15 characters. A unique password that has not been previously used, unless it is the same device type on a single system
- Passwords cannot consist of only a single dictionary word; multiple dictionary words in a single passphrase is authorized. Not based on client or personal data (e.g., client name, office number, date of birth, address, etc.)
- Change passwords annually, unless:
 - Evidence of a breach is suspected or has occurred. User with access to the passwords no requires access

Privileged Access Management (PAM)

Highly complex memorized secrets introduce a new potential vulnerability: they are less likely to be memorable, and it is more likely that they will be written down. PAM is the IT security process of using policy-based software and strategies to control who can access sensitive systems and information. A PAM can enforce company password requirements for equipment provision and de-provision, ensure password complexity, and rotating credentials.

For clients who have subscribed to use Convergent's PAM:

We will ensure the strictest password policy available (Convergent, Client, or Manufacturer's policy) is enforced. We will store passwords in an encrypted and centralized location. We will provide a high-level of security with strong password complexity, change intervals, and a safe way to share passwords. We will reduce the risk and limit potential damage related to attacks.

What Can Be Stored in the PAM

Credentials, Keys, and Critical Data for:

- Web Accounts
- IP Addresses
- Windows Accounts
- Alarm/ Fire Panel Access Credentials

- BitLocker Encryption Recovery Key
- SSH Key
- Video Management System Credentials
- Anything else that has a username or password

Reporting Capabilities of the PAM to the State End-User:

General	Security Hardening	User Audit
<p>Activity</p> <ul style="list-style-type: none"> Active Secret Sessions Active Secret Sessions Count Custom Report Activity Database Configuration Audit Distributed Engine Activity Dual Control Audit Engine Status Event Subscription Activity Folder Activity Heartbeat Status Heartbeat Status by Day Internal Communication Changes IP Address Range Audit License Audit RPC by Day Secret Activity Secret Activity Today Secret Activity Yesterday Secret Template Activity Session Recording Errors Unlimited Administrator behavior Users Activity 	<p>Discovery Scan</p> <ul style="list-style-type: none"> What Secrets failed to import by Discovery? What Secrets are pending import by Discovery? Discovery Scan Status What computers in Active Directory no longer exist? What computers have been successfully scanned? What computers that exist have not been successfully scanned? <p>Folders</p> <ul style="list-style-type: none"> What folder permissions exist? What folder permissions exist for groups? What folders can all users see? What folders can a user see? <p>Groups</p> <ul style="list-style-type: none"> Group Membership Group Membership By Group <p>Legacy Reports</p> <ul style="list-style-type: none"> Secret Expiration Health Secret Server Usage Secret Template Distribution Top Ten Viewers 	<p>Password Compliance</p> <ul style="list-style-type: none"> Secret Password Compliance Statuses What Secrets Do Not Meet Password Requirements? <p>Report Schedules</p> <ul style="list-style-type: none"> Report Schedules <p>Roles and Permissions</p> <ul style="list-style-type: none"> What role assignments exist? What role permission assignments exist? What role permissions does a user have? <p>Secret Policy</p>

<p>Secrets</p> <ul style="list-style-type: none"> What Secrets changed passwords in the last 90 days? What file types have been uploaded to Secrets? What file types have been uploaded to Secrets? (Pie Chart) What Secrets have not changed passwords for over 90 days? What Secrets have failed Heartbeat? Secret Permissions Mismatch. What Secret permissions exist for a group? What Secret permissions exist for a user? What Secret permissions exist? What Secrets have been accessed by an impersonated user? What Secrets have been accessed by a user? What Secrets have been accessed? What Secrets are expiring this week? Secrets with Failed Password Change Secrets Failing Heartbeat Secrets Pending Heartbeat Secret Count per Site What Secrets can all users see? What Secrets Do Not Have Distributed Engines? What Secrets Have Distributed Engines? What Secrets have Expiration? What Secrets require Comments? What Secrets can a user see? 	<p>System Reports</p> <ul style="list-style-type: none"> FolderPermissionsReportName FolderSecretsReportName GroupLookupReportName Privileged Behavior Analytics Configuration Activity PermissionLookupReportName RolePermissionsReportName UserAccessReportName <p>User</p> <ul style="list-style-type: none"> Failed login attempts Secret Template Permissions by User What users have had an admin reset their password? Who hasn't logged in within the last 90 days?
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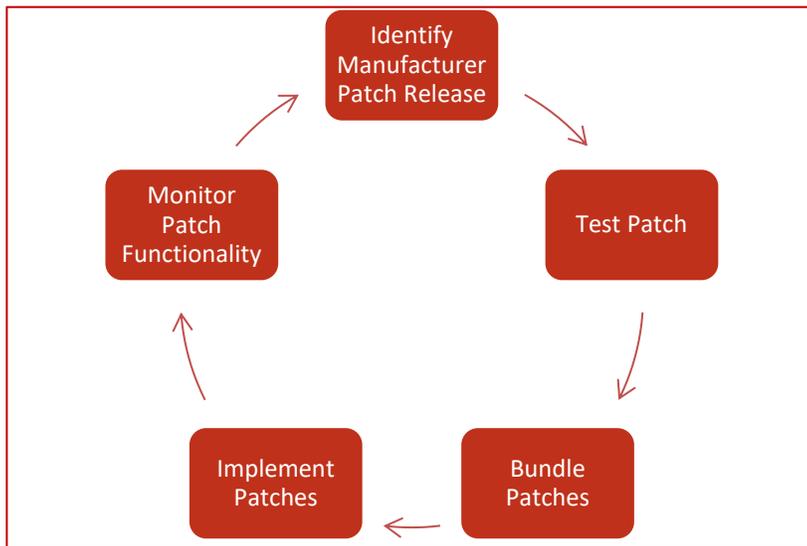
How Secure is the PAM?

- AES 256-bit encryption
- SSL/TLS enforced on all connections to ensure end-to-end encryption
- Enforced two-factor authentication using Duo Security
- PAM software is in the cloud

Patch Management

Patch management is the process of identifying, acquiring, installing, and verifying patches for products and systems. Patches correct security and functionality problems in software and firmware, significantly reducing the opportunities for exploitation. Patch management is required by various security compliance frameworks, mandates, and other policies (e.g., NIST, PCI DSS, ISO 27001, SOC)

Patches are Implemented on a Bi-Annual Basis



Device Hardening

Problem

- Physical security devices are deployed in a default state without adequate hardening. This creates vulnerabilities that allow attackers to exploit these devices. The attacker can then pivot to other systems and data on the network

Solution

- Device-specific hardening procedures are developed based on manufacturer recommendations and industry best practices. Devices are hardened before deploying them into the production environment

Result

- Devices are locked down according to industry best practices. Significantly reduced attack surfaces commonly exploited by attackers

What is Device Hardening?

Device hardening is reducing security risk by eliminating potential attack vectors and reducing a device's attack surface.

Examples:

- Default or embedded credentials
- Credentials stored in unencrypted files

- Unnecessary accounts/access
- Unencrypted data in transit or at rest
- Unpatched software and firmware vulnerabilities

What are the Risks of NOT Device Hardening?

- Increased security risks that allow potential attackers more opportunities to compromise devices and networks
- Increased complexity due to configuring and managing unnecessary services
- Increased costs for compliance and auditing due to increased numbers of accounts, services, and processes

Converging's Process for Device Hardening

- Converging's uses a systematic approach for device hardening
- Audit devices
- Identify vulnerabilities
- Close vulnerabilities
- Mitigate vulnerabilities that cannot be removed

If the Georgia Statewide Contract user client has an existing device hardening process or policy, Converging will work with the client to determine which hardening process to use. Devices should be hardened before being deployed on the network. The entire network/system should be audited annually to confirm that devices meet the standard and to detect any devices deployed on the network without being properly hardened.

Managed Detection and Response (MDR) to the State of Georgia of a Cyber Incident

Problem

- The customer lacks experience and expertise. Detection and response tools are expensive and require customization to the environment. Tools are typically out-of-date before realizing any ROI

Solution

- MDR providers work across host, network, and sometimes cloud environments to analyze data, actively detect threats and respond in a semi-autonomous manner
- Go further than an MSSP by providing highly qualified cybersecurity defense experts that augment the monitoring, verify threats, and validate response measures

Result

- Lower, and more consistent, capital expense. A more secure environment that actively responds to changing threats within the physical security network

A Managed Security Service Provider (MSSP) is a service that monitors network security events and *sends alerts* when anomalies are identified.

When an MSSP detects an anomaly, they notify the Client. Typically, MSSPs do not:

- Investigate the anomalies
- Eliminate false positives
- Actively respond to threats

It is a service that provides organizations with threat hunting and responds to threats as they are discovered.

Gives clients access to security professionals that:

- Are responsible for monitoring networks
- Analyzing incidents
- Responding to security incidents to stop/eliminate the threat

- MDR provides 24/7 continuous monitoring and *notification* of client networks
- Detect, analyze, and respond to threats

Provide alert monitoring and response by:

- Investigating of incoming alerts
- Prioritization of alerts by connecting data from across the network
- Responding and isolating the threat
- Go beyond perimeter detection and defense by detecting lateral movement within the network

How is this different from SIEM/Firewalls?

Security Information and Event Management (SIEM) and Firewalls are tools that play an important role in securing client networks. MDR uses an assortment of tools (sometimes including Firewalls and SIEMs) to detect and respond to threats in real-time. MDR providers employ teams of security professionals that evaluate each alert and threat as they are detected.

What is State Role? IT Role?

- The Statewide Contract End-User Client will be responsible for:
- Helping identify the security need
- Defining the scope
- Choosing the MDR provider

Client, IT will be responsible for assisting the MDR provider in:

- Understanding the network design (logical and physical)
- Deploying necessary tools or agents
- Providing a POC for incidents

Who Manages the MDR?

Service is that the MDR provider is responsible for the bulk of the day-to-day work. The client will need to remain in contact with the MDR provider to ensure that client needs are being met, network changes are communicated, and threats are remediated.

Warranty

1	The access control equipment purchased by User Agencies, at a minimum, must include a one-year warranty for all components, including parts and labor. Please describe how your organization can meet this requirement.
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RESPONSE

Convergent provides the following letter for all products that are installed by Convergent.



1955 Evergreen Blvd., Suite 50,
Duluth, GA 30096
Phone (770) 840-7007

January 24, 2020

Customer Name
Attn:
Customer Address
City, State Zip

Subject: Warranty Letter for Georgia Statewide Tier 1 Security Contract

Project Name: XXXXX
Project Number: XXXXX
Contract/PO Number: XXXXX

Dear **Name**,

On behalf of Convergent Technologies LLC., we would like to thank you for the opportunity to provide **security / fire alarm** systems for the **Project Name** project.

The new systems were commissioned on **XXXX/XXXX** and our work is covered by a comprehensive warranty for one-year from date of substantial completion (expiring at midnight) on **XX/XX/XXXX**. During this period Convergent will repair, replace, or exchange products and applied labor as applicable. The installed equipment is warranted to be free from defects in performance and workmanship.

This warranty does not cover equipment which is damaged due to operation outside manufacturers' guidelines or malfunctions due to accident, neglect, abuse, vandalism, fire, electrical service, water damage, or force majeure. Furthermore, repairs or alterations to this equipment by anyone other than Convergent will void the warranty. Only equipment and/or materials that are found to be defective by Convergent will be repaired or replaced under this warranty.

Warranty service is available from 8:00AM to 5:00PM Monday through Friday, excluding holidays. In the unlikely event that any of the installed equipment fails to perform as expected, or you require any further expansion, system modifications or testing, please feel free to contact us at (770) 840-7007. Please note we have atlservice@convergent.com a direct service email that goes to 13 people in our Georgia service center. Emergency service at other times is available at our published service rate or at the negotiated rate per the executed contract. After hours, service can be reached at (877) 735-1110.

We thank you for your business, if you have any questions, comments, or we may be of any further service, please do not hesitate to contact us.

Sincerely,

Convergent Project Manager

Maintenance	
1	<p>Suppliers must be able to provide service/maintenance agreements to Authorized Users for repair and service work performed after the warranty period at the negotiated labor rates under any resultant contract award. The service/maintenance agreements shall include various levels of Supplier response times available to the Authorized User. Please describe your service/maintenance agreements available to Authorized Users after the warranty period expires. Attachments can be uploaded but do not include any costs in your description or attachments. DOAS retains sole authority to authorize the sale of any service/maintenance agreements proposed under this section.</p>
<p>RESPONSE</p> <p>Convergent Customer Support Program includes a combination of standard services and optional tailored services to meet your needs.</p> <p>Convergent offer 4 Priority service levels</p> <p><u>Priority 1 (P1) – Emergency (24/7)</u></p> <p>DEFINITION: A sudden, urgent, usually unexpected failure of the access control, video management system, or network connection(s) that compromises life safety, interrupt business operations, or significant risk of damage or loss to port assets.</p> <p>EXAMPLE: A complete loss of video or access control throughout the entire building.</p> <p>RESPONSE TIME: On-site within 4 hours of call acknowledgment (24/7).</p> <p><u>Priority 2 (P2) – Next Business Day Response</u></p> <p>DEFINITION: A common security system failure where non-critical functions, procedures, or resources are negatively affected with a moderate impact on overall security operations.</p> <p>EXAMPLE 1: The loss of PTZ control of a camera monitoring a general access area.</p> <p>EXAMPLE 2: A single door failure to a restricted area with multiple points of entry.</p> <p>RESPONSE TIME: On-site within eight (8) <u>business hours</u> of call acknowledgment. A technician may be dispatched to arrive the next business day.</p> <p><u>Priority 3 (P3) – Scheduled</u></p> <p>DEFINITION: A security system failure that is not time-sensitive and marginally increases in impact or inconvenience over time. A workaround is available.</p> <p>EXAMPLE 1: Remove dirt from a camera lens.</p> <p>EXAMPLE 2: A sticking key on a card reader keypad.</p> <p>RESPONSE TIME: Resolution times are scheduled on an item by item basis.</p> <p><u>Priority 4 (P4) – Parts/Small Projects</u></p> <p>DEFINITION: The purchase of parts only (no labor) or installation of new security components that are handled through service.</p> <p>EXAMPLE 1: The purchase of 500 new badges.</p> <p>EXAMPLE 2: Adding a new camera.</p> <p>RESPONSE TIME: Resolution times will depend on the availability of parts and customer requirements.</p> <p>Convergent offers the following range of optional security services to fulfill specific customer requirements. You may choose to add an optional service at any time, on a time & material basis, if you do not include the service in your initial service plan.</p> <p>Preventative Maintenance Visits</p> <p>On a scheduled basis, Convergent will provide security system preventive services for components listed within the equipment list contained herein. Preventive maintenance testing will be performed per Convergent testing standards. Preventive maintenance will include a visual inspection and functional test of security components, as listed in the attached equipment list.</p>	

Next Business Day Response

After a service call is placed under a standard Customer Support Program, Convergent will respond (on-site) to customer service calls by the next business day Monday through Friday from 8:00 AM to 5:00 PM. The next business day response is typically used for "Priority 2" or non-emergency service calls. For the enhanced emergency response to service calls, please see the Priority On-Site Support Option listed below.

Customer Basic Training

Convergent provides on-going security system training services for your staff. Annually, Convergent will provide a four (4) hour training course designed to improve the knowledge and efficiencies of your security staff. Training will be customized to your specific facility and system and will typically include the following topics: system architecture, overall system operation, alarm response procedures, troubleshooting techniques, management report generation, etc. The benefit of this training is that your staff will become more familiar and comfortable with the security system, and be able to respond effectively and efficiently to alarm situations.

iCare Manager Work Order Management

This value-added online service tool provides Convergent customers access to real-time work order information, 24 hours a day. Customers can create online work orders to request service, view service work orders, and run a variety of reports to help manage their business.

UL Listed Monitoring Service

Convergent provides customers with UL listed monitoring services providing customers with 24/7 facility alarm protection. Utilizing Emergency24, Convergent provides customers with fully redundant monitoring services resulting in an extraordinarily reliable monitoring network. Customers have access to monthly reports and have the ability to administer account information from a secured internet connection. This means that Convergent, or customers themselves, can change emergency contact names and associated numbers directly from any internet connection.

Program Discretionary

Convergent understands the difficulty that customers face securing capital expense dollars to upgrade older technology or replace failed components. Our customers now decide how much money to include in the Program Discretionary Fund. The fund is intended to be used for repairs to the system, or technology upgrades to the system. Throughout the year, as parts are replaced, or upgrades are implemented, the amount required to pay for these services will be deducted from the funding included in the Customer Support Program. This will be tracked throughout the year so that both the customer and Convergent know exactly what the latest balance is for this fund. This Program Discretionary Fund will be required to be spent during each annual agreement period. The following annual dollar amount has been established for this Program Discretionary Fund-

Comprehensive Service Labor

For those customers seeking to manage their financial risk associated with emergency service and repair labor, this option is intended to provide comprehensive labor coverage upfront for 1) Emergency Service Calls, 2) System Troubleshooting & Diagnostics, and 3) Component Repair Labor.

Comprehensive Component Coverage

For those customers seeking to manage their financial risk associated with the replacement of failed system components, this option is intended to provide comprehensive component coverage for the equipment identified in Appendix A of this agreement.

Head-end Maintenance Services

Convergent will supplement your internal system administration support by providing management of the head-end servers, storage, and management systems. These services include on-site system configuration back-up, security system

software analysis, server, storage, and workstation hardware inspection and cleaning, updating of anti-virus software if applicable, installation of service packs, Windows updates, and any applicable security utilities.

Cyber Hygiene Program

On a scheduled basis, Convergent will provide password and patch management for all security IoT devices as outlined in the scope of work. This includes advising on a password management plan, implementation of password management, and verification of compliance with the management plan. The availability of software patches will be researched and applied according to the manufacturer's recommendations.

Software Upgrade & Support

Convergent Technologies provides customers a comprehensive security software support plan that allows them to keep pace with software revisions and advancements. Such revisions will help keep your installed system operating with the latest technology. Convergent will provide and install upgrades of new software revisions on an annual basis and do so once the latest is stable, reliable, and proven. Convergent will also perform any necessary OS updates at this time. Covered Software is identified in the equipment list of this proposal. Note: Server or workstation hardware upgrades are not included. This option also provides the manufacturer's technical support to Convergent specialists when needed.

On-Site Security Systems Specialist

The On-Site Security Systems Specialist will report directly to Convergent Technologies, with day-to-day accountability to our customers. Specific goals will be established, and progress against these goals will be measured quarterly during a formal goal review meeting. The On-Site Security Systems Specialist shall manage and administer standards and security operations procedures and assist security personnel in day-to-day security system operations. This option provides customers with a dedicated resource, ensuring system integrity, standardization, and continuity. This is accomplished through program management, technical skills, and innovative communication tools.

Enhanced Customer Training

Convergent Technologies Standard Customer Support Program includes four (4) hours of on-site operator training. Customers can add additional operator training blocks, in increments of four (4) hours each, to increase the level of training that will be required. The following indicates how many incremental four (4) hour training blocks will be required on an annual basis.

Remote On-Line Diagnostics

Convergent will utilize an industry-standard authentication technology to remotely access your security system and resolve technical issues in real-time, resulting in savings of both time and system downtime. A Convergent Support Specialist, with the support of a screen sharing session, will work directly with your personnel for initial call support and troubleshooting. If the issue cannot be resolved on-line, a more refined service response will result, including the dispatching of a security service representative. Also, remote service diagnostic support provides a valuable tool for your personnel by providing hands-on training on system troubleshooting and software services.

BR.COM Web-Based Reporting

Convergent's web-based reporting starts with the application of unique, registered barcodes to security devices such as cameras, video recorders, card readers, control panels, head-end equipment, and other system devices. As each device is tested, the device is scanned, and critical maintenance information is documented. Also, the data at the time of the inspection is automatically recorded with the scan of the barcode.

Within 24 hours following the inspection visit, an on-line database and associated report of the system test is available for viewing, downloading, printing, or emailing. This maintenance information can be retrieved anywhere using a standard internet browser. Color-coded status flags provide an immediate summary of the building test status: normal, discrepancies found, or devices failed. Proposed solutions to resolve discrepancies or failed devices are always included.

Convergint's web-based reporting system provides immediate documentation to building owners and managers that their security systems are being tested and inspected according to the manufacturer's requirements and promptly.

iCare Executive Work Order Management

This value-added online service tool provides all of the features of iCare Manager plus: Real-time Status, Metric, and Custom report, access to My Document Library (i.e., document sharing platform), Intranet and Internet Links, Administrative Privileges and Email Notifications.

Live Archive (Building Reports)

This provides fast and easy access to your inspection reports through Building Reports.com. A QR coded sticker will be provided at the main panel for the system. All that is needed is a smart device to read the code (iPhone, Android).

Product Replacement

1

The State understands that a product maybe discontinued by the manufacturer. Please describe in detail your organization's process for providing and identifying substitute/alternate products for this category.

RESPONSE

Convergint understands the difficulty that customers face as technology rapidly makes changes with products and software. Convergint will identify either a substitute or alternate product that is available by working with the manufacturers on the State Contract based on the client's specific needs.



4/17/18

Convergint Technologies
1420 Donelson Pike, Suite A11
Nashville, TN 37217

To Whom It May Concern:

Please be advised that Convergint Technologies has been trained on Aiphone and meets the criteria to be an authorized dealer.

If you have further questions regarding this matter, please contact to discuss with me directly.

Sincerely,
AIPHONE CORPORATION

Spencer Britenstine
Director of Sales, South
Aiphone Corporation
800-692-0200 x 1057
423-765-2171 Fax
614-286-8925 Cell



140 58th Street, Brooklyn, New York 11220

Tel: 718.567.8181 • Fax: 718.567.9056

web site: www.altronix.com

email: info@altronix.com

11/25/15

Re: Convergent Technologies

To Whom It May Concern:

I am pleased to certify that Convergent Technologies is an authorized and preferred integrator of Altronix products. They are a partner in good standing and have full access to our entire product line.

Convergent Technologies is a highly professional organization authorized to install, service and support Altronix equipment.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gary Zatz', written in a cursive style.

Gary Zatz
Global Sales Manager
Altronix Corp.

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
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Digital Watchdog/Kaltech Ent
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Isonas, Inc.
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LINEAR CORP
Louroe Electronics
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LYNX BROADBAND
Magnasphere Corp
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MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
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Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
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TOTE VISION
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VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

January 3, 2018

Wayne Eng
Convergint Technologies
1 Commerce Drive,
Schaumburg, IL 60173
wayne.eng@convergint.com

To Whom It May Concern,

This letter is provided to your office as a confirmation Convergint Technologies is an authorized dealer and reseller of Arecont Vision products. Convergint Technologies is authorized to sell, install, and service Arecont Vision products in all states and territories that they have a valid security license for.

If there are any questions, feel free to contact me at +1.818.649.2134.

Sincerely,



Diana Cooper
Senior Manager, Sales Operations
dcooper@arecontvision.com



June 1, 2019

Whom It May Concern:

Avigilon High Definition Video Management and Access Control Solutions are distributed and installed exclusively by Avigilon Authorized Enterprise Certified Solution Partners (AECSP).

These Authorized Partners are required to be extremely well versed in video surveillance, access control and data network systems design, installation and support.

Convergint Technologies is an Avigilon Authorized Enterprise Certified Solution Partner in good standing. Convergint has passed all our training and support requirements and is certified and authorized to distribute, install, program and support our complete line of high definition video, video analytics and access control products globally.

If there are any further questions, please contact me directly at (925) 408-3837.

Thank you for allowing Convergint and Avigilon the opportunity to support you.

Respectfully

James E. Loyd

James E. Loyd

Business Development Manager, Strategic Accounts – North America

Cell: 925.408.3837

Support: 888.281.5182 | avigilon.com

Jim.loyd@avigilon.com

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January 31, 2019

**Convergent Technologies HQ
1 Commerce Way
Schaumburg, IL 60173**

To Whom It May Concern:

Please allow this letter to confirm that **Convergent Technologies** with Headquarters in **Schaumburg, IL** is currently a member of the Axis Channel Partner Program and a **Multi-Regional** partner in good standing with Axis across the United States and Canada. Axis Communications Inc. certifies **Convergent Technologies** to resell Axis Communications products and solutions.

If you have any questions or need further information, please contact Axis sales at (800) 444-2947 Option 1 or email me at erin@axis.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Erin Fitzgerald", is written over a light gray horizontal line.

Erin Fitzgerald
Senior Channel Coordinator, Partner Programs & Sales Systems
Axis Communications, Inc.



1/31/2020

To whom it may concern,

Convergent Technologies is authorized to purchase the following manufactures, as well as their line items through Anixter (partner to Convergent):

- | | | |
|----------------------------------|-----------------------------|----------------------|
| 1. Assa Abloy | 10. Trendnet | 18. LifeSafety Power |
| 2. BCD Inc | 11. Hoffman | 19. NEC |
| 3. Middle Atlantic Products, Inc | 12. Barco | 20. Netgear, Inc |
| 4. Cables to Go (C2G)(Quiktron) | 13. CyberPower Systems, Inc | 21.Orion images co. |
| 5. Dormakaba | 14. Digital Watchdog | 22. Ortronics |
| 6. HES | 15. D-Link | 23. Power-Sonic |
| 7. Infinias | 16. Leviton | 24. Seneca Data |
| 8. Speco Technologies | 17. Transition Networks | 25.Tripplite |

Have a great day!

Sincerely,

Victor Roberson

Inside Sales Representative



1/31/2020

To whom it may concern,

Convergent Technologies is authorized to purchase the following manufactures, as well as their line items through Anixter (partner to Convergent):

- | | | |
|----------------------------------|-----------------------------|----------------------|
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| 7. Infinias | 16. Leviton | 24. Seneca Data |
| 8. Speco Technologies | 17. Transition Networks | 25.Tripplite |

Have a great day!

Sincerely,

Victor Roberson

Inside Sales Representative



Authorization

AMNET GLOBAL

DATE: JANUARY 29, 2020

To: Convergent IT
Convergent Technologies
1955 Evergreen Blvd,
Duluth, GA 30096

We authorize Convergent Technologies to purchase all Networking equipment from Amnet Global and all its subsidiaries.

The products include Cisco Systems, DELL & HP. This includes Servers, Routers, Switches & IP Phones.

Sincerely,

Michael S Jaffe

Account Manager

A handwritten signature in black ink, appearing to read 'MJ', with a long horizontal line extending to the right.

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

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BCD Inc	Premier Mounts	Ortronics
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Quiktron	Leviton	Toshiba
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Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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LINEAR CORP
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LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
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PEERLESS INDUSTRIES
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Proficium Inc
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Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



MANUFACTURER'S AUTHORIZATION LETTER

To: All Convergent Offices
Convergent
1 Commerce Dr.
Schaumburg, IL 60173
USA

August 1, 2019

To whom it may concern,

This letter confirms that Convergent Technologies LLC ("Convergent") is a Dell OEM solutions customer. Subject to compliance with its written OEM sales agreement with Dell or, in the absence of such agreement, the terms and conditions at www.dell.com/resellerterms, Convergent is authorized to purchase Dell hardware products ("**Products**") for resale to its customers as part of Convergent's solution after Convergent has added value to the Products through the addition of hardware, software, or services, or the addition of Convergent's logos. Convergent is solely responsible for compliance with all laws, regulations and warranties applicable to Convergent's solution.

This letter will be valid for one year from the date of this letter. This letter may be revoked by Dell by giving Convergent 60 days written notice.

Please call your account representative, Steve Kallmeyer at 512-723-5698, if you need further assistance.

Regards,

A handwritten signature in black ink that reads "Grace Lei".

Grace Lei
Advisor, Legal Counsel

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

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BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
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Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

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January 30, 2020

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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

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OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
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PELCO
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WINNCOM TECHNOLOGIES CORP
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XceedID
ZK Software



11955 Exit Five Parkway
Fishers, IN 46037 USA
+1.317.845.5710 phone
+1.317.845.5720 fax
www.exacq.com

Date: June 6, 2019

To Whom It May Concern;

Convergint Technologies is a certified reseller for Exacq Technologies, a Tyco Security Products company, and is certified to sell, install, and service all of Exacq's software and hardware products. Convergint Technologies is in good standing with certifications for education/training and financially.

Please feel free to contact me per below should the need arise.

With Best Regards,

David Singer

Regional Sales Manager – Central US

Tyco Security Products

Tel: 248-860-0240

Email: dsinger@tycoint.com



AUTHORISATION LETTER

This letter confirms Convergent Technologies as a certified reseller for Future Fibre Technologies products and/or services to US Government Departments.

A handwritten signature in black ink, appearing to read "R. Broomfield", is positioned above a horizontal line.

Robert Broomfield
Chief Operating Officer

01/31/2020

Date



Global Headquarters

Genetec Inc.
2280 Alfred Nobel Blvd.
Montreal, Quebec, H4S 2A4
Canada

T: +1 514.332.4000
F: +1 514.332.1692

Tuesday, January 14, 2020

Genetec Certified Channel Partner Major Accounts Program

Convergent Technologies LLC

One Commerce Drive
Schaumburg, IL 60173
United States

Dear Sir or Madam,

This affirms that **Convergent Technologies LLC**, and all their national and global CTCs and subsidiaries are members in good standing of the Genetec Channel Partner Program. Genetec maintains a strategic, global relationship with Convergent Technologies LLC. Members of the Genetec Channel Partner Program are recommended for the installation, service and support of Genetec solutions.

Convergent Technologies LLC was awarded the following:

- 2018 - Channel Partner of the Year – North America
- 2018 - Regional Channel Partner of the Year – APAC
- 2017 - National Account of the Year – North America

Members of the Genetec Channel Partner Program are recommended for the installation, service and support of Genetec solutions.

For more information on the Genetec Channel Partner Program or to learn what this partner's status level entails, please visit <https://www.genetec.com/partners/channel-partner-program>.

Should you have any questions, please contact the Convergent Strategic Account Manager listed below or Genetec Sales Administration.

Barb Wood
Strategic Account Manager – Convergent Technologies
M: +1-585-727-0064 • bwood@genetec.com

Regards,

Chantale Cadieux
Sales Administration & GSA Manager



Authorization

AMNET GLOBAL

DATE: JANUARY 29, 2020

To: Convergent IT
Convergent Technologies
1955 Evergreen Blvd,
Duluth, GA 30096

We authorize Convergent Technologies to purchase all Networking equipment from Amnet Global and all its subsidiaries.

The products include Cisco Systems, DELL & HP. This includes Servers, Routers, Switches & IP Phones.

Sincerely,

Michael S Jaffe

Account Manager

A handwritten signature in black ink, appearing to read 'MJ', with a long horizontal line extending to the right.

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

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BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation& Control
HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
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Ingersoll Rand Security Tech.
Inovonics
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Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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ClearSite Communications, Inc.

Code Blue Corporation
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January 30, 2020

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Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



May 14, 2019

Massachusetts State
Blanket Contract for Security
One Ashburton Place, Room 1017
Boston, MA 02108

RE: RESELLER STATUS – Convergent Technologies LLC

Dear Sir/Madam:

March Networks, Inc. ("March Networks") hereby confirms that Convergent Technologies LLC ("Convergent Technologies") is in good standing with March Networks and has been an authorized Certified Solution Provider ("CSP") of March Networks since December 22, 2009. In accordance with the terms and conditions of the CSP Agreement between Convergent Technologies and March Networks, Convergent Technologies is appointed as a non-exclusive reseller of March Networks' products and services to end-users in the United States of America.

Sincerely,

Angelo Tebano
Director, North American Channel Sales
March Networks, Inc.



AMNET GLOBAL

Authorization

AMNET GLOBAL

DATE: JANUARY 29, 2020

To: Convergent IT
Convergent Technologies
1955 Evergreen Blvd.
Duluth, GA 3096

We authorize Convergent Technologies to purchase all Networking equipment from Amnet Global and all of it's subsidiaries.

The products include Cisco Systems, Dell, HP & Microsoft. This includes Servers, Routers, Switches & IP Phones.

Sincerely,

Michael S Jaffe

Account Manager

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January 30, 2020

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Stuart Unger

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AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
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BOSCH SECURITY SYSTEMS
CANARE
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ClearSite Communications, Inc.

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WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



MILESTONE RESELLER PARTNER

This certifies that:

Convergent Technologies, LLC.

is a **Milestone National Partner**

Convergent Technologies is a national Milestone partner since 2007. Convergent has had broad IP Video Surveillance training and is certified to sell all of Milestone's XProtect® video management software. Convergent Technologies has effectively handled a large number of customer installations and has a dedicated team for customer support, and possesses the experience and skills to handle any project. They are able to utilize all of the benefits of the Milestone Channel Partner Program.

January 5, 2019

A handwritten signature in black ink, appearing to read "Tim Palmquist".

Tim Palmquist
Vice President, Americas





263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

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Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Aimetis Corporation
AIPHONE
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Aleph America Corp
Algo Communication Products
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AMERICAN FIBERTEK
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Vivotek USA, Inc.
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WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



January 2, 2018

Wayne Eng – Product Manager
Convergint Technologies

Re: Letter of Support

Dear Mr. Eng:

It is our professional pleasure to write this letter regarding our support for Convergint Technologies. Convergint Technologies is a Certified Open Options Dealer Partner. As such, Convergint Technologies meets all the requirements, as detailed in our dealer agreement, to receive the full support of Open Options.

Regards,

A handwritten signature in blue ink, appearing to read "Jonathan Berman". The signature is written over a horizontal line.

Jonathan Berman
President / GM

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
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January 30, 2020

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In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Aimetis Corporation
AIPHONE
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Aleph America Corp
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ALPHA TECHNOLOGIES
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AMERICAN FIBERTEK
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Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



June 12, 2019

Convergent Technologies
One Commerce Drive
Schaumburg IL 60173

Subject: Authorized Panasonic I-PRO Certified Reseller (IPCR)

To Whom It May Concern:

Please accept this letter as confirmation that Convergent Technologies is an Authorized and Certified Panasonic I-PRO Reseller and Installer of Panasonic CCTV Analog and Digital I-PRO network video security products. Convergent has more than 10 years of experience as an I-Pro Certified Dealer.

This letter authorizes that Convergent Technologies has completed and maintained the required education and training requirements for the Panasonic i-PRO with IPRC status.

We appreciate and value your continued support of Panasonic and please let me know if you have any questions or need further assistance.

Regards,

Mike Dixon

Mike Dixon
PSCNA

PANASONIC SYSTEM COMMUNICATIONS COMPANY OF NORTH AMERICA

Two Riverfront Plaza, Newark, NJ 07102

SOLUTIONS FOR BUSINESS
panasonic.com/business-solutions

DEALER GLOBAL FRAME SUPPLY AGREEMENT

This Agreement is made as of this 19th day of May, 2015, by and between Pelco, Inc., a Delaware corporation having its principal office at 3500 Pelco Way, Clovis, CA 93612-5699 hereinafter referred to as "Manufacturer/Supplier," and Convergent Technologies LLC and subsidiaries, and any of its affiliates having its principal office at One Commerce Drive Schaumburg, IL 60173, hereinafter referred to as "Dealer." A Pelco, Inc. "Dealer" is defined as a company that is involved in the purchase, stocking and reselling of CCTV products to End Users of said products.

This agreement shall be automatically renewed for successive one-year terms unless either party terminates as provided for herein. In consideration of the mutual agreements and promises contained in this agreement, Manufacturer/Supplier and Dealer agree as follows:

1. Appointment of Dealer:

Manufacturer/Supplier hereby appoints and designates the Dealer as an authorized, nonexclusive Dealer of the "Products" as described in the current Manufacturer/Supplier Dealer Price List and authorizes Dealer to market and sell the Products according to the terms and conditions of this Agreement. The Territory, in which Dealer is authorized to sell Products, shall consist of any global region where Dealer conducts business, provided that such region is listed in a mutually executed Regional Pricing Agreement (Exhibit A) or Global Customer Pricing Agreement (Exhibit B), as further described below. From time to time, in order to enable Dealer, or any of its affiliates, to purchase Products from Manufacturer/Supplier's entity located in a foreign jurisdiction, the parties agree to negotiate and enter into a Regional Pricing Agreement or Global Customer Pricing Agreement. Such Regional Pricing Agreement or Global Customer Pricing Agreement shall be modified to the extent necessary to reflect local law, custom or circumstances. Once executed, such Regional Pricing Agreement or Global Customer Pricing Agreement shall become a part of this Agreement, and any purchases by Dealer from such Manufacturer/Supplier's entity shall be governed by this Agreement as modified by the Regional Pricing Agreement or Global Customer Pricing Agreement. In the event of a conflict, the Regional Pricing Agreement or Global Customer Pricing Agreement shall control. For the avoidance of doubt, the parties acknowledge and agree that Dealer's affiliates must also execute a Regional Pricing Agreement or Global Customer Pricing Agreement in order to sell Product in accordance with this Agreement.

2. The Dealer Agrees:

- A. To use reasonable efforts to promote, market and distribute the product of Manufacturer/Supplier in a professional manner consistent with the intent of this agreement. In order to protect customer pricing, if product pricing must be used for general market e-commerce promotional activities, only "MSRP" pricing will be used along with the phrase, "call for discounted Manufacturer/Supplier product pricing."
- B. To provide and/or coordinate technical support for and training in the proper use of the products, for those customers requesting same, through seminars and other programs.
- C. To adhere to the payment and price terms prescribed in this agreement.

3. Manufacturer/ Supplier Agrees:

- A. To support the Dealer in its efforts to promote the sale of the Manufacturer/Supplier's products.
- B. To provide reasonable technical and/or sales training assistance for the Dealer at the Dealer's request.
- C. To support the Dealer by providing, upon request, reasonable quantities of sales literature, catalogs, and specification sheets.

4. Terms and Conditions:

- A. **Order Entry.** All orders shall be placed using the standard purchase order forms of Dealer. Terms and/or conditions of this agreement supersede any additional terms and conditions in a purchase order which have not been agreed to by the parties.
- B. **Pricing.** All pricing will be determined by Regional Pricing Agreement (Exhibit A) or Global Customer Pricing Agreement (Exhibit B) and will be subject to change upon at least thirty (30) days prior written notice to Dealer. All shipments are billed at current prevailing prices. Discontinued items may or may not be provided in price listed

Schneider Electric | Buildings Business

3500 Pelco, Inc. Way
Clovis, California 93612-5699 United States
Tel. +1 559-292-1981 - Fax +1 559-388-7003
www.Pelco, Inc..com

ww



by **Schneider Electric**

INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST DATA, LOST BUSINESS, OR LOST PROFITS) HOWEVER ARISING, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Each Party's maximum aggregate direct liability, whether for breach of contract or in tort, including negligence shall not exceed the total fees paid or payable by the Dealer for the relevant Products giving rise to the cause of action, except that this maximum aggregate direct liability limit shall not apply to claims for bodily injury, disease death, or damage to or destruction of tangible property for which an indemnification obligation exists under this Agreement. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE LIMITATION OF LIABILITY CONTAINED IN THIS SECTION X SHALL NOT APPLY TO THE PAYMENT OF ANY THIRD PARTY CLAIMS, LOSSES, OR OTHER DAMAGES THAT RESULT FROM EITHER PARTY'S INDEMNIFICATION OBLIGATIONS CONTAINED HEREUNDER WHERE SUCH INDEMNIFICATION OBLIGATION IS CAUSED BY BREACH OF A THIRD PARTY'S INTELLECTUAL PROPERTY RIGHTS, BODILY INJURY, TANGIBLE PERSONAL OR REAL PROPERTY DAMAGE; OR WHERE SUCH THIRD PARTY CLAIM, LOSS OR DAMAGE IS CAUSED BY A PARTY'S NEGLIGENCE OR WILLFUL MISCONDUCT; OR WHERE SUCH DAMAGE IS CAUSED BY A PARTY'S BREACH OF CONFIDENTIALITY.

5. This agreement shall be binding upon and inure to the benefit of the parties hereof, and their successors and assignees.

Dealer:	<u>Convergint Technologies LLC</u> (Dealer)	Manufacturer/ Supplier:	<u>Pelco, Inc., Inc.</u> (Manufacturer/Supplier)
By:	 (Authorized Signature)	By:	 (Authorized Signature)
Name:	<u>Walter W. Winkel III</u>	Name:	<u>Herve Fages</u>
Title:	<u>VP & General Counsel</u>	Title:	<u>Business Controller Video SVP</u>
Date:	<u>19 May 2015</u>	Date:	<u>5.27.15</u>

January 30, 2020

Convergent Technologies
1955 Evergreen Blvd
Duluth GA 30096

To whom it may concern:

PlateSmart Technologies recognize' s Convergent Technologies of Duluth, GA as an Authorized Integrator of PlateSmart Technologies products.

Convergent Technologies is qualified to design, install, train, service and maintain the PlateSmart software solutions product lines with trained and certified technicians.

Convergent Technologies is also currently in good standing with PlateSmart Technologies.

Please do not hesitate to contact me with any questions you may have regarding these matters.

Sincerely,



Bill Fisher
Regional Sales Manager
PlateSmart Technologies

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation& Control
HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intrinsa Inc.
Intrinsa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

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LABOR SAVING DEVICES
LAKE
Laminex, Inc.
LCN
LG ELECTRONICS/ZENITH
LIBERTY WIRE & CABLE INC
LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

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		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
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AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
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Dahua Technology USA
DA-LITE SCREEN CO.
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Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
HONEYWELL
HUTTON COMMUNICATION
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Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
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Intransa Systems, Inc
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IR Security/Schlage
Isonas, Inc.
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MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
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QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



January 30, 2020

Reference: Qognify Partner Program
Convergint Technologies - Atlanta

To Whom It May Concern,

Pursuant to your request for information pertaining to the Qognify Partner Program and validation of an affiliated integration partner, the following is applicable:

Qognify maintains an extensive network of dealers and integrators through its Channel Partner Program. Organizations involved in delivering video surveillance and security solutions to the end-user community may join our Channel Partner Program and enjoy its benefits.

To be approved as a Qognify Channel Partner, you must have a proven track record in marketing video surveillance and security systems to end users. Additionally, Certified Channel Partners must have, in active employment, at least one (1) technical support person that has been trained and certified by Qognify to support the specific Qognify product lines.

Currently, Convergint Technologies - Atlanta, located at 1955 Evergreen Blvd, Suite 50, Duluth, GA 30096, is listed as a Qognify Authorized Channel Partner.

Please call our Sales Administration team at 845-732-7900 or the Regional Manager, Tim Brand at 845-588-0750, if we may be of any further assistance.

Regards,

A handwritten signature in black ink, appearing to read 'Tim Brand'.

Tim Brand
Sr. Channel Manager, Southeast/Mid-Atlantic

cc. Jessica Morgenroth, Pro Sales Agents



October 15, 2018

To Whom It May Concern:

This letter is to verify that Convergent, with its headquarters in Schaumburg, IL is currently a Salient Certified Reseller in good standing. As such Convergent has Salient trained and certified technicians and sales support resources on staff, and it is Salient's understanding that Convergent is committed to maintaining this status in an ongoing manner throughout its global enterprise. Furthermore, Salient is committed to providing manufacturer support to Convergent for as long as they maintain their status as a Salient Certified Reseller.

For additional information or if you have any questions in regards to this, please feel free to contact me directly at Salient Systems Corporation.

Tom Chamard
Executive Vice President
Salient Systems Corporation
Tom.chamard@salientsys.com
401-862-2314 Direct



DATE: January 31,2020
RE: Authorized Letter

Convergent Technologies
1955 Evergreen Blvd
Duluth, GA 30096

To whom it may concern:
Convergent Technologies is as an Authorized SALTO SYSTEMS Dealer and has completed all requirement of such and are in good standing with SALTO SYSTEMS.

Sincerely,

A handwritten signature in black ink that reads "Michael J. Mahon". The signature is written in a cursive style with a long horizontal stroke at the end.

Michael J. Mahon
Senior VP Commercial Sales
Office 1-866-467-2586 ext 733
Cell 1-770-826-2584
Fax 1-770-452-6098
m.mahon@saltosystems.com
www.saltosystems.com

CORP Address:
1780 Corporate Drive Suite 400
Norcross GA, 30093

Hanwha Techwin America
500 Frank W. Burr Blvd. Suite 43
Teaneck, NJ 07666
877.213.1222 Fax : 201.373.0124



January 2, 2018

Mr. Wayne Eng – Product Manager
Covergint Technologies
One Commerce Dr.
Schaumburg, IL 60173

Dear Wayne:

This letter certifies that Convergent Technologies is a Platinum level STEP Partner in Hanwha Techwin America's reseller program entitling Convergent Technologies to all the benefits and privileges of Platinum level status.

Please feel free to contact me directly should you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Sergio J. Collazo".

Sergio Collazo
Director of Sales – National Accounts
s.collazo@hanwha.com
(949) 243 6029



February 5, 2020

To: Whom it May Concern

I am writing this letter to confirm the distribution policies of Schneider Electric Buildings Business through our Partner Channel. Schneider Electric has formed a network of partners throughout North America to provide our customers with a single point of contact for our products and services. Each office includes sales, engineering, product management and service capabilities for these customers within their defined territory. Convergent Technologies is a factory authorized representative for the Schneider Electric building automation and access control systems for the state of Georgia. Convergent Technologies is qualified and trained to represent and deliver engineered facility management and access control/security systems.

Schneider Electric is committed to the delivery of the highest quality support and service for our customers and Convergent Technologies is a long-term partner in that effort. If I can be of any further assistance, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Robert S. Wohlfarth".

Robert Wohlfarth
Digital Sales

Schneider Electric | Buildings Business

2904 Lime Kiln Lane
Louisville, KY 40222
Tel. +1 602 615 7135
rob.wohlfarth@buildings.schneider-electric.com



263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525



January 31, 2020

***Convergent Technologies
1955 Evergreen Blvd., Suite 50
Duluth, GA 30096***

RE: Authorization Letter

To whom it may concern,

This letter serves as official notification that Convergent Technologies of Duluth, GA is an authorized integrator and reseller in good standing for Seneca security and surveillance equipment, accessories, and supplies.

As a Seneca authorized integrator, Convergent Technologies has the required sales, engineering and technical staff to support the Seneca product solutions.

Regards,

A handwritten signature in black ink, appearing to read "Ronald VanTassel".

***Ronald VanTassel
Market Development Manager
315.579.3987***

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

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		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Aimetis Corporation
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Algo Communication Products
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Altair Advanced Industries Inc
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AMERICAN DYNAMICS
AMERICAN FIBERTEK
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Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
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BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
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Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
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Hanwha Techwin
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HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
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Ingersoll Rand Security Tech.
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Intransa Inc.
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Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
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Mobotix Corp
Moog Inc/Videolarm
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NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

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OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
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PELCO
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Proxim Wireless Corp
Qognify, Inc,
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Rasiliant Systems, Inc
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RGB SPECTRUM
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Safety Technology Int., Inc
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Security Door Controls
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Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
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Siklu Inc
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BOSCH

May 18, 2015

Convergent Technologies
1 East Commerce Drive
Schaumburg, Illinois
60173

Bosch Security Systems, Inc.
130 Perinton Parkway
Fairport, NY 14450
Telephone +1(585)223-4060
Daniel.Murray@us.bosch.com
www.boschsecurity.us

RE: Bosch Authorized Dealer

To Whom it May Concern:

This letter is to confirm that Convergent Technologies LLC is authorized in North America for the sale, installation and service of Bosch Security Systems, Inc., technology solutions which include: video, intrusion, access control, and fire.

All Bosch product warranties are in full affect (as outlined in our warranty guidelines @ www.boschsecurity.us) when installed by authorized Convergent technicians. Convergent has full access to our training and technical support staff.

Please contact the undersigned should you require additional information.

Best regards,

A handwritten signature in black ink that reads "Daniel Murray". The signature is written in a cursive style with a long, sweeping tail on the 'y'.

Daniel Murray
Director Sales, Key Accounts – Systems Integration
Tel: +1(951) 738-1766

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Thank you,

Stuart Unger

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 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

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BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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225 W Station Square Dr. Ste. 700,
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Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
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AUDIO SUPPLY
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Bluewave Security, Inc.
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CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

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Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
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Cypress Computer Systems, Inc.
Dahua Technology USA
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FLIR Systems, Inc.

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GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation& Control
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HUTTON COMMUNICATION
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Intransa Systems, Inc
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Jemez Technology LLC
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Korenix USA

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LCN
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LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
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Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Vivotek USA, Inc.
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WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525



386 Internationale Drive, Suite H T 800.379.1191
Bolingbrook, Illinois 60440 F 630.296.8100

January 31, 2020

Convergint Technologies
1955 Evergreen Blvd.
Duluth, GA 30096

To Whom it May Concern,

This is to confirm that Convergint Technologies is an authorized reseller of the complete offering of Windy City Wire products and has been so since 2002.

Regards,



Marty Eck
Sales Manager / Windy City Wire
630-633-4508

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Pittsburgh, PA 15219



January 30, 2020

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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

3millID Corporation
9249 S. Broadway
Building 200, Suite 826
Highlands Ranch, CO 80126



Tel 303-475-4972

www.3millid.com

Authorized Reseller

January 29, 2020

To whom it may concern:

This letter is **CERTIFY** that **CONVERGINT TECHNOLOGIES** is an authorized reseller of 3millID products.

Address:

Convergent Technologies
1955 Evergreen Blvd, Duluth, GA 30096

CONVERGINT TECHNOLOGIES has the responsibility to promote, tender sell and offer technical assistance/support for 3millID Corporation after the sale.

If you have any questions please do not hesitate to contact of office.

Best regards,

Erik Wagner

Erik Wagner

3millID Corporation
Vice President
321-427-2590
ewagner@3millid.com



263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525



Allegion – New England
P.O. Box 801
77 Wexford Street
Needham Heights, MA 02494
United States
Office 781.453.5300
Fax 781.449.5734
allegion.com

February 5, 2020

Convergint
1955 Evergreen Blvd.
Duluth, GA 30096

Attn: Mr. Steve Smith

I am writing to confirm that Convergint is an authorized reseller of the Allegion brands listed below:

VON DUPRIN
LCN
SCHLAGE
SCHALGE ELECTRONICS

If you have any questions, please don't hesitate to call me.

Thank you,

A handwritten signature in black ink that reads "Thomas H. Welham Jr." with a stylized flourish at the end.

Thomas H. Welham Jr.
Director, Integrator Channel Strategy



June 27, 2011

To Whom It May Concern,

This letter is to inform you that Convergint Technologies is an authorized Dealer of AMAG Access Control & Video Systems in North America. This certification covers our current software products and solutions. Convergint Technologies is also certified on all AMAG hardware.

Under this certification, the Convergint Technologies team has access to all AMAG resources for support. This allows them to call AMAG directly for support at all levels, technical, sales and engineering.

Should you have any additional questions about their certifications or AMAG capabilities, please do not hesitate to call me directly.

Best Regards,

Tracy

Tracy Little
Director, National Accounts
AMAG Technology, Inc.
(310) 518-2380 x665



1/31/2020

To whom it may concern,

Convergent Technologies is authorized to purchase the following manufactures, as well as their line items through Anixter (partner to Convergent):

- | | | |
|----------------------------------|-----------------------------|----------------------|
| 1. Assa Abloy | 10. Trendnet | 18. LifeSafety Power |
| 2. BCD Inc | 11. Hoffman | 19. NEC |
| 3. Middle Atlantic Products, Inc | 12. Barco | 20. Netgear, Inc |
| 4. Cables to Go (C2G)(Quiktron) | 13. CyberPower Systems, Inc | 21.Orion images co. |
| 5. Dormakaba | 14. Digital Watchdog | 22. Ortronics |
| 6. HES | 15. D-Link | 23. Power-Sonic |
| 7. Infinias | 16. Leviton | 24. Seneca Data |
| 8. Speco Technologies | 17. Transition Networks | 25.Tripplite |

Have a great day!

Sincerely,

Victor Roberson

Inside Sales Representative

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January 30, 2020

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Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



LABOR SAVING DEVICES
LAKE
Laminex, Inc.
LCN
LG ELECTRONICS/ZENITH
LIBERTY WIRE & CABLE INC
LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



June 17th, 2016

Reference: Convergent Technologies as Authorized Partner

To Whom It May Concern:

This letter will serve as confirmation that Convergent Technologies is an authorized reseller for Code Blue equipment, accessories, supplies and service throughout North America. Convergent Technologies is considered a premier partner and is assigned Code Blue's highest partner ranking of "Channel Partner".

If you have any questions, please contact me directly.

Sincerely,

A handwritten signature in blue ink, appearing to read "John Plooster".

John Plooster

Director of Sales/Global Partner Manager | Code Blue Corporation

jplooster@codeblue.com | www.codeblue.com

o: 616-494-8494 | f: 616-392-8391 | m: 616-318-3362



March 31, 2015

To Whom It May Concern:

The purpose of this letter is to certify that Convergent Technologies is a Commend Factory authorized Dealer in good standing. As such, Convergent Technologies is qualified to sell, install and maintain the Commend line of digital and IP intercom products.

If you have any questions regarding Commend, Inc. and our relationship with Convergent Technologies please call me at (201) 529-2425.

Sincerely,

A handwritten signature in black ink that reads 'Thomas J. Reilly'.

Thomas J. Reilly
President
Commend, Inc.

COMMEND INC.

63 Ramapo Valley Road · Suite 201 · Mahwah, NJ 07430 ·
Phone: 201-529-2425 · Fax: 201-529-0008 · E-mail: office@commendusa.com
Home: <http://www.commendusa.com>



40 YEARS
1975 - 2015

December 26, 2018

Convergent Technologies
One Commerce Drive
Schaumburg, IL 60173

Attn: Brian Sweet

To Whom It May Concern,

For 40 years DMP has become the most trusted and recognized leader in alarm communication over data networks and is the only privately owned security systems manufacturer that manufactures all products in the U.S. DMP provides customer-driven products through listening, anticipating needs, and responding quickly with innovative solutions that work. We insist on the integrity of our products and our people.

We realize that both Convergent Technologies and your customers have many choices when it comes to selecting vendors. DMP is a customer-focused organization and we are 100% dedicated to your success and the success of your customers. Convergent Technologies and DMP have had an active business relationship since June, 2007. In addition, Convergent Technologies professionals have received formal and informal training on DMP security, fire, access and network communication products.

We are confident and enthusiastic to recommend Convergent Technologies as an installation partner for our equipment. You can be assured that the partnership of DMP and Convergent Technologies will be able to satisfy your needs and exceed your expectations for security solutions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mark NeSmith', is written in a cursive style.

Mark NeSmith
Vice President of Sales

MN/mw





February 3, 2020

Re: Letter of Good Standing

To Whom It May Concern:

This letter is to confirm that Convergent Technologies is a certified Value Added Reseller and Partner of Edge360.

Convergent Technologies is a valued partner and is in Good Standing with Edge360.

Sincerely,

A handwritten signature in blue ink, appearing to read "William Mackrell".

William Mackrell
President
Edge360, LLC.



February 5, 2020



To Whom It May Concern:

Please accept this letter recognizing Convergent Technologies LLC as a certified reseller with Feenics Inc. since March 2015.

Convergent Technologies LLC has completed, and continues to maintain, all requirements to sell, service and support the Keep by Feenics product line.

If any additional information is required, please do not hesitate to contact me.

Regards,

A handwritten signature in black ink, appearing to read "Paul DiPeso".

Paul DiPeso

Executive Vice President



Direct: +1 (410) 375-2814

Corporate: +1 (855) 333-6427

Paul.DiPeso@Feenics.com



Gallagher Security
5005 NW 41st Street
Riverside, MO 64150

Scott Elliott
Vice President, The Americas
Email: Scott.Elliott@Gallagher.com

[Security.Gallagher.Com](https://security.gallagher.com)

Joe Brown

Government & Education Solutions
1955 Evergreen Blvd.
Suite 50
Duluth, GA 30096

31 January 2020

RE: Authorized Gallagher Channel Partner Status

Dear Joe:

Please accept this letter acknowledging Covergint Technologies current status as an Authorized and Certified Gallagher Channel Partner in good standing. As a Gallagher partner, Convergent Technologies is authorized to sell, service and maintain the Gallagher suite of security products throughout North America.

If there are any questions related to this confirmation of authorization as an Authorized Gallagher partner please do not hesitate to contact me directly.

I look forward to continuing the strong partnership between our two organizations.

Regards,

Two handwritten signatures in black ink. The first signature is "Scott Elliott" and the second is a more stylized signature, likely belonging to the sender, Scott Elliott.

Scott Elliott
Vice President | The Americas | Security



<https://security.gallagher.com/>

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
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FIRETIDE
FLIR Systems, Inc.

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Fujinon, Inc.
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GARRETTCOM INC
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GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

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Pittsburgh, PA 15219



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LCN
LG ELECTRONICS/ZENITH
LIBERTY WIRE & CABLE INC
LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



611 Center Ridge Drive
Austin, Texas 78753 USA

FREE +1 800 237 7769
MAIN +1 512 776 9000
FAX +1 512 776 9630

May 19, 2015

Mr. Wayne Eng
Convergint Technologies
One Commerce Drive
Schaumburg, IL 60173

Subject: Authorized Reseller Confirmation

Dear Wayne:

HID Global, an ASSA ABLOY company, is pleased to provide you with this Reseller Authorization Letter which certifies that Convergint Technologies is a Platinum Level Partner in HID's Advantage Partner Program. As such, Convergint Technologies is authorized to sell and service HID Global's products and services.

If you have any questions, please don't hesitate to ask.

Thank you for your continued support and partnership.

Regards,

Rick

Rick Mohr
Director, Channel Sales and National Accounts
HID Global

rmohr@hidglobal.com

831-373-3423 (office)

530-867-0927 (cell)



This certifies that

Convergent Technologies

is an Authorized Integrator for:
Honeywell Integrated Security

Convergent Technologies is a highly trained and capable company whose sales, installation and service we are proud to support.

As an approved integrator, *Convergent Technologies* has the full support of Honeywell Integrated Security and has access to our full portfolio of products and solutions.



Scott Harkins
General Manager



Authorized Security Integrator



397 S. Taylor Ave. Louisville, Colorado 80027 USA
phone: 303.939.9336 | fax: 303.939.8977 | www.inovonics.com

February 21, 2012

To Whom It May Concern:

This letter is to confirm that Convergent Technologies is an authorized dealer for Inovonics Wireless Corporation.

Please feel free to contact Inovonics for further information.

Best regards,

A handwritten signature in black ink, appearing to read 'Craig Dever', with a long horizontal flourish extending to the right.

Craig Dever
VP of Sales
Inovonics Wireless Corporation

Lenel
1212 Pittsford-Victor Road
Pittsford, New York 14534
Tel 585 248 9720 Fax 585.248.9185
www.lenel.com



April 18, 2017

To Whom It May Concern:

Lenel, a division of UTC Fire & Security Americas Corporation, Inc., hereby confirms that Convergent Technologies is an authorized National Lenel Value Added Reseller (VAR) in good standing. Convergent Technologies is our largest VAR as measured by sales volume for calendar year 2016 and is authorized to sell and service Lenel software and hardware anywhere in North America as well as the international locations they support.

In addition, Convergent Technologies has met their training certification requirements to maintain their Lenel status which allows them to resell Lenel products and software; technical support services; engineering support services; and custom solutions support. Convergent Technologies is currently the leader in the number of technicians sent to formal Lenel certification training.

Lenel and Convergent Technologies have been partners in delivering our best-of-breed products and services solutions for more than a decade and continue to have a strong partnership in delivering innovative solutions to our customers.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeff Stanek', with a long horizontal line extending to the right.

Jeff Stanek
Vice President
North America Sales
Lenel

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
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Digital Watchdog/Kaltech Ent
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Hanchett Entry Systems
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Korenix USA

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Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
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Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525



263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

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Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

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BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
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ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
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ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

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LCN
LG ELECTRONICS/ZENITH
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LINEAR CORP
Louroe Electronics
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Magnasphere Corp
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Milestone AV/CHIEF MFG
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Seneca Data Distributors, Inc.
Sentry 360 Security
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Sony-Bosch
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Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

SOFTWARE HOUSE

A Tyco International Company

*Software House
6 Technology Park
Westford, MA 01886-3140*

*Tele: 978 577 4000
Fax: 978 577 4392
www.swhouse.com*

May 14th, 2018

Rachel Wyatt – Swanson
Convergent Technologies
1231 Collier Road NW
Atlanta, GA
30318

Johnson Controls is pleased to recognize Convergent Technologies of Atlanta, GA as an Authorized Integrator of Software House and American Dynamics.

Convergent is qualified to install, service, and maintain the Software House and American Dynamics product lines with trained and certified technicians.

Convergent – Atlanta is an Advanced Integrator of Software House, and is currently in good standing with the Sensormatic Electronics, LLC, entity.

Please do not hesitate to contact me with any questions you may have regarding these matters.

Sincerely,



Joseph Fitzgibbons
Software House/American Dynamics
Program Manager
6 Technology Park Drive
Westford, MA
01886
978-577-4283
jfitzgibbons@tycoint.com

bioconnect.

February 4, 2020

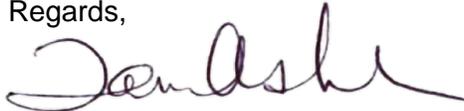
Georgia Department of Administrative Services
Integrated Security & Surveillance Products & Services
Bid Number 99999-SPD0000172

Re: Convergent Technologies
Steve Smith, PSP
Account Executive
steve.smith@convergent.com
770-840-7007

This letter confirms that Convergent Technologies is an authorized reseller of Suprema hardware and software distributed through BioConnect Inc.

Feel free to contact me at tashton@bioconnect.com or 519-318-3329 should you require further clarification.

Regards,



Tammie Ashton
Chief Legal Officer
BIOCONNECT

P: 519-318-3329 | E: tashton@bioconnect.com

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January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
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XceedID
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January 30, 2020

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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
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 Director - National System Integrators / Global Accounts
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Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

Mandatory Scored Response Worksheet CATEGORY C: MASS NOTIFICATION

Suppliers responding to one or more of the following Categories must answer all the requirements in this document:

- **Category C – Mass Notification Systems**

Failure to answer these requirements will result in disqualification of the proposal.

Suppliers must indicate whether their proposal meets the individual requirement and provide a supporting narrative. Suppliers must provide a thorough narrative description in the space provided in this spreadsheet. DO NOT ATTACH DOCUMENTS.

The narrative description, along with any required supporting materials, will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award.

DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.

Category C - Experience

1	<p>The State of Georgia seeks Supplier(s) capable of providing a wide range of Mass Notification Systems, Services, and Installation to a large set of diverse educational and governmental organizations across the State of Georgia. The Supplier must describe in detail their experience in providing these goods and services to a diverse enterprise with multiple business units. Please provide a minimum of three verifiable references for your services in the provided attachment Q.</p>
<p>RESPONSE</p> <p>Convergent Technologies has been in business since 2001. We started with six (6) offices in the U.S. and have grown to 90 in North America and another 20 in Europe, Asia, and Australia. Over the last 18+ years, Convergent has provided design, installation, programming, and service to many different end-users for their security, fire alarm, building automation, life safety, and nurse call systems. These have included, but are not limited to, state/local government entities, higher education, federal entities, healthcare, industrial, petrochemical, manufacturing, data centers, commercial and high-tech. We have provided and currently provide services for GBA, GDOT, GA Tech, UGA, State Prisons, and many more State of Georgia entities.</p> <p>Convergent has provided the following references in Attachment Q.</p> <ol style="list-style-type: none"> 1. Georgia Tech Department of Housing 2. Vanderbilt University 3. Morgan Thermal Plastics (Augusta GA) 	
2	<p>The State understands that sub-contractors may be used from time to time. Describe your organization's hiring process for sub-contractors. Include the sub-contractor's name, address, telephone, and email address of the sub-contractors your organization currently uses for this category.</p>

RESPONSE

Convergent has a robust hiring process for sub-contractors. To best utilize the full staffing contribution of each partner, all Convergent Partners proactively submit candidates to build our pipeline to create a bench of qualified candidates identified for each labor category. We conduct a thorough candidate vetting process, which includes confirming qualifications and experience to satisfy labor category requirements and ensuring candidates have the proper clearance to perform the work. The selection of the most qualified candidates to meet specific State of Georgia requirements is determined using a range of attributes including skill, fit, experience, and cost. We have established corporate infrastructures with flexible management structures in place that allow Convergent to respond to all projects by providing specialized expertise, increased workload for urgent, time-critical requirements. Among other requirements, Convergent Subcontractors are chosen for their history of acquiring and maintaining adequate staffing levels and maximizing retention. Along with Convergent, they have a successful history of identifying performance and contract problems and taking corrective actions to resolve them before the project is impacted.

Convergent is committed to diversity with the subcontractors we conduct business with and have experienced the benefit of working with locally-owned businesses in the State of Georgia. From Convergent's perspective, it's a win all the way around – For your end-users, for our business & every community in the State of Georgia, we are a part of. We also understand how difficult it can be for a small business, with good people and service cultures, to make connections within larger organizations. Convergent's Subcontractor Diversity Program was designed to make it easier for them to make contact with the right people within any of our North American office locations.

At Convergent, we evaluate every potential minority provider based on meeting the following requirements.

You must:

- Be a certified as a minority, women, or disabled, owned for-profit business enterprise which is at least 51% owned, operated, and controlled by United States citizens who belong to any of the following groups: Women, African American, Asian American, Hispanic American, Native American or Disabled American
- Have a minimum 3-year business history
- Meet Above Average Quality Standards
- Demonstrate Excellence in Customer Service
- Offer Competitive Pricing on Your Goods and Services
- Provide Value-Added Products and Services
- Meet our Insurance & Indemnification Requirements
- Provide at Least Three (3) Customer References

Convergent currently uses the following Sub-Contractors for this category:

Sub-Contractor	Address	Telephone #	Email Address
MediaGenius LLC – Christina Fraley	300 Fallstone Path McDonough, GA 30253	616-482-9641	christina@mediageniusonline.com
All Protective Systems – Ronald RayBurn	327 Old Four Notch Road, Whitesburg, GA 30185	770-832-1322	allprotectiveservices@live.com
Infinite Security Solutions - Alan James	71 Zion Hill Drive Dallas, GA 30157	404-310-7119	infescsol@bellsouth.net
Electronic Security Support - John Garrett	1664 Creek Mill Trace Lawrenceville, GA 30044	770-900-4620	j.garrett@essga.com

Tiger Security Integration – Stephen Nudleman	1945 Pilgrim Mill Circle, Cumming, GA 30041	770-862-7191	TSI.nudleman@gmail.com
Synergy Integrated Services - Joe Easton	60 Applewood Lane Taylorsville, GA 30178	678-477-4948	jeaston@synergyintergratedservices.com
IS3 Tech Services - Mike Harrison	6621 Bay Cir, Ste 120 Norcross, GA 30071	404-487-6009	mharrison@is3tech.com
Stanton Electric, Inc. – Jerry Stanton	4850 Spout Springs Rd, Buford, GA 30519	770-904-6492	jerry@stantonelectric.com
Uptime Electric Company Inc. - Laurette Clowers	495-C-85 Circle College Park, GA 30349	404-559-8745	caustin@uptimeelectric.com
Analyzed Low Voltage - Alberto Luna	PO Box 1822 Fort Valley, GA 31030	305-338-5293	Aluna@AnalyzedLV.com
Smart Security Integrators (2Si) – Corey Dallas	2020 Howel Mill Rd Suite D-301 Atlanta, GA 30318	404-387-4956	cdallas@2siatl.com
All N ONE Security Service, Inc. – Annette Melvin	3915 Cascade Rd, Ste 340, Atlanta, GA 30331	404-691-4915	amelvin@alln1security.com
Physical Link Communications – Bill Halstead	4629 Shiloh Rd Loganville, GA 30052	770-772-1340	bill@physicallinkcomm.net
Arseal Technologies, LLC – Romulo Lakip	7905 Westside Parkway, Ste 100 Alpharetta, GA 30009	470-246-4004	romulo.lakip@arseal.com
Tebarco Door & Metal Services – Debbie Merritt	1905 Grassland Parkway Alpharetta, GA 30004	770-740-8782	debmerritt@tgebarcodoor.com
Pro Tech Lock and Safe - Dan Turner	5301 Hwy. 29 Lilburn, GA 30047	770-925-0328	info@protechlock.com
Integrated Security Technologies – Charles Johnson	1263 Metropolitan Ave SE, Atlanta, GA 30316	678-886-4746	charles@istechpro.net
Petty Security System, Inc - Tim Petty	2537 Sealpem Court Duluth, GA 30096	404-425-4630	lowvoltagejim@yahoo.com

Product and Services

1

The Supplier must be authorized to sell, install, and service the products for which they carry on this contract. Provide written proof that your organization is an authorized reseller for each manufacturer you represent. No manufacturer, product line, or distributor will be accepted for any Supplier without proof of authorization.

RESPONSE

Convergent has provided the written proof via certified letters that are attached under “Convergent Category D Letters.”

2 Describe your organization's ability to provide product and services for the User Agencies throughout the entire state as described within this RFP. In your response, describe how your organization can (from a personnel and capacity perspective) meet and service the needs of multiple User Agencies simultaneously that will be located in various facilities across the state.

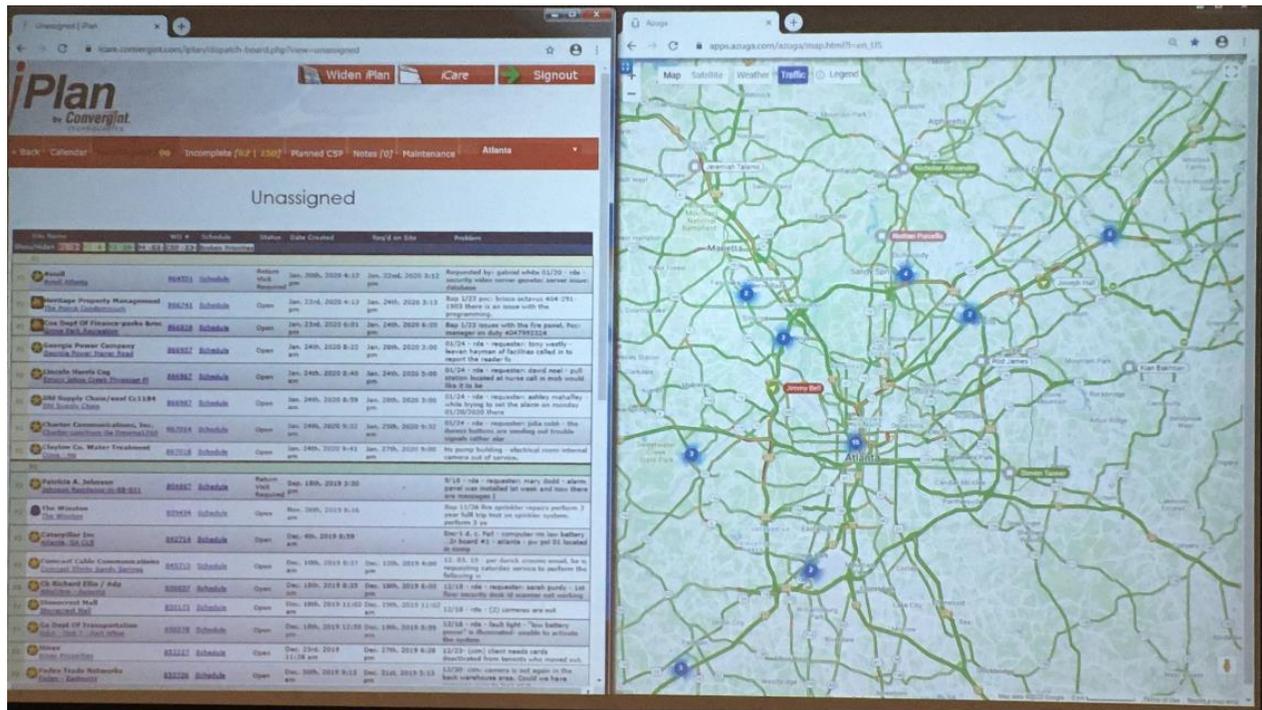
RESPONSE

With over 200 Convergent colleagues and 126 service vehicles across the State of Georgia, Convergent is fully suited to provide products and services for any Mass Notification System used by Authorized Users throughout the state. Convergent’s Service and Support Department regulates support by utilizing our iPlan management process and procedure.

Convergent utilizes the iPlan module of iCare to coordinate, schedule, and allocate human capital to ensure all commitments are met on time and as scheduled. iPlan ensures individuals are assigned tasks that are compatible with their service qualifications and product certifications. This tool supports the short- and long-term needs for surge support and labor allocation.

Convergent’s repair and replacement work shall be complete, including touch-up painting as required and system operational testing. Repaired areas match existing surfaces and are fully compatible with existing equipment. Replacement components are installed per contract requirements and are equal to or better in fit, quality, material composition and quality, color, and conform to design documents.

Below is an example of how the Atlanta Convergent office identifies and tracks all the requested services through iCare and iPlan.



User agencies across the state will be supported by our Convergent Technology Centers (CTC) in Duluth and Macon, Georgia, Charleston, South Carolina, and Jacksonville, Florida. Each CTC is staffed with manufacturer certified personnel reflective of our MASS Notification Product line card, which is listed in our Cost Attachment B list of authorized manufacturers. Many of our Georgia colleagues are remotely based around the State of Georgia to improve response times and reduce costs.

Convergent Technology Centers (CTC) Supporting Georgia Authorized statewide contract users.



3	The State seeks a Supplier that can provide a range of mass notification systems. Describe your organization's product offering.
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RESPONSE

Convergent is uniquely positioned to provide a “Clean” Range of Mass Notification Systems. Convergent prides the fact that we install more than four different Mass Notification System. We own zero Mass Notification products. Unlike other Global integrators, we first meet the need of our state of Georgia end-user NOT the need for “owned” product. Only by listening and performing (no cost) site evaluations do we formulate the basis of design.

Integration

1	The State seeks a Supplier with the ability to integrate hardware and software with various security systems, and monitoring. The Supplier must describe in detail how you can meet this requirement.
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RESPONSE

Convergent knows, based on experience, Mass Notification Systems require several systems to communicate. Convergent has provided below an example of how they integrate both hardware and software with various security systems and monitoring.

Convergent will be providing labor and material required to install a new campus-wide Mass Notification System (MNS). The new MNS will communicate on a customer secure network.

The new MNS will have one (1) Central Command Center (CCC), were all main controls will be located.

Below are components of three (3) Mass Notification Systems Integrated into a single platform.

1. EST Central Command Center
2. Alertus Two-Way Notification
3. Shooter Detection Systems

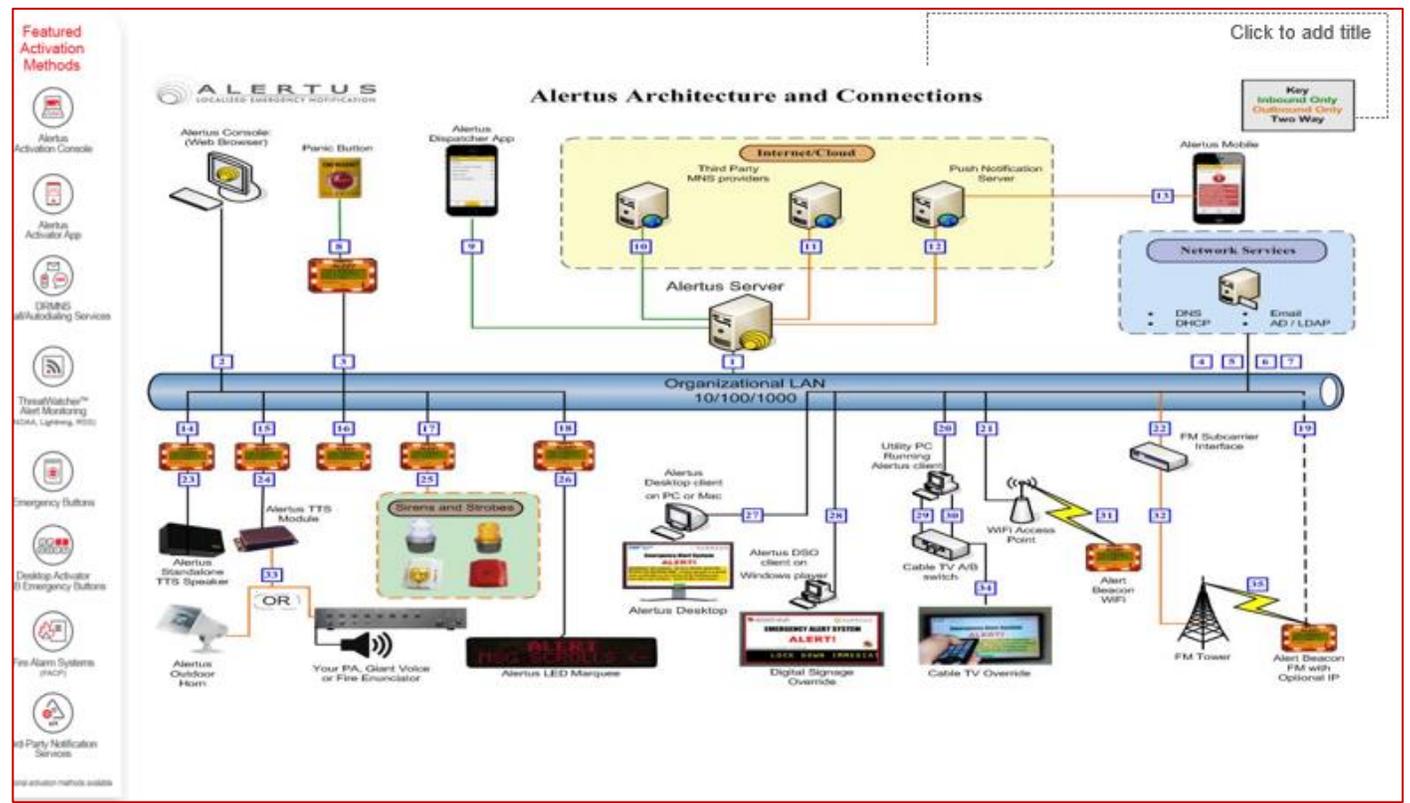
1. EST Central Command Center (CCC) -

- **Fireworks CPU & Software** – This will enable VU to monitor MNS control panels & activate prerecorded emergency calls via the fireworks control
- **Edwards EST 3 Control Panel** - This will serve as the central command panel; this will house the switches that are programmed for emergency response. Must be within 20 ft from fireworks
- **EST Interface Panel** – This panel will serve as communication between the MNS panels & Edwards Command Panel. This panel will be where the network connection is needed.
 - Each System will communicate on three platforms:
 - #1 EST Interface Panel – This panel will serve as communication between the MNS panels & Edwards
 - Command Panel. This panel will be where the network connection is needed.

- #2 Hyperspeke Control Cabinet – This Cabinet will house the amplifier and 200 ah batteries for backup power.
- #3 MN-HS Series ECC- This will be the actual speaker that will be mounted on the roof of the building.

2. Alertus Two-Way Notification

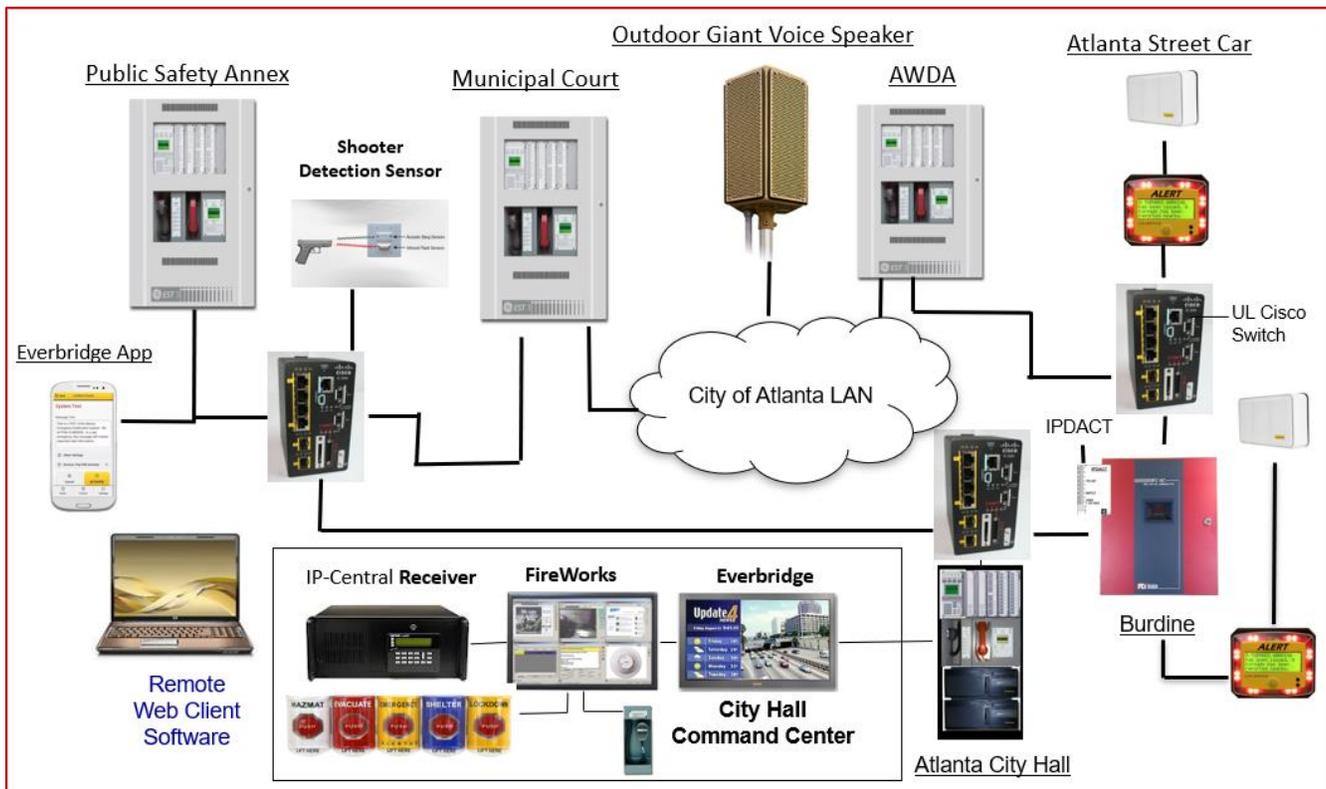
- Convergent provides a comprehensive in-building and wide-area notification system (through Alertus) that notifies individuals across facilities using a variety of methods and notification channels.
- Convergent is also able to enhance the surrounding environment of the end-user by adding additional emergency devices. There are many different ways to do this. With Convergent’s support, the end-user can pick the ones that are right for them.
- As part of the Alertus configuration of Twitter, the end-user creates a new Alert Service of type Twitter. To do this, you:
 - Log into the Alertus Console as a user with configuration access rights and navigate to “Configuration -> Alert Services.”
 - Click the “Create a New Alert Service” button.
 - To post a Twitter tweet, select the “Twitter Alert Service” when creating an Alert message. The Twitter Alert Service can be referenced when creating an Alert Profile, or creating a Preset Alert.
 - When the alert is sent, the Tweet will be posted to Twitter. If an alert is more than 144 characters, it will be broken into multiple tweets.



3. Shooter Detection Systems (SDS)

- Convergent utilizes SDS Guardian Indoor Active Shooter Detection solution, which integrates with several 3rd party systems.
 - Software Integration Interfacing is available with several VMS, Access Control, Mass Notification Solutions and other security system providers, including, but not limited to: Amika Mobile, AtHoc-Blackberry, Avigilon, CCure 9000, Desktop Alert, Everbridge, Exacq Vision, Genetec, Layer Solutions, Lenel OnGuard, Lynx, March Networks, Milestone, Mutualink, Net Harbor Lighthouse, OneSolution CAD, Qognify, Send Word Now, Situator, Vicon, Victor
- Additional Software Integration Interfaces can be developed with the assistance of the 3rd party system provider and a financial commitment from the end-user customer.
- Interfacing with 3rd Party Solutions providers that do not have a Software Integration Interface is accomplished with an IP-based Relay System providing dry contact closure as an input to the 3rd party system. Expander boards allow the relay system to grow to accommodate more than 512 relay points. Each relay point can be associated with an individual Gunshot Sensor to allow for pinpoint accuracy of the location of the Active Shooter and the sharing of information for reporting and historical data.

The diagram below shows an example from the City of Atlanta that outlines the potential integrations at one time.



Implementation

1

Authorized Users utilize multiple platforms (e.g. email, social media platforms, etc.) to disseminate information. The Supplier must describe how the system allows for integration to publishing alerts to email and all major social media platforms. Please describe these capabilities in detail.

RESPONSE

Convergent provides a comprehensive in-building and wide-area notification system that notifies individuals across facilities using a variety of methods and notification channels.



Convergent is also able to enhance the surrounding environment of the end-user by adding additional emergency devices. There are many different ways to do this. With Convergent's support, the end-user can pick the ones that are right for them.



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2

Please describe your process for implementing the software, including a timeline showing the activities you expect to perform and those you expect the Authorized User to perform. Please include the duration in days of each activity.

RESPONSE

Convergent has provided a breakdown of an example implementation plan that shows the activities and duration in days. As always, Convergent will work directly with the Authorized User to create a specific implementation plan for a specific project.

Implementation Plan				
	Responsibility	Instructions Link	Status	Start Date End Date
Project Discovery				
- Return Completed Statement of Work	Customer			3 days
- Identify additional required human resources, including technical				2 days
- Project Kickoff Meeting	Alertus/Customer	N/A		1 day
Getting Ready for Your Implementation				
- Accessing Alertus Customer Portal				1 day
- Decide on System Behavior				2 days
- Network Diagram				4 days
- Alertus Security				14- 21 days
- Provision Physical/VM Server				2 days
- Alertus Desktop Software Requirements				1 day
- Review Desktop Deployment Methodology				1 day
- Review Grouping Methodology				2-3 days
Basic Installation/Configuration				
- Server				1 day
- Grant Console Access				1 day
- Configure Groups				1-2 days
- Configure Presets				2-4 days
- Alertus Console Overview Training				1-2 days

Hardware Installation/Configuration	
- Alert Beacon	3 days per device
- TTS Speaker	5-7 days per device
- TTS to 5 or 15 W Horns	
- TTS Module for PA Integration	1-2 days
- LED Marquee	.5 days per device
- Hardware Panic Button	.225 days per device
- USB Panic Button	.025 day per device
- IP Relay	.5 day per device
- Cable TV Override	1-2 days
- Fire Alarm Interface	7-14 days testing
- HPSA	5-7 days
- SIP Annunciator	1 day per device
- Horn Strobe	.25 days per device

Software Installation/Configuration		
- Alertus Desktop Software		1 day per device
- Desktop Activator (Software Panic Button)		.25 day per device
Advanced Integrations		
- Desktop Premier Activation		5 days
- Digital Signage Override		1 day per device
- Email Integration		4 days
- Disable Email		1 day
- LDAP Integration		2 days
- e2campus Integration		
- Athoc Integration		
- Airbus Integration		
- Blackboard Integration		
- Everbridge Integration		
- Rave Integration		
- Regroup Integration		
- Send Word Now Integration		
- NOAA Weather Alerts Integration		2 days
- Mobile Dispatcher App		
- Mobile Recipient App		1 day
- CISCO VOIP Integration		
- Lightning Detection Integration		
- Facebook Integration		
- Twitter Integration		
- Website Integration		
- Share911 Integration		

Monitoring Alertus Server		
- Alertus Notification and Monitoring		
- Track Alertus System using your existing monitoring suite		
Backup and Restore of Alertus Server		
- Backup and Restore Configuration		
Training		
- Administrators Training		1 day
- Users Training		2 days
- Dispatcher Guide		3 days
- Troubleshooting guide		5 days
Testing		
- Schedule Testing of Alertus System with all Stakeholders		from 5 -30 days
Roll-Out Strategy		
- Roll-Out Strategy		
Maintenance		
- Maintenance of the Alertus System		

Operational	
1	The Supplier must be able to provide mass notification systems that are accessible to administrators via the web (without plugins), mobile devices, and via live operators. Please describe how you will meet this requirement.

RESPONSE

Convergent understands the requirement to provide mass notification systems that are accessible via the web. Convergent works with Alertus to provide this solution to the end-user.

The Alertus Mobile Recipient App allows users to receive alert notifications dispatched by an organization's Alertus Server. Users can also "Request Help" by sending panic button events (if enabled by the organization). The Alertus Activator mobile app allows you to quickly launch pre-configured alerts from anywhere using your Android or IOS tablet or smartphone. This application was previously called the Alertus Dispatch App.

Alertus Mobile App




- Mobile phone apps allow authorized users to quickly send emergency alerts to faculty, staff, or personnel via Android or IOS tablets or smart phones.
- Will also activate other Alertus system products
- Alertus Activation App used to launch alert









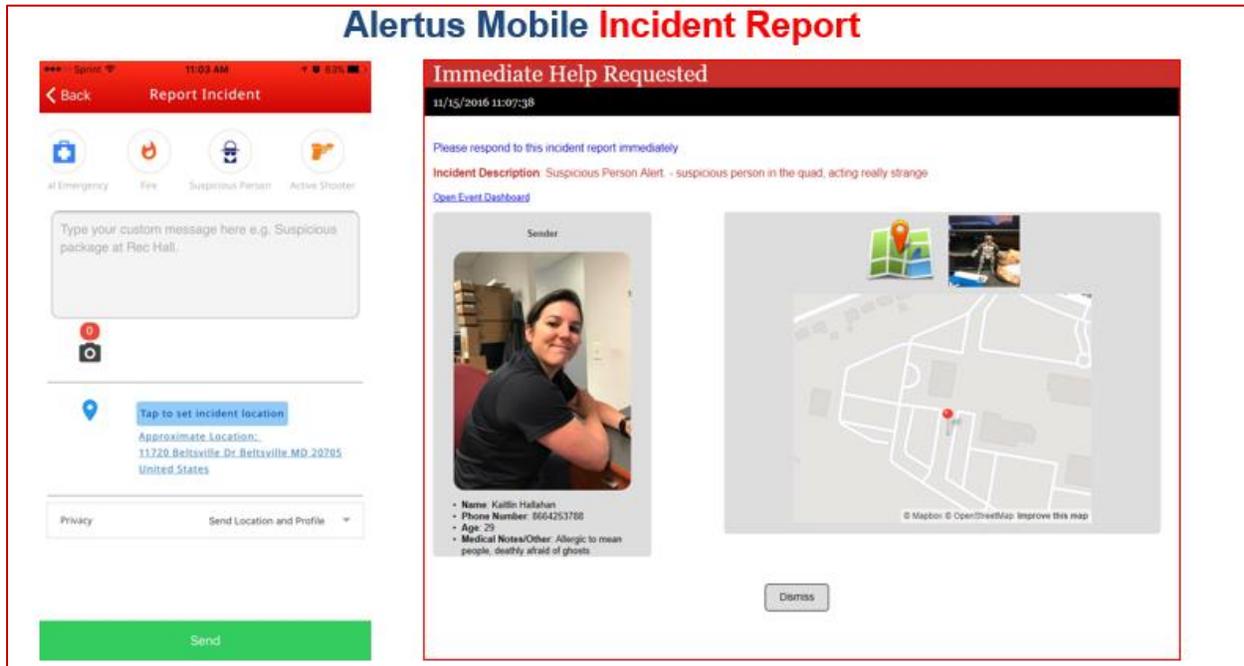
Alert sent to to all users who have the Alertus App installed

2	The Supplier must be able to provide mass notification systems that can produce reports of notification incidents, system testing, and ad hoc. The Supplier must describe if the system provides real time reporting for all notification incidents, testing, and ad hoc.
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RESPONSE

Convergent will work with the end-user to identify what their reporting needs are, from the incident, system testing, and any ad hoc reports that they require. With Alertus (for example), the acknowledgment from the Alertus Desktop is not a separate communication, but instead, it is in the normal polling interval. So, with a standard 20-second polling interval, if a user clicks 'Acknowledge' 5 seconds after receiving an activation, their acknowledgment would be delivered tracked on the Alertus Server about 15 seconds later, when the next check-in to the Alertus Server by their client occurs.

Below is an example of an Alertus Mobile Incident Report.

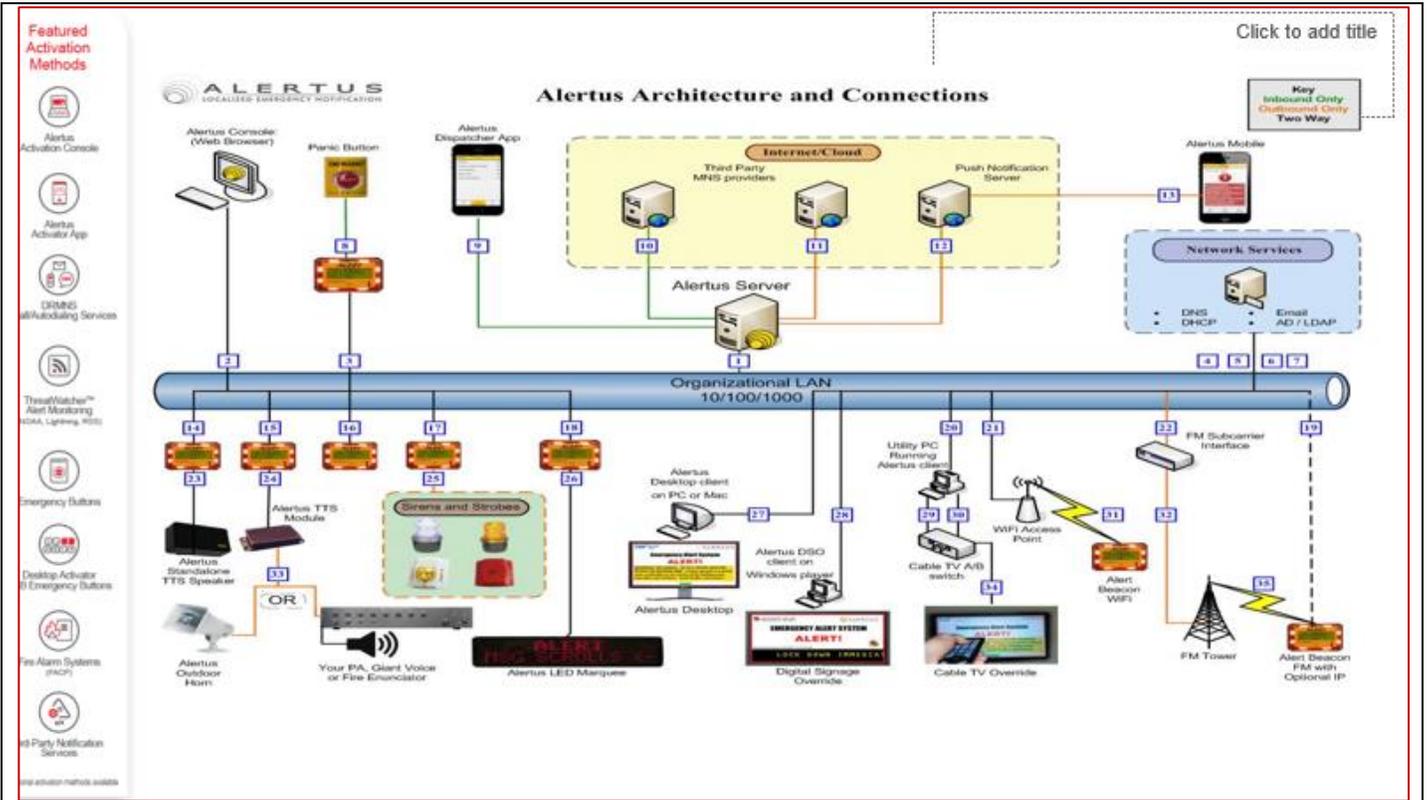


3

The Supplier must be able to provide mass notification systems that can produce a system that is able to “throttle” calls where the system will not overload the phone infrastructure within the City, if applicable. In your response, describe how your mass notification system(s) operate.

RESPONSE

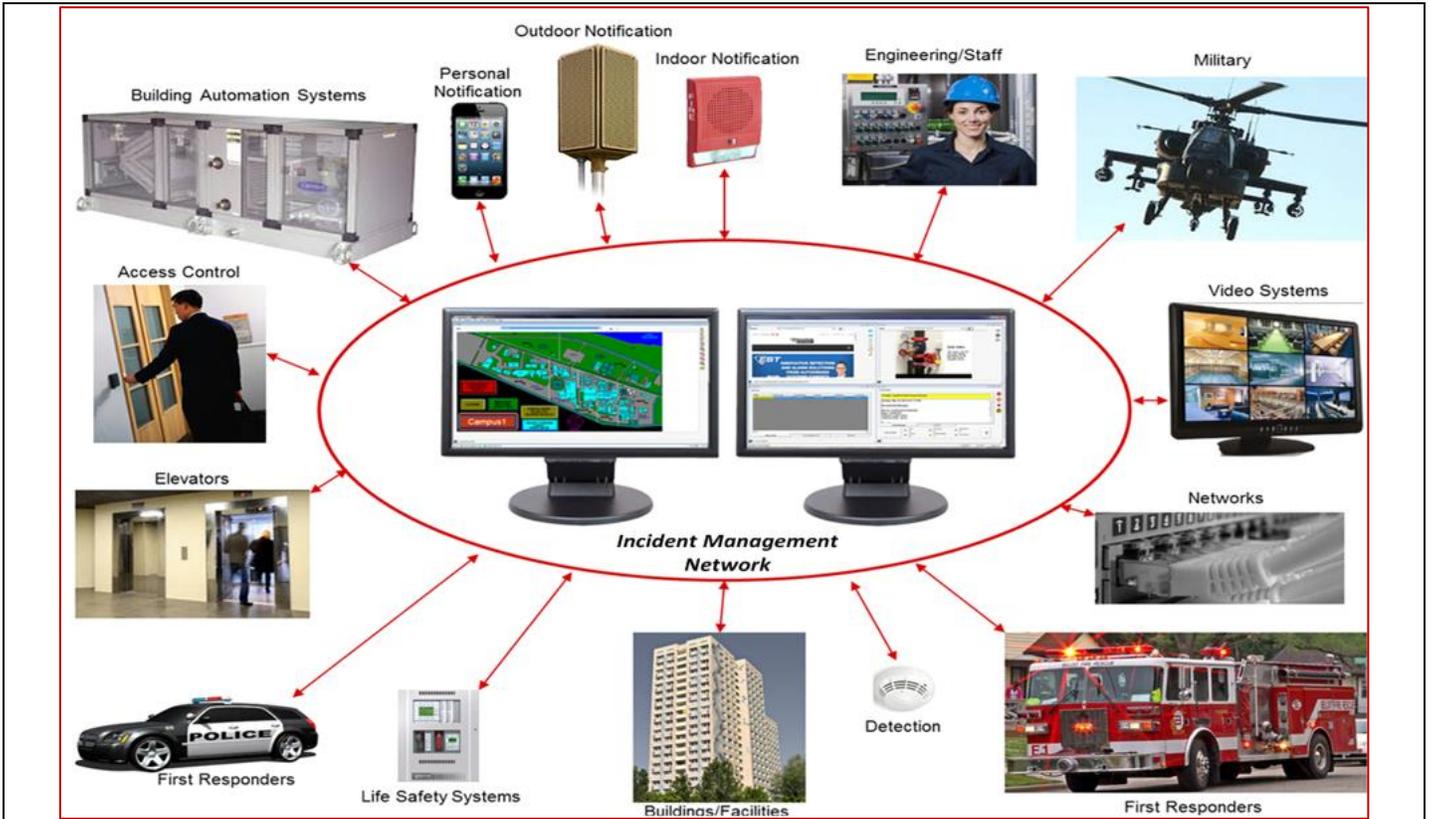
Convergent understands the end-users need for a system to be able to “throttle” calls. Convergent will work with the end-user to understand their unique situation and find the right solution for them. Here is an example of what Alertus can do for this requirement. From its inception, the Alertus System is designed to be interoperable with a wide variety of systems. At the heart of the Alertus Server's service-oriented architecture is the Alertus API. The Alertus API is a collection of inbound SOAP and REST web services that expose the publicly accessible functionality of the Alertus system. These web services are used internally across the Alertus system's components but can also be leveraged by third party vendors and customers who need access to their features. Partners or vendors looking to integrate with the API must have a Mutual NDA agreement in place with Alertus and complete the Alertus Software & API License Agreement.



4 The Supplier must describe a summary of the proposed general mass notification system capabilities. The response must include all options the system(s) offer to the Authorized User.

RESPONSE

Convergent works with Alertus as one of the manufactures to supply the end-user with the capabilities they require. The Alertus Notification System is an on-premise system designed for enabling unified facility notifications to all areas by leveraging all available channels of communication. A deployed system provides an easy to use, comprehensive platform for integrating personal/recipient mass notification systems with existing notification assets to extend both audible and visual notification. This is accomplished by the use of the Alertus Desktop Alert client software (Mac and Windows), Digital Signage Override, Alertus Mobile (IOS and Android), Alertus VOIP, as well as integrating with both indoor and outdoor public address systems, paging systems, e-mail systems, phone systems, fire panels, and social media. Alertus also offers the Alert Beacon, a wall-mounted network device, and peripheral notification assets to provide additional audible and visual coverage.

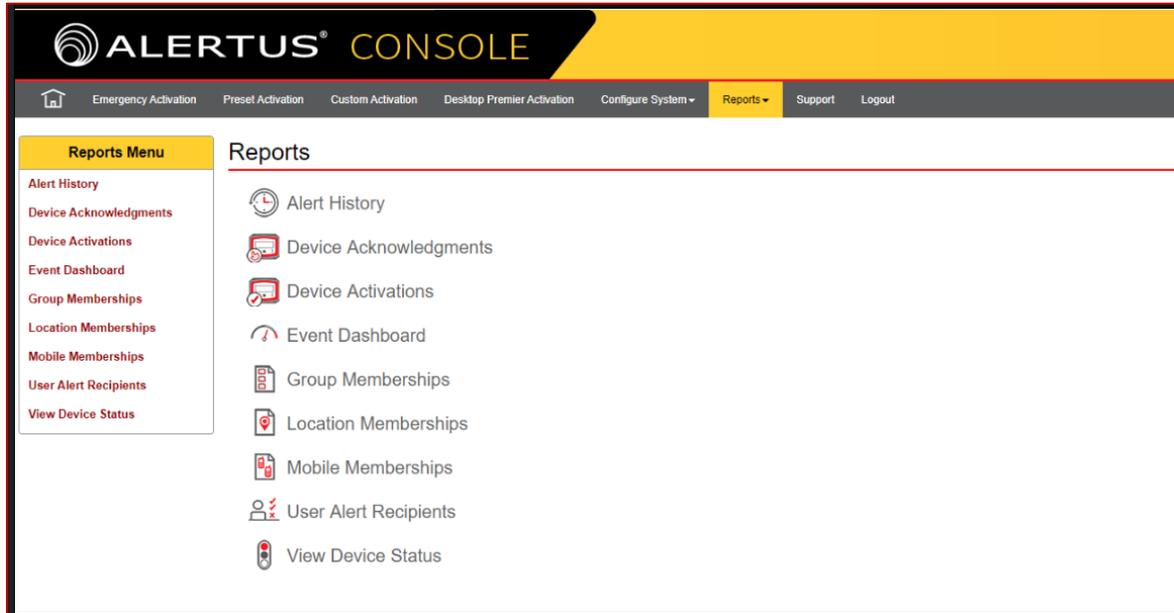


5 The Supplier must describe if the mass notification system retains the history of sent messages including status of delivery receipt. Please indicate the time period historical reports are available.

RESPONSE

Convergent understands that all end-user retaining policies could be different based on the industry they are in. Convergent will work with the end-user to make sure they have the right policy and that the records are retained according to those policies. For example, with Alertus, the Alert History Report shows a detailed history of the most recent 40 alerts that were processed by the Alertus System. This report will display all alerts dispatched to the Alertus System by any means the Alertus Activation System, the Alertus ThreatWatcher, integrated 3rd party applications, Panic Buttons, and the ReACT interface. If you are unsure how an alert was sent, view the alert's "Sent By" field. The report can be accessed directly by clicking on the "Alert History" link on the Reports menu of the Alertus Activation Console. Also, when an Alert is active, clicking the ID of the alert in the Active Notifications Pane will display the Alert History report.

Below is an example of the Alertus Console, which shows history, reports, activation, etc.



- 6** Site surveys may be required as a component of preparing individual project proposals. Prior to final acceptance of the mass notification system installation, the following testing and documents should be performed and provided to the procuring Authorized User:
1. Perform and document a complete system acceptance test
 2. Provide testing reports indicating all devices tested, pass/fail status, and actions taken to resolve problem(s) on failed tests
 3. Provide "as built" drawings showing each device and wiring connection
 4. Provide a complete set of operating instructions for hardware devices and a complete software user manual
 5. Work may be performed in high security environment such as prison, jails & etc. This means tools must be accounted for and no frequent trips to and from vehicles. Bring in what you need for that day in these places
- Supplier must describe how they will meet this Requirement.

RESPONSE

Site surveys are an integral part of most of the solutions Convergent recommends. We often meet with end-users to discuss their needs and requirements. A requested part of this initial meeting is a current set of floor plans with security devices shown. Often this is not available. If it is not, we ask for a blank floor plan to allow for us to add these devices. This helps us and the end-user to know what is existing and what is being proposed. As required for the system, we are recommending we have a formal site survey worksheets and system acceptance testing document.

1. A normal and usual part of us providing a system is a system acceptance test. Once the project is complete, this is complete with our specialists and the end-users reps. Often, we will perform this before expanding a system, so there are not any misunderstandings as to what was or was not working before us beginning new work on a system.
2. For any specific project and on all devices we install, we provide Testing. Some projects require this, and some do not. We work with the end-user to understand their specific requirements before providing a quote.

3. As-built drawings are another deliverable we recommend including on each project. This is another requirement that is discussed before providing a quote.
4. Operating instructions and software manuals are often built into the VMS and are standard deliverables on new system installation projects. We provide training on these systems and show the end-user where these documents reside.
5. We currently work in many high-security locations for the State and other customers. These include prisons, data centers, petrochemical, lab facilities, and the like. Tools management and other specific requirements are other topics we discuss with the end-user before a quote so that we can include the needed time to meet these.

Data Security Management

1	The State values the security of its systems and the information contained within the system. The proposed mass notification system may be integrated with the Authorized User existing information technology infrastructure. The Supplier must describe the data management security controls. In the response, include how and when your company would notify the State of Georgia of a cyber-incident.
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RESPONSE

Convergent has robust data management security controls that we created for our clients. Below you will find details around Cyber Security and what Convergent is offering.

Cyber Hygiene at Convergent



Physical security devices are a **vector for cyberattack**

CONVERGINT SYSTEMS ARE HARDENED AGAINST CYBER THREATS

— *Both our own networks & the systems we install for you* —

- 1** Hardened Convergent internal operations
- 2** Selectively chosen, trusted product partners
- 3** Hardened client-installed systems

We consider cybersecurity in **every system** we service

Page 1



Convergent's Cyber Services are about...

1. How we secure our business
2. Who our Product Partners are
3. How we secure your systems

1. Hardening Convergent's Operations

- Policy-based IT Security
- Colleague Cyber Training
- Client Data Encryption
- Data Handling Guidelines
- Two-Factor Authentication
- Network Monitoring & Detection

Protecting our Clients Data

2. Product Partner Selection

- Secure Internal Operations
- Vetted Supply Chain
- Trusted Logistics Partners
- Security built into software & hardware products
- Cyber focused

Designing secure solutions

3. Hardening of Clients Installed Systems

- Harden systems at time of installation
- Password and Patch Management Programs
- Health, Preventive Maintenance and Lifecycle Management

Installing & maintaining cyber hygiene

We consider cyber security in every system we service

Page 2

Password & Patch Management

Problem

- In 2019, 80% of hacking-related breaches were caused by compromised, weak, or reused passwords
- 80% of all publicly known exploits have patches.

Solution

- Convergent's password management will 1x password update per year; 2x patch updates per year
- Enforce industry best practices for privileged access, ensure password complexity, rotation of credentials, reporting, and auditing
- Routinely correct security and functionality problems in software and firmware, significantly reducing the opportunities for exploitation

Result

- Reduced risk across physical security devices. Convergent provides additional updates under normal service call operating procedures

What is Password Management

Password management is a systematic method of creating, storing, and accessing passwords

- Method 1: Use favorite sports teams, pet names, and important dates to create passwords and record the passwords on a spreadsheet (not recommended!)
- Method 2: Use password manager software. A password manager is like a book of your passwords, locked by a master key that only you know.

Convergent's Password Policy

- Use at least 15 characters. A unique password that has not been previously used, unless it is the same device type on a single system
- Passwords cannot consist of only a single dictionary word; multiple dictionary words in a single passphrase is authorized. Not based on client or personal data (e.g., client name, office number, date of birth, address, etc.)
- Change passwords annually, unless:
 - Evidence of a breach is suspected or has occurred. User with access to the passwords no requires access

Privileged Access Management (PAM)

Highly complex memorized secrets introduce a new potential vulnerability: they are less likely to be memorable, and it is more likely that they will be written down. PAM is the IT security process of using policy-based software and strategies to control who can access sensitive systems and information. A PAM can enforce company password requirements for equipment provision and de-provision, ensure password complexity, and rotating credentials.

For clients who have subscribed to use Convergent's PAM:

We will ensure the strictest password policy available (Convergent, Client, or Manufacturer's policy) is enforced. We will store passwords in an encrypted and centralized location. We will provide a high-level of security with strong password complexity, change intervals, and a safe way to share passwords. We will reduce the risk and limit potential damage related to attacks.

What Can Be Stored in the PAM

Credentials, Keys, and Critical Data for:

- Web Accounts
- IP Addresses
- Windows Accounts
- Alarm/ Fire Panel Access Credentials
- BitLocker Encryption Recovery Key
- SSH Key
- Video Management System Credentials
- Anything else that has a username or password

Reporting Capabilities of the PAM to the State End-User:

General

Security Hardening

User Audit

Activity

- Active Secret Sessions
- Active Secret Sessions Count
- Custom Report Activity
- Database Configuration Audit
- Distributed Engine Activity
- Dual Control Audit
- Engine Status
- Event Subscription Activity
- Folder Activity
- Heartbeat Status
- Heartbeat Status by Day
- Internal Communication Changes
- IP Address Range Audit
- License Audit
- RPC by Day
- Secret Activity
- Secret Activity Today
- Secret Activity Yesterday
- Secret Template Activity
- Session Recording Errors
- Unlimited Administrator behavior
- Users Activity

Discovery Scan

- What Secrets failed to import by Discovery?
- What Secrets are pending import by Discovery?
- Discovery Scan Status
- What computers in Active Directory no longer exist?
- What computers have been successfully scanned?
- What computers that exist have not been successfully scanned?

Folders

- What folder permissions exist?
- What folder permissions exist for groups?
- What folders can all users see?
- What folders can a user see?

Groups

- Group Membership
- Group Membership By Group

Legacy Reports

- Secret Expiration Health
- Secret Server Usage
- Secret Template Distribution
- Top Ten Viewers

Password Compliance

- Secret Password Compliance Statuses
- What Secrets Do Not Meet Password Requirements?

Report Schedules

- Report Schedules

Roles and Permissions

- What role assignments exist?
- What role permission assignments exist?
- What role permissions does a user have?

Secret Policy

Secrets

- What Secrets changed passwords in the last 90 days?
- What file types have been uploaded to Secrets?
- What file types have been uploaded to Secrets? (Pie Chart)
- What Secrets have not changed passwords for over 90 days?
- What Secrets have failed Heartbeat?
- Secret Permissions Mismatch.
- What Secret permissions exist for a group?
- What Secret permissions exist for a user?
- What Secret permissions exist?
- What Secrets have been accessed by an impersonated user?
- What Secrets have been accessed by a user?
- What Secrets have been accessed?
- What Secrets are expiring this week?
- Secrets with Failed Password Change
- Secrets Failing Heartbeat
- Secrets Pending Heartbeat
- Secret Count per Site
- What Secrets can all users see?
- What Secrets Do Not Have Distributed Engines?
- What Secrets Have Distributed Engines?
- What Secrets have Expiration?
- What Secrets require Comments?
- What Secrets can a user see?

System Reports

- FolderPermissionsReportName
- FolderSecretsReportName
- GroupLookupReportName
- Privileged Behavior Analytics Configuration Activity
- PermissionLookupReportName
- RolePermissionsReportName
- UserAccessReportName

User

- Failed login attempts
- Secret Template Permissions by User
- What users have had an admin reset their password?
- Who hasn't logged in within the last 90 days?

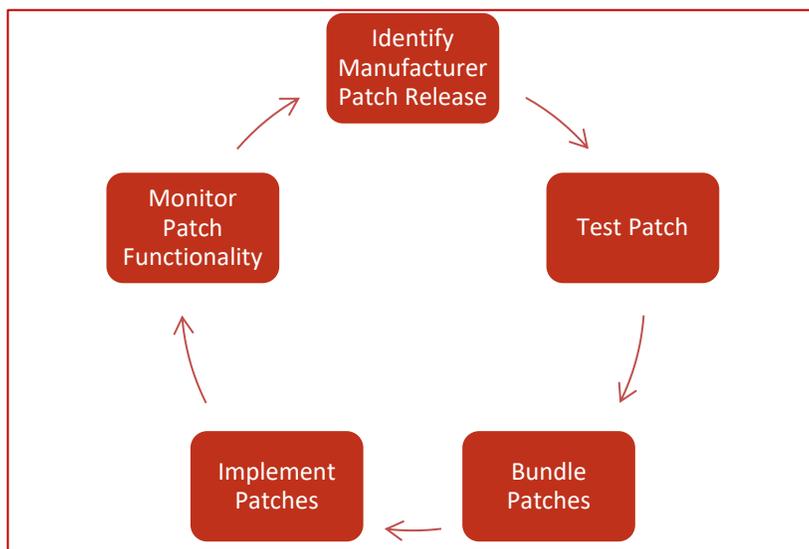
How Secure is the PAM?

- AES 256-bit encryption
- SSL/TLS enforced on all connections to ensure end-to-end encryption
- Enforced two-factor authentication using Duo Security
- PAM software is in the cloud

Patch Management

Patch management is the process of identifying, acquiring, installing, and verifying patches for products and systems. Patches correct security and functionality problems in software and firmware, significantly reducing the opportunities for exploitation. Patch management is required by various security compliance frameworks, mandates, and other policies (e.g., NIST, PCI DSS, ISO 27001, SOC)

Patches are Implemented on a Bi-Annual Basis



Device Hardening

Problem

- Physical security devices are deployed in a default state without adequate hardening. This creates vulnerabilities that allow attackers to exploit these devices. The attacker can then pivot to other systems and data on the network

Solution

- Device-specific hardening procedures are developed based on manufacturer recommendations and industry best practices. Devices are hardened before deploying them into the production environment

Result

- Devices are locked down according to industry best practices. Significantly reduced attack surfaces commonly exploited by attackers

What is Device Hardening?

Device hardening is reducing security risk by eliminating potential attack vectors and reducing a device's attack surface.

Examples:

- Default or embedded credentials
- Credentials stored in unencrypted files
- Unnecessary accounts/access
- Unencrypted data in transit or at rest
- Unpatched software and firmware vulnerabilities

What are the Risks of NOT Device Hardening?

- Increased security risks that allow potential attackers more opportunities to compromise devices and networks
- Increased complexity due to configuring and managing unnecessary services
- Increased costs for compliance and auditing due to increased numbers of accounts, services, and processes

Convergent's Process for Device Hardening

- Convergent's uses a systematic approach for device hardening
- Audit devices
- Identify vulnerabilities
- Close vulnerabilities
- Mitigate vulnerabilities that cannot be removed

If the Georgia Statewide Contract user client has an existing device hardening process or policy, Convergent will work with the client to determine which hardening process to use. Devices should be hardened before being deployed on the network. The entire network/system should be audited annually to confirm that devices meet the standard and to detect any devices deployed on the network without being properly hardened.

Managed Detection and Response (MDR) to the State of Georgia of a Cyber Incident*Problem*

- The customer lacks experience and expertise. Detection and response tools are expensive and require customization to the environment. Tools are typically out-of-date before realizing any ROI

Solution

- MDR providers work across host, network, and sometimes cloud environments to analyze data, actively detect threats and respond in a semi-autonomous manner
- Go further than an MSSP by providing highly qualified cybersecurity defense experts that augment the monitoring, verify threats, and validate response measures

Result

- Lower, and more consistent, capital expense. A more secure environment that actively responds to changing threats within the physical security network

A Managed Security Service Provider (MSSP) is a service that monitors network security events and *sends alerts* when anomalies are identified.

When an MSSP detects an anomaly, they notify the Client. Typically, MSSPs do not:

- Investigate the anomalies
- Eliminate false positives
- Actively respond to threats

It is a service that provides organizations with threat hunting and responds to threats as they are discovered.

Gives clients access to security professionals that:

- Are responsible for monitoring networks
- Analyzing incidents
- Responding to security incidents to stop/eliminate the threat
- MDR provides 24/7 continuous monitoring and *notification* of client networks
- Detect, analyze, and respond to threats

Provide alert monitoring and response by:

- Investigating of incoming alerts
- Prioritization of alerts by connecting data from across the network
- Responding and isolating the threat
- Go beyond perimeter detection and defense by detecting lateral movement within the network

How is this different from SIEM/Firewalls?

Security Information and Event Management (SIEM) and Firewalls are tools that play an important role in securing client networks. MDR uses an assortment of tools (sometimes including Firewalls and SIEMs) to detect and respond to threats in real-time. MDR providers employ teams of security professionals that evaluate each alert and threat as they are detected.

What is State Role? IT Role?

- The Statewide Contract End-User Client will be responsible for:
- Helping identify the security need
- Defining the scope
- Choosing the MDR provider

Client, IT will be responsible for assisting the MDR provider in:

- Understanding the network design (logical and physical)
- Deploying necessary tools or agents
- Providing a POC for incidents

Who Manages the MDR?

Service is that the MDR provider is responsible for the bulk of the day-to-day work. The client will need to remain in contact with the MDR provider to ensure that client needs are being met, network changes are communicated, and threats are remediated.

Training

1	The State seeks a Supplier that can train the Authorized Users on the mass notification systems. Describe how your organization can meet this requirement.
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RESPONSE

SDS trains all their Authorized Dealers to be local sales and support offices. Convergent will provide the End-user training to the Authorized Users. Also, SDS offers the option to have a Sales Engineer to be on-site and offer localized factory user training or offers remote training as well.

Convergent understands the importance of training. In 2019, Convergent invested over seven (7) million dollars on colleague education and training.

Our unique capability of having our master level certified personnel allows us to train statewide contract end-users in several ways.

From our two Convergent Technology Centers (CTC) in Duluth and Macon Georgia, Charleston South Carolina, and Jacksonville, Florida, we can support training across the state of Georgia.

On-site Authorized User training:

Convergent provides relative curriculum and instruction based upon the end-user needs. Training types could be basic, such as occasional users to advanced Authorized User system administrators.

Virtual (web-based) instructor-led Authorized User training:

Following similar guidelines of on-site training, this option provides for flexibility to accommodate Authorized User's schedule, travel, and geographic locations.

Virtual (web-based) self-guided Authorized User training:

Authorized Users can utilize virtual training over numerous modules related to software, user interface, installation, troubleshooting, service, and certification at their own pace. Start a module and pick up where they left off at another day and time.

Factory (Manufacturer) training:

Generally held at a product manufacturer headquarters and for the more advanced Authorized User, Convergent can coordinate according to needs and instruction schedules.

Customization of any single or combination of training is available.

Warranty

1	The mass notification equipment purchased by User Agencies, at a minimum, must include a one-year warranty for all components including parts and labor. Please describe how your organization can meet this requirement.
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RESPONSE

Convergent provides the following letter for all products that are installed by Convergent.



1955 Evergreen Blvd., Suite 50,
Duluth, GA 30096
Phone (770) 840-7007

January 24, 2020

Customer Name
Attn:
Customer Address
City, State Zip

Subject: Warranty Letter for Georgia Statewide Tier 1 Security Contract

Project Name: XXXXX
Project Number: XXXXX
Contract/PO Number: XXXXX

Dear **Name**,

On behalf of Convergent Technologies LLC., we would like to thank you for the opportunity to provide **security / fire alarm** systems for the **Project Name** project.

The new systems were commissioned on **XX/XX/XXXX** and our work is covered by a comprehensive warranty for one-year from date of substantial completion (expiring at midnight) on **XX/XX/XXXX**. During this period Convergent will repair, replace, or exchange products and applied labor as applicable. The installed equipment is warranted to be free from defects in performance and workmanship.

This warranty does not cover equipment which is damaged due to operation outside manufacturers' guidelines or malfunctions due to accident, neglect, abuse, vandalism, fire, electrical service, water damage, or force majeure. Furthermore, repairs or alterations to this equipment by anyone other than Convergent will void the warranty. Only equipment and/or materials that are found to be defective by Convergent will be repaired or replaced under this warranty.

Warranty service is available from 8:00AM to 5:00PM Monday through Friday, excluding holidays. In the unlikely event that any of the installed equipment fails to perform as expected, or you require any further expansion, system modifications or testing, please feel free to contact us at (770) 840-7007. Please note we have attservice@convergent.com a direct service email that goes to 13 people in our Georgia service center. Emergency service at other times is available at our published service rate or at the negotiated rate per the executed contract. After hours, service can be reached at (877) 735-1110.

We thank you for your business, if you have any questions, comments, or we may be of any further service, please do not hesitate to contact us.

Sincerely,

Convergent Project Manager

Maintenance

1	Suppliers must be able to provide service/maintenance agreements to Authorized Users for repair and service work performed after the warranty period at the negotiated labor rates under any resultant contract award. The service/maintenance agreements shall include various levels of Supplier response times available to the Authorized User. Please describe your service/maintenance agreements available to Authorized Users after the warranty period expires. Attachments can be uploaded but do not include any costs in your description or attachments. DOAS retains sole authority to authorize the sale of any service/maintenance agreements proposed under this section.
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Convergent Customer Support Program includes a combination of standard services and optional tailored services to meet your needs.

Convergent offer 4 Priority service levels

Priority 1 (P1) – Emergency (24/7)

DEFINITION: A sudden, urgent, usually unexpected failure of the access control, video management system, or network connection(s) that compromises life safety, interrupt business operations, or significant risk of damage or loss to port assets.

EXAMPLE: A complete loss of video or access control throughout the entire building.

RESPONSE TIME: On-site within 4 hours of call acknowledgment (24/7).

Priority 2 (P2) – Next Business Day Response

DEFINITION: A common security system failure where non-critical functions, procedures, or resources are negatively affected with a moderate impact on overall security operations.

EXAMPLE 1: The loss of PTZ control of a camera monitoring a general access area.

EXAMPLE 2: A single door failure to a restricted area with multiple points of entry.

RESPONSE TIME: On-site within eight (8) business hours of call acknowledgment. A technician may be dispatched to arrive the next business day.

Priority 3 (P3) – Scheduled

DEFINITION: A security system failure that is not time-sensitive and marginally increases in impact or inconvenience over time. A workaround is available.

EXAMPLE 1: Remove dirt from a camera lens.

EXAMPLE 2: A sticking key on a card reader keypad.

RESPONSE TIME: Resolution times are scheduled on an item by item basis.

Priority 4 (P4) – Parts/Small Projects

DEFINITION: The purchase of parts only (no labor) or installation of new security components that are handled through service.

EXAMPLE 1: The purchase of 500 new badges.

EXAMPLE 2: Adding a new camera.

RESPONSE TIME: Resolution times will depend on the availability of parts and customer requirements.

Convergent offers the following range of optional security services to fulfill specific customer requirements. You may choose to add an optional service at any time, on a time & material basis, if you do not include the service in your initial service plan.

Preventative Maintenance Visits

On a scheduled basis, Convergent will provide security system preventive services for components listed within the equipment list contained herein. Preventive maintenance testing will be performed per Convergent testing standards. Preventive maintenance will include a visual inspection and functional test of security components, as listed in the attached equipment list.

Next Business Day Response

After a service call is placed under a standard Customer Support Program, Convergent will respond (on-site) to customer service calls by the next business day Monday through Friday from 8:00 AM to 5:00 PM. The next business day response is typically used for "Priority 2" or non-emergency service calls. For the enhanced emergency response to service calls, please see the Priority On-Site Support Option listed below.

Customer Basic Training

Convergent provides on-going security system training services for your staff. Annually, Convergent will provide a four (4) hour training course designed to improve the knowledge and efficiencies of your security staff. Training will be customized to your specific facility and system and will typically include the following topics: system architecture, overall system operation, alarm response procedures, troubleshooting techniques, management report generation, etc. The benefit of this training is that your staff will become more familiar and comfortable with the security system, and be able to respond effectively and efficiently to alarm situations.

iCare Manager Work Order Management

This value-added online service tool provides Convergent customers access to real-time work order information, 24 hours a day. Customers can create online work orders to request service, view service work orders, and run a variety of reports to help manage their business.

UL Listed Monitoring Service

Convergent provides customers with UL listed monitoring services providing customers with 24/7 facility alarm protection. Utilizing Emergency24, Convergent provides customers with fully redundant monitoring services resulting in an extraordinarily reliable monitoring network. Customers have access to monthly reports and have the ability to administer account information from a secured internet connection. This means that Convergent, or customers themselves, can change emergency contact names and associated numbers directly from any internet connection.

Program Discretionary

Convergent understands the difficulty that customers face securing capital expense dollars to upgrade older technology or replace failed components. Our customers now decide how much money to include in the Program Discretionary Fund. The fund is intended to be used for repairs to the system, or technology upgrades to the system. Throughout the year, as parts are replaced, or upgrades are implemented, the amount required to pay for these services will be deducted from the funding included in the Customer Support Program. This will be tracked throughout the year so that both the customer and Convergent know exactly what the latest balance is for this fund. This Program Discretionary Fund will be required to be spent during each annual agreement period. The following annual dollar amount has been established for this Program Discretionary Fund-

Comprehensive Service Labor

For those customers seeking to manage their financial risk associated with emergency service and repair labor, this option is intended to provide comprehensive labor coverage upfront for 1) Emergency Service Calls, 2) System Troubleshooting & Diagnostics, and 3) Component Repair Labor.

Comprehensive Component Coverage

For those customers seeking to manage their financial risk associated with the replacement of failed system components, this option is intended to provide comprehensive component coverage for the equipment identified in Appendix A of this agreement.

Head-end Maintenance Services

Convergent will supplement your internal system administration support by providing management of the head-end servers, storage, and management systems. These services include on-site system configuration back-up, security

system software analysis, server, storage, and workstation hardware inspection and cleaning, updating of anti-virus software if applicable, installation of service packs, Windows updates, and any applicable security utilities.

Cyber Hygiene Program

On a scheduled basis, Convergent will provide password and patch management for all security IoT devices as outlined in the scope of work. This includes advising on a password management plan, implementation of password management, and verification of compliance with the management plan. The availability of software patches will be researched and applied according to the manufacturer's recommendations.

Software Upgrade & Support

Convergent Technologies provides customers a comprehensive security software support plan that allows them to keep pace with software revisions and advancements. Such revisions will help keep your installed system operating with the latest technology. Convergent will provide and install upgrades of new software revisions on an annual basis and do so once the latest is stable, reliable, and proven. Convergent will also perform any necessary OS updates at this time. Covered Software is identified in the equipment list of this proposal. Note: Server or workstation hardware upgrades are not included. This option also provides the manufacturer's technical support to Convergent specialists when needed.

On-Site Security Systems Specialist

The On-Site Security Systems Specialist will report directly to Convergent Technologies, with day-to-day accountability to our customers. Specific goals will be established, and progress against these goals will be measured quarterly during a formal goal review meeting. The On-Site Security Systems Specialist shall manage and administer standards and security operations procedures and assist security personnel in day-to-day security system operations. This option provides customers with a dedicated resource, ensuring system integrity, standardization, and continuity. This is accomplished through program management, technical skills, and innovative communication tools.

Enhanced Customer Training

Convergent Technologies Standard Customer Support Program includes four (4) hours of on-site operator training. Customers can add additional operator training blocks, in increments of four (4) hours each, to increase the level of training that will be required. The following indicates how many incremental four (4) hour training blocks will be required on an annual basis.

Remote On-Line Diagnostics

Convergent will utilize an industry-standard authentication technology to remotely access your security system and resolve technical issues in real-time, resulting in savings of both time and system downtime. A Convergent Support Specialist, with the support of a screen sharing session, will work directly with your personnel for initial call support and troubleshooting. If the issue cannot be resolved on-line, a more refined service response will result, including the dispatching of a security service representative. Also, remote service diagnostic support provides a valuable tool for your personnel by providing hands-on training on system troubleshooting and software services.

BR.COM Web-Based Reporting

Convergent's web-based reporting starts with the application of unique, registered barcodes to security devices such as cameras, video recorders, card readers, control panels, head-end equipment, and other system devices. As each device is tested, the device is scanned, and critical maintenance information is documented. Also, the data at the time of the inspection is automatically recorded with the scan of the barcode.

Within 24 hours following the inspection visit, an on-line database and associated report of the system test is available for viewing, downloading, printing, or emailing. This maintenance information can be retrieved anywhere using a standard internet browser. Color-coded status flags provide an immediate summary of the building test status:

normal, discrepancies found, or devices failed. Proposed solutions to resolve discrepancies or failed devices are always included.

Convergent's web-based reporting system provides immediate documentation to building owners and managers that their security systems are being tested and inspected according to the manufacturer's requirements and promptly.

iCare Executive Work Order Management

This value-added online service tool provides all of the features of iCare Manager plus: Real-time Status, Metric, and Custom report, access to My Document Library (i.e., document sharing platform), Intranet and Internet Links, Administrative Privileges and Email Notifications.

Live Archive (Building Reports)

This provides fast and easy access to your inspection reports through Building Reports.com. A QR coded sticker will be provided at the main panel for the system. All that is needed is a smart device to read the code (iPhone, Android).

Product Replacement

1

The State understands that a product maybe discontinued by the manufacturer. Please describe in detail your organization's process for providing and identifying substitute/alternate products for this category.

RESPONSE

Convergent understands the difficulty that customers face as technology rapidly makes changes with products and software. Convergent will identify either a substitute or alternate product that is available by working with the manufacturers on the State Contract based on the client's specific needs.



4/17/18

Convergint Technologies
1420 Donelson Pike, Suite A11
Nashville, TN 37217

To Whom It May Concern:

Please be advised that Convergint Technologies has been trained on Aiphone and meets the criteria to be an authorized dealer.

If you have further questions regarding this matter, please contact to discuss with me directly.

Sincerely,
AIPHONE CORPORATION

Spencer Britenstine
Director of Sales, South
Aiphone Corporation
800-692-0200 x 1057
423-765-2171 Fax
614-286-8925 Cell



140 58th Street, Brooklyn, New York 11220

Tel: 718.567.8181 • Fax: 718.567.9056

web site: www.altronix.com

email: info@altronix.com

11/25/15

Re: Convergent Technologies

To Whom It May Concern:

I am pleased to certify that Convergent Technologies is an authorized and preferred integrator of Altronix products. They are a partner in good standing and have full access to our entire product line.

Convergent Technologies is a highly professional organization authorized to install, service and support Altronix equipment.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gary Zatz', written in a cursive style.

Gary Zatz
Global Sales Manager
Altronix Corp.

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation& Control
HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



LABOR SAVING DEVICES
LAKE
Laminex, Inc.
LCN
LG ELECTRONICS/ZENITH
LIBERTY WIRE & CABLE INC
LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

January 3, 2018

Wayne Eng
Convergint Technologies
1 Commerce Drive,
Schaumburg, IL 60173
wayne.eng@convergint.com

To Whom It May Concern,

This letter is provided to your office as a confirmation Convergint Technologies is an authorized dealer and reseller of Arecont Vision products. Convergint Technologies is authorized to sell, install, and service Arecont Vision products in all states and territories that they have a valid security license for.

If there are any questions, feel free to contact me at +1.818.649.2134.

Sincerely,



Diana Cooper
Senior Manager, Sales Operations
dcooper@arecontvision.com



June 1, 2019

Whom It May Concern:

Avigilon High Definition Video Management and Access Control Solutions are distributed and installed exclusively by Avigilon Authorized Enterprise Certified Solution Partners (AECSP).

These Authorized Partners are required to be extremely well versed in video surveillance, access control and data network systems design, installation and support.

Convergint Technologies is an Avigilon Authorized Enterprise Certified Solution Partner in good standing. Convergint has passed all our training and support requirements and is certified and authorized to distribute, install, program and support our complete line of high definition video, video analytics and access control products globally.

If there are any further questions, please contact me directly at (925) 408-3837.

Thank you for allowing Convergint and Avigilon the opportunity to support you.

Respectfully

James E. Loyd

James E. Loyd

Business Development Manager, Strategic Accounts – North America

Cell: 925.408.3837

Support: 888.281.5182 | avigilon.com

Jim.loyd@avigilon.com

Follow [Twitter](#) | Connect [LinkedIn](#)

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January 31, 2019

Convergint Technologies HQ
1 Commerce Way
Schaumburg, IL 60173

To Whom It May Concern:

Please allow this letter to confirm that **Convergint Technologies** with Headquarters in **Schaumburg, IL** is currently a member of the Axis Channel Partner Program and a **Multi-Regional** partner in good standing with Axis across the United States and Canada. Axis Communications Inc. certifies **Convergint Technologies** to resell Axis Communications products and solutions.

If you have any questions or need further information, please contact Axis sales at (800) 444-2947 Option 1 or email me at erin@axis.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Erin Fitzgerald", is written over a light gray horizontal line.

Erin Fitzgerald
Senior Channel Coordinator, Partner Programs & Sales Systems
Axis Communications, Inc.



1/31/2020

To whom it may concern,

Convergent Technologies is authorized to purchase the following manufactures, as well as their line items through Anixter (partner to Convergent):

- | | | |
|----------------------------------|-----------------------------|----------------------|
| 1. Assa Abloy | 10. Trendnet | 18. LifeSafety Power |
| 2. BCD Inc | 11. Hoffman | 19. NEC |
| 3. Middle Atlantic Products, Inc | 12. Barco | 20. Netgear, Inc |
| 4. Cables to Go (C2G)(Quiktron) | 13. CyberPower Systems, Inc | 21.Orion images co. |
| 5. Dormakaba | 14. Digital Watchdog | 22. Ortronics |
| 6. HES | 15. D-Link | 23. Power-Sonic |
| 7. Infinias | 16. Leviton | 24. Seneca Data |
| 8. Speco Technologies | 17. Transition Networks | 25.Tripplite |

Have a great day!

Sincerely,

Victor Roberson

Inside Sales Representative



1/31/2020

To whom it may concern,

Convergent Technologies is authorized to purchase the following manufactures, as well as their line items through Anixter (partner to Convergent):

- | | | |
|----------------------------------|-----------------------------|----------------------|
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| 2. BCD Inc | 11. Hoffman | 19. NEC |
| 3. Middle Atlantic Products, Inc | 12. Barco | 20. Netgear, Inc |
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| 5. Dormakaba | 14. Digital Watchdog | 22. Ortronics |
| 6. HES | 15. D-Link | 23. Power-Sonic |
| 7. Infinias | 16. Leviton | 24. Seneca Data |
| 8. Speco Technologies | 17. Transition Networks | 25.Tripplite |

Have a great day!

Sincerely,

Victor Roberson

Inside Sales Representative



Authorization

AMNET GLOBAL

DATE: JANUARY 29, 2020

To: Convergent IT
Convergent Technologies
1955 Evergreen Blvd,
Duluth, GA 30096

We authorize Convergent Technologies to purchase all Networking equipment from Amnet Global and all its subsidiaries.

The products include Cisco Systems, DELL & HP. This includes Servers, Routers, Switches & IP Phones.

Sincerely,

Michael S Jaffe

Account Manager

A handwritten signature in black ink, appearing to read 'MJ', with a long horizontal line extending to the right.

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation& Control
HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



LABOR SAVING DEVICES
LAKE
Laminex, Inc.
LCN
LG ELECTRONICS/ZENITH
LIBERTY WIRE & CABLE INC
LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



MANUFACTURER'S AUTHORIZATION LETTER

To: All Convergent Offices
Convergent
1 Commerce Dr.
Schaumburg, IL 60173
USA

August 1, 2019

To whom it may concern,

This letter confirms that Convergent Technologies LLC ("Convergent") is a Dell OEM solutions customer. Subject to compliance with its written OEM sales agreement with Dell or, in the absence of such agreement, the terms and conditions at www.dell.com/resellerterms, Convergent is authorized to purchase Dell hardware products ("**Products**") for resale to its customers as part of Convergent's solution after Convergent has added value to the Products through the addition of hardware, software, or services, or the addition of Convergent's logos. Convergent is solely responsible for compliance with all laws, regulations and warranties applicable to Convergent's solution.

This letter will be valid for one year from the date of this letter. This letter may be revoked by Dell by giving Convergent 60 days written notice.

Please call your account representative, Steve Kallmeyer at 512-723-5698, if you need further assistance.

Regards,

A handwritten signature in black ink that reads "Grace Lei".

Grace Lei
Advisor, Legal Counsel

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
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AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

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COMPUTAR CBC
COMTRAN
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GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

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LCN
LG ELECTRONICS/ZENITH
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LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

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Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



11955 Exit Five Parkway
Fishers, IN 46037 USA
+1.317.845.5710 phone
+1.317.845.5720 fax
www.exacq.com

Date: June 6, 2019

To Whom It May Concern;

Convergint Technologies is a certified reseller for Exacq Technologies, a Tyco Security Products company, and is certified to sell, install, and service all of Exacq's software and hardware products. Convergint Technologies is in good standing with certifications for education/training and financially.

Please feel free to contact me per below should the need arise.

With Best Regards,

David Singer

Regional Sales Manager – Central US

Tyco Security Products

Tel: 248-860-0240

Email: dsinger@tycoint.com



AUTHORISATION LETTER

This letter confirms Convergent Technologies as a certified reseller for Future Fibre Technologies products and/or services to US Government Departments.

A handwritten signature in black ink, appearing to read "R. Broomfield", is positioned above a horizontal line.

Robert Broomfield
Chief Operating Officer

01/31/2020

Date



Global Headquarters

Genetec Inc.
2280 Alfred Nobel Blvd.
Montreal, Quebec, H4S 2A4
Canada

T: +1 514.332.4000
F: +1 514.332.1692

Tuesday, January 14, 2020

Genetec Certified Channel Partner Major Accounts Program

Convergent Technologies LLC

One Commerce Drive
Schaumburg, IL 60173
United States

Dear Sir or Madam,

This affirms that **Convergent Technologies LLC**, and all their national and global CTCs and subsidiaries are members in good standing of the Genetec Channel Partner Program. Genetec maintains a strategic, global relationship with Convergent Technologies LLC. Members of the Genetec Channel Partner Program are recommended for the installation, service and support of Genetec solutions.

Convergent Technologies LLC was awarded the following:

- 2018 - Channel Partner of the Year – North America
- 2018 - Regional Channel Partner of the Year – APAC
- 2017 - National Account of the Year – North America

Members of the Genetec Channel Partner Program are recommended for the installation, service and support of Genetec solutions.

For more information on the Genetec Channel Partner Program or to learn what this partner's status level entails, please visit <https://www.genetec.com/partners/channel-partner-program>.

Should you have any questions, please contact the Convergent Strategic Account Manager listed below or Genetec Sales Administration.

Barb Wood
Strategic Account Manager – Convergent Technologies
M: +1-585-727-0064 • bwood@genetec.com

Regards,

Chantale Cadieux
Sales Administration & GSA Manager



AMNET GLOBAL

Authorization

AMNET GLOBAL

DATE: JANUARY 29, 2020

To: Convergent IT
Convergent Technologies
1955 Evergreen Blvd,
Duluth, GA 30096

We authorize Convergent Technologies to purchase all Networking equipment from Amnet Global and all its subsidiaries.
The products include Cisco Systems, DELL & HP. This includes Servers, Routers, Switches & IP Phones.

Sincerely,

Michael S Jaffe

Account Manager

A handwritten signature in black ink, appearing to read 'MJ', with a long horizontal line extending to the right.

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



January 30, 2020

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Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Stuart Unger

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 Director - National System Integrators / Global Accounts
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Hirschmann Automation& Control
HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

WESCO Distribution
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Pittsburgh, PA 15219



LABOR SAVING DEVICES
LAKE
Laminex, Inc.
LCN
LG ELECTRONICS/ZENITH
LIBERTY WIRE & CABLE INC
LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
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RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
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VALCOM
Vanco, International, Inc
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Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
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Wren Associates, Ltd
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January 30, 2020

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Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
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ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
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AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
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AUDIO SUPPLY
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AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

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COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
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Cypress Computer Systems, Inc.
Dahua Technology USA
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Digital Watchdog/Kaltech Ent
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DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
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Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
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Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



May 14, 2019

Massachusetts State
Blanket Contract for Security
One Ashburton Place, Room 1017
Boston, MA 02108

RE: RESELLER STATUS – Convergent Technologies LLC

Dear Sir/Madam:

March Networks, Inc. ("March Networks") hereby confirms that Convergent Technologies LLC ("Convergent Technologies") is in good standing with March Networks and has been an authorized Certified Solution Provider ("CSP") of March Networks since December 22, 2009. In accordance with the terms and conditions of the CSP Agreement between Convergent Technologies and March Networks, Convergent Technologies is appointed as a non-exclusive reseller of March Networks' products and services to end-users in the United States of America.

Sincerely,

Angelo Tebano
Director, North American Channel Sales
March Networks, Inc.



AMNET GLOBAL

Authorization

AMNET GLOBAL

DATE: JANUARY 29, 2020

To: Convergent IT
Convergent Technologies
1955 Evergreen Blvd.
Duluth, GA 3096

We authorize Convergent Technologies to purchase all Networking equipment from Amnet Global and all of it's subsidiaries.

The products include Cisco Systems, Dell, HP & Microsoft. This includes Servers, Routers, Switches & IP Phones.

Sincerely,

Michael S Jaffe

Account Manager

A handwritten signature in black ink, appearing to read 'Michael S Jaffe', with a long horizontal flourish extending to the right.

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

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Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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ATLAS SOUND
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Bluewave Security, Inc.
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CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
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Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
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Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
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WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



MILESTONE RESELLER PARTNER

This certifies that:

Convergent Technologies, LLC.

is a **Milestone National Partner**

Convergent Technologies is a national Milestone partner since 2007. Convergent has had broad IP Video Surveillance training and is certified to sell all of Milestone's XProtect® video management software. Convergent Technologies has effectively handled a large number of customer installations and has a dedicated team for customer support, and possesses the experience and skills to handle any project. They are able to utilize all of the benefits of the Milestone Channel Partner Program.

January 5, 2019

A handwritten signature in black ink, appearing to read "Tim Palmquist".

Tim Palmquist
Vice President, Americas





263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525

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 Pittsburgh, PA 15219



January 30, 2020

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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



January 2, 2018

Wayne Eng – Product Manager
Convergent Technologies

Re: Letter of Support

Dear Mr. Eng:

It is our professional pleasure to write this letter regarding our support for Convergent Technologies. Convergent Technologies is a Certified Open Options Dealer Partner. As such, Convergent Technologies meets all the requirements, as detailed in our dealer agreement, to receive the full support of Open Options.

Regards,

A handwritten signature in blue ink, appearing to read "Jonathan Berman".

Jonathan Berman
President / GM

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

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Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Dahua Technology USA
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Dedicated Micros, Inc.
Dell Marketing
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LINEAR CORP
Louroe Electronics
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LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
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NEDAP AVI
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January 30, 2020

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In additional to the above, the following manufacturers are alternative Manufacturers to your list.

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Thank you,

Stuart Unger

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 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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AG Neovo Technology Corp.
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Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
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WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



June 12, 2019

Convergent Technologies
One Commerce Drive
Schaumburg IL 60173

Subject: Authorized Panasonic I-PRO Certified Reseller (IPCR)

To Whom It May Concern:

Please accept this letter as confirmation that Convergent Technologies is an Authorized and Certified Panasonic I-PRO Reseller and Installer of Panasonic CCTV Analog and Digital I-PRO network video security products. Convergent has more than 10 years of experience as an I-Pro Certified Dealer.

This letter authorizes that Convergent Technologies has completed and maintained the required education and training requirements for the Panasonic i-PRO with IPRC status.

We appreciate and value your continued support of Panasonic and please let me know if you have any questions or need further assistance.

Regards,

Mike Dixon

Mike Dixon
PSCNA

PANASONIC SYSTEM COMMUNICATIONS COMPANY OF NORTH AMERICA

Two Riverfront Plaza, Newark, NJ 07102

SOLUTIONS FOR BUSINESS
panasonic.com/business-solutions

DEALER GLOBAL FRAME SUPPLY AGREEMENT

This Agreement is made as of this 19th day of May, 2015, by and between Pelco, Inc., a Delaware corporation having its principal office at 3500 Pelco Way, Clovis, CA 93612-5699 hereinafter referred to as "Manufacturer/Supplier," and Convergent Technologies LLC and subsidiaries, and any of its affiliates having its principal office at One Commerce Drive Schaumburg, IL 60173, hereinafter referred to as "Dealer." A Pelco, Inc. "Dealer" is defined as a company that is involved in the purchase, stocking and reselling of CCTV products to End Users of said products.

This agreement shall be automatically renewed for successive one-year terms unless either party terminates as provided for herein. In consideration of the mutual agreements and promises contained in this agreement, Manufacturer/Supplier and Dealer agree as follows:

1. Appointment of Dealer:

Manufacturer/Supplier hereby appoints and designates the Dealer as an authorized, nonexclusive Dealer of the "Products" as described in the current Manufacturer/Supplier Dealer Price List and authorizes Dealer to market and sell the Products according to the terms and conditions of this Agreement. The Territory, in which Dealer is authorized to sell Products, shall consist of any global region where Dealer conducts business, provided that such region is listed in a mutually executed Regional Pricing Agreement (Exhibit A) or Global Customer Pricing Agreement (Exhibit B), as further described below. From time to time, in order to enable Dealer, or any of its affiliates, to purchase Products from Manufacturer/Supplier's entity located in a foreign jurisdiction, the parties agree to negotiate and enter into a Regional Pricing Agreement or Global Customer Pricing Agreement. Such Regional Pricing Agreement or Global Customer Pricing Agreement shall be modified to the extent necessary to reflect local law, custom or circumstances. Once executed, such Regional Pricing Agreement or Global Customer Pricing Agreement shall become a part of this Agreement, and any purchases by Dealer from such Manufacturer/Supplier's entity shall be governed by this Agreement as modified by the Regional Pricing Agreement or Global Customer Pricing Agreement. In the event of a conflict, the Regional Pricing Agreement or Global Customer Pricing Agreement shall control. For the avoidance of doubt, the parties acknowledge and agree that Dealer's affiliates must also execute a Regional Pricing Agreement or Global Customer Pricing Agreement in order to sell Product in accordance with this Agreement.

2. The Dealer Agrees:

- A. To use reasonable efforts to promote, market and distribute the product of Manufacturer/Supplier in a professional manner consistent with the intent of this agreement. In order to protect customer pricing, if product pricing must be used for general market e-commerce promotional activities, only "MSRP" pricing will be used along with the phrase, "call for discounted Manufacturer/Supplier product pricing."
- B. To provide and/or coordinate technical support for and training in the proper use of the products, for those customers requesting same, through seminars and other programs.
- C. To adhere to the payment and price terms prescribed in this agreement.

3. Manufacturer/ Supplier Agrees:

- A. To support the Dealer in its efforts to promote the sale of the Manufacturer/Supplier's products.
- B. To provide reasonable technical and/or sales training assistance for the Dealer at the Dealer's request.
- C. To support the Dealer by providing, upon request, reasonable quantities of sales literature, catalogs, and specification sheets.

4. Terms and Conditions:

- A. **Order Entry.** All orders shall be placed using the standard purchase order forms of Dealer. Terms and/or conditions of this agreement supersede any additional terms and conditions in a purchase order which have not been agreed to by the parties.
- B. **Pricing.** All pricing will be determined by Regional Pricing Agreement (Exhibit A) or Global Customer Pricing Agreement (Exhibit B) and will be subject to change upon at least thirty (30) days prior written notice to Dealer. All shipments are billed at current prevailing prices. Discontinued items may or may not be provided in price listed

Schneider Electric | Buildings Business

3500 Pelco, Inc. Way
 Clovis, California 93612-5699 United States
 Tel. +1 559-292-1981 - Fax +1 559-388-7003
 www.Pelco, Inc..com

ww



by **Schneider Electric**

INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST DATA, LOST BUSINESS, OR LOST PROFITS) HOWEVER ARISING, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Each Party's maximum aggregate direct liability, whether for breach of contract or in tort, including negligence shall not exceed the total fees paid or payable by the Dealer for the relevant Products giving rise to the cause of action, except that this maximum aggregate direct liability limit shall not apply to claims for bodily injury, disease death, or damage to or destruction of tangible property for which an indemnification obligation exists under this Agreement. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE LIMITATION OF LIABILITY CONTAINED IN THIS SECTION X SHALL NOT APPLY TO THE PAYMENT OF ANY THIRD PARTY CLAIMS, LOSSES, OR OTHER DAMAGES THAT RESULT FROM EITHER PARTY'S INDEMNIFICATION OBLIGATIONS CONTAINED HEREUNDER WHERE SUCH INDEMNIFICATION OBLIGATION IS CAUSED BY BREACH OF A THIRD PARTY'S INTELLECTUAL PROPERTY RIGHTS, BODILY INJURY, TANGIBLE PERSONAL OR REAL PROPERTY DAMAGE; OR WHERE SUCH THIRD PARTY CLAIM, LOSS OR DAMAGE IS CAUSED BY A PARTY'S NEGLIGENCE OR WILLFUL MISCONDUCT; OR WHERE SUCH DAMAGE IS CAUSED BY A PARTY'S BREACH OF CONFIDENTIALITY.

5. This agreement shall be binding upon and inure to the benefit of the parties hereof, and their successors and assignees.

Dealer:	<u>Convergint Technologies LLC</u> (Dealer)	Manufacturer/ Supplier:	<u>Pelco, Inc., Inc.</u> (Manufacturer/Supplier)
By:	 (Authorized Signature)	By:	 (Authorized Signature)
Name:	<u>Walter W. Winkel III</u>	Name:	<u>Herve Fages</u>
Title:	<u>VP & General Counsel</u>	Title:	<u>Business Controller-Video SVP</u>
Date:	<u>19 May 2015</u>	Date:	<u>5.27.15</u>



January 30, 2020

Convergent Technologies
1955 Evergreen Blvd
Duluth GA 30096

To whom it may concern:

PlateSmart Technologies recognize' s Convergent Technologies of Duluth, GA as an Authorized Integrator of PlateSmart Technologies products.

Convergent Technologies is qualified to design, install, train, service and maintain the PlateSmart software solutions product lines with trained and certified technicians.

Convergent Technologies is also currently in good standing with PlateSmart Technologies.

Please do not hesitate to contact me with any questions you may have regarding these matters.

Sincerely,



Bill Fisher
Regional Sales Manager
PlateSmart Technologies

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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AMERICAN FIBERTEK
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Arecont Vision LLC
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LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
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Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
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TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



January 30, 2020

Reference: Qognify Partner Program
Convergint Technologies - Atlanta

To Whom It May Concern,

Pursuant to your request for information pertaining to the Qognify Partner Program and validation of an affiliated integration partner, the following is applicable:

Qognify maintains an extensive network of dealers and integrators through its Channel Partner Program. Organizations involved in delivering video surveillance and security solutions to the end-user community may join our Channel Partner Program and enjoy its benefits.

To be approved as a Qognify Channel Partner, you must have a proven track record in marketing video surveillance and security systems to end users. Additionally, Certified Channel Partners must have, in active employment, at least one (1) technical support person that has been trained and certified by Qognify to support the specific Qognify product lines.

Currently, Convergint Technologies - Atlanta, located at 1955 Evergreen Blvd, Suite 50, Duluth, GA 30096, is listed as a Qognify Authorized Channel Partner.

Please call our Sales Administration team at 845-732-7900 or the Regional Manager, Tim Brand at 845-588-0750, if we may be of any further assistance.

Regards,

A handwritten signature in black ink, appearing to read 'Tim Brand'.

Tim Brand
Sr. Channel Manager, Southeast/Mid-Atlantic

cc. Jessica Morgenroth, Pro Sales Agents



October 15, 2018

To Whom It May Concern:

This letter is to verify that Convergent, with its headquarters in Schaumburg, IL is currently a Salient Certified Reseller in good standing. As such Convergent has Salient trained and certified technicians and sales support resources on staff, and it is Salient's understanding that Convergent is committed to maintaining this status in an ongoing manner throughout its global enterprise. Furthermore, Salient is committed to providing manufacturer support to Convergent for as long as they maintain their status as a Salient Certified Reseller.

For additional information or if you have any questions in regards to this, please feel free to contact me directly at Salient Systems Corporation.

Tom Chamard
Executive Vice President
Salient Systems Corporation
Tom.chamard@salientsys.com
401-862-2314 Direct



DATE: January 31,2020
RE: Authorized Letter

Convergent Technologies
1955 Evergreen Blvd
Duluth, GA 30096

To whom it may concern:
Convergent Technologies is as an Authorized SALTO SYSTEMS Dealer and has completed all requirement of such and are in good standing with SALTO SYSTEMS.

Sincerely,

A handwritten signature in black ink that reads "Michael J. Mahon". The signature is written in a cursive style with a large, sweeping initial 'M'.

Michael J. Mahon
Senior VP Commercial Sales
Office 1-866-467-2586 ext 733
Cell 1-770-826-2584
Fax 1-770-452-6098
m.mahon@saltosystems.com
www.saltosystems.com

CORP Address:
1780 Corporate Drive Suite 400
Norcross GA, 30093

Hanwha Techwin America
500 Frank W. Burr Blvd. Suite 43
Teaneck, NJ 07666
877.213.1222 Fax : 201.373.0124



January 2, 2018

Mr. Wayne Eng – Product Manager
Covergint Technologies
One Commerce Dr.
Schaumburg, IL 60173

Dear Wayne:

This letter certifies that Convergent Technologies is a Platinum level STEP Partner in Hanwha Techwin America's reseller program entitling Convergent Technologies to all the benefits and privileges of Platinum level status.

Please feel free to contact me directly should you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Sergio J. Collazo". The signature is fluid and cursive.

Sergio Collazo
Director of Sales – National Accounts
s.collazo@hanwha.com
(949) 243 6029



February 5, 2020

To: Whom it May Concern

I am writing this letter to confirm the distribution policies of Schneider Electric Buildings Business through our Partner Channel. Schneider Electric has formed a network of partners throughout North America to provide our customers with a single point of contact for our products and services. Each office includes sales, engineering, product management and service capabilities for these customers within their defined territory. Convergent Technologies is a factory authorized representative for the Schneider Electric building automation and access control systems for the state of Georgia. Convergent Technologies is qualified and trained to represent and deliver engineered facility management and access control/security systems.

Schneider Electric is committed to the delivery of the highest quality support and service for our customers and Convergent Technologies is a long-term partner in that effort. If I can be of any further assistance, please feel free to contact me.

Sincerely,

A handwritten signature in blue ink, appearing to read "Robert S. Wohlfarth".

Robert Wohlfarth
Digital Sales

Schneider Electric | Buildings Business

2904 Lime Kiln Lane
Louisville, KY 40222
Tel. +1 602 615 7135
rob.wohlfarth@buildings.schneider-electric.com



263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525



January 31, 2020

***Convergint Technologies
1955 Evergreen Blvd., Suite 50
Duluth, GA 30096***

RE: Authorization Letter

To whom it may concern,

This letter serves as official notification that Convergint Technologies of Duluth, GA is an authorized integrator and reseller in good standing for Seneca security and surveillance equipment, accessories, and supplies.

As a Seneca authorized integrator, Convergint Technologies has the required sales, engineering and technical staff to support the Seneca product solutions.

Regards,

A handwritten signature in black ink, appearing to read "Ronald VanTassel".

***Ronald VanTassel
Market Development Manager
315.579.3987***

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



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AG Neovo Technology Corp.
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Aimetis Corporation
AIPHONE
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Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
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AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
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FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
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Fujinon, Inc.
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Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation& Control
HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

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Security Door Controls
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Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

Security Systems



May 18, 2015

Convergent Technologies
1 East Commerce Drive
Schaumburg, Illinois
60173

Bosch Security Systems, Inc.
130 Perinton Parkway
Fairport, NY 14450
Telephone +1(585)223-4060
Daniel.Murray@us.bosch.com
www.boschsecurity.us

RE: Bosch Authorized Dealer

To Whom it May Concern:

This letter is to confirm that Convergent Technologies LLC is authorized in North America for the sale, installation and service of Bosch Security Systems, Inc., technology solutions which include: video, intrusion, access control, and fire.

All Bosch product warranties are in full affect (as outlined in our warranty guidelines @ www.boschsecurity.us) when installed by authorized Convergent technicians. Convergent has full access to our training and technical support staff.

Please contact the undersigned should you require additional information.

Best regards,

A handwritten signature in black ink that reads 'Daniel Murray'.

Daniel Murray
Director Sales, Key Accounts – Systems Integration
Tel: +1(951) 738-1766

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
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Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
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D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
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Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intrinsa Inc.
Intrinsa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
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January 30, 2020

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Stuart Unger

Stuart Unger
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Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
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Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525



386 Internationale Drive, Suite H T 800.379.1191
Bolingbrook, Illinois 60440 F 630.296.8100

January 31, 2020

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Duluth, GA 30096

To Whom it May Concern,

This is to confirm that Convergint Technologies is an authorized reseller of the complete offering of Windy City Wire products and has been so since 2002.

Regards,



Marty Eck
Sales Manager / Windy City Wire
630-633-4508

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Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
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Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation& Control
HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
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KERI SYSTEMS INC
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Korenix USA

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LCN
LG ELECTRONICS/ZENITH
LIBERTY WIRE & CABLE INC
LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
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TRC Electronics, Inc
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VIKING ELECTRONICS
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Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525



To whom this may concern,

This letter certifies that Convergent Technologies, LLC has completed the requirements and is authorized to sell, install and commission any and all Alertus Technologies products and solutions.

Best,

Amanda Sassano



Director of Commercial Sales

asassano@alertus.com

202-688-2051



1/31/2020

To whom it may concern,

Convergent Technologies is authorized to purchase the following manufactures, as well as their line items through Anixter (partner to Convergent):

- | | | |
|----------------------------------|-----------------------------|----------------------|
| 1. Assa Abloy | 10. Trendnet | 18. LifeSafety Power |
| 2. BCD Inc | 11. Hoffman | 19. NEC |
| 3. Middle Atlantic Products, Inc | 12. Barco | 20. Netgear, Inc |
| 4. Cables to Go (C2G)(Quiktron) | 13. CyberPower Systems, Inc | 21.Orion images co. |
| 5. Dormakaba | 14. Digital Watchdog | 22. Ortronics |
| 6. HES | 15. D-Link | 23. Power-Sonic |
| 7. Infinias | 16. Leviton | 24. Seneca Data |
| 8. Speco Technologies | 17. Transition Networks | 25.Tripplite |

Have a great day!

Sincerely,

Victor Roberson

Inside Sales Representative



February 5, 2020

Dear Convergent Technologies Customer,

Ascom (US) Inc. is a US-based corporation located in Research Triangle Park, NC and is a wholly-owned subsidiary of the Sweden-based Ascom (Sweden) AB. Ascom is a leading nurse call and “on-site” communications solution provider offering its customers state of the art, integrated nurse call and communications solutions. The company focuses on the Healthcare, Industrial, Institutional and Security market segments and has an installed base of over 100,000 systems worldwide.

We are proud to have a business relationship with Convergent Technologies which maintains an office at 1955 Evergreen Blvd. Suite 50, Duluth, GA 30096. We would also like to assure you of our confidence in Convergent Technologies and their ability to support your communications needs by utilizing Ascom’s broad portfolio of nurse call and mobility products.

Upon acquiring the nurse call business in June 2012, Ascom appointed Convergent Technologies to be a Strategic Partner. For over three years, Convergent Technologies has been a reseller of the nurse call products and has shown its ability to install and maintain these systems. Additionally, Convergent Technologies is committed to employing well-trained technicians who have completed factory-approved technical training courses for installing, maintaining and repairing our products. Likewise, they have committed to stocking the spare parts necessary to provide timely replacement in the event of any equipment failure.

Convergent Technologies, being a Strategic Partner, receives the following support service from Ascom:

1. Technical support on different levels.
2. Timely repair of equipment

We look forward to welcoming additional Convergent Technologies customers into our family of satisfied Ascom users. If I can provide any further information in respect to the above, please do not hesitate to call me directly at 919-234-2500.

Respectfully,

A handwritten signature in blue ink, appearing to read 'TW', is positioned above the typed name.

Tim Whelehan
President & CEO
Ascom (US) Inc.



February 3, 2020

Re: Letter of Good Standing

To Whom It May Concern:

This letter is to confirm that Convergent Technologies is a certified Value Added Reseller and Partner of Edge360.

Convergent Technologies is a valued partner and is in Good Standing with Edge360.

Sincerely,

A handwritten signature in blue ink, appearing to read "William Mackrell".

William Mackrell
President
Edge360, LLC.

8985 Town Center Parkway
Bradenton, FL 34202
United States
Tel 941.309.8527 Fax 941.308.8130
kurt.bailey@fs.utc.com
edwardsfiresafety.com



Kurt S. Bailey
V.P. North American Sales

June 16, 2017

To whom it may concern,

This letter shall serve as confirmation that Convergent Technologies is an authorized Edwards Strategic Partner in good standing. Convergent Technologies is authorized to sell and service Edwards/ Vigilant branded hardware and software nationwide. Convergent Technologies is authorized to sell and Service EST branded hardware in designated territories within North America that they currently support.

Convergent Technologies offices complete and maintain product certifications as required on any and all Edwards, EST and Vigilant products. This entitles them to resell products and software as well as obtain technical, engineering and applications support.

Convergent Technologies is one of Edwards largest Strategic Partners by volume having over 200 certified Technicians holding the following certifications:

- EST3
- EST3X
- Fireworks
- Cisco
- HPSA
- iO Series
- VM1
- VS Series
- Legacy Products

Sincerely,

A handwritten signature in black ink that reads "K.S. Bailey".

Kurt S. Bailey
V.P. North American Sales

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
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Thank you,

Stuart Unger

Stuart Unger
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Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
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Hanwha Techwin
Hanchett Entry Systems
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Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
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LINEAR CORP
Louroe Electronics
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LYNX BROADBAND
Magnasphere Corp
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MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
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Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
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VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

Honeywell



SILENT
KNIGHT

7550 Meridian Circle
Maple Grove, MN 55369-4927

763-493-6400
763-493-6475 Fax

September 19, 2003

Convergent Technologies
1094 Johnson Drive
Buffalo Grove, IL 60089

Dear Mr. Barry Yatzler:

Silent Knight would like to welcome you on board as a new distributor. Your Customer ID has been set up as **CONBUF**. Please have this ID number available to speed up any inquiries. As a Silent Knight distributor, you can expect nothing less than a 100% effort on our part to support you, our valued customer. With Silent Knight's trained technical support staff and our courteous and responsive inside sales team, a solution is only a phone call away. Combine this with a knowledgeable and creative field sales team, and state of the art fire panels; you are on a winning team.

Enclosed you will find your price and Silent Knight contact sheet. Your product binder was shipped from our warehouse on Thursday, September 18. If you need product literature or want to place an order, please contact our Customer Service Department at 800-446-6444.

Again, welcome aboard and we look forward to a long and prosperous business relationship.

Sincerely,

A handwritten signature in cursive script, appearing to read "David Kosciuk".

David Kosciuk
Vice President of Sales

Enclosures

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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AXTON
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January 30, 2020

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Stuart Unger

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 Director - National System Integrators / Global Accounts
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| Arteco Global | DOORKING | Inovonics |
| ATLAS SOUND | Dortronics Systems, Inc. | INTERLOGIX |
| AUDIO SUPPLY | Dotworkz | INTERNATIONAL FIBER SYS. |
| AvaLAN Wireless Systems, Inc. | ELECTRONIC SECURITY DEVICES | Intrinsa Inc. |
| AXIS COMMUNICATIONS | ENGENIUS TECHNOLOGIES | Intrinsa Systems, Inc |
| AXTON | Entertech Systems Inc | Iomnis LLC |
| BLONDER TONGUE INDUSTRIES | ETHERWAN SYSTEMS | ipConfigure LLC |
| Bluewave Security, Inc. | EverFocus Electronics Products | IR Security/Schlage |
| BOGEN | Exacq Technologies, Inc. | Isonas, Inc. |
| BOSCH SECURITY SYSTEMS | EXTREME CCTV | JBL PROFESSIONAL |
| CANARE | Federal Signal Corporation | Jemez Technology LLC |
| CHANNEL VISION TECHNOLOGIES | FIBER SENSYS INC | KERI SYSTEMS INC |
| ClearSite Communications, Inc. | FIRETIDE | Keyscan, Inc. |
| | FLIR Systems, Inc. | Korenix USA |

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LABOR SAVING DEVICES
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LCN
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LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
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January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation& Control
HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
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INTERNATIONAL FIBER SYS.
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Milestone AV/CHIEF MFG
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NITEK
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OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
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PANASONIC
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PEERLESS INDUSTRIES
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Select Engineered Systems, Inc
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UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
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Veracity USA, Inc.
VICON INDUSTRIES
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VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

zenitel

February 4, 2020

To Whom It May Concern:

This letter is to inform you that AMAG Technology, LenelS2, and RS2 Technologies are Authorized Distributors of the VINGTOR-STENTOFON brand of critical communications equipment offered by Zenitel USA, Inc. As such, **Convergent Technologies** is a dealer through such Authorized Distributor(s) in which they have agreements with and may sell, install, and support VINGTOR-STENTOFON products to any public, private, or government customer within North America and has complete access to all VINGTOR-STENTOFON technical and commercial resources.

Please contact me directly if I can be of any further assistance.

Sincerely,



VERONICA WEBER
RELATIONSHIP MANAGER STRATEGIC ALLIANCES
ZENITEL USA, INC.

(585)813-1044
veronica.weber@zenitel.com

BECAUSE

when communication is critical

ZENITEL USA INC

6119 Connecticut Avenue - Kansas City, MO 64120
Tel: 816-231-7200 / 800-654-3140/Fax: 816-231-7203
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Mandatory Scored Response Worksheet CATEGORY D: ACTIVE SHOOTER DETECTION SYSTEMS

Suppliers responding to one or more of the following Categories must answer all the requirements in this document:

- **Category D – Active Shooter Detection Systems**

Failure to answer these requirements will result in disqualification of the proposal.

Suppliers must indicate whether their proposal meets the individual requirement and provide a supporting narrative. Suppliers must provide a thorough narrative description in the space provided in this spreadsheet. **DO NOT ATTACH DOCUMENTS.**

The narrative description, along with any required supporting materials, will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award.

DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.

Category D - Experience

1	The State of Georgia seeks Supplier(s) capable of providing a wide range of Active Shooter Detection Systems, Services, and Installation to a large set of diverse educational and governmental organizations across the State of Georgia. The Supplier must describe in detail their experience in providing these goods and services to a diverse enterprise with multiple business units. Please provide a minimum of three verifiable references for your services in the provided attachment Q.
---	--

RESPONSE

Convergint will be working with Shooter Detection Systems (“SDS”) for the Active Shooter Category. Founded in 2013, Shooter Detection Systems has more than 400 Systems with 10,000 Gunshot detection units and over 75 million hours of operation with zero false alerts.

SDS has many Government customers trust the Guardian Indoor Active Shooter Detection System (“Guardian”) to perform in every environment, safely and securely, with software certified to operate on some of the world’s largest, most complex, and highly secure Government networks. With the systems you’ve already invested in, Guardian will integrate, providing you with a complete solution and a common operating picture that provides situational awareness when seconds matter most.

SDS is committed to protecting our nation’s children and helping schools build safe, healthy, and peaceful learning environments with Guardian. Guardian is a system of smart sensors that detect gunfire in buildings and report that a shot has occurred within one second and with ZERO false alerts. Guardian is a plug-and-play system that is protecting K-12 schools across the nation today. It is designed to work independently or integrate with your school’s existing technologies to provide School Resource Officers, local law enforcement, staff, and students with immediate, actionable information to help make the best decisions when seconds matter most.

Shooter Detection References found in Attachment Q

- Georgia World Congress Center
- Georgia Aquarium
- SCAD Atlanta

2	The Suppliers must possess all the necessary certifications and licenses required to perform work in the active shooter detection system category. Please list the certifications and licenses your organization and personnel possess for this category.
RESPONSE	
Convergent has provided the written proof via certified letters that are attached under “Convergent Category D Letters”	
3	The State understands that sub-contractors may be used from time to time. Describe your organization's hiring process for sub-contractors. Include the sub-contractor's name, address, telephone, and email address of the sub-contractors your organization currently uses for this category.
RESPONSE	
<p>Convergent has a robust hiring process for sub-contractors. To best utilize the full staffing contribution of each partner, all Convergent Partners proactively submit candidates to build our pipeline to create a bench of qualified candidates identified for each labor category. We conduct a thorough candidate vetting process, which includes confirming qualifications and experience to satisfy labor category requirements and ensuring candidates have the proper clearance to perform the work. The selection of the most qualified candidates to meet specific State of Georgia requirements is determined using a range of attributes including skill, fit, experience, and cost. We have established corporate infrastructures with flexible management structures in place that allow Convergent to respond to all projects by providing specialized expertise, increased workload for urgent, time-critical requirements. Among other requirements, Convergent Subcontractors are chosen for their history of acquiring and maintaining adequate staffing levels and maximizing retention. Along with Convergent, they have a successful history of identifying performance and contract problems and taking corrective actions to resolve them before the project is impacted.</p> <p>Convergent is committed to diversity with the subcontractors we conduct business with and have experienced the benefit of working with locally-owned businesses in the State of Georgia. From Convergent’s perspective, it’s a win all the way around – For your end-users, for our business & every community in the State of Georgia, we are a part of. We also understand how difficult it can be for a small business, with good people and service cultures, to make connections within larger organizations. Convergent’s Subcontractor Diversity Program was designed to make it easier for them to make contact with the right people within any of our North American office locations.</p> <p>At Convergent, we evaluate every potential minority provider based on meeting the following requirements. You must:</p> <ul style="list-style-type: none"> • Be a certified as a minority, women, or disabled, owned for-profit business enterprise which is at least 51% owned, operated, and controlled by United States citizens who belong to any of the following groups: Women, African American, Asian American, Hispanic American, Native American or Disabled American • Have a minimum 3-year business history • Meet Above Average Quality Standards • Demonstrate Excellence in Customer Service • Offer Competitive Pricing on Your Goods and Services • Provide Value-Added Products and Services • Meet our Insurance & Indemnification Requirements • Provide at Least Three (3) Customer References <p>Convergent currently uses the following Sub-Contractors for this category:</p>	

Sub-Contractor	Address	Telephone #	Email Address
MediaGenius LLC – Christina Fraley	300 Fallstone Path McDonough, GA 30253	616-482-9641	christina@mediageniusonline.com
All Protective Systems – Ronald RayBurn	327 Old Four Notch Road, Whitesburg, GA 30185	770-832-1322	allprotectiveservices@live.com
Infinite Security Solutions - Alan James	71 Zion Hill Drive Dallas, GA 30157	404-310-7119	infescsol@bellsouth.net
Electronic Security Support - John Garrett	1664 Creek Mill Trace Lawrenceville, GA 30044	770-900-4620	j.garrett@essga.com
Tiger Security Integration – Stephen Nudleman	1945 Pilgrim Mill Circle, Cumming, GA 30041	770-862-7191	TSI.nudleman@gmail.com
Synergy Integrated Services - Joe Easton	60 Applewood Lane Taylorsville, GA 30178	678-477-4948	jeaston@synergyintergratedservices.com
IS3 Tech Services - Mike Harrison	6621 Bay Cir, Ste 120 Norcross, GA 30071	404-487-6009	mharrison@is3tech.com
Stanton Electric, Inc. – Jerry Stanton	4850 Spout Springs Rd, Buford, GA 30519	770-904-6492	jerry@stantonelectric.com
Uptime Electric Company Inc. - Laurette Clowers	495-C-85 Circle College Park, GA 30349	404-559-8745	caustin@uptimeelectric.com
Analyzed Low Voltage - Alberto Luna	PO Box 1822 Fort Valley, GA 31030	305-338-5293	Aluna@AnalyzedLV.com
Smart Security Integrators (2Si) – Corey Dallas	2020 Howel Mill Rd Suite D-301 Atlanta, GA 30318	404-387-4956	cdallas@2siatl.com
All N ONE Security Service, Inc. – Annette Melvin	3915 Cascade Rd, Ste 340, Atlanta, GA 30331	404-691-4915	amelvin@alln1security.com
Physical Link Communications – Bill Halstead	4629 Shiloh Rd Loganville, GA 30052	770-772-1340	bill@physicallinkcomm.net
Arseal Technologies, LLC – Romulo Lakip	7905 Westside Parkway, Ste 100 Alpharetta, GA 30009	470-246-4004	romulo.lakip@arseal.com
Tebarco Door & Metal Services – Debbie Merritt	1905 Grassland Parkway Alpharetta, GA 30004	770-740-8782	debmerritt@tgebarcodoor.com

Pro Tech Lock and Safe - Dan Turner	5301 Hwy. 29 Lilburn, GA 30047	770-925-0328	info@protechlock.com
Integrated Security Technologies – Charles Johnson	1263 Metropolitan Ave SE, Atlanta, GA 30316	678-886-4746	charles@istechpro.net
Petty Security System, Inc - Tim Petty	2537 Sealpem Court Duluth, GA 30096	404-425-4630	lowvoltagejim@yahoo.com

Integration

1	The State seeks a Supplier with the ability to integrate active shooter detection system hardware and software with various security systems, and monitoring. The Supplier must describe in detail how you can meet this requirement.
---	---

RESPONSE

The Guardian solution integrates with several 3rd party systems. Software Integration Interfacing is available with several VMS, Access Control, Mass Notification Solutions and other security system providers, including, but not limited to: Amika Mobile, AtHoc-Blackberry, Avigilon, CCure 9000, Desktop Alert, Everbridge, Exacq Vision, Genetec, Layer Solutions, Lenel OnGuard, Lynx, March Networks, Milestone, Mutualink, Net Harbor Lighthouse, OneSolution CAD, Qognify, Send Word Now, Situator, Vicon and Victor. Additional Software Integration Interfaces can be developed with the assistance of the 3rd party system provider and a financial commitment from the end-user customer.

Interfacing with 3rd Party Solutions providers that do not have a Software Integration Interface is accomplished with an IP-based Relay System providing dry contact closure as an input to the 3rd party system. Expander boards allow the relay system to grow to accommodate more than 512 relay points. Each relay point can be associated with an individual Gunshot Sensor to allow for pinpoint accuracy of the location of the Active Shooter and the sharing of information for reporting and historical data.

2	The State seeks active shooter detection systems that have the ability to integrate with local law enforcement systems. The Supplier must describe how its product offering meets this requirement.
---	---

RESPONSE

The Guardian solution can integrate with local law enforcement systems in multiple ways. There is currently a software integration in use today with Central Square and OneSolution CAD systems that sends information directly to the Computer Aided Dispatch system in the PD and have that system pushes the Gunshot Detection information (i.e.: time, date, shot number, customer, building location, etc.) directly to the responding officer laptops in the police cruisers. Other CAD solution providers can be engaged to develop a software interface between the Guardian and CAD systems. There is also the potential for the customer VMS solution provider to send information directly to the PD via their communication command center.

Another option is to have the Guardian solution provide a dry contact closure to an Alarm Panel. If the Alarm Panel is monitored by a 24-hour central station, the central station can verify the presence of an Active Shooter and communicate the location information (listed in the prior paragraph) to the PD Dispatcher.

Another option is to have a dialer system call the PD Dispatcher and play a pre-recorded message indicating the customer name, address, and other information.

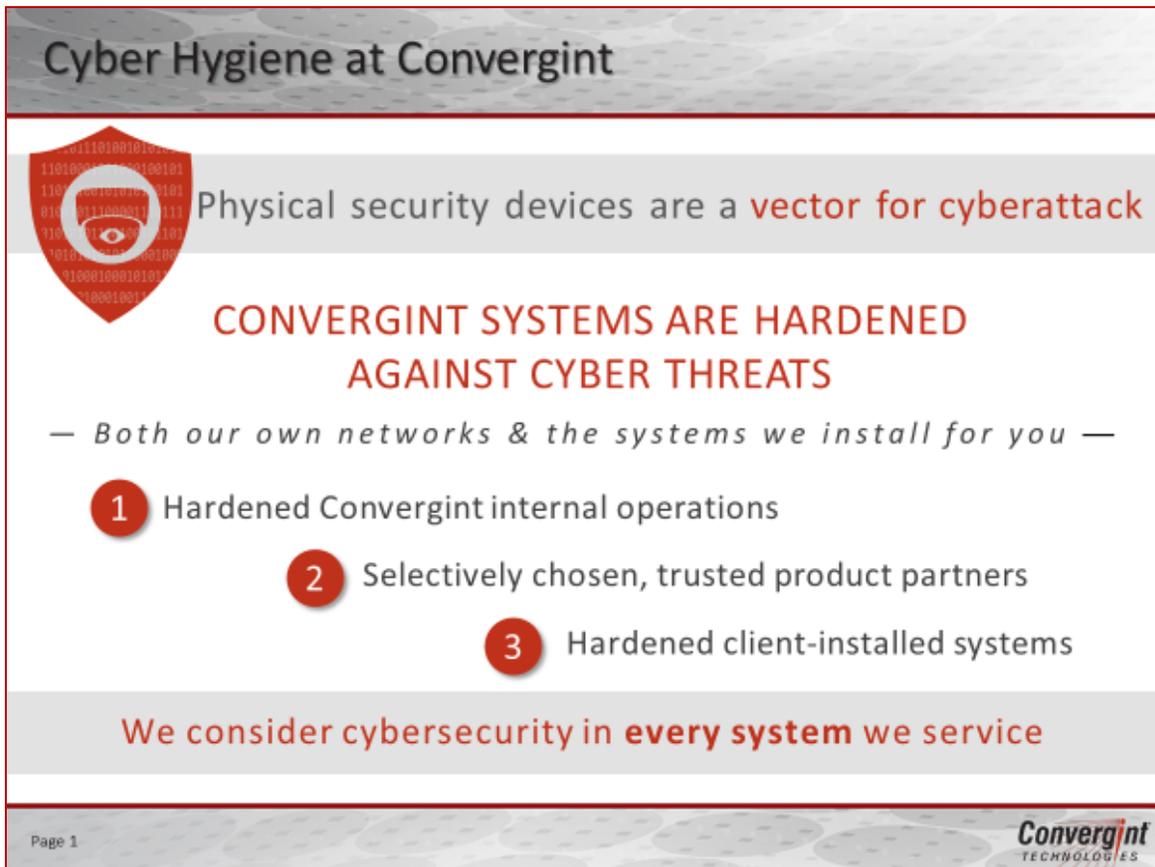
Operational	
1	<p>Site surveys may be required as a component of preparing individual project proposals. Prior to final acceptance of the Active Shooter Detection System installation, the following testing and documents should be performed and provided to the procuring Authorized User:</p> <ol style="list-style-type: none"> 1. Perform and document a complete system acceptance test 2. Provide testing reports indicating all devices tested, pass/fail status, and actions taken to resolve problem(s) on failed tests 3. Provide “as built” drawings showing each device and wiring connection 4. Provide a complete set of operating instructions for hardware devices and a complete software user manual 5. Work may be performed in high security environment such as prison, jails & etc. This means tools must be accounted for and no frequent trips to and from vehicles. Bring in what you need for that day in these places. <p>Supplier must describe how they will meet this Requirement.</p>
<p>RESPONSE</p> <ol style="list-style-type: none"> 1. SDS supplies both a software-based and a physical tester to certify that the system is operating correctly and that the system’s signals are interfacing with all of the integrations. 2. The system can output reports on any sensor issues. 3. Integrator to fill in 4. SDS supplies a full user manual, operating instructions, and remote and in-person training. 5. Convergent is currently performing work at the Georgia Department of Corrections (GDOC) Facilities. These Projects are using the State Contract as their purchasing vehicle. Convergent complies with all rules for: <ul style="list-style-type: none"> • Kick-off meeting with Warden • tool inspection when entering • Laydown areas inside the prison • The state-provided escort protocols • Tool inspection exiting the prison <p>Please reach out directly to GDOC Security Manager, P Craig Brooks, if you require a reference or additional information. His phone & email are: (478) 365-4162 - phillip.brock@gdc.ga.gov</p>	
2	<p>The State recognizes that information related to an active shooter event may be used in legal proceedings. Please describe in detail how the active shooter detection systems information can be provided in legal proceedings.</p>
<p>RESPONSE</p> <p>The Guardian stores all shot files and their associated timestamp and makes this data easily accessible to the customer. This data is stored for 30 days automatically and is easily extended by the customer. Types of information stored include:</p> <ol style="list-style-type: none"> 1. Shot Number 2. Time/Date of Shot(s) 3. Sensor Identification (as defined by customer or integrator) 4. Building Name (as defined by the customer) 5. Sensor location within the building (as defined by customer or integrator) <p>If multiple shots occur, all shot information is recorded. If multiple shooters are involved, all shots and their related information are recorded.</p>	

Data Security Management

1 The State values the security of its systems and the information contained within the system. The active shooter detection system may be integrated with the Authorized User existing information technology infrastructure. The Supplier must describe the data management security controls. In the response, include how and when your company would notify the State of Georgia of a cyber-incident.

RESPONSE

Convergent has robust data management security controls that we created for our clients. Below you will find details around Cyber Security and what Convergent is offering.



Cyber Hygiene at Convergent

Physical security devices are a **vector for cyberattack**

CONVERGINT SYSTEMS ARE HARDENED AGAINST CYBER THREATS

— *Both our own networks & the systems we install for you* —

- 1 Hardened Convergent internal operations
- 2 Selectively chosen, trusted product partners
- 3 Hardened client-installed systems

We consider cybersecurity in every system we service

Page 1 

Convergent's Cyber Services are about...

1. How we secure our business
2. Who our Product Partners are
3. How we secure your systems

1. Hardening Convergent's Operations

- Policy-based IT Security
- Colleague Cyber Training
- Client Data Encryption
- Data Handling Guidelines
- Two-Factor Authentication
- Network Monitoring & Detection

Protecting our Clients Data

2. Product Partner Selection

- Secure Internal Operations
- Vetted Supply Chain
- Trusted Logistics Partners
- Security built into software & hardware products
- Cyber focused

Designing secure solutions

3. Hardening of Clients Installed Systems

- Harden systems at time of installation
- Password and Patch Management Programs
- Health, Preventive Maintenance and Lifecycle Management

Installing & maintaining cyber hygiene

We consider cyber security in every system we service

Page 2

Password & Patch Management

Problem

- In 2019, 80% of hacking-related breaches were caused by compromised, weak, or reused passwords
- 80% of all publicly known exploits have patches.

Solution

- Convergent's password management will 1x password update per year; 2x patch updates per year
- Enforce industry best practices for privileged access, ensure password complexity, rotation of credentials, reporting, and auditing
- Routinely correct security and functionality problems in software and firmware, significantly reducing the opportunities for exploitation

Result

- Reduced risk across physical security devices. Convergent provides additional updates under normal service call operating procedures

What is Password Management

Password management is a systematic method of creating, storing, and accessing passwords

- Method 1: Use favorite sports teams, pet names, and important dates to create passwords and record the passwords on a spreadsheet (not recommended!)
- Method 2: Use password manager software. A password manager is like a book of your passwords, locked by a master key that only you know.

Convergent's Password Policy

- Use at least 15 characters. A unique password that has not been previously used, unless it is the same device type on a single system
- Passwords cannot consist of only a single dictionary word; multiple dictionary words in a single passphrase is authorized. Not based on client or personal data (e.g., client name, office number, date of birth, address, etc.)
- Change passwords annually, unless:
 - Evidence of a breach is suspected or has occurred. User with access to the passwords no requires access

Privileged Access Management (PAM)

Highly complex memorized secrets introduce a new potential vulnerability: they are less likely to be memorable, and it is more likely that they will be written down. PAM is the IT security process of using policy-based software and strategies to control who can access sensitive systems and information. A PAM can enforce company password requirements for equipment provision and de-provision, ensure password complexity, and rotating credentials.

For clients who have subscribed to use Convergent's PAM:

We will ensure the strictest password policy available (Convergent, Client, or Manufacturer's policy) is enforced. We will store passwords in an encrypted and centralized location. We will provide a high-level of security with strong password complexity, change intervals, and a safe way to share passwords. We will reduce the risk and limit potential damage related to attacks.

What Can Be Stored in the PAM

Credentials, Keys, and Critical Data for:

- Web Accounts
- IP Addresses
- Windows Accounts
- Alarm/ Fire Panel Access Credentials
- BitLocker Encryption Recovery Key
- SSH Key
- Video Management System Credentials
- Anything else that has a username or password

Reporting Capabilities of the PAM to the State End-User:

General Security Hardening User Audit

Activity

Active Secret Sessions
 Active Secret Sessions Count
 Custom Report Activity
 Database Configuration Audit
 Distributed Engine Activity
 Dual Control Audit
 Engine Status
 Event Subscription Activity
 Folder Activity
 Heartbeat Status
 Heartbeat Status by Day
 Internal Communication Changes
 IP Address Range Audit
 License Audit
 RPC by Day
 Secret Activity
 Secret Activity Today
 Secret Activity Yesterday
 Secret Template Activity
 Session Recording Errors
 Unlimited Administrator behavior
 Users Activity

Discovery Scan

What Secrets failed to import by Discovery?
 What Secrets are pending import by Discovery?
 Discovery Scan Status
 What computers in Active Directory no longer exist?
 What computers have been successfully scanned?
 What computers that exist have not been successfully scanned?

Folders

What folder permissions exist?
 What folder permissions exist for groups?
 What folders can all users see?
 What folders can a user see?

Groups

Group Membership
 Group Membership By Group

Legacy Reports

Secret Expiration Health
 Secret Server Usage
 Secret Template Distribution
 Top Ten Viewers

Password Compliance

Secret Password Compliance Statuses
 What Secrets Do Not Meet Password Requirements?

Report Schedules

Report Schedules

Roles and Permissions

What role assignments exist?
 What role permission assignments exist?
 What role permissions does a user have?

Secret Policy

Secrets

What Secrets changed passwords in the last 90 days?
 What file types have been uploaded to Secrets?
 What file types have been uploaded to Secrets? (Pie Chart)
 What Secrets have not changed passwords for over 90 days?
 What Secrets have failed Heartbeat?
 Secret Permissions Mismatch.
 What Secret permissions exist for a group?
 What Secret permissions exist for a user?
 What Secret permissions exist?
 What Secrets have been accessed by an impersonated user?
 What Secrets have been accessed by a user?
 What Secrets have been accessed?
 What Secrets are expiring this week?
 Secrets with Failed Password Change
 Secrets Failing Heartbeat
 Secrets Pending Heartbeat
 Secret Count per Site
 What Secrets can all users see?
 What Secrets Do Not Have Distributed Engines?
 What Secrets Have Distributed Engines?
 What Secrets have Expiration?
 What Secrets require Comments?
 What Secrets can a user see?

System Reports

FolderPermissionsReportName
 FolderSecretsReportName
 GroupLookupReportName
 Privileged Behavior Analytics Configuration Activity
 PermissionLookupReportName
 RolePermissionsReportName
 UserAccessReportName

User

Failed login attempts
 Secret Template Permissions by User
 What users have had an admin reset their password?
 Who hasn't logged in within the last 90 days?

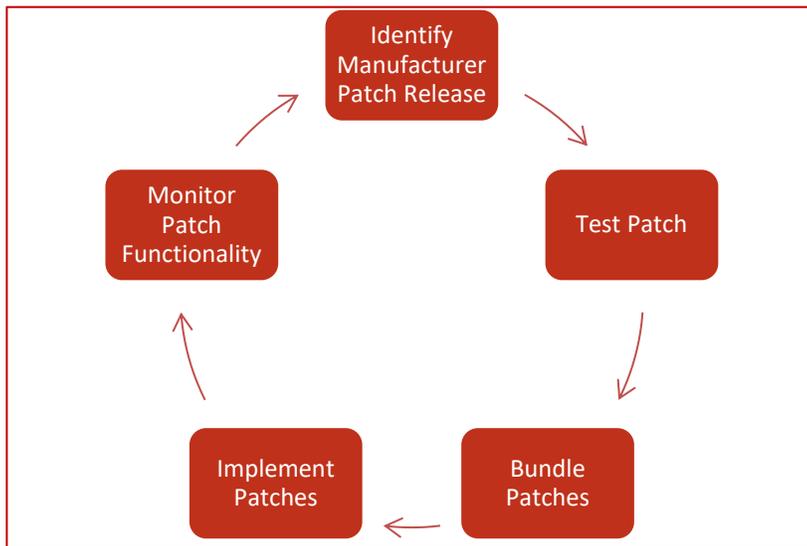
How Secure is the PAM?

- AES 256-bit encryption
- SSL/TLS enforced on all connections to ensure end-to-end encryption
- Enforced two-factor authentication using Duo Security
- PAM software is in the cloud

Patch Management

Patch management is the process of identifying, acquiring, installing, and verifying patches for products and systems. Patches correct security and functionality problems in software and firmware, significantly reducing the opportunities for exploitation. Patch management is required by various security compliance frameworks, mandates, and other policies (e.g., NIST, PCI DSS, ISO 27001, SOC)

Patches are Implemented on a Bi-Annual Basis



Device Hardening

Problem

- Physical security devices are deployed in a default state without adequate hardening. This creates vulnerabilities that allow attackers to exploit these devices. The attacker can then pivot to other systems and data on the network

Solution

- Device-specific hardening procedures are developed based on manufacturer recommendations and industry best practices. Devices are hardened before deploying them into the production environment

Result

- Devices are locked down according to industry best practices. Significantly reduced attack surfaces commonly exploited by attackers

What is Device Hardening?

Device hardening is reducing security risk by eliminating potential attack vectors and reducing a device's attack surface.

Examples:

- Default or embedded credentials
- Credentials stored in unencrypted files
- Unnecessary accounts/access
- Unencrypted data in transit or at rest
- Unpatched software and firmware vulnerabilities

What are the Risks of NOT Device Hardening?

- Increased security risks that allow potential attackers more opportunities to compromise devices and networks
- Increased complexity due to configuring and managing unnecessary services
- Increased costs for compliance and auditing due to increased numbers of accounts, services, and processes

Convergent's Process for Device Hardening

- Convergent's uses a systematic approach for device hardening
- Audit devices
- Identify vulnerabilities
- Close vulnerabilities
- Mitigate vulnerabilities that cannot be removed

If the Georgia Statewide Contract user client has an existing device hardening process or policy, Convergent will work with the client to determine which hardening process to use. Devices should be hardened before being deployed on the network. The entire network/system should be audited annually to confirm that devices meet the standard and to detect any devices deployed on the network without being properly hardened.

Managed Detection and Response (MDR) to the State of Georgia of a Cyber Incident*Problem*

- The customer lacks experience and expertise. Detection and response tools are expensive and require customization to the environment. Tools are typically out-of-date before realizing any ROI

Solution

- MDR providers work across host, network, and sometimes cloud environments to analyze data, actively detect threats and respond in a semi-autonomous manner
- Go further than an MSSP by providing highly qualified cybersecurity defense experts that augment the monitoring, verify threats, and validate response measures

Result

- Lower, and more consistent, capital expense. A more secure environment that actively responds to changing threats within the physical security network

A Managed Security Service Provider (MSSP) is a service that monitors network security events and *sends alerts* when anomalies are identified.

When an MSSP detects an anomaly, they notify the Client. Typically, MSSPs do not:

- Investigate the anomalies
- Eliminate false positives
- Actively respond to threats

It is a service that provides organizations with threat hunting and responds to threats as they are discovered.

Gives clients access to security professionals that:

- Are responsible for monitoring networks
- Analyzing incidents
- Responding to security incidents to stop/eliminate the threat
- MDR provides 24/7 continuous monitoring and *notification* of client networks
- Detect, analyze, and respond to threats

Provide alert monitoring and response by:

- Investigating of incoming alerts
- Prioritization of alerts by connecting data from across the network
- Responding and isolating the threat
- Go beyond perimeter detection and defense by detecting lateral movement within the network

How is this different from SIEM/Firewalls?

Security Information and Event Management (SIEM) and Firewalls are tools that play an important role in securing client networks. MDR uses an assortment of tools (sometimes including Firewalls and SIEMs) to detect and respond to threats in real-time. MDR providers employ teams of security professionals that evaluate each alert and threat as they are detected.

What is State Role? IT Role?

- The Statewide Contract End-User Client will be responsible for:
- Helping identify the security need
- Defining the scope
- Choosing the MDR provider

Client, IT will be responsible for assisting the MDR provider in:

- Understanding the network design (logical and physical)
- Deploying necessary tools or agents
- Providing a POC for incidents

Who Manages the MDR?

Service is that the MDR provider is responsible for the bulk of the day-to-day work. The client will need to remain in contact with the MDR provider to ensure that client needs are being met, network changes are communicated, and threats are remediated.

Training

1	The State seeks a Supplier that can train the Authorized Users on the Active Shooter Detection Systems. Describe how your organization can meet this requirement.
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RESPONSE

SDS trains all their Authorized Dealers to be local sales and support offices. Convergent will provide the End-user training to the Authorized Users. Also, SDS offers the option to have a Sales Engineer to be on-site and offer localized factory user training or offers remote training as well.

Convergent understands the importance of training. In 2019, Convergent invested over seven (7) million dollars on colleague education and training.

Our unique capability of having our master level certified personnel allows us to train statewide contract end-users in several ways.

From our two Convergent Technology Centers (CTC) in Duluth and Macon Georgia, Charleston South Carolina, and Jacksonville, Florida, we can support training across the state of Georgia.

On-site Authorized User training:

Convergent provides relative curriculum and instruction based upon the end-user needs. Training types could be basic, such as occasional users to advanced Authorized User system administrators.

Virtual (web-based) instructor-led Authorized User training:

Following similar guidelines of on-site training, this option provides for flexibility to accommodate Authorized User's schedule, travel, and geographic locations.

Virtual (web-based) self-guided Authorized User training:

Authorized Users can utilize virtual training over numerous modules related to software, user interface, installation, troubleshooting, service, and certification at their own pace. Start a module and pick up where they left off at another day and time.

Factory (Manufacturer) training:

Generally held at a product manufacturer headquarters and for the more advanced Authorized User, Convergent can coordinate according to needs and instruction schedules.

Customization of any single or combination of training is available.

Software

1	The State seeks active shooter detection systems that have reporting capabilities. Please describe how your organization's product offering meets this requirement.
---	---

RESPONSE

SDS's system reports gunshot detection and location in several ways:

1. The software can be utilized to report on an enterprise basis as many large customers have done, meaning one software license can receive gunshot detection information from an almost unlimited number of locations.
2. The reporting is issued to building occupants and First Responders and can be performed via audio, text, email, through Police CAD, Video Management, Access Control, Mass Notification, Digital Signage, and other methods.

2	Please describe your process for implementing active shooter detection system software, including a timeline showing the activities you expect to perform and those you expect the customer to perform. Please include the duration in days of each activity.
---	---

RESPONSE

The SDS system only requires a floor plan and then a final walkthrough to determine the areas of coverage and sensor locations. With the SDS Wireless System, no cabling is required. The sensors require roughly one hour to install. The wireless points and the programming generally require two days to complete.

The requirements for the customer are to certify the SDS software for use on their network, assist in sensor coverage area requirements, allow access to the IDF closets and have the personnel to be trained on the use of the system.

At Risk	Task Name	Status	Assigned To	Start Date	End Date	% Complete	Duration	Predecessors
	401SNK0001 Bubba Gump Shrimp Factory			01/17/20	04/30/20	0%	74.2d	
	Planning			01/17/20	01/20/20	0%	1.85d	
	Project Kickoff	Complete	RF Rick Ford	01/17/20	01/17/20	0%	0.1d	
	Review Scope of Work w/Team	Complete	RF Rick Ford	01/17/20	01/17/20	0%	0.25d	3
	Sales to Ops Turnover Meeting	Complete		01/17/20	01/20/20	0%	1d	4
	Booking Adjustments (if any)	Complete		01/20/20	01/20/20	0%	0.25d	5
	Booking Process	Complete		01/20/20	01/20/20	0%	0.25d	6
	Execution			01/20/20	02/17/20	0	19.7d	
	Welcome/Warm Up Email/Letter	Not Started		01/20/20	01/20/20	0%	0.1d	7
	Site Walk/Client Interview	Not Started		01/20/20	01/22/20	0%	1.25d	9
	Engineering	Not Started		01/22/20	01/24/20	0%	2.5d	10
	Material Requisitioning	Not Started		01/22/20	02/14/20	0%	16.85d	
	Preconfigure System	Not Started		02/14/20	02/17/20	0%	1d	24
	Stage Parts for Delivery	Not Started		02/17/20	02/17/20	0%	0.25d	25
	Confirm Schedule w/Team & Custom	Not Started		02/17/20	02/17/20	0%	0.25d	25
	Confirm and or Adjust Finish Date	Not Started		02/17/20	02/17/20	0%	0.25d	27
	Set Customer Update Frequency	Not Started		02/17/20	02/17/20	0%	0.1d	27
	Monitoring & On Site Execution			02/14/20	03/11/20	0	18.9d	
	Customer Update Schedule	Not Started		02/14/20	03/11/20	0%	18.9d	
	Week One	Not Started		02/14/20	02/20/20	0%	4.3d	
	Week Two	Not Started		02/24/20	02/28/20	0%	4.3d	
	Week Three	Not Started		03/04/20	03/11/20	0%	5.3d	
	Closeout			03/11/20	04/30/20	0	35.25d	
	Project Close Activities	Not Started		03/11/20	03/13/20	0%	2d	40
	Project Close Signoff	Not Started		03/13/20	04/29/20	0%	32.25d	45
	Project Close Deliverables	Not Started		03/13/20	03/18/20	0%	3d	
	Project Manager			03/17/20	04/29/20	0%	30.25d	51
	Project Closed	Not Started		04/29/20	04/30/20	0%	1d	58

3 The State seeks active shooter detection systems that has mapping capability including overlay of an incident location. Please describe how your organization's product offering meets this requirement.

RESPONSE

SDS's core software contains mapping software that can be used enterprise-wide, meaning all buildings that are covered will have a complete floor plans loaded into the enterprise (or local) software.

Additionally, several integrations, such as ones with Genetec and LSI, ingest SDS's sensor locations, alarms, a system set up, etc. and populate them on their system's mapping software. This also allows additional sensors and cameras to be co populated on the "single pane of glass" display for the operator to be able to have a complete operational picture of the incident.

4 The State seeks a web-based user interface, that is accessible via various web browsers, for the active shooter detection software. Please describe how your organization's product meets this requirement.

RESPONSE	
<p>The Guardian Detection System interface is typically deployed only to key security and first responders. It is not "mass deployed," and it relies on the ability to push information (Alarms) to these people. Due to the smaller number of "Viewers/Users" and the real-time aspect of pushing information to their PCs - SDS would suggest that an installed Client will provide a much more Real-time / Interactive UI for these critical responders. This benefit out-weighs (in our opinion) the amount of work to deploy updates to these critical responders).</p>	
Warranty	
1	The active shooter equipment purchased by User Agencies, at a minimum, must include a one year warranty for all components including parts and labor. Please describe how your organization can meet this requirement.
RESPONSE	
<p>SDS system comes standard with a one-year warranty with a no-cost replacement included. Extended warranties are also offered.</p>	
Maintenance	
1	Suppliers must be able to provide service/maintenance agreements to Authorized Users for repair and service work performed after the warranty period at the negotiated labor rates under any resultant contract award. The service/maintenance agreements shall include various levels of Supplier response times available to the Authorized User. Please describe your service/maintenance agreements available to Authorized Users after the warranty period expires. Attachments can be uploaded but do not include any costs in your description or attachments. DOAS retains sole authority to authorize the sale of any service/maintenance agreements proposed under this section.
RESPONSE	
<p>Convergent Customer Support Program includes a combination of standard services and optional tailored services to meet your needs.</p> <p>Convergent offer 4 Priority service levels</p> <p><u>Priority 1 (P1) – Emergency (24/7)</u></p> <p>DEFINITION: A sudden, urgent, usually unexpected failure of the access control, video management system, or network connection(s) that compromises life safety, interrupt business operations, or significant risk of damage or loss to port assets.</p> <p>EXAMPLE: A complete loss of video or access control throughout the entire building.</p> <p>RESPONSE TIME: On-site within 4 hours of call acknowledgment (24/7).</p> <p><u>Priority 2 (P2) – Next Business Day Response</u></p> <p>DEFINITION: A common security system failure where non-critical functions, procedures, or resources are negatively affected with a moderate impact on overall security operations.</p> <p>EXAMPLE 1: The loss of PTZ control of a camera monitoring a general access area.</p> <p>EXAMPLE 2: A single door failure to a restricted area with multiple points of entry.</p> <p>RESPONSE TIME: On-site within eight (8) <u>business hours</u> of call acknowledgment. A technician may be dispatched to arrive the next business day.</p> <p><u>Priority 3 (P3) – Scheduled</u></p> <p>DEFINITION: A security system failure that is not time-sensitive and marginally increases in impact or inconvenience over time. A workaround is available.</p> <p>EXAMPLE 1: Remove dirt from a camera lens.</p> <p>EXAMPLE 2: A sticking key on a card reader keypad.</p> <p>RESPONSE TIME: Resolution times are scheduled on an item by item basis.</p>	

Priority 4 (P4) – Parts/Small Projects

DEFINITION: The purchase of parts only (no labor) or installation of new security components that are handled through service.

EXAMPLE 1: The purchase of 500 new badges.

EXAMPLE 2: Adding a new camera.

RESPONSE TIME: Resolution times will depend on the availability of parts and customer requirements.

Convergint offers the following range of optional security services to fulfill specific customer requirements. You may choose to add an optional service at any time, on a time & material basis, if you do not include the service in your initial service plan.

Preventative Maintenance Visits

On a scheduled basis, Convergint will provide security system preventive services for components listed within the equipment list contained herein. Preventive maintenance testing will be performed per Convergint testing standards. Preventive maintenance will include a visual inspection and functional test of security components, as listed in the attached equipment list.

Next Business Day Response

After a service call is placed under a standard Customer Support Program, Convergint will respond (on-site) to customer service calls by the next business day Monday through Friday from 8:00 AM to 5:00 PM. The next business day response is typically used for "Priority 2" or non-emergency service calls. For the enhanced emergency response to service calls, please see the Priority On-Site Support Option listed below.

Customer Basic Training

Convergint provides on-going security system training services for your staff. Annually, Convergint will provide a four (4) hour training course designed to improve the knowledge and efficiencies of your security staff. Training will be customized to your specific facility and system and will typically include the following topics: system architecture, overall system operation, alarm response procedures, troubleshooting techniques, management report generation, etc. The benefit of this training is that your staff will become more familiar and comfortable with the security system, and be able to respond effectively and efficiently to alarm situations.

iCare Manager Work Order Management

This value-added online service tool provides Convergint customers access to real-time work order information, 24 hours a day. Customers can create online work orders to request service, view service work orders, and run a variety of reports to help manage their business.

UL Listed Monitoring Service

Convergint provides customers with UL listed monitoring services providing customers with 24/7 facility alarm protection. Utilizing Emergency24, Convergint provides customers with fully redundant monitoring services resulting in an extraordinarily reliable monitoring network. Customers have access to monthly reports and have the ability to administer account information from a secured internet connection. This means that Convergint, or customers themselves, can change emergency contact names and associated numbers directly from any internet connection.

Program Discretionary

Convergint understands the difficulty that customers face securing capital expense dollars to upgrade older technology or replace failed components. Our customers now decide how much money to include in the Program Discretionary Fund. The fund is intended to be used for repairs to the system, or technology upgrades to the system. Throughout the year, as parts are replaced, or upgrades are implemented, the amount required to pay for these services will be deducted from the funding included in the Customer Support Program. This will be tracked

throughout the year so that both the customer and Convergent know exactly what the latest balance is for this fund. This Program Discretionary Fund will be required to be spent during each annual agreement period. The following annual dollar amount has been established for this Program Discretionary Fund-

Comprehensive Service Labor

For those customers seeking to manage their financial risk associated with emergency service and repair labor, this option is intended to provide comprehensive labor coverage upfront for 1) Emergency Service Calls, 2) System Troubleshooting & Diagnostics, and 3) Component Repair Labor.

Comprehensive Component Coverage

For those customers seeking to manage their financial risk associated with the replacement of failed system components, this option is intended to provide comprehensive component coverage for the equipment identified in Appendix A of this agreement.

Head-end Maintenance Services

Convergent will supplement your internal system administration support by providing management of the head-end servers, storage, and management systems. These services include on-site system configuration back-up, security system software analysis, server, storage, and workstation hardware inspection and cleaning, updating of anti-virus software if applicable, installation of service packs, Windows updates, and any applicable security utilities.

Cyber Hygiene Program

On a scheduled basis, Convergent will provide password and patch management for all security IoT devices as outlined in the scope of work. This includes advising on a password management plan, implementation of password management, and verification of compliance with the management plan. The availability of software patches will be researched and applied according to the manufacturer's recommendations.

Software Upgrade & Support

Convergent Technologies provides customers a comprehensive security software support plan that allows them to keep pace with software revisions and advancements. Such revisions will help keep your installed system operating with the latest technology. Convergent will provide and install upgrades of new software revisions on an annual basis and do so once the latest is stable, reliable, and proven. Convergent will also perform any necessary OS updates at this time. Covered Software is identified in the equipment list of this proposal. Note: Server or workstation hardware upgrades are not included. This option also provides the manufacturer's technical support to Convergent specialists when needed.

On-Site Security Systems Specialist

The On-Site Security Systems Specialist will report directly to Convergent Technologies, with day-to-day accountability to our customers. Specific goals will be established, and progress against these goals will be measured quarterly during a formal goal review meeting. The On-Site Security Systems Specialist shall manage and administer standards and security operations procedures and assist security personnel in day-to-day security system operations. This option provides customers with a dedicated resource, ensuring system integrity, standardization, and continuity. This is accomplished through program management, technical skills, and innovative communication tools.

Enhanced Customer Training

Convergent Technologies Standard Customer Support Program includes four (4) hours of on-site operator training. Customers can add additional operator training blocks, in increments of four (4) hours each, to increase the level of training that will be required. The following indicates how many incremental four (4) hour training blocks will be required on an annual basis.

Remote On-Line Diagnostics

Convergent will utilize an industry-standard authentication technology to remotely access your security system and resolve technical issues in real-time, resulting in savings of both time and system downtime. A Convergent Support Specialist, with the support of a screen sharing session, will work directly with your personnel for initial call support and troubleshooting. If the issue cannot be resolved on-line, a more refined service response will result, including the dispatching of a security service representative. Also, remote service diagnostic support provides a valuable tool for your personnel by providing hands-on training on system troubleshooting and software services.

BR.COM Web-Based Reporting

Convergent's web-based reporting starts with the application of unique, registered barcodes to security devices such as cameras, video recorders, card readers, control panels, head-end equipment, and other system devices. As each device is tested, the device is scanned, and critical maintenance information is documented. Also, the data at the time of the inspection is automatically recorded with the scan of the barcode.

Within 24 hours following the inspection visit, an on-line database and associated report of the system test is available for viewing, downloading, printing, or emailing. This maintenance information can be retrieved anywhere using a standard internet browser. Color-coded status flags provide an immediate summary of the building test status: normal, discrepancies found, or devices failed. Proposed solutions to resolve discrepancies or failed devices are always included.

Convergent's web-based reporting system provides immediate documentation to building owners and managers that their security systems are being tested and inspected according to the manufacturer's requirements and promptly.

iCare Executive Work Order Management

This value-added online service tool provides all of the features of iCare Manager plus: Real-time Status, Metric, and Custom report, access to My Document Library (i.e., document sharing platform), Intranet and Internet Links, Administrative Privileges and Email Notifications.

Live Archive (Building Reports)

This provides fast and easy access to your inspection reports through Building Reports.com. A QR coded sticker will be provided at the main panel for the system. All that is needed is a smart device to read the code (iPhone, Android).

Product Replacement

1

The State understands that a product maybe discontinued by the manufacturer. Please describe in detail your organization's process for providing and identifying substitute/alternate products for this category.

RESPONSE

Convergent understands the difficulty that customers face as technology rapidly makes changes with products and software. Convergent will identify either a substitute or alternate product that is available by working with the manufacturers on the State Contract based on the client's specific needs.



4/17/18

Convergint Technologies
1420 Donelson Pike, Suite A11
Nashville, TN 37217

To Whom It May Concern:

Please be advised that Convergint Technologies has been trained on Aiphone and meets the criteria to be an authorized dealer.

If you have further questions regarding this matter, please contact to discuss with me directly.

Sincerely,
AIPHONE CORPORATION

Spencer Britenstine
Director of Sales, South
Aiphone Corporation
800-692-0200 x 1057
423-765-2171 Fax
614-286-8925 Cell



140 58th Street, Brooklyn, New York 11220

Tel: 718.567.8181 • Fax: 718.567.9056

web site: www.altronix.com

email: info@altronix.com

11/25/15

Re: Convergent Technologies

To Whom It May Concern:

I am pleased to certify that Convergent Technologies is an authorized and preferred integrator of Altronix products. They are a partner in good standing and have full access to our entire product line.

Convergent Technologies is a highly professional organization authorized to install, service and support Altronix equipment.

Sincerely,

A handwritten signature in black ink, appearing to read 'Gary Zatz', written in a cursive style.

Gary Zatz
Global Sales Manager
Altronix Corp.

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

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225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



LABOR SAVING DEVICES
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LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

January 3, 2018

Wayne Eng
Convergint Technologies
1 Commerce Drive,
Schaumburg, IL 60173
wayne.eng@convergint.com

To Whom It May Concern,

This letter is provided to your office as a confirmation Convergint Technologies is an authorized dealer and reseller of Arecont Vision products. Convergint Technologies is authorized to sell, install, and service Arecont Vision products in all states and territories that they have a valid security license for.

If there are any questions, feel free to contact me at +1.818.649.2134.

Sincerely,



Diana Cooper
Senior Manager, Sales Operations
dcooper@arecontvision.com



June 1, 2019

Whom It May Concern:

Avigilon High Definition Video Management and Access Control Solutions are distributed and installed exclusively by Avigilon Authorized Enterprise Certified Solution Partners (AECSP).

These Authorized Partners are required to be extremely well versed in video surveillance, access control and data network systems design, installation and support.

Convergint Technologies is an Avigilon Authorized Enterprise Certified Solution Partner in good standing. Convergint has passed all our training and support requirements and is certified and authorized to distribute, install, program and support our complete line of high definition video, video analytics and access control products globally.

If there are any further questions, please contact me directly at (925) 408-3837.

Thank you for allowing Convergint and Avigilon the opportunity to support you.

Respectfully

James E. Loyd

James E. Loyd

Business Development Manager, Strategic Accounts – North America

Cell: 925.408.3837

Support: 888.281.5182 | avigilon.com

Jim.loyd@avigilon.com

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January 31, 2019

Convergent Technologies HQ
1 Commerce Way
Schaumburg, IL 60173

To Whom It May Concern:

Please allow this letter to confirm that **Convergent Technologies** with Headquarters in **Schaumburg, IL** is currently a member of the Axis Channel Partner Program and a **Multi-Regional** partner in good standing with Axis across the United States and Canada. Axis Communications Inc. certifies **Convergent Technologies** to resell Axis Communications products and solutions.

If you have any questions or need further information, please contact Axis sales at (800) 444-2947 Option 1 or email me at erin@axis.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Erin Fitzgerald", is written over a light gray horizontal line.

Erin Fitzgerald
Senior Channel Coordinator, Partner Programs & Sales Systems
Axis Communications, Inc.



1/31/2020

To whom it may concern,

Convergent Technologies is authorized to purchase the following manufactures, as well as their line items through Anixter (partner to Convergent):

- | | | |
|----------------------------------|-----------------------------|----------------------|
| 1. Assa Abloy | 10. Trendnet | 18. LifeSafety Power |
| 2. BCD Inc | 11. Hoffman | 19. NEC |
| 3. Middle Atlantic Products, Inc | 12. Barco | 20. Netgear, Inc |
| 4. Cables to Go (C2G)(Quiktron) | 13. CyberPower Systems, Inc | 21.Orion images co. |
| 5. Dormakaba | 14. Digital Watchdog | 22. Ortronics |
| 6. HES | 15. D-Link | 23. Power-Sonic |
| 7. Infinias | 16. Leviton | 24. Seneca Data |
| 8. Speco Technologies | 17. Transition Networks | 25.Tripplite |

Have a great day!

Sincerely,

Victor Roberson

Inside Sales Representative



1/31/2020

To whom it may concern,

Convergent Technologies is authorized to purchase the following manufactures, as well as their line items through Anixter (partner to Convergent):

- | | | |
|----------------------------------|-----------------------------|----------------------|
| 1. Assa Abloy | 10. Trendnet | 18. LifeSafety Power |
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| 7. Infinias | 16. Leviton | 24. Seneca Data |
| 8. Speco Technologies | 17. Transition Networks | 25.Tripplite |

Have a great day!

Sincerely,

Victor Roberson

Inside Sales Representative



AMNET GLOBAL

Authorization

AMNET GLOBAL

DATE: JANUARY 29, 2020

To: Convergent IT
Convergent Technologies
1955 Evergreen Blvd,
Duluth, GA 30096

We authorize Convergent Technologies to purchase all Networking equipment from Amnet Global and all its subsidiaries.
The products include Cisco Systems, DELL & HP. This includes Servers, Routers, Switches & IP Phones.

Sincerely,

Michael S Jaffe

Account Manager

A handwritten signature in black ink, appearing to read 'MJ', with a long horizontal line extending to the right.

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
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DITEK
D-LINK
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Dotworkz
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Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
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Fujinon, Inc.
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Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation& Control
HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intrinsa Inc.
Intrinsa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

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LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
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Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



MANUFACTURER'S AUTHORIZATION LETTER

To: All Convergent Offices
Convergent
1 Commerce Dr.
Schaumburg, IL 60173
USA

August 1, 2019

To whom it may concern,

This letter confirms that Convergent Technologies LLC ("Convergent") is a Dell OEM solutions customer. Subject to compliance with its written OEM sales agreement with Dell or, in the absence of such agreement, the terms and conditions at www.dell.com/resellerterms, Convergent is authorized to purchase Dell hardware products ("**Products**") for resale to its customers as part of Convergent's solution after Convergent has added value to the Products through the addition of hardware, software, or services, or the addition of Convergent's logos. Convergent is solely responsible for compliance with all laws, regulations and warranties applicable to Convergent's solution.

This letter will be valid for one year from the date of this letter. This letter may be revoked by Dell by giving Convergent 60 days written notice.

Please call your account representative, Steve Kallmeyer at 512-723-5698, if you need further assistance.

Regards,

A handwritten signature in black ink that reads "Grace Lei".

Grace Lei
Advisor, Legal Counsel

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation& Control
HOLLAND ELECTRONICS,CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

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LABOR SAVING DEVICES
LAKE
Laminex, Inc.
LCN
LG ELECTRONICS/ZENITH
LIBERTY WIRE & CABLE INC
LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
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January 30, 2020

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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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RAZBERI TECHNOLOGIES
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Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
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TALLEY COMMUNICATIONS
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VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



11955 Exit Five Parkway
Fishers, IN 46037 USA
+1.317.845.5710 phone
+1.317.845.5720 fax
www.exacq.com

Date: June 6, 2019

To Whom It May Concern;

Convergint Technologies is a certified reseller for Exacq Technologies, a Tyco Security Products company, and is certified to sell, install, and service all of Exacq's software and hardware products. Convergint Technologies is in good standing with certifications for education/training and financially.

Please feel free to contact me per below should the need arise.

With Best Regards,

David Singer

Regional Sales Manager – Central US

Tyco Security Products

Tel: 248-860-0240

Email: dsinger@tycoint.com



AUTHORISATION LETTER

This letter confirms Convergent Technologies as a certified reseller for Future Fibre Technologies products and/or services to US Government Departments.

A handwritten signature in black ink, appearing to read "R. Broomfield", is positioned above a horizontal line.

Robert Broomfield
Chief Operating Officer

01/31/2020

Date



Global Headquarters

Genetec Inc.
2280 Alfred Nobel Blvd.
Montreal, Quebec, H4S 2A4
Canada

T: +1 514.332.4000
F: +1 514.332.1692

Tuesday, January 14, 2020

Genetec Certified Channel Partner Major Accounts Program

Convergint Technologies LLC

One Commerce Drive
Schaumburg, IL 60173
United States

Dear Sir or Madam,

This affirms that **Convergint Technologies LLC**, and all their national and global CTCs and subsidiaries are members in good standing of the Genetec Channel Partner Program. Genetec maintains a strategic, global relationship with Convergint Technologies LLC. Members of the Genetec Channel Partner Program are recommended for the installation, service and support of Genetec solutions.

Convergint Technologies LLC was awarded the following:

- 2018 - Channel Partner of the Year – North America
- 2018 - Regional Channel Partner of the Year – APAC
- 2017 - National Account of the Year – North America

Members of the Genetec Channel Partner Program are recommended for the installation, service and support of Genetec solutions.

For more information on the Genetec Channel Partner Program or to learn what this partner's status level entails, please visit <https://www.genetec.com/partners/channel-partner-program>.

Should you have any questions, please contact the Convergint Strategic Account Manager listed below or Genetec Sales Administration.

Barb Wood
Strategic Account Manager – Convergint Technologies
M: +1-585-727-0064 • bwood@genetec.com

Regards,

Chantale Cadieux
Sales Administration & GSA Manager



AMNET GLOBAL

Authorization

AMNET GLOBAL

DATE: JANUARY 29, 2020

To: Convergent IT
Convergent Technologies
1955 Evergreen Blvd,
Duluth, GA 30096

We authorize Convergent Technologies to purchase all Networking equipment from Amnet Global and all its subsidiaries.
The products include Cisco Systems, DELL & HP. This includes Servers, Routers, Switches & IP Phones.

Sincerely,

Michael S Jaffe

Account Manager

A handwritten signature in black ink, appearing to read 'MJ', with a long horizontal line extending to the right.

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

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BCD Inc	Premier Mounts	Ortronics
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Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Thank you,

Stuart Unger

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 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Wren Associates, Ltd
XceedID
ZK Software



May 14, 2019

Massachusetts State
Blanket Contract for Security
One Ashburton Place, Room 1017
Boston, MA 02108

RE: RESELLER STATUS – Convergent Technologies LLC

Dear Sir/Madam:

March Networks, Inc. (“March Networks”) hereby confirms that Convergent Technologies LLC (“Convergent Technologies”) is in good standing with March Networks and has been an authorized Certified Solution Provider (“CSP”) of March Networks since December 22, 2009. In accordance with the terms and conditions of the CSP Agreement between Convergent Technologies and March Networks, Convergent Technologies is appointed as a non-exclusive reseller of March Networks’ products and services to end-users in the United States of America.

Sincerely,

Angelo Tebano
Director, North American Channel Sales
March Networks, Inc.



AMNET GLOBAL

Authorization

AMNET GLOBAL

DATE: JANUARY 29, 2020

To: Convergent IT
Convergent Technologies
1955 Evergreen Blvd.
Duluth, GA 3096

We authorize Convergent Technologies to purchase all Networking equipment from Amnet Global and all of it's subsidiaries.

The products include Cisco Systems, Dell, HP & Microsoft. This includes Servers, Routers, Switches & IP Phones.

Sincerely,

Michael S Jaffe

Account Manager

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January 30, 2020

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VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



MILESTONE RESELLER PARTNER

This certifies that:

Convergent Technologies, LLC.

is a **Milestone National Partner**

Convergent Technologies is a national Milestone partner since 2007. Convergent has had broad IP Video Surveillance training and is certified to sell all of Milestone's XProtect® video management software. Convergent Technologies has effectively handled a large number of customer installations and has a dedicated team for customer support, and possesses the experience and skills to handle any project. They are able to utilize all of the benefits of the Milestone Channel Partner Program.

January 5, 2019

A handwritten signature in black ink, appearing to read "Tim Palmquist".

Tim Palmquist
Vice President, Americas





263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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225 W Station Square Dr. Ste. 700,
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GRI/George Risk Industries
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Hanchett Entry Systems
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Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
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LOWELL
LYNX BROADBAND
Magnasphere Corp
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MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
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NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
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Open Eye/PC Open
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OPTEX INC

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PCTEL Antenna Products Group
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Rasiliant Systems, Inc
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REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
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TALK-A-PHONE CO.

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TAMRON USA
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TATUNG CO. OF AMER
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WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



January 2, 2018

Wayne Eng – Product Manager
Convergent Technologies

Re: Letter of Support

Dear Mr. Eng:

It is our professional pleasure to write this letter regarding our support for Convergent Technologies. Convergent Technologies is a Certified Open Options Dealer Partner. As such, Convergent Technologies meets all the requirements, as detailed in our dealer agreement, to receive the full support of Open Options.

Regards,

A handwritten signature in blue ink, appearing to read "Jonathan Berman", is written over a horizontal line.

Jonathan Berman
President / GM

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

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In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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ALPHA TECHNOLOGIES
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Sentry 360 Security
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Sony-Bosch
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January 30, 2020

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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



June 12, 2019

Convergent Technologies
One Commerce Drive
Schaumburg IL 60173

Subject: Authorized Panasonic I-PRO Certified Reseller (IPCR)

To Whom It May Concern:

Please accept this letter as confirmation that Convergent Technologies is an Authorized and Certified Panasonic I-PRO Reseller and Installer of Panasonic CCTV Analog and Digital I-PRO network video security products. Convergent has more than 10 years of experience as an I-Pro Certified Dealer.

This letter authorizes that Convergent Technologies has completed and maintained the required education and training requirements for the Panasonic i-PRO with IPRC status.

We appreciate and value your continued support of Panasonic and please let me know if you have any questions or need further assistance.

Regards,

Mike Dixon

Mike Dixon
PSCNA

PANASONIC SYSTEM COMMUNICATIONS COMPANY OF NORTH AMERICA

Two Riverfront Plaza, Newark, NJ 07102

SOLUTIONS FOR BUSINESS
panasonic.com/business-solutions

DEALER GLOBAL FRAME SUPPLY AGREEMENT

This Agreement is made as of this 19th day of May, 2015, by and between Pelco, Inc., a Delaware corporation having its principal office at 3500 Pelco Way, Clovis, CA 93612-5699 hereinafter referred to as "Manufacturer/Supplier," and Convergent Technologies LLC and subsidiaries, and any of its affiliates having its principal office at One Commerce Drive Schaumburg, IL 60173, hereinafter referred to as "Dealer." A Pelco, Inc. "Dealer" is defined as a company that is involved in the purchase, stocking and reselling of CCTV products to End Users of said products.

This agreement shall be automatically renewed for successive one-year terms unless either party terminates as provided for herein. In consideration of the mutual agreements and promises contained in this agreement, Manufacturer/Supplier and Dealer agree as follows:

1. Appointment of Dealer:

Manufacturer/Supplier hereby appoints and designates the Dealer as an authorized, nonexclusive Dealer of the "Products" as described in the current Manufacturer/Supplier Dealer Price List and authorizes Dealer to market and sell the Products according to the terms and conditions of this Agreement. The Territory, in which Dealer is authorized to sell Products, shall consist of any global region where Dealer conducts business, provided that such region is listed in a mutually executed Regional Pricing Agreement (Exhibit A) or Global Customer Pricing Agreement (Exhibit B), as further described below. From time to time, in order to enable Dealer, or any of its affiliates, to purchase Products from Manufacturer/Supplier's entity located in a foreign jurisdiction, the parties agree to negotiate and enter into a Regional Pricing Agreement or Global Customer Pricing Agreement. Such Regional Pricing Agreement or Global Customer Pricing Agreement shall be modified to the extent necessary to reflect local law, custom or circumstances. Once executed, such Regional Pricing Agreement or Global Customer Pricing Agreement shall become a part of this Agreement, and any purchases by Dealer from such Manufacturer/Supplier's entity shall be governed by this Agreement as modified by the Regional Pricing Agreement or Global Customer Pricing Agreement. In the event of a conflict, the Regional Pricing Agreement or Global Customer Pricing Agreement shall control. For the avoidance of doubt, the parties acknowledge and agree that Dealer's affiliates must also execute a Regional Pricing Agreement or Global Customer Pricing Agreement in order to sell Product in accordance with this Agreement.

2. The Dealer Agrees:

- A. To use reasonable efforts to promote, market and distribute the product of Manufacturer/Supplier in a professional manner consistent with the intent of this agreement. In order to protect customer pricing, if product pricing must be used for general market e-commerce promotional activities, only "MSRP" pricing will be used along with the phrase, "call for discounted Manufacturer/Supplier product pricing."
- B. To provide and/or coordinate technical support for and training in the proper use of the products, for those customers requesting same, through seminars and other programs.
- C. To adhere to the payment and price terms prescribed in this agreement.

3. Manufacturer/ Supplier Agrees:

- A. To support the Dealer in its efforts to promote the sale of the Manufacturer/Supplier's products.
- B. To provide reasonable technical and/or sales training assistance for the Dealer at the Dealer's request.
- C. To support the Dealer by providing, upon request, reasonable quantities of sales literature, catalogs, and specification sheets.

4. Terms and Conditions:

- A. **Order Entry.** All orders shall be placed using the standard purchase order forms of Dealer. Terms and/or conditions of this agreement supersede any additional terms and conditions in a purchase order which have not been agreed to by the parties.
- B. **Pricing.** All pricing will be determined by Regional Pricing Agreement (Exhibit A) or Global Customer Pricing Agreement (Exhibit B) and will be subject to change upon at least thirty (30) days prior written notice to Dealer. All shipments are billed at current prevailing prices. Discontinued items may or may not be provided in price listed

Schneider Electric | Buildings Business

3500 Pelco, Inc. Way
 Clovis, California 93612-5699 United States
 Tel. +1 559-292-1981 - Fax +1 559-388-7003
 www.Pelco, Inc..com

ww



by **Schneider Electric**

INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST DATA, LOST BUSINESS, OR LOST PROFITS) HOWEVER ARISING, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Each Party's maximum aggregate direct liability, whether for breach of contract or in tort, including negligence shall not exceed the total fees paid or payable by the Dealer for the relevant Products giving rise to the cause of action, except that this maximum aggregate direct liability limit shall not apply to claims for bodily injury, disease death, or damage to or destruction of tangible property for which an indemnification obligation exists under this Agreement. THE PARTIES ACKNOWLEDGE AND AGREE THAT THE LIMITATION OF LIABILITY CONTAINED IN THIS SECTION X SHALL NOT APPLY TO THE PAYMENT OF ANY THIRD PARTY CLAIMS, LOSSES, OR OTHER DAMAGES THAT RESULT FROM EITHER PARTY'S INDEMNIFICATION OBLIGATIONS CONTAINED HEREUNDER WHERE SUCH INDEMNIFICATION OBLIGATION IS CAUSED BY BREACH OF A THIRD PARTY'S INTELLECTUAL PROPERTY RIGHTS, BODILY INJURY, TANGIBLE PERSONAL OR REAL PROPERTY DAMAGE; OR WHERE SUCH THIRD PARTY CLAIM, LOSS OR DAMAGE IS CAUSED BY A PARTY'S NEGLIGENCE OR WILLFUL MISCONDUCT; OR WHERE SUCH DAMAGE IS CAUSED BY A PARTY'S BREACH OF CONFIDENTIALITY.

5. This agreement shall be binding upon and inure to the benefit of the parties hereof, and their successors and assignees.

Dealer:	<u>Convergint Technologies LLC</u> (Dealer)	Manufacturer/ Supplier:	<u>Pelco, Inc., Inc.</u> (Manufacturer/Supplier)
By:	 (Authorized Signature)	By:	 (Authorized Signature)
Name:	<u>Walter W. Winkel III</u>	Name:	<u>Herve Fages</u>
Title:	<u>VP & General Counsel</u>	Title:	<u>Business Controller-Video SVP</u>
Date:	<u>19 May 2015</u>	Date:	<u>5.27.15</u>



January 30, 2020

Convergent Technologies
1955 Evergreen Blvd
Duluth GA 30096

To whom it may concern:

PlateSmart Technologies recognize' s Convergent Technologies of Duluth, GA as an Authorized Integrator of PlateSmart Technologies products.

Convergent Technologies is qualified to design, install, train, service and maintain the PlateSmart software solutions product lines with trained and certified technicians.

Convergent Technologies is also currently in good standing with PlateSmart Technologies.

Please do not hesitate to contact me with any questions you may have regarding these matters.

Sincerely,



Bill Fisher
Regional Sales Manager
PlateSmart Technologies

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intransa Inc.
Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

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LABOR SAVING DEVICES
LAKE
Laminex, Inc.
LCN
LG ELECTRONICS/ZENITH
LIBERTY WIRE & CABLE INC
LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

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January 30, 2020

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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
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HONEYWELL
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i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intrinsa Inc.
Intrinsa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
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Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
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Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
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V5 Systems Inc
VALCOM
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Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



January 30, 2020

Reference: Qognify Partner Program
Convergint Technologies - Atlanta

To Whom It May Concern,

Pursuant to your request for information pertaining to the Qognify Partner Program and validation of an affiliated integration partner, the following is applicable:

Qognify maintains an extensive network of dealers and integrators through its Channel Partner Program. Organizations involved in delivering video surveillance and security solutions to the end-user community may join our Channel Partner Program and enjoy its benefits.

To be approved as a Qognify Channel Partner, you must have a proven track record in marketing video surveillance and security systems to end users. Additionally, Certified Channel Partners must have, in active employment, at least one (1) technical support person that has been trained and certified by Qognify to support the specific Qognify product lines.

Currently, Convergint Technologies - Atlanta, located at 1955 Evergreen Blvd, Suite 50, Duluth, GA 30096, is listed as a Qognify Authorized Channel Partner.

Please call our Sales Administration team at 845-732-7900 or the Regional Manager, Tim Brand at 845-588-0750, if we may be of any further assistance.

Regards,

A handwritten signature in black ink, appearing to read 'Tim Brand'.

Tim Brand
Sr. Channel Manager, Southeast/Mid-Atlantic

cc. Jessica Morgenroth, Pro Sales Agents



October 15, 2018

To Whom It May Concern:

This letter is to verify that Convergent, with its headquarters in Schaumburg, IL is currently a Salient Certified Reseller in good standing. As such Convergent has Salient trained and certified technicians and sales support resources on staff, and it is Salient's understanding that Convergent is committed to maintaining this status in an ongoing manner throughout its global enterprise. Furthermore, Salient is committed to providing manufacturer support to Convergent for as long as they maintain their status as a Salient Certified Reseller.

For additional information or if you have any questions in regards to this, please feel free to contact me directly at Salient Systems Corporation.

Tom Chamard
Executive Vice President
Salient Systems Corporation
Tom.chamard@salientsys.com
401-862-2314 Direct



DATE: January 31,2020
RE: Authorized Letter

Convergent Technologies
1955 Evergreen Blvd
Duluth, GA 30096

To whom it may concern:
Convergent Technologies is as an Authorized SALTO SYSTEMS Dealer and has completed all requirement of such and are in good standing with SALTO SYSTEMS.

Sincerely,

A handwritten signature in black ink that reads "Michael J. Mahon". The signature is written in a cursive style with a large, sweeping initial 'M'.

Michael J. Mahon
Senior VP Commercial Sales
Office 1-866-467-2586 ext 733
Cell 1-770-826-2584
Fax 1-770-452-6098
m.mahon@saltosystems.com
www.saltosystems.com

CORP Address:
1780 Corporate Drive Suite 400
Norcross GA, 30093

Hanwha Techwin America
500 Frank W. Burr Blvd. Suite 43
Teaneck, NJ 07666
877.213.1222 Fax : 201.373.0124



January 2, 2018

Mr. Wayne Eng – Product Manager
Covergint Technologies
One Commerce Dr.
Schaumburg, IL 60173

Dear Wayne:

This letter certifies that Convergent Technologies is a Platinum level STEP Partner in Hanwha Techwin America's reseller program entitling Convergent Technologies to all the benefits and privileges of Platinum level status.

Please feel free to contact me directly should you have any questions.

Sincerely,

A handwritten signature in blue ink that reads "Sergio J. Collazo". The signature is fluid and cursive.

Sergio Collazo
Director of Sales – National Accounts
s.collazo@hanwha.com
(949) 243 6029



Life Is On



January 15, 2019

Jeff Speed
CONVERGINT TECHNOLOGIES LLC - ATLANTA
1955 Evergreen Blvd. Suite 50, SUITE 165
Duluth, GA 30096

We are proud to recognize your company as EcoXpert in our EcoXpert Program. You have been awarded 1 Training Credits for Technical Training and 1502.8946 in EcoXpert Co-op Funding.

Throughout 2018, we worked with your EcoXpert Advisory Board to further enhance the EcoXpert Program and better align the program benefits with your business needs.

I am confident that as you explore the revised program with your Regional Partner Expert (RPX), you'll find the enhancements better position us to a mutually successful future.

As part of the program's Business Review Process your Regional Partner Expert will look for time in your calendar to discuss the following items:

- Our shared Business Performance in 2018 and Strategies to better position us for shared success in 2019 (strategic alignment)
- Changes to the EcoXpert Program that begin in 2019 and 2020
- Updated training requirements and our new digital learning experience
- Core Benefits for all our Partners
- Preferred and Exclusive Benefits for our Certified and Master EcoXperts
- Administrative Update Review (review contracts on file for any changes)
- Commitment to Loyalty

Your RPX will also discuss the significant investments we've made in field resources, which are now available to support you and your teams.

Thank you again for your support in helping to build an even better program to support our shared growth aspirations. Together we will build a world class support organization to help you better serve customers and to help us both earn market share.

James Mylett
Vice President, EcoBuildings

Schneider Electric

Buildings Business
1650 West Crosby Road
Carrollton, Texas 75006
Phone: +1 972 323 5310



263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525



January 31, 2020

***Convergint Technologies
1955 Evergreen Blvd., Suite 50
Duluth, GA 30096***

RE: Authorization Letter

To whom it may concern,

This letter serves as official notification that Convergint Technologies of Duluth, GA is an authorized integrator and reseller in good standing for Seneca security and surveillance equipment, accessories, and supplies.

As a Seneca authorized integrator, Convergint Technologies has the required sales, engineering and technical staff to support the Seneca product solutions.

Regards,

A handwritten signature in black ink, appearing to read "Ronald VanTassel".

***Ronald VanTassel
Market Development Manager
315.579.3987***

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



January 30, 2020

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		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
WESCO Distribution
Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Inovonics
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Vivotek USA, Inc.
WEST PENN/CDT
WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

Security Systems



May 18, 2015

Convergent Technologies
1 East Commerce Drive
Schaumburg, Illinois
60173

Bosch Security Systems, Inc.
130 Perinton Parkway
Fairport, NY 14450
Telephone +1(585)223-4060
Daniel.Murray@us.bosch.com
www.boschsecurity.us

RE: Bosch Authorized Dealer

To Whom it May Concern:

This letter is to confirm that Convergent Technologies LLC is authorized in North America for the sale, installation and service of Bosch Security Systems, Inc., technology solutions which include: video, intrusion, access control, and fire.

All Bosch product warranties are in full affect (as outlined in our warranty guidelines @ www.boschsecurity.us) when installed by authorized Convergent technicians. Convergent has full access to our training and technical support staff.

Please contact the undersigned should you require additional information.

Best regards,

A handwritten signature in black ink that reads 'Daniel Murray'.

Daniel Murray
Director Sales, Key Accounts – Systems Integration
Tel: +1(951) 738-1766

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

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Thank you,

Stuart Unger

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 Director - National System Integrators / Global Accounts
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 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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 WESCO Distribution
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sunger@wescodist.com | Mobile: (201) 926-3802

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FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
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Intransa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
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LOWELL
LYNX BROADBAND
Magnasphere Corp
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MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

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OT Systems Ltd
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PANASONIC
PCTEL Antenna Products Group
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PELCO
PREFERRED POWER
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Qognify, Inc,
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Rasiliant Systems, Inc
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REMEE
RGB SPECTRUM
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Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
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Stampede
Sun Surveillance Inc.
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USA Vision Systems, Inc.
V5 Systems Inc
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VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
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January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
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Milestone Systems A/S
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Proxim Wireless Corp
Qognify, Inc,
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Rasiliant Systems, Inc
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REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
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Stampede
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Vivotek USA, Inc.
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WHEELLOCK
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525



386 Internationale Drive, Suite H T 800.379.1191
Bolingbrook, Illinois 60440 F 630.296.8100

January 31, 2020

Convergint Technologies
1955 Evergreen Blvd.
Duluth, GA 30096

To Whom it May Concern,

This is to confirm that Convergint Technologies is an authorized reseller of the complete offering of Windy City Wire products and has been so since 2002.

Regards,

Marty Eck
Sales Manager / Windy City Wire
630-633-4508

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January 30, 2020

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Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

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Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
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ALPHA TECHNOLOGIES
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AMERICAN FIBERTEK
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CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
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DOORKING
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Dotworkz
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ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
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WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software



Authorized Dealer Price List

Part #'s	Ultra Long Range Hands-Free Readers	Price
R-6000	Serial Reader for Special "custom design" Applications	\$140.00
R-6000-BNC	Serial Reader in Enclosure with BNC Antenna Connector *	\$170.00
	* See Antenna Options	
R-3600	Portable Bluetooth Hand Held Serial / Wiegand Reader Read Range: Programmable up to 300'+ Communicates with Android Smart Phones / Tablets Communicates with GPS Devices * Custom Software Apps available	Call for Prices
		
C900-WR	Hand-Held Portable Wireless Wiegand Reader Transceiver Kit (Works With R-2000-W RFID Reader or any other Wiegand Reader or Keypad - Sold Separately) * Communicates with any Access Control Panel	Call for Prices
		
R-2000	Ultra Long Range Reader with both "Wiegand" 26/32 bit and "Serial" RS-232/422 outputs. Adjustable Read Range 6" - 5,000'+ (depending on the antenna used) * Shown with ANT-STB Antenna and 2NEM Reader Enclosure (not included)	\$558.00
		
R-2300	Ultra Long Range Hand-Held Directional "Tag Finder" Reader Kit Adjustable Read Range 50' - 500' Includes Reader, Yagi Antenna, Re-Chargeable Battery, and Android Device * Custom Apps available (Call for pricing)	Call for Prices
		
R-4000	Ultra Long Range Reader with TCP/IP and Serial RS232 Output * Shown with ANT-STB Antenna and 2NEM Reader Enclosure (not included)	\$680.00
		
ADA-1000-2	ADA Compliant Long Range Reader Kit for Handicap Students/Staff in wheel chairs who can't reach the Prox Readers or Push Buttons. Also for Blind Students	\$750.00
		
LDO-700	Lock-Down Override Reader Kit for Long Range Police Access to K-12 Doors in Active Shooter Situations - RFID Police Tags are Free - Call for details	\$998.00
		
CAS-111	Long Range RFID Pedestrian Collision Avoidance System for Forklifts, Mine Equipment and Construction Machines	\$899.00
		



Authorized Dealer Price List

Part #'s		Ultra Long Range Readers	Price
FRA-2000		Stand-Alone Programmable Gate Access Reader Kit for Gated Communities, Single Family Homes, and Commercial Facilities.	\$799.00
FRA-911		Stand-Alone Programmable Gate Access Reader Kit for Police Vehicles for fast and silent access to all Gated Facilities in their City or County. * RFID Tags for Police Vehicles are Free - Call for details	\$999.00
* Both include R-2000 Reader, NEMA4 Enclosure, Programmable Controller, 12VDC Power Supply, and Omni-Directional Antenna. (* Directional Antennas are available on request)			
SFA-500		Stand-Alone Gate Access Reader Kit for Gated Communities, Single Family Homes, and Commercial Facilities.	\$699.00
SFA-911		Economy Stand-Alone Gate Access Reader Kit for Police Vehicles for fast, silent access to all Gated Facilities in a City or County. * RFID Tags for Police Vehicles are Free - Call for details	\$899.00
* Both include R-2000 Reader, NEMA4 Enclosure, Timer Relay, Plug-in 12VDC Power Supply, and Omni-Directional Antenna. (* Directional Antennas are available on request)			
R-2200		Long Range Temperature / Humidity Reader with Serial Output	\$675.00
R-4200		Long Range Temperature / Humidity Reader with TCP/IP Output * See Antenna options	\$699.00
PL-2000		Reader "Range" Tuning Kit with Custom Cable Kit and Software on a Thumb Flash Drive * Thumb Flash Drive also Includes Product Documents and Install Manuals	\$45.00
C900-1DK		900MHz Long Range Wireless Wiegand Reader Transceiver Kit * Spare Parts and Repairs are available	Discontinued
C2400-1DK		2.4GHz Long Range Wireless Wiegand Reader Transceiver Kits * * Two, and Three Reader Kits are also available on request	Call for Prices
EA-1000		Stand-Alone Programmable Controller for 998 Tags or Cards	\$89.00
EA-2000		Stand-Alone Programmable Controller for 2,000 Tags or Cards	\$99.00
EA-10000		Stand-Alone Programmable Controller for 10,000 Tags or Cards	\$109.00
EA-2050		Stand-Alone Two-Reader Programmable Controller for 2,000 Tags or Cards - 25,000 Download Activity Reports Available	\$129.00



Authorized Dealer Price List

Part #'s		Ultra Long Range Tags	Price
T-7000		Long Range Patient Bracelet Tag <i>* Two Tag Bands are Available - See Tag Mounting Devices</i>	\$31.00
T-8000		Long Range Standard Vehicle / Asset Tag <i>* Various Tag Mounts sold separately - See Tag Mounting Devices</i>	\$17.50
T-8300		Long Range Commercial Duty "Bolt-on" Vehicle / Asset Tag	\$23.00
T-9250		Long Range Secure Prisoner/Patient Bracelet or Ankle Tag	Call for Prices
T-5000		Long Range Key Fob Tag	\$24.00
T-5050		Long Range Key Fob Tag with Panic/Duress Button Feature	\$32.00
T-5000-DT		Dual-Technology Key Fob Tag with HID or MiFare Chip Inside	\$29.00
T-8800-ST		Long Range Data Center Server Tag with Motion / Tamper Alarm	\$35.00
T-8200		Long Range Temperature Sensing Tag with Internal Sensor <i>*Also available with Humidity Sensor - Call for Prices</i>	\$42.00
T-8210		Long Range Temperature Sensing Tag with External Remote Sensor Probe <i>*Also available with Humidity Sensor - Call for Prices</i>	\$55.00
T-8700		Long Range Temperature Sensing Tag w/Remote Stainless Steel High Temperature Sensor Probe <i>*Also available with Humidity Sensor</i> <i>* Various Tag Mounts sold separately - See Tag Mounting Devices</i>	\$180.00
T-9300		Intrinsically Safe ATEX Certified Personnel Badge Tag	Call for Prices



Authorized Dealer Price List

Part #'s		Ultra Long Range Tags	Price
T-8400		Long Range Bolt-On Heavy Duty Industrial Tag	\$24.00
T-8400-M		Long Range Bolt-on Heavy Duty Industrial Tag with Motion Alarm	\$29.00
T-8600		Standard Long Range Asset Tag (requires MT-86 Tag Mount)	\$20.00
T-8600-AT		Long Range "TamperDetect" Asset Tag (requires MT-86 Tag Mount)	\$22.00
T-8600-VT		Long Range "TamperDetect" Vehicle Tag (requires MT-86 Tag Mount)	\$24.00
		* Includes Custom "Tag Number Change on Tamper" Firmware	
T-9800		New "THIN" Long Range Personnel Badge Tag	\$18.00
T-9800-DT		Dual-Technology"THIN" Badge Tag with HID or MiFare Chip Inside	\$23.00
T-6000		Low Profile Long Range Asset Tag for Laptops, Etc.	\$18.00
		* Various Tag Mounts sold separately - See Tag Mounting Devices	
T-9050		Long Range Personnel Badge Tag with Panic/Duress Feature	\$27.00
T-9050-DT		"Dual-Technology" Duress Tag with HID or MiFare Chip Inside	\$32.00
		* Various Tag Mounts sold separately - See Tag Mounting Devices	
T-9800-M		Long Range Personnel Tag with Motion Sensor	\$22.00
T-8000-M		Long Range Asset / Vehicle Tag with Motion Sensor	\$22.50
T-8600-M		Long Range Asset Tag with Motion Sensor	\$24.00
T-8600-VT-M		Long Range Vehicle Tag with "TamperDetect" and Motion Sensor	\$27.00
		* Various Tag Mounts sold separately - See Tag Mounting Devices	
T-8500		Standard Long Range "Anti-Theft" Tire Tag with Mount	Call for Prices
T-8500-M		"MotionAlert" Long Range "Anti-Theft" Tire Tag with Mount	Call for Prices
T-9900-EVR	 	Long Range Electronic Vehicle Registration "EVR" Tag with Dual "TamperDetect" Feature	Call for Prices



Authorized Dealer Price List

Part #'s		Tag Mounting Devices	Price
MDST		“Semi-Permanent” Double Side Tape Mounts for any Tag	\$0.60
MT-80		Custom Cut “Semi-Permanent” Double Side Tape Mount for T-8000	\$0.75
MT-86		Custom Cut “Semi-Permanent” Double Side Tape Mount for T-8600	\$1.00
MVEL		Easy Remove “Hook and Loop” Tape Mounts for below Tags T-8000 T-8210 T-8200 T-9800	\$0.60
MWIN		Convenient “Windshield Mount” Tag Holder with MDST Tape for T-9800 and T-9050 Tags	\$1.20
MMIR		Covert “Mirror Hanger” Tag Holder with Tape for T-8000, T-8600-S and T-9800 Tags	\$0.85
MCLP		Personnel Badge Clip for T-9800 and T-9050 Tags	\$0.25
MABO	 	“Bolt-on” Tag Holder for Mounting Tags on Trucks, Trailers, Forklifts, Construction Equipment, Machinery, etc. MABO-8 for T-8000 MABO-86 for T-8600-AT or VT * Special Order Item	\$5.00

Bottom View Top View

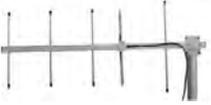


Authorized Dealer Price List

Part #'s		Tag Mounting Devices Continued	Price
MVIS		Vehicle Visor Mounts in Chrome for T-8000, T-9800, and T-9050 Tags (Comes with attached MDST Tag Mount Tape)	\$1.65
MLAN		Lanyard Personnel Tag Carriers for T-9800, T-9800-DT, T-9800-M, T-9050, T-9050-DT, T-5000, T-5050 and T-5000-DT Tags	\$0.75
MABH		Adjustable Armband Tag Holders for T-9800 Tags	\$2.50
MMTH		Mirror Mount Removable Personnel Badge Holder for T-9800 and T-9050 Tags	\$1.75
BAND		Standard Vinyl Hospital Bracelet Band	\$0.25
T-BAND		"Tough Band" Hospital Bracelet Band (* must be cut off)	\$2.95
R-5100-CP-B		Timed Anti-Passback Control Board for Wiegand Readers	\$595.00
PC-4000		Programmable RS-422 / TCP/IP Communication Converter	\$295.00
PC-1200		RS-422 / RS-232 Communication Converter	\$125.00
NET-422		RS-422 / TCP/IP Communication Converter	\$140.00
SAS-WMR		Long Range "Store & Send" Wireless Mesh Radio Kit	Call for Prices



Authorized Dealer Price List

Part #'s		Long Range Antenna Options	Price
ANT-TRM		"Terminator" Antenna for Short Range Proximity Applications *Field Adjustable from 1" to 6'	\$6.00
ANT-STB		3" Stub "Rubber Duck" Linear Polarized Omni-Directional Antenna. *Adjustable Read Range 6" to 100' * Additional Omni-Directional Antennas available with Adjustable Read Range to over 5,000'+ (Call for Part #s and Prices)	\$18.00
ANT-WHP		6" Whip "Rubber Duck" Linear Polarized Omni-Directional Antenna. *Adjustable Read Range 12" to 200' * Additional Omni-Directional Antennas available with Adjustable Read Range to over 5,000'+ (Call for Part #s and Prices)	\$20.00
ANT-YA3		Ultra Long Range Directional YAGI Antenna with Mounting Bracket. *Adjustable Read Range 50' to 500'+ * Additional Directional YAGI Antennas available with Adjustable Read Range to over 5,000'+ (Call for Part #s and Prices)	\$150.00
ANT-YA5		Ultra Long Range Directional YAGI Antenna with Mounting Bracket *Adjustable Range from 50' to 1,500'+ * Additional Directional YAGI Antennas available with Adjustable Read Range to over 5,000'+ (Call for Part #s and Prices)	\$175.00
ANT-ROD		Remote Linear Polarized Omni-Directional Whip Antenna Kit. * Adjustable Read Range 20' to 300'+	\$50.00
ANT-ROD-L		Remote "Extended Range" Omni-Directional Whip Antenna Kit. * Adjustable Read Range 30' to 500'+ (Mount Bracket and Cable not shown) ** Additional Long Range Remote Omni-Directional Antennas available Adjustable Read Ranges to over 5,000'+ (Call for Part #s and Prices)	\$75.00



Authorized Dealer Price List

Part #'s	Antenna Options Continued	Price
ANT-DDC 	Remote <u>Interior</u> "Circular Polarized" Directional Antenna Kit with 6' Coax Cable for Personnel and Asset Applications. (15"X15"X3/16") * Adjustable Read Range 8' to 100'+	\$195.00
ANT-DAP 	Remote <u>Exterior</u> "Circular Polarized" Directional Antenna Kit with Cable for Personnel, Asset and Vehicle Applications. (12"X12"X5/8") * Adjustable Read Range 8' to 500'+	\$230.00
ANT-B 	Adjustable Mounting Bracket for ANT-DDC or ANT-DAP Antennas Comes with an adjustable pole or wall mounting bracket * Pole Mounting diameter sizes range from 1" to 3" OD	\$35.00

ULTRA LONG RANGE ANTENNAS - DIRECTIONAL and OMNI-DIRECTIONAL

Tuneable in the field from 500' - 5,000'+

* Call for Information and Prices





Authorized Dealer Price List

Part #'s	Installation Accessories	Price
LPRE	 <p>"Pre-Wired" Landscape "Pillar" Style Reader Enclosure. * Includes Mounting Kit for Surface or Inground Mounting</p> <p>LPRE-BG Black Pillar Enclosure with Gothic cap LPRE-BB Black Pillar with Ball Cap LPRE-WG White Pillar with Gothic Cap LPRE-WB White Pillar with Ball Cap</p>	\$98.00
CBRE	 <p>"Pre-Wired" Commercial "Bollard" Style Reader Enclosure (4" or 6" OD) in Yellow, Red, Black, or White * Requires 4" or 6" OD Pipe Bollard Post for Mounting (not included)</p>	\$98.00
4NEM	 <p>Pre-Wired NEMA4 Weatherproof Outdoor Enclosure for Readers, Power Supplies, Access Control Panels, etc. * Enclosure is Pad-lockable with Conduit Knock-outs</p>	\$50.00
2NEM	 <p>Pre-Wired NEMA4 Weatherproof Outdoor Enclosure * Custom NEMA4 Enclosures also available for Special Applications</p>	\$35.00
2NEM-AM	 <p>Pre-Wired NEMA4 Weatherproof Outdoor Reader Enclosure * For use with ANT-DAP Antennas only</p>	\$45.00
68NEM	 <p>Pre-Wired IP-68 NEMA4 Rated Lockable Weatherproof Enclosure * Available in several sizes - Call for information</p>	Call for Prices
PS12-BBH	<p>1.2 Amp Linear Regulated 12VDC Power Supply with Battery Back-up, Transformer and NEMA4 Enclosure</p>	\$75.00
PS12-BB	 <p>1.2 Amp Linear Regulated 12VDC Power Supply with Battery Back-up, Transformer (No Enclosure)</p>	\$60.00
PS12-BB3H	<p>3 Amp Linear Regulated 12VDC Power Supply with Battery Back-up, Transformer and NEMA4 Enclosure</p>	\$95.00
PS12-PI	 <p>1 Amp Plug-in 12VDC Power Supply</p>	\$25.00
PS12-PI-2	 <p>2 Amp Plug-in 12VDC Power Supply</p>	\$50.00



Authorized Dealer Price List

Part #s	UHF 902-928 MHz Hands-Free Readers	Price
LR-1000	Long Range UHF Wiegand Reader Kit *	Call for Prices
	* Kit includes: Long Range Reader with Antenna; NEMA4 Enclosure; and 25' Wiegand Control/Power Cable (Requires ANT-LRB Mounting Bracket)	
MR-750	Medium Range UHF Wiegand Reader Kit *	Call for Prices
	* Kit includes: Medium Range Reader with Antenna; NEMA4 Enclosure; and 25' Wiegand Control/Power Cable (Requires ANT-MRB Mounting Bracket)	
ANT-LRB	Mounting Bracket for LR-1000 Reader Kit	\$50.00
ANT-MRB	Mounting Bracket for MR-750 Reader Kit	\$50.00
UHF Long Range Hands-Free Decal Tags		
WMT-SS-1001	Long Range UHF Self-Destruct Windshield Decal Tag	\$4.00
HMT-SA-3003	Long Range UHF Self-Destruct Headlight Decal Tag	\$6.00
HMT-ST-4000	Long Range UHF Self-Destruct Headlight Decal Tag *	\$7.50
	* Treated for use on HID (High Intensity Discharge) XENON Headlights	
UHF Reader Power Supplies		
PS12-BB3H	 3 Amp Linear Regulated 12VDC Power Supply with Battery Back-up, Transformer and NEMA4 Enclosure	\$95.00
PS12-PI-2	 2 Amp 12VDC Plug-in Power Supply	\$50.00



1st Choice "BAIL-OUT" KITS

SPECIAL LONG RANGE RFID OPPORTUNITY

Do you or any of your Customers have problems with any of these RFID Readers and Tags...??

- | | |
|-----------------|-----------------|
| (1) Wavetrend | (10) Nedap |
| (2) PureRF | (11) Guard RFID |
| (3) AAID | (12) TagMaster |
| (4) Vuance | (13) AWID |
| (5) TRES RFID | (14) ZKTeco |
| (6) SIRIT | (15) Identec |
| (7) Transcore | (16) AeroScout |
| (8) AXCESS Inc. | (17) Deister |
| (9) MaxTek RFID | (18) RF-Code |

Problems such as:

- (a) Unreliable / Inconsistent Tag Reads
- (b) Product availability when you need it
- (c) Short Warranty Period
- (d) High Tag or Reader Prices
- (e) Restricted or Short Reader Read Range
- (f) Limited use applications for Readers and Tags
- (g) Poor Customer Service or Technical Support
- (h) Lack of Project Design or Sales Assistance

We can help you "Bail-Out" of your problems for just \$350.00 - \$500.00

- (1) You do not have to replace any current Readers or Tags
- (2) You get a new Long Range Reader / Antenna Kit
- (3) You get a reliable Long Range Solution... programmable from 10' to 500'+
- (4) You get a new 3-year Warranty on all new Readers
- (5) You get a new 2-year Warranty on all new Tags

Call today ...Toll-Free: 1-877-487-6777 for the 1st Choice "Bail-Out Specialist"

1000 Cooper Circle, Suite 210, Peachtree City, GA 30269

Phone: 770-487-7727 Fax: 770-487-7765



263 Old Country Road | Melville, NY 11747 | 631.692.1000

February 4, 2020

ADI Account #G3758

CONVERGINT TECHNOLOGIES LLC
1 COMMERCE DRIVE
SCHAUMBURG, IL 60173

To Whom It May Concern:

Convergent Technologies LLC, account #G3758, has been a customer with ADI since July 24, 2001.

They have access to purchase all ADI's product lines and are a customer in good standing.

Should you need any further information, please feel free to contact me directly at the number below.

Sincerely,
Jennifer Huseman
Sr. Credit Manager
Resideo Technologies
480-569-3525



1/31/2020

To whom it may concern,

Convergent Technologies is authorized to purchase the following manufactures, as well as their line items through Anixter (partner to Convergent):

- | | | |
|----------------------------------|-----------------------------|----------------------|
| 1. Assa Abloy | 10. Trendnet | 18. LifeSafety Power |
| 2. BCD Inc | 11. Hoffman | 19. NEC |
| 3. Middle Atlantic Products, Inc | 12. Barco | 20. Netgear, Inc |
| 4. Cables to Go (C2G)(Quiktron) | 13. CyberPower Systems, Inc | 21.Orion images co. |
| 5. Dormakaba | 14. Digital Watchdog | 22. Ortronics |
| 6. HES | 15. D-Link | 23. Power-Sonic |
| 7. Infinias | 16. Leviton | 24. Seneca Data |
| 8. Speco Technologies | 17. Transition Networks | 25.Tripplite |

Have a great day!

Sincerely,

Victor Roberson

Inside Sales Representative



EAGL Technology, LLC
5801 McLeod Rd NE, Suite A
Albuquerque NM 87109

Phone 505.323.0294
Toll Free 877.566.1700
Fax 505.332.1705

www.eagtechnology.com

January 28, 2020

To Whom It May Concern:

Convergint is a partner of EAGL Technologies in Good Standing. They are trained and authorized to install, commission and support all EAGL Products.

A handwritten signature in black ink, appearing to read "Boaz Raz". The signature is written in a cursive style with a large, sweeping initial letter.

Boaz Raz
President



GUARDIAN CERTIFIED DEALER LETTER

January 20, 2020

Convergent Technologies LLC
One Commerce Drive
Schaumburg, IL 60173

Attn: VP Sales/Contracts Administration

This letter is to confirm that Convergent Technologies, inclusive of its regional offices, is product certified, holds an agreement and is recommended by Shooter Detection Systems (SDS) to sell, install and provide post-sales support and service of the Guardian Active Shooter Detection System.

Convergent Technologies is in good standing with SDS and complies with all manufacturers required certifications to the highest standard.

Sincerely,

A handwritten signature in blue ink that reads "Stacie Hamner".

Stacie Hamner
Vice President, Contracts Division
M: (617) 835-6888 shamner@shooterdetectionsystems.com



TOA ELECTRONICS, INC.

400 Oyster Point Blvd, Suite 301
South San Francisco, California 94080
Telephone (650) 452-1200 Fax (650) 452-1250
<http://www.toaelectronics.com>

September 1, 2017

To whom it may concern:

Please accept this letter as confirmation that Convergent Technologies LLC whose corporate office is located at One Commerce Drive, Schaumburg, IL 60173 is an authorized TOA Electronics, Inc. ("TEI") dealer and has conducted business with TEI in a satisfactory manner.

If you have any questions, please feel free to contact me.

A handwritten signature in black ink that reads "Kimberly A. Speidel". The signature is written in a cursive style with a large, sweeping flourish at the end.

Kimberly Speidel
Sales Group Manager - West and Central
TOA Electronics, Inc.

Phone: (650) 452 – 1206
Cell: (949)291-1344

WESCO Distribution
 225 W Station Square Dr. Ste. 700,
 Pittsburgh, PA 15219



January 30, 2020

To Whom It May Concern;

WESCO International, Inc. is a Distributor for the following list of Manufacturers and is authorized to resell to Convergent Technologies.

Assa Abloy	Hoffman	Orion Images Corporation
BCD Inc	Premier Mounts	Ortronics
Dormakaba	APC	Power-Sonic
HES	CyberPower Systems, Inc	Safety Technology
Infinias	Digital Watchdog	Seneca Data
Middle Atlantic Products, Inc	D-Link	Speco Technologies
Quiktron	Leviton	Toshiba
Space Age	LifeSafety Powers	Transition Networks
Tamron	Louroe Electronica	TrippLite
Trendnet	Netgear, Inc	Vivotek
		Yuasa

In additional to the above, the following manufacturers are alternative Manufacturers to your list.

Please see Pages 2/3...

Thank you,

Stuart Unger

Stuart Unger
 WESCO Distribution
 Director - National System Integrators / Global Accounts
sunger@wescodist.com | Mobile: (201) 926-3802

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



The below is a complete list of WESCO approved Security Manufacturers....For additional Manufacturers as part of our complete line card please visit <https://buy.wesco.com/>

2N Telekomunikace
3xLOGIC, Inc.
ACTI Corporation
ADVANCED DIGITAL CABLE
Advanced Technology Video
AG Neovo Technology Corp.
AIM/EMERSON
Aimetis Corporation
AIPHONE
Alarm Controls Corp
Aleph America Corp
Algo Communication Products
ALLIED TELESIS (ATI)
ALPHA TECHNOLOGIES
Altair Advanced Industries Inc
ALTRONIX CORP
AMERICAN DYNAMICS
AMERICAN FIBERTEK
AMSECO
Arecont Vision LLC
Arteco Global
ATLAS SOUND
AUDIO SUPPLY
AvaLAN Wireless Systems, Inc.
AXIS COMMUNICATIONS
AXTON
BLONDER TONGUE INDUSTRIES
Bluewave Security, Inc.
BOGEN
BOSCH SECURITY SYSTEMS
CANARE
CHANNEL VISION TECHNOLOGIES
ClearSite Communications, Inc.

Code Blue Corporation
COLEMAN/CCI
Comnet Communication Networks
COMPUTAR CBC
COMTRAN
Convergent Connectivity
COVID
CyberSecure IPS, LLC
Cypress Computer Systems, Inc.
Dahua Technology USA
DA-LITE SCREEN CO.
Dedicated Micros, Inc.
Dell Marketing
Designed Security, Inc.
DIGI-KEY
Digital Acoustics, LLC
Digital Watchdog/Kaltech Ent
DIRECT ACCESS SYSTEMS
DITEK
D-LINK
DOORKING
Dortronics Systems, Inc.
Dotworkz
ELECTRONIC SECURITY DEVICES
ENGENIUS TECHNOLOGIES
Entertech Systems Inc
ETHERWAN SYSTEMS
EverFocus Electronics Products
Exacq Technologies, Inc.
EXTREME CCTV
Federal Signal Corporation
FIBER SENSYS INC
FIRETIDE
FLIR Systems, Inc.

Fluidmesh Networks, Inc.
FOURJAY INDUSTRIES
Fujinon, Inc.
Future Fibre Technologies (US)
GAITRONICS
Ganz CBC America Corporation
GARRETTCOM INC
GEM ELECTRONICS
GRI/George Risk Industries
Hanwha Techwin
Hanchett Entry Systems
HID Global
Hikvision USA, Inc.
Hirschmann Automation & Control
HOLLAND ELECTRONICS, CORP.
HONEYWELL
HUTTON COMMUNICATION
i3 International
INEX Technologies, LLC
Ingersoll Rand Security Tech.
Inovonics
INTERLOGIX
INTERNATIONAL FIBER SYS.
Intrinsa Inc.
Intrinsa Systems, Inc
Iomnis LLC
ipConfigure LLC
IR Security/Schlage
Isonas, Inc.
JBL PROFESSIONAL
Jemez Technology LLC
KERI SYSTEMS INC
Keyscan, Inc.
Korenix USA

WESCO Distribution
225 W Station Square Dr. Ste. 700,
Pittsburgh, PA 15219



LABOR SAVING DEVICES
LAKE
Laminex, Inc.
LCN
LG ELECTRONICS/ZENITH
LIBERTY WIRE & CABLE INC
LifeSafety Power, Inc.
LINEAR CORP
Louroe Electronics
LOWELL
LYNX BROADBAND
Magnasphere Corp
MERIDIAN TECHNOLOGIES
MIDDLE ATLANTIC
Milestone AV/CHIEF MFG
Milestone Systems A/S
Mirasys LLC
Mobotix Corp
Moog Inc/Videolarm
MP Antenna, LTD
MUXLAB INC
NEDAP AVI
NETGEAR
NETWORK VIDEO TECH INC
Next Level Security Systems
NITEK
NUUO Inc. US
Observint Technologies, Inc.
OGPS
OMNIMOUNT SYSTEMS
On-Net Surveillance System, Inc
Open Eye/PC Open
OPTELECOM INC
OPTEX INC

Orion Images Corporation
OT Systems Ltd
OWI INCORPORATED
PANASONIC
PCTEL Antenna Products Group
PEERLESS INDUSTRIES
PELCO
PREFERRED POWER
Proficium Inc
Proxim Wireless Corp
Qognify, Inc,
QUAM-NICHOLS
Rasiliant Systems, Inc
RAZBERI TECHNOLOGIES
REMEE
RGB SPECTRUM
Rosslare Security Products Inc
Rutherford Controls
Safety Technology Int., Inc
Securitron Magnalock Corp
Security Door Controls
Security Lock Distributors, Inc
Select Engineered Systems, Inc
Seneca Data Distributors, Inc.
Sentry 360 Security
Siklu Inc
Sony-Bosch
SOUNDSPHERE
SPECO TECHNOLOGIES
Stampede
Sun Surveillance Inc.
Syncom Technologies, Inc.
TALK-A-PHONE CO.

TALLEY COMMUNICATIONS
TAMRON USA
TAPPAN
TATUNG CO. OF AMER
Thermal Imaging Radar, LLC
TKH Security Solutions USA
TONER CABLE EQUIPMENT
TOTE VISION
Trapeze Networks, Inc.
TRC Electronics, Inc
United Security Products, Inc.
UNIVERSAL BATTERY
USA Vision Systems, Inc.
V5 Systems Inc
VALCOM
Vanco, International, Inc
Veracity USA, Inc.
VICON INDUSTRIES
VIDEO MOUNT PRODUCTS
Videotec Security, Inc.
VIEWZ
VIGITRON
VIKING ELECTRONICS
VITEK INDUSTRIAL
Vivotek USA, Inc.
WEST PENN/CDT
WHEELock
WINNCOM TECHNOLOGIES CORP
WINSTED THE
Wren Associates, Ltd
XceedID
ZK Software

EXHIBIT A STATEMENT OF WORK (SOW) TEMPLATE
BETWEEN (NAME OF AUTHORIZED USER) AND (SUPPLIER NAME)
ISSUED UNDER

INSERT SWC NAME CONTRACT NUMBER INSERT CONTRACT

Exhibit A, between **Insert Name of User Agency** and **Insert Supplier Name** (“Supplier”) is issued pursuant to the **(INSERT SWC NAME), Effective Date**. This SOW is subject to the terms and conditions contained in SWC Number **Insert Contract Number** (“Contract”) between the STATE OF GEORGIA and Supplier. In the event of any discrepancy between this Exhibit A and the Contract, the provisions of the Contract shall control.

*[Note to Template Users: Instructions for using this template to draft a Statement of Work are in gray highlight and **bold**. These instructions should be deleted after the appropriate text has been added to the Statement of Work. The highlighted area is also fillable.]*

STATEMENT OF WORK

This Statement of Work (SOW) is issued by the **Insert Name of User Agency**, hereinafter referred to as “Authorized User” under the provisions of the Contract.”. The objective of the project described in this SOW is for the Supplier to provide the Authorized User with **Enter the description of services to be performed by the supplier**. *(Customize the last sentence to state what you are getting from the Supplier, based on the SWC Contract language, and with your project name.)*

1. PERIOD OF PERFORMANCE

The work authorized in this SOW will occur within **XX months** of execution of this Statement of Work. **(Customize this section to match what you are getting from the Supplier, based on the allowable scope of the Contract and your project’s specific needs within that allowable scope.)**

2. PLACE OF PERFORMANCE

(Assign performance locations to major milestones or any other project granularity, depending on your transparency and governance needs, if needed.)

Tasks associated with this project will be performed at **the Authorized User’s location(s)**, or other locations as required by the effort.

3. PROJECT DEFINITIONS

Provide project unique definitions so that all stakeholders have the same understanding. Ensure these do not conflict with the Contract definition.)

All definitions of the Contract shall apply to and take precedence over this SOW. Authorized User’s specific project definitions are listed below:

4. PROJECT SCOPE

(Provide a description of the scope of your project and carve out what is NOT in the scope of your project. Remember that it must fit within the VITA Contract scope.)

A. General Description of the Project Scope

B. Project Boundaries

5. AUTHORIZED USER'S SPECIFIC REQUIREMENTS

(Provide information about your project's and your agency's specific requirements for this particular project including, but not limited to the following subsections):

- A. Authorized User-Specific Requirements**
- B. Special Considerations for Implementing Technology at Authorized User's Location(s)**
- C. Other Project Characteristics to Insure Success**

6. CURRENT SITUATION

(Provide enough background information to clearly state the current situation to Supplier so that Supplier cannot come back during performance claiming any unknowns or surprises. Some example subsections are provided below. You may collapse/expand as you feel is necessary to provide adequate information and detail.)

- A. Background of Authorized User's Business Situation**
- B. Current Architecture and Operating System**
- C. Current Work Flow/Business Flow and Processes**
- D. Current Legacy Systems**
- E. Current System Dependencies**
- F. Current Infrastructure (Limitations, Restrictions)**
- G. Usage/Audience Information**

7. PRODUCTS AND SERVICES TO SUPPORT THE PROJECT REQUIREMENTS**A. Required Products**

(List the products, or if your project is for a Solution, the Solution components, (hardware, software, etc.) provided by Supplier that will be used to support your project requirements. Identify any special configuration requirements, and describe the system infrastructure to be provided by the Authorized User.

B. Required Services

(List the services (e.g., requirements development, Solution design, configuration, interface design, data conversion, installation, implementation, testing, training, risk assessment, performance assessment, support and maintenance) that will be provided by Supplier in the performance of your project. You are urged to refer to the statewide Contract for the definition of Services and for the allowable scope in drafting language for this section.

C. Training Requirements and/or Authorized User Self-Sufficiency/Knowledge Transfer

(Provide an overview and details of training services to be provided for your project and any special requirements for specific knowledge transfer to support successful implementation of the Solution. If the intent is for the Authorized User to become self-sufficient in operating or maintaining the Solution, determine the type of training necessary, and develop a training plan, for such user self-sufficiency. Describe how the Supplier will complete knowledge transfer in the event this Statement of Work is not completed due to actions of Supplier or the non-appropriation of funds for completion affecting the Authorized User.

8. TOTAL PROJECT PRICE

The total Fixed Price for this Project shall not exceed \$US\$\$\$\$\$.\$\$

11. CHANGE MANAGEMENT

(Changes to the baseline SOW must be documented for proper project oversight. Depending on your project, you may need to manage and capture changes to configuration, incidents, deliverables, schedule, price or other factors your team designates as critical).

All changes to this SOW shall be in written form and fully executed between the Authorized User's and the Supplier's authorized representatives. For administrative changes, the parties agree to use the change template, attached to this SOW.

12. POINT OF CONTACT

For the duration of this project, the following project managers shall serve as the points of contact for day-to-day communication:

Authorized User: _____

Supplier: _____

By signing below, both parties agree to the terms of this Exhibit.

Supplier:

Authorized User:

(Name of Supplier)

(Name of Agency/Institution)

By: _____

By: _____

(Signature)

(Signature)

Name: _____

Name: _____

(Print)

(Print)

Title: _____

Title: _____

Agency Head or Designee

Date: _____

Date: _____