

TIPS VENDOR AGREEMENT

Between ITsavvy **and**
(Company Name)

THE INTERLOCAL PURCHASING SYSTEM (TIPS)

For

RFP 170301 Data Center Hosting, Sales and Services

General Information

The Vendor Agreement ("Agreement") made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as "TIPS" respectfully) a government cooperative purchasing program authorized by the Region 8 Education Service Center, having its principal place of business at 4845 US Hwy 271 North, Pittsburg, Texas 75686. This Agreement consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

The vendor Agreement shall include and incorporate by reference this Agreement, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation as posted, including any addenda and the awarded vendor's proposal. Once signed, if an awarded vendor's proposal varies or is unclear in any way from the TIPS Agreement, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor's proposals, task orders, purchase orders and any adjustments which have been issued. If deviations are submitted to TIPS by the proposing vendor as provided by and within the solicitation process, this Agreement may be amended to incorporate any agreed deviations.

The following pages will constitute the Agreement between the successful vendors(s) and TIPS. Bidders shall state, in a separate writing, and include with their proposal response, any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TIPS, they will be incorporated into the final Agreement.

Definitions

PURCHASE ORDER is the TIPS member's approval providing the authority to proceed with the negotiated delivery order under the Agreement. Special terms and conditions as agreed to between the vendor and TIPS member will be added as addendums to the PO. Items such as certificate of insurance, bonding requirements, small or disadvantaged business goals are some of the addendums possible.

Terms and Conditions

Freight

All quotes to members shall provide a line item for cost for freight or shipping regardless if there is a charge or not. If no charge for freight or shipping, indicate by stating "No Charge" or "\$0" or other similar indication.

Warranty Conditions

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new unless clearly stated in writing.

Customer Support

The Vendor shall provide timely and accurate customer support to TIPS members. Vendors shall respond to such requests within one (1) working day after receipt of the request. Vendor shall provide training regarding products and services supplied by the Vendor unless otherwise clearly stated in writing at the time of purchase. (Unless training is a line item sold or packaged and must be purchased with product.)

Agreements

All Agreements and agreements between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised.

Agreements for purchase will normally be put into effect by means of a purchase order(s) executed by authorized agents of the participating government entities.

Davis Bacon Act requirements will be met when Federal Funds are used for construction and/or repair of buildings.

Tax exempt status

A taxable item sold, leased, rented to, stored, used, or consumed by any of the following governmental entities is exempted from the taxes imposed by this chapter: (1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States; (4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

Assignments of Agreements

No assignment of Agreement may be made without the prior written approval of TIPS. Payment can only be made to the awarded Vendor or vendor assigned dealer.

Disclosures

1. Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this Agreement.
2. Vendor shall attach, in writing, a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in the TIPS program.
3. The vendor affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this Agreement.

Renewal of Agreements

The Agreement with TIPS is for one (1) year with an option for renewal for additional consecutive years as provided in the solicitation. Total term of Agreement can be up to the number of years provided in the solicitation, if sales are reported through the Agreement and both parties agree.

Automatic Renewal Clauses Incorporated in Awarded Vendor Agreements with TIPS Members Resulting from the Solicitation and with the Vendor Named in this Agreement.

No Agreement for goods or services with a TIPS member by the awarded vendor named in this Agreement that results from the solicitation award named in this Agreement, may incorporate an automatic renewal clause with which the TIPS member must comply. All renewal terms incorporated in an Agreement by the vendor with the TIPS member shall only be valid and enforceable when the vendor receives written confirmation by purchase order or executed Agreement issued by the TIPS member for any renewal period. The purpose of this clause is to avoid a TIPS member inadvertently renewing an Agreement during a period in which the governing body of the TIPS member has not properly appropriated and budgeted the funds to satisfy the Agreement renewal. This term is not negotiable and any Agreement between a TIPS member and a TIPS awarded vendor with an automatic renewal clause that conflicts with these terms is rendered void and unenforceable.

Shipments

The Vendor shall ship ordered products within a commercially reasonable time after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and

the requesting entity as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the requesting entity may cancel the order if estimated shipping time is not acceptable.

Invoices

The Vendor or vendor assigned dealer shall submit invoices, to the TIPS participant. Each invoice shall include the TIPS participant's purchase order number. The shipment tracking number or pertinent information for verification of TIPS participant receipt shall be made available upon request. The Vendor or vendor assigned dealer shall not invoice for partial shipments unless agreed to in writing in advance by TIPS and the TIPS participant.

Payments

The TIPS participant will make payments directly to the Vendor or vendor assigned dealer at net 30 days after receiving invoice.

Pricing

The Vendor agrees to provide pricing to TIPS and its participating governmental entities that is at least equal to the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the Agreement.

The Vendor agrees to promptly lower the cost of any product purchased through TIPS following a reduction in the manufacturer or publisher's direct cost to the Vendor. Price increases will be honored according to the terms of the solicitation. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

All pricing submitted to TIPS shall include the participation fee, as provided in the solicitation, to be remitted to TIPS by the Vendor. Vendor will not show adding the fee to the invoice presented to customer. Failure to render the participation fee to TIPS shall constitute a breach of this agreement and shall be grounds for termination of this agreement and any other agreement held with TIPS.

Participation Fees

Vendor or vendor assigned dealer Agreements to pay the participation fee for all Agreement sales to TIPS on a monthly scheduled report. Vendor must login to the TIPS database and use the "Submission Report" section to report sales. The Vendor or vendor assigned dealers are responsible for keeping record of all sales that go through the TIPS Agreement. Failure to pay the participation fee will result in termination of Agreement. Please contact TIPS at tips@tips-usa.com or call (866) 839-8477 if you have questions about paying fees.

Indemnity

1. **Indemnity for Personality Agreements.** Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this Agreement, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.
2. **Indemnity for Performance Agreements.** The Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this Agreement, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Vendor further agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for injuries (including death) to an officer, employee, agent, subcontractors, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this Agreement whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.

Attorney's Fees--Texas Local Government Code § 271.159 is expressly referenced.

Pursuant to §271.159, TEXAS LOC. GOV'T CODE, in the event that any one of the Parties is required to obtain the services of an attorney to enforce this Agreement, the prevailing party, in addition to other remedies available, shall be entitled to recover reasonable attorney's fees and costs of court.

Multiple Vendor Awards

TIPS reserves the right to award multiple vendor Agreements for categories when deemed in the best interest of the TIPS membership. Bidders scoring the RFP's specified percentage or above will be considered for an award. Categories are established at the discretion of TIPS.

State of Texas Franchise Tax

By signature hereon, the bidder hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code.

Miscellaneous

The Vendor acknowledges and agrees that continued participation in TIPS is subject to TIPS sole discretion and that any Vendor may be removed from the participation in the Program at any time with or without cause. Nothing in the Agreement or in any other communication between TIPS and the Vendor may be construed as a guarantee that TIPS participants will submit any orders at any time. TIPS reserves the right to request additional proposals for items already on Agreement at any time.

Purchase Order Pricing/Product Deviation

If a deviation of pricing/product on a purchase order occurs, TIPS is to be notified within 48 hours of receipt of order.

Termination for Convenience

TIPS has the right to terminate the agreement for cause or no cause for convenience with a thirty-day written notice. Termination for convenience is required under 2 CFR part 200.

TIPS Member Purchasing Procedures

Purchase orders or their equal are issued by participating TIPS member to the awarded vendor indicating on the PO "Agreement Number". Order is emailed to TIPS at tipspo@tips-usa.com.

- Awarded vendor delivers goods/services directly to the participating member.
- Awarded vendor invoices the participating TIPS member directly.
- Awarded vendor receives payment directly from the participating member.
- Awarded vendor reports sales monthly to TIPS (unless prior arrangements have been made with TIPS to report monthly).

Form of Agreement

If a vendor submitting an offer requires TIPS and/or TIPS Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal. In response to submitted supplemental Vendor Agreement documents, TIPS will review proposed vendor Agreement documents. Vendor's Agreement document shall not become part of TIPS's Agreement with vendor unless and until an authorized representative of TIPS reviews and approves it.

Licenses

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

Novation

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

Site Requirements (when applicable to service or job)

Cleanup: Awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by TIPS Member. Upon completion of work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.

Preparation: Awarded vendor shall not begin a project for which TIPS Member has not prepared the site, unless awarded vendor does the preparation work at no cost, or until TIPS Member includes the cost of site preparation in a purchase order.

Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

Registered sex offender restrictions: For work to be performed at schools, awarded vendor agrees that no employee of a sub-contractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or reasonably expected to be present.

Awarded vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the TIPS Member's discretion.

Awarded vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

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

Smoking

Persons working under Agreement shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

Invoices

The awarded vendor shall submit invoices to the participating entity clearly stating "Per TIPS Agreement". The shipment tracking number or pertinent information for verification shall be made available upon request.

Marketing

Awarded vendor agrees to allow TIPS to use their name and logo within website, marketing materials and advertisement. Any use of TIPS name and logo or any form of publicity, inclusive of press release, regarding this Agreement by awarded vendor must have prior approval from TIPS.

Supplemental agreements

The entity participating in the TIPS Agreement and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this Agreement i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this Agreement is exclusively between the participating entity and awarded vendor. TIPS, its agents, TIPS members and employees shall not be made party to any claim for breach of such agreement.

Survival Clause

All applicable software license agreements, warranties or service agreements that were entered into between Vendor and Customer under the terms and conditions of the Agreement shall survive the expiration or termination of the Agreement. All Purchase Orders issued and accepted by Order Fulfiller shall survive expiration or termination of the Agreement.

Legal obligations

It is the responding vendor's responsibility to be aware of and comply with all local, state and federal laws governing the sale of products/services identified in this RFP and any awarded Agreement thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

Audit rights

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Agreement. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor's pricing that is offered to TIPS Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that is materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS.

Force Majeure

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

Services

When applicable, performance bonds and payment bonds will be required on construction or labor required jobs. Awarded vendor will meet the TIPS member's local and state purchasing requirements. Awarded vendors may need to provide additional capacity as jobs increase. Bonds will not require that a fee be paid to TIPS. The actual cost of the bond will be a pass through to the TIPS member and added to the purchase order or Agreement.

Scope of Services

The specific scope of work for each job shall be determined in advance and in writing between TIPS Member and Awarded vendor. It is okay if the TIPS member provides a general scope, but the awarded vendor should provide a written scope of work to the TIPS member as part of the proposal. Once the scope of the job is agreed to, the TIPS member will issue a PO and/or an Agreement with the estimate referenced as an attachment along with bond and any other special provisions agreed to for the TIPS member. If special terms and conditions other than those covered within this solicitation and awarded Agreements are required, they will be attached to the PO and shall take precedence over those in the base Agreement.

Project Delivery Order Procedures

The TIPS member having approved and signed an interlocal agreement, or other TIPS membership document, may make a request of the awarded vendor under this Agreement when the TIPS member has services that need to be undertaken. Notification may occur via phone, the web, email, fax, or in person.

Upon notification of a pending request, the awarded vendor shall make contact with the TIPS member as soon as possible, but must make contact with the TIPS member within two working days.

Scheduling of Projects

Scheduling of projects (if applicable) will be accomplished when the TIPS member issues a purchase order that will serve as "the notice to proceed". The period for the delivery order will include the mobilization, materials purchase, installation and delivery, design, weather, and site cleanup and inspection. No additional claims may be made for delays as a result of these items. When the tasks have been completed the awarded vendor shall notify the client and have the

TIPS member inspect the work for acceptance under the scope and terms in the PO. The TIPS member will issue in writing any corrective actions that are required. Upon completion of these items, the TIPS member will issue a completion notice and final payment will be issued.

Support Requirements

If there is a dispute between the awarded vendor and TIPS member, TIPS or its representatives will assist in conflict resolution or third party (mandatory mediation), if requested by either party. TIPS, or its representatives, reserves the right to inspect any project and audit the awarded vendors TIPS project files, documentation and correspondence.

Incorporation of Solicitation

The TIPS Request for Proposals or the Request for Competitive Sealed Proposals solicitation and all associated documents and forms made part of the solicitation process, including any addenda, that resulted in the execution of this agreement are hereby incorporated by reference into this agreement as if copied verbatim.

Special Terms and Conditions

It is the intent of TIPS to Agreement with a reliable, high performance vendor to supply products and services to government and educational agencies. It is the experience of TIPS that the following procedures provide TIPS, the Vendor, and the participating agency the necessary support to facilitate a mutually beneficial relationship. The specific procedures will be negotiated with the successful vendor.

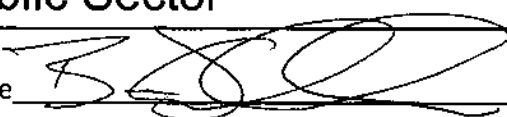
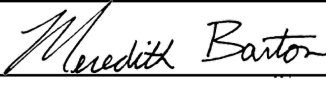
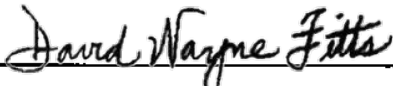
- **Agreements:** All vendor purchase orders and/or Agreements/agreements must be emailed to TIPS at tipspo@tips-usa.com. Should an agency send an order direct to vendor, it is the vendor's responsibility to forward the order to TIPS at the email above within 24 business hours and confirm its receipt with TIPS.
 - **Promotion of Agreement:** It is agreed that Vendor will encourage all eligible entities to purchase from the TIPS Program. Encouraging entities to purchase directly from the Vendor and not through TIPS Agreement is a violation of the terms and conditions of this Agreement and will result in removal of the Vendor from the TIPS Program.
 - **Daily Order Confirmation:** All Agreement purchase orders will be approved daily by TIPS and sent to vendor. The vendor must confirm receipt of orders to the TIPS member (customer) within 24 business hours.
 - **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS website, then updated pricing must be posted by 1st of each month.
 - **Back Ordered Products:** If product is not expected to ship within 3 business days, customer is to be notified within 24 hours and appropriate action taken based on customer request.
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Term of Agreement is one year with renewal options for up to two additional years as provided in the solicitation.

Page 12 of 12 will be the TIPS Vendor Agreement Signature Page

TIPS Vendor Agreement Signature Form

RFP 170301 Data Center Hosting, Sales and Services

Company Name ITsavvy
Address 313 South Rohlwing Road,
City Addison State IL Zip 60101
Phone 630-396-6905 Fax 630-396-6322
Email of Authorized Representative bfields@itsavvy.com
Name of Authorized Representative Brian Fields
Title Senior Director Public Sector
Signature of Authorized Representative 
Date 04/17/2017
TIPS Authorized Representative Name Meredith Barton
Title Vice-President of Operations
TIPS Authorized Representative Signature 
Approved by ESC Region 8 
Date May 26, 2017

The Interlocal Purchasing System (TIPS Cooperative) Supplier Response

Bid Information		Contact Information		Ship to Information
Bid Creator	Rick Powell General Counsel/Procurement Compliance Officer	Address	Region 8 Education Service Center 4845 US Highway 271 North Pittsburg, TX 75686	Address
Email	rick.powell@tips-usa.com	Contact	Sarah Bond, Contracts Compliance Specialist	Contact
Phone	(903) 575-2689			Department Building
Fax				
Bid Number	170301 Addendum 1	Department Building		Floor/Room
Title	Data Center Hosting, Sales and Services			Telephone
Bid Type	RFP			Fax
Issue Date	3/2/2017 08:00 AM (CT)	Floor/Room		Email
Close Date	4/21/2017 03:00:00 PM (CT)	Telephone	(866) 839-8477	
		Fax	(866) 839-8472	
		Email	bids@tips-usa.com	

Supplier Information

Company ITsavvy
 Address 313 South Rohlwing Road
 Addison, IL 60101
 Contact Brian Fields
 Department
 Building
 Floor/Room
 Telephone (630) 396-6305
 Fax (630) 396-6322
 Email bfields@itsavvy.com
 Submitted 4/21/2017 09:25:50 AM (CT)
 Total \$0.00

By submitting your response, you certify that you are authorized to represent and bind your company.

Signature Brian Fields

Email bfields@itsavvy.com

Supplier Notes

ITsavvy is a Small Business
 ITsavvy is a Limited Liability Company
 Main POC - Brian Fields, Senior Director Public Sector, Phone 630-396-6905 Email bfields@itsavvy.com

Bid Notes

Bid Activities

Bid Messages

Bid Attributes

Please review the following and respond where necessary

#	Name	Note	Response
1	Yes - No	Disadvantaged/Minority/Women Business Enterprise - D/M/WBE (Required by some participating governmental entities) Vendor certifies that their firm is a D/M/WBE? Vendor must upload proof of certification to the "Response Attachments" D/M/WBE CERTIFICATES section.	No
2	Yes - No	Highly Underutilized Business - HUB (Required by some participating governmental entities) Vendor certifies that their firm is a HUB? Vendor must upload proof of certification to the "Response Attachments" HUB CERTIFICATES section.	No
3	Yes - No	The Vendor can provide services and/or products to all 50 US States?	Yes
4	States Served:	If answer is NO to question #3, please list which states can be served. (Example: AR, OK, TX)	

5 Company and/or Product Description:

This information will appear on the TIPS website in the company profile section, if awarded a TIPS contract. (Limit 750 characters.)

We have a strong history in Education Sales with clients in all 50 states and in Washington, D.C. In 2016 we formalized this as a business practice area with our Public Sector division. ITsavvy built its reputation as a value-added reseller with industry-leading product availability, design and implementation, client support and delivery speed through 46 distribution centers across the U.S. The company was co-founded as B2B Computer Products in 2004 by Mike Theriault and Chris Kurpeikis, and has been consistently recognized by Inc. Magazine as one of the fastest-growing businesses of its type. In 2012 we rebranded the company as ITsavvy to reflect our growing expertise in engineered solutions, cloud solutions, managed services and unified communications. In 2014 we made a significant investment in our IT products operation with the launch of an ecommerce site that offers intuitive functionality and streamlines the purchasing process. ITsavvy can ship from 46 warehouses across the continental US, with 99% of all orders being processed and shipped same day. This is unparalleled in the industry. We offer a full range of products with over 1,000 brand names and continually add to our offerings. In the past three years, we have made key acquisitions that have significantly enhanced our engineering capabilities and industry leadership in VoIP, data integration, data center management, information intelligence, IT lifecycle management, help desk, managed network and managed print. In 2015, we expanded our East Coast data center and Managed NOC center for state-of-the-art data management. Since its inception, ITsavvy has consistently been recognized as an industry leader delivering innovative solutions along with exceptional client service and support.

6 Primary Contact Name

Primary Contact Name

Brian Fields

7 Primary Contact Title

Primary Contact Title

Senior Director Public Sector

8 Primary Contact Email

Primary Contact Email

bfields@itsavvy.com

9 Primary Contact Phone

Enter 10 digit phone number. (No dashes or extensions)
Example: 8668398477

630-396-6905

10 Primary Contact Fax

Enter 10 digit phone number. (No dashes or extensions)
Example: 8668398477

630-396-6322

11	Primary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	630-330-2156
12	Secondary Contact Name	Secondary Contact Name	Steven Lupinski
13	Secondary Contact Title	Secondary Contact Title	Director, Data Center - Managed Services & Cloud Solutions
14	Secondary Contact Email	Secondary Contact Email	slupinski@ITSavvy.com
15	Secondary Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	631.261.6900 x356
16	Secondary Contact Fax	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	630-396-6322
17	Secondary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	619-921-1109
18	Admin Fee Contact Name	Admin Fee Contact Name. This person is responsible for paying the admin fee to TIPS.	Toni Stewart
19	Admin Fee Contact Email	Admin Fee Contact Email	tstewart@b2bind.com
20	Admin Fee Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	630-396-6230
21	Purchase Order Contact Name	Purchase Order Contact Name. This person is responsible for receiving Purchase Orders from TIPS.	Wendy Belpedio
22	Purchase Order Contact Email	Purchase Order Contact Email	wbelpedio@itsavvy.com
23	Purchase Order Contact Phone	Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477	630-396-6380
24	Company Website	Company Website (Format - www.company.com)	www.itsavvy.com
25	Federal ID Number:	Federal ID Number also known as the Employer Identification Number. (Format - 12-3456789)	550865845
26	Primary Address	Primary Address	313 South Rohlwing Road
27	Primary Address City	Primary Address City	Addison
28	Primary Address State	Primary Address State (2 Digit Abbreviation)	Illinois
29	Primary Address Zip	Primary Address Zip	60101

30	Search Words:	<p>Please list search words to be posted in the TIPS database about your company that TIPS website users might search. Words may be product names, manufacturers, or other words associated with the category of award. YOU MAY NOT LIST NON-CATEGORY ITEMS. (Limit 500 words) (Format: product, paper, construction, manufacturer name, etc.)</p>	<p>Remote Mionitor Manage Firewall SDtroage Server UPS UCaaS IaaS Controller website file server NOC Alert device anti virus citrix view VMware xen desktop GB TB Email 360 standard domain Back up storage colocation hosting Security GB Remote IDS Hybrid exchange archiving continuity</p>
31	Yes - No	Do you wish to be eligible to participate in a TIPS contract in which a TIPS member utilizes federal funds on contracts exceeding \$100,000? (Non-Construction)	Yes
32	Yes - No	Certification of Residency (Required by the State of Texas) Company submitting bid is a Texas resident bidder?	No
33	Company Residence (City)	Vendor's principal place of business is in the city of?	Addison
34	Company Residence (State)	Vendor's principal place of business is in the state of?	Illinois
35	Felony Conviction Notice:	(Required by the State of Texas) My firm is, as outlined on PAGE 5 in the Instructions to Bidders document: (Questions 36 - 37)	(No Response Required)
36	Yes - No	A publicly held corporation; therefore, this reporting requirement is not applicable?	No
37	Yes - No	Is owned or operated by individual(s) who has/have been convicted of a felony?	No
38	Pricing Information:	Pricing information section. (Questions 39 - 42)	(No Response Required)

39	Yes - No	In addition to the typical unit pricing furnished herein, the Vendor agrees to furnish all current and future products at prices that are proportionate to Dealer Pricing. If answer is NO, include a statement detailing how pricing for TIPS participants would be calculated in the PRICING document that is uploaded to the "Response Attachments" PRICING section.	Yes
40	Yes - No	Pricing submitted includes the TIPS administration fee?	Yes
41	Yes - No	Vendor agrees to remit to TIPS the required administration fee?	Yes
42	Yes - No	Additional discounts to TIPS members for bulk quantities or scope of work?	Yes
43	Start Time	Average start time after receipt of customer order is ____ working days?	30
44	Years Experience	Company years experience in this category?	8
45	Resellers:	Does the vendor have resellers that it will name under this contract? (If applicable, vendor should download the Reseller/Dealers spreadsheet from the Attachments section, fill out the form and submit the document in the "Response Attachments" RESELLERS section.	No
46	Prices are guaranteed for?	(__Month(s), __ Year(s), or Term of Contract) (Standard term is "Term of Contract")	Term of Contract
47	Right of Refusal	Does the proposing vendor wish to reserve the right not to perform the awarded agreement with a TIPS member at your discretion?	Yes
48	NON-COLLUSIVE BIDDING CERTIFICATE	By submission of this bid or proposal, the Bidder certifies that: 1) This bid or proposal has been independently arrived at without collusion with any other Bidder or with any Competitor; 2) This bid or proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of bids, or proposals for this project, to any other Bidder, Competitor or potential competitor; 3) No attempt has been or will be made to induce any other person, partnership or corporation to submit or not to submit a bid or proposal; 4) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the Bidder as well as to the person signing in its behalf. Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered.	(No Response Required)
49	CONFLICT OF INTEREST QUESTIONNAIRE - FORM CIQ	If you have a conflict of interest as described in this form or the Local Government Code Chapter 176, cited therein- you are required to complete and file with TIPS, Richard Powell, 4845 US Highway 271 North, Pittsburg, Texas 75686 You may find the Blank CIQ form on our website at: Copy and Paste the following link into a new browser or tab: https://www.tips-usa.com/assets/documents/docs/CIQ.pdf	No

Do you have any conflicts under this statutory requirement?

- 50 Filing of Form CIQ If yes (above), have you filed a form CIQ as directed here? No
- 51 Regulatory Standing I certify to TIPS for the proposal attached that my company is in good standing with all governmental agencies Federal or state that regulate any part of our business operations. If not, please explain in the next attribute question. Yes
- 52 Regulatory Standing Regulatory Standing explanation of no answer.
- 53 Antitrust Certification Statements (Tex. Government Code § 2155.005) By submission of this bid or proposal, the Bidder certifies that: (No Response Required)
- I affirm under penalty of perjury of the laws of the State of Texas that:
- (1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
- (2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
- (3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law;
- (4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Instructions for Certification:

(No Response Required)

1. By agreeing to the form, the prospective lower tier participant is providing the certification set out on the form in accordance with these instructions.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue available remedies, including suspension and / or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participants," "person," "primary covered transaction," "principal," "proposal" and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction" without modification in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue available remedies,

including suspension and / or debarment.

- 55 Suspension or Debarment Certification Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Yes
- By submitting this offer and certifying this section, this bidder:
Certifies that no suspension or disbarment is in place, which would preclude receiving a federally funded contract as described above.
- 56 Non-Discrimination Statement and Certification In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident. Yes
- Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.
- To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.
- (Title VI of the Education Amendments of 1972; Section 504 of the Rehabilitation Act of 1973; the Age Discrimination Act of 1975; Title 7 CFR Parts 15, 15a, and 15b; the Americans with Disabilities Act; and FNS Instruction 113-1, Civil Rights Compliance and Enforcement – Nutrition Programs and Activities)
- USDA is an equal opportunity provider, employer, and lender.
- Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. I

certify that in the performance of a contract with TIPS or its members, that our company will conform to the foregoing anti-discrimination statement and comply with the cited law and regulations.

57 2 CFR PART 200 Contract Provisions
Explanation

Required Federal contract provisions of Federal Regulations for contracts with ESC Region 8 and TIPS Members:

(No Response Required)

The following provisions are required to be in place and agreed if the procurement is funded in any part with federal funds.

The ESC Region 8 and TIPS Members is the subgrantee or Subrecipient by definition. The federal Rule numbering or identification below is only for reference purpose on this form and does not identify an actual Federal designation or location of the rule. The Rules are located in 2 CFR PART 200 - Appendix II to Part 200—Contract Provisions for Non-Federal Entity Contracts Under Federal Awards at 2 CFR PART 200.

In addition to other provisions required by the Federal agency or non-Federal entity, all contracts made by the non-Federal entity under the Federal award must contain provisions covering the following, as applicable.

58 2 CFR PART 200 (A) Contracts

Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate. Notice: Pursuant to Federal Rule (A) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.
Does vendor agree?

59 2 CFR PART 200 (B) Termination

Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)
Pursuant to Federal Rule (B) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for cause after giving the vendor an appropriate opportunity and up to 30 days, to cure the causal breach of terms and conditions. ESC Region 8 and TIPS Members reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for convenience with 30 days notice in writing to the awarded vendor. The vendor would be compensated for work performed and goods procured as of the termination date if for convenience of the ESC Region 8 and TIPS Members. Any award under this procurement process is not exclusive and the ESC Region 8 and TIPS reserves the right to purchase goods and services from other vendors when it is in the best interest of the ESC Region 8 and TIPS.
Does vendor agree?

60	2 CFR PART 200 (G) Clean Air Act	<p>Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).</p> <p>Pursuant to Federal Rule (G) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires that the proposer certify that during the term of an award by the ESC Region 8 and TIPS Members resulting from this procurement process the vendor agrees to the terms listed and referenced therein.</p> <p>Does vendor agree?</p>	Yes
61	2 CFR PART 200 (H) Debarment and Suspension	<p>Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the governmentwide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.</p> <p>Pursuant to Federal Rule (H) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires the proposer certify that during the term of an award by the ESC Region 8 and TIPS Members resulting for this procurement process the vendor certifies that they are not debarred from receiving a contract from the federal government as provided therein.</p> <p>Does vendor agree?</p>	Yes
62	2 CFR PART 200 (I) Byrd Anti-Lobbying Amendment	<p>Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.</p> <p>Pursuant to Federal Rule (I) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires the proposer certify that during the term and after the awarded term of an award by the ESC Region 8 and TIPS Members resulting for this procurement process the vendor certifies to the terms included or referenced therein.</p> <p>Does vendor agree?</p>	Yes

63	2 CFR PART 200 Federal Rule (12)	<p>Federal Rule (12) Compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). (Contracts, subcontracts, and subgrants of amounts in excess of \$100,000)</p> <p>Pursuant to Federal Rule (12) above, when federal funds are expended by ESC Region 8 and TIPS Members, ESC Region 8 and TIPS Members requires the proposer certify that in performance of the contracts, subcontracts, and subgrants of amounts in excess of \$100,000, the vendor will be in compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15).</p> <p>Does vendor certify that it is in compliance with the Clean Air Act?</p>	Yes
64	2 CFR PART 200 Procurement of Recovered Materials	<p>A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR part 247 that contain the highest percentage of recovered materials practicable, consistent with</p> <p>maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.</p> <p>Does vendor certify that it is in compliance with the Solid Waste Disposal Act as described above?</p>	No

65 Indemnification

The ESC Region 8 and TIPS is a Texas Political Subdivision and a local governmental entity; therefore, is prohibited from indemnifying third parties pursuant to the Texas Constitution (Article 3, Section 52) except as specifically provided by law or as ordered by a court of competent jurisdiction. A provision in a contract to indemnify or hold a party harmless is a promise to pay for any expenses the indemnified party incurs, if a specified event occurs, such as breaching the terms of the contract or negligently performing duties under the contract. Article III, Section 49 of the Texas Constitution states that "no debt shall be created by or on behalf of the State ... " The Attorney General has counseled that a contractually imposed obligation of indemnity creates a "debt" in the constitutional sense. Tex. Att'y Gen. Op. No. MW-475 (1982). Contract clauses which require the System or institutions to indemnify must be deleted or qualified with "to the extent permitted by the Constitution and Laws of the State of Texas." Liquidated damages, attorney's fees, waiver of vendor's liability, and waiver of statutes of limitations clauses should also be deleted or qualified with "to the extent permitted by the Constitution and laws of State of Texas." Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?

Yes

66 Remedies

The parties shall be entitled to exercise any right or remedy available to it either at law or in equity, subject to the choice of law, venue and service of process clauses limitations agreed herein. Nothing in this agreement shall commit the TIPS to an arbitration resolution of any disagreement under any circumstances. Any Claim arising out of or related to the Contract, except for those specifically waived under the terms of the Contract, may, after denial of the Board of Directors, be subject to mediation at the request of either party. Any issues not resolved hereunder must be referred to non-binding mediation to be conducted by a mutually agreed upon mediator as a prerequisite to the filing of any lawsuit over such issue(s). The parties shall share the mediator's fee and any associated filing fee equally. Mediation shall be held in Camp or Titus County, Texas. Agreements reached in mediation shall be reduced to writing, and will be subject to the approval by the District's Board of Directors, signed by the Parties if approved by the Board of Directors, and, if signed, shall thereafter be enforceable as provided by the laws of the State of Texas. Do you agree to these terms?

Yes, I Agree

67 Remedies Explanation of No Answer

68	Choice of Law	<p>This agreement and any addenda or other additions and all contracts or awards resulting from this procurement process, however described, shall be governed by, construed and enforced in accordance with the laws of the State of Texas, regardless of any conflict of laws principles.</p> <p>Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?</p>	Yes
69	Jurisdiction and Service of Process	<p>Any Proceeding arising out of or relating to this procurement process or any contract issued by TIPS resulting from or any contemplated transaction shall be brought in a court of competent jurisdiction in Camp County, Texas and each of the parties irrevocably submits to the exclusive jurisdiction of said court in any such proceeding, waives any objection it may now or hereafter have to venue or to convenience of forum, agrees that all claims in respect of the Proceeding shall be heard and determined only in any such court, and agrees not to bring any proceeding arising out of or relating to this procurement process or any contract resulting from or any contemplated transaction in any other court. The parties agree that either or both of them may file a copy of this paragraph with any court as written evidence of the knowing, voluntary and freely bargained for agreement between the parties irrevocably to waive any objections to venue or to convenience of forum. Process in any Proceeding referred to in the first sentence of this Section may be served on any party anywhere in the world. Venue clauses in contracts with TIPS members may be determined by the parties.</p> <p>Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?</p>	Yes
70	Alternative Dispute Resolution	<p>Prior to filing of litigation, the parties may select non-binding mediation as a method of conflict resolution for issues arising out of or relating to this procurement process or any contract resulting from or any contemplated transaction. The parties agree that if nonbinding mediation is chosen as a resolution process, the parties must agree to the chosen mediator(s) and that all mediation venue shall be at a location in Camp or Titus, County, Texas agreed by the parties. The parties agree to share equally the cost of the mediation process and venue cost.</p> <p>Do you agree to these terms?</p>	Yes, I Agree
71	Alternative Dispute Resolution Explanation of No Answer		
72	Infringement(s)	<p>The successful vendor will be expected to indemnify and hold harmless the TIPS and its employees, officers, agents, representatives, contractors, assignees and designees from any and all third party claims and judgments involving infringement of patent, copyright, trade secrets, trade or service marks, and any other intellectual or intangible property rights in connection with the vendor's proposal or ultimate contracts awarded and approved.</p>	Yes, I Agree

Do you agree to these terms?

73 Infringement(s) Explanation of No Answer

74 Acts or Omissions

The successful vendor will be expected to indemnify and hold harmless the TIPS, its officers, employees, agents, representatives, contractors, assignees and designees from and against any and all liability, actions, claims, demands or suits, and all related costs, attorney's fees and expenses arising out of, or resulting from any acts or omissions of the vendor or its agents, employees, subcontractors, or suppliers in the execution or performance of any agreements ultimately made by TIPS and the vendor.
Do you agree to these terms?

Yes, I Agree

75 Acts or Omissions Explanation of No Answer

76 Contract Governance

Any contract made or entered into by the TIPS is subject to and is to be governed by Section 271.151 et seq, Tex Loc Gov't Code. Otherwise, TIPS does not waive its governmental immunities from suit or liability except to the extent expressly waived by other applicable laws in clear and unambiguous language.

Yes

77 Payment Terms and Funding Out Clause

Payment Terms:
TIPS members pay net 30 or at point of sale and complies with the State of Texas payment law, Texas Government Code, Chapter 2251. See statute for specifics or consult your legal counsel. These are minimum terms required of the TIPS member in Texas by law and the parties may negotiate custom payment terms as desired provided they do not violate the statutory requirements. Statutory or binding regulations control TIPS members in this contract.
Funding out Clause:
Pursuant to Texas Local Government Code Sec. 271.903, any proposal offer accepted by TIPS and its members and all contracts to be approved are subject to the budgeting and appropriation of then currently available funds. See statute for specifics or consult your legal counsel.
Not a negotiable term. Failure to agree will render your proposal non-responsive and it will not be considered. Do you agree to these terms?

Yes

78 Insurance and Fingerprint Requirements
Information

Insurance

If applicable and your staff will be on TIPS member premises for delivery, training or installation etc. and/or with an automobile, you must carry automobile insurance as required by law. You may be asked to provide proof of insurance.

Fingerprint

It is possible that a vendor may be subject to Chapter 22 of the Texas Education Code. The Texas Education Code, Chapter 22, Section 22.0834. Statutory language may be found at: <http://www.statutes.legis.state.tx.us/>

If the vendor has staff that meet both of these criterion:

(1) will have continuing duties related to the contracted services; and

(2) has or will have direct contact with students

Then you have "covered" employees for purposes of completing the attached form.

TIPS recommends all vendors consult their legal counsel for guidance in compliance with this law. If you have questions on how to comply, see below. If you have questions on compliance with this code section, contact the Texas Department of Public Safety Non-Criminal Justice Unit, Access and Dissemination Bureau, FAST-FACT at

NCJU@txdps.state.tx.us and you should send an email identifying you as a contractor to a Texas Independent School District or ESC Region 8 and TIPS. Texas DPS phone number is (512) 424-2474.

See form in the next attribute to complete entitled:

Texas Education Code Chapter 22 Contractor Certification for Contractor Employees

(No Response Required)

<p>79 Texas Education Code Chapter 22 Contractor Certification for Contractor Employees</p>	<p>Introduction: Texas Education Code Chapter 22 requires entities that contract with school districts to provide services to obtain criminal history record information regarding covered employees. Contractors must certify to the district that they have complied. Covered employees with disqualifying criminal histories are prohibited from serving at a school district.</p> <p>Definitions: Covered employees: Employees of a contractor or subcontractor who have or will have continuing duties related to the service to be performed at the District and have or will have direct contact with students. The District will be the final arbiter of what constitutes direct contact with students. Disqualifying criminal history: Any conviction or other criminal history information designated by the District, or one of the following offenses, if at the time of the offense, the victim was under 18 or enrolled in a public school:</p> <p>(a) a felony offense under Title 5, Texas Penal Code; (b) an offense for which a defendant is required to register as a sex offender under Chapter 62, Texas Code of Criminal Procedure; or (c) an equivalent offense under federal law or the laws of another state.</p> <p>I certify that:</p> <p>NONE (Section A) of the employees of Contractor and any subcontractors are covered employees, as defined above. If this box is checked, I further certify that Contractor has taken precautions or imposed conditions to ensure that the employees of Contractor and any subcontractor will not become covered employees. Contractor will maintain these precautions or conditions throughout the time the contracted services are provided.</p> <p>OR</p> <p>SOME (Section B) or all of the employees of Contractor and any subcontractor are covered employees. If this box is checked, I further certify that:</p> <p>(1) Contractor has obtained all required criminal history record information regarding its covered employees. None of the covered employees has a disqualifying criminal history.</p> <p>(2) If Contractor receives information that a covered employee subsequently has a reported criminal history, Contractor will immediately remove the covered employee from contract duties and notify the District in writing within 3 business days.</p> <p>(3) Upon request, Contractor will provide the District with the name and any other requested information of covered employees so that the District may obtain criminal history record information on the covered employees.</p> <p>(4) If the District objects to the assignment of a covered employee on the basis of the covered employee's criminal history record information, Contractor agrees to discontinue using that covered employee to provide services at the District.</p> <p>Noncompliance or misrepresentation regarding this certification may be grounds for contract termination.</p>	<p>Some</p>
<p>80 Solicitation Deviation/Compliance</p>	<p>Does the vendor agree with the General Conditions Standard Terms and Conditions or Item Specifications listed in this proposal invitation?</p>	<p>Yes</p>

81 Solicitation Exceptions/Deviations Explanation	<p>If the bidder intends to deviate from the General Conditions Standard Terms and Conditions or Item Specifications listed in this proposal invitation, all such deviations must be listed on this attribute, with complete and detailed conditions and information included or attached.</p> <p>TIPS will consider any deviations in its proposal award decisions, and TIPS reserves the right to accept or reject any bid based upon any deviations indicated below or in any attachments or inclusions.</p> <p>In the absence of any deviation entry on this attribute, the proposer assures TIPS of their full compliance with the Standard Terms and Conditions, Item Specifications, and all other information contained in this Solicitation.</p>	
82 Agreement Deviation/Compliance	Does the vendor agree with the language in the Vendor Agreement?	No
83 Agreement Exceptions/Deviations Explanation	<p>If the proposing Vendor desires to deviate from the Vendor Agreement language, all such deviations must be listed on this attribute, with complete and detailed conditions and information included. TIPS will consider any deviations in its proposal award decisions, and TIPS reserves the right to accept or reject any proposal based upon any deviations indicated below. In the absence of any deviation entry on this attribute, the proposer assures TIPS of their full compliance with the Vendor Agreement.</p>	<p>-ITsavvy, if awarded, Audit Rights are at our facility vice sending documentation/ data off site. Specific order information will be made available and documents/data sent off site for specific requests for orders.</p> <p>-There is no warranty for "as a service" items</p> <p>-Project delivery will be identified within the SOW.</p>

Line Items		
Response Total:		\$0.00

From: Brian Fields
To: [Rick Powell](#)
Subject: RE: RFP 170301 Data Hosting
Date: Tuesday, May 09, 2017 12:34:56 PM

Sir,

I apologize, please change our answer re: Question 64 under Bid Attributes to YES. Based on input from our datacenter any and all solid waste disposal is addressed in a manner that is within Federal and State approved methods.

2 CFR PART 200 Procurement of Recovered Materials

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

Does vendor certify that it is in compliance with the Solid Waste Disposal Act as described above?

ITsavvy response - YES

Brian Fields

Senior Director of Sales, Public Sector
ITsavvy
Tel 630.396.6305
bfields@ITSavvy.com

From: Rick Powell [mailto:rick.powell@tips-usa.com]
Sent: Tuesday, May 9, 2017 11:08 AM
To: Brian Fields <bfields@ITSavvy.com>
Subject: RFP 170301 Data Hosting

Brian

I am reviewing your proposal and notice that you marked no to the solid waste disposal question. Just to let you know, failure to agree to comply with that statute makes you not compliant for members to spend federal funds on your orders and this may limit some members from ordering from you if they have federal grants to pay for the project. You may change your answer just by letting me know through an email.

Regards,

Rick Powell
Attorney at Law
General Counsel/Procurement Compliance Officer
ESC Region 8/The Interlocal Purchasing System (TIPS)



TIPS – The Interlocal Purchasing System

Region 8 Education Service Center | 4845 US Hwy 271 North | Pittsburg, Texas 75686

Date: May 26, 2017

RE: 170301 – Data Center Hosting, Sales and Services
Addendum 1

Addendum 1 was issued 4/7/2017. This addendum added a separate upload section for the price lists required for this RFP. There were no other changes made to the RFP.

Sarah Bond

Sarah Bond
Contracts Compliance Specialist

Screen shot from TIPS eBid System, showing the history of RFP 170301 – Data Center Hosting, Sales and Services

Bid Audit History		
Return		
Date	Line	Description
4/24/2017 10:04 AM (CT)	Header	Bid request unsealed by SBOND TIPS.
4/21/2017 03:00 PM (CT)	Header	Bid request closed by the system.
4/7/2017 11:46 AM (CT)	Header	Addendum issued by the system.
4/7/2017 11:45 AM (CT)	Header	Addendum published by RPOWELL TIPS. Reason: TIPS added an upload section for the Pricing Spreadsheet #2. Both pricing spreadsheets are required.
4/7/2017 11:41 AM (CT)	Header	Bid Request Information Copied from Bid '170301' by RPOWELL TIPS.
3/2/2017 08:00 AM (CT)	Header	Bid request issued by the system.
2/28/2017 09:29 AM (CT)	Header	Bid request published by RPOWELL TIPS.
2/27/2017 09:45 AM (CT)	Header	Bid Request Information Copied from Bid '444444' by RPOWELL TIPS.
2/27/2017 09:45 AM (CT)	Header	Bid Request created by RPOWELL TIPS.
Items 1-9 shown of 9		
Addendum Audit History		
Return		
Date	Line	Description
4/7/2017 11:41 AM (CT)	Header	Addendum 1 created for bid '170301' by RPOWELL TIPS.
Items 1-1 shown of 1		

REFERENCES

Please provide three (3) references, preferably from school districts or other governmental entities who have used your services within the last three years. Additional references may be required. DO NOT INCLUDE TIPS EMPLOYEES AS A REFERENCE.

You may provide more than three (3) references.

Entity Name	Contact Person	Email	Phone
Chromalloy	Dan Shirley, Global Operations Lead	DShirley@chromalloy.com	(212) 692-2626
Ballet Jewels	Ziad Marcos, IT & Multimedia Dept. Manager	Ziad.Marcos@capellinewyork.com	201 641 2700 ext 207
Polish & Slavic	Tomasz Mazur, Senior Technical Operations Manager	tmazur@psfcu.net	(973) 808-3234 Ext. 6182

Certification Regarding Lobbying

Applicable to Grants, Subgrants, Cooperative Agreements, and Contracts Exceeding \$100,000 in Federal Funds.

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered subawards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

ITsavvy

313 South Rohlwing Road, Addison, Illinois

Name/Address of Organization

Brian Fields, Senior Director Public Sector

Name/Title of Submitting Official



Signature

04/17/2017

Date

FELONY CONVICTION NOTICE

Statutory citation covering notification of criminal history of contractor is found in the Texas Education Code #44.034. Following is an example of a felony conviction notice:

State of Texas Legislative Senate Bill No. 1, Section 44.034, Notification of Criminal History, Subsection (a), states "a person or business entity that enters into a contract with a school district or ESC 8/TIPS must give advance notice to the district or ESC 8/TIPS if the person or an owner or operator of the business entity has been convicted of a felony. The notice must include a general description of the conduct resulting in the conviction of a felony."

Subsection (b) states "a school district may terminate a contract with a person or business entity if the district determines that the person or business entity failed to give notice as required by Subsection (a) or misrepresented the conduct resulting in the conviction. The district must compensate the person or business entity for services performed before the termination of the contract."

THIS NOTICE IS NOT REQUIRED OF A PUBLICLY-HELD CORPORATION

Complete only one of the three below: A or B or C.

I, the undersigned agent for the firm named below, certify that the information concerning notification of felony convictions has been reviewed by me and the following information furnished is true to the best of my knowledge.

Official: **Brian Fields**

Print Authorized Company Official's Name

A. My firm is a publicly held corporation; therefore, this reporting requirement is not applicable.

Signature of Authorized Company Official: _____

B. My firm is not owned nor operated by anyone who has been convicted of a felony:

Signature of Authorized Company Official:  _____

C. My firm is owned or operated by the following individual(s) who has/have been convicted of a felony:

Name of Felon(s): _____

Details of Conviction(s): _____

Signature of Authorized Company Official: _____

Federal Requirements for Procurement and Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms.

The Education Service Center Region 8 and TIPS anticipate possibly using federal funds for procurement under this potential award and is required to obtain the following compliance assurance.

1. Will you be subcontracting any of your work under this award if you are successful? (Circle one)

☐ YES or NO ☒

2. If yes, do you agree to comply with the following federal requirements? (Circle one)

☐ YES or NO ☒

2 CFR §200.321 Contracting with small and minority businesses, women's business enterprises, and labor surplus area firms.

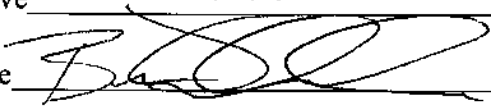
(a) The non-Federal entity must take all necessary affirmative steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

(b) Affirmative steps must include:

- (1) Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
- (2) Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
- (3) Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
- (4) Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises;
- (5) Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce ; and
- (6) Requiring the prime contractor, if subcontracts are to be let, to take the affirmative steps listed in paragraphs (1) through (5) of this section.

Company Name ITsavvy

Print name of authorized representative Brian Fields

Signature of authorized representative 

Date 04/17/2017

FAILURE TO PROPERLY COMPLETE THIS FORM AND SUBMIT WITH YOUR RESPONSE MAY RESULT IN A WAIVER OF YOUR RIGHTS UNDER THE LAW TO MAINTAIN CONFIDENTIALITY TREATMENT OF SUBMITTED MATERIALS.

CONFIDENTIAL INFORMATION SUBMITTED IN RESPONSE TO COMPETITIVE PROCUREMENT REQUESTS OF EDUCATION SERVICE CENTER REGION 8 AND TIPS IS GOVERNED BY TEXAS GOVERNMENT CODE, CHAPTER 552

If you consider any portion of your proposal to be confidential information and not subject to public disclosure pursuant to Chapter 552 Tex Gov't Code or other law(s), you **must make a copy of all claimed confidential materials within your proposal and put this COMPLETED form as a cover sheet to said materials then scan, name "CONFIDENTIAL" and upload with your proposal submission.** (You must include the confidential information in the submitted proposal as well, the copy uploaded is to indicate which material in your proposal, if any, you deem confidential in the event the District receives a Public Information Request.) Education Service Center Region 8 and TIPS will follow procedures of controlling statute(s) regarding any claim of confidentiality and shall not be liable for any release of information required by law. Pricing of solicited product or service may be deemed as public information under Chapter 552 Tex Gov't Code. The Office of Texas Attorney General shall make the final determination whether the information held by Education Service Center Region 8 and TIPS is confidential and exempt from public disclosure.

I DO NOT desire to expressly waive any claim of confidentiality as to any and all information contained within our response to the competitive procurement process (e.g. RFP, CSP, Bid, RFQ, etc.) by completing the following and submitting this sheet with our response to Education Service Center Region 8 and TIPS. The attached contains material from our proposal that I classify and deem confidential under Texas Gov't Code Sec. 552 or other law(s) and I invoke my statutory rights to confidential treatment of the enclosed materials:

Name of company claiming confidential status of material

Printed Name, Title, and Signature of authorized company officer claiming confidential status of material

Address City State ZIP Phone

ATTACHED ARE COPIES OF _____ PAGES OF CONFIDENTIAL MATERIAL FROM OUR PROPOSAL

Express Waiver: I desire to expressly waive any claim of confidentiality as to any and all information contained within our response to the competitive procurement process (e.g. RFP, CSP, Bid, RFQ, etc.) by completing the following and submitting this sheet with our response to Education Service Center Region 8 and TIPS.

ITSAMU

Name of company expressly waiving confidential status of material

Brian Fields, Senior Director Public Sector 
Printed Name, Title, and Signature of authorized company officer expressly waiving confidential status of material

513 South RAILWAY ROAD, Addison, IL 60101 630-396-6905
Address City State ZIP Phone

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

ITSMVY LLC

2 ☐ Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

Not Applicable
Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes

☒ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes

☒ No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

Not Applicable

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7 [Signature]
Signature of vendor doing business with the governmental entity

4/17/17
Date

Warranty Response

BID 170301



[RFP Name]

Presented to:

Tips Taps
Sarah Bond, Contracts Compliance
Specialist
Region 8 Education Service Center
4845 US Highway 271 North
Pittsburg, TX 75686 USA

Date Submitted

April 18, 2017

Presented by:

ITSavvy
Brian Fields
Senior Director Public Sector
bfields@itsavvy.com
630-396-6905

RFP #

170301



April 18, 2017

TIPS Cooperative
Sarah Bond, Contracts Compliance Specialist
Region 8 Education Service Center
4845 US Highway 271 North
Pittsburg, TX 75686 USA
(866) 839-8477
(866) 839-8472
bids@tips-usa.com

RE: 170301 Data Center Hosting, Sales and Services

Dear Ms. Bond

The services that are requested in RFQ 170301 do not have any warranty expressed or implied. This service offering; we do not extend, on behalf of ITsavvy, any written or oral warranty or guarantee, or make any representation or claim, with respect to the ITsavvy Services without our prior written consent.

Sincerely,

Brian Fields
Senior Director Public Sector

Supplementary Response BID 170301



[RFP Name]

Presented to:

Tips Taps
Sarah Bond, Contracts Compliance
Specialist
Region 8 Education Service Center
4845 US Highway 271 North
Pittsburg, TX 75686 USA

Date Submitted

April 18, 2017

Presented by:

ITsavvy
Brian Fields
Senior Director Public Sector
bfields@itsavvy.com
630-396-6905

RFP

170301



April 18, 2017

TIPS Cooperative
Sarah Bond, Contracts Compliance Specialist
Region 8 Education Service Center
4845 US Highway 271 North,
Pittsburg, TX 75686 USA
(866) 839-8477
(866) 839-8472
bids@tips-usa.com

RE: 170301 Data Center Hosting, Sales and Services

Dear Ms. Bond

ITSavvy is pleased to offer TIPSTAPS our Data Center Services portfolio. Please note the following information.

Pricing

The pricing offered is based on a monthly recurring rate via spreadsheet 1. Each opportunity is discussed thoroughly with end user customer before a Scope of Work (SOW) is generated. The SOW will identify any warranties, service level agreements, and product delivery with a schedule of events when and where necessary. We will apply volume discounts where and when applicable.

Agreement requested exceptions (subject to negotiation post award)

- ITSavvy, if awarded, Audit Rights are at our facility vice sending documentation/ data off site. Specific order information will be made available and documents/data sent off site for specific requests for orders and invoices.
- There is no warranty. Conditions will be identified within the service level agreement that varies per the scope of work for each opportunity.
- Project delivery will be identified within the SOW.

Marketing

As you may already know based on our past performance from our Assistive Technologies Contract along with our Interactive Technology contract ITSavvy will look to expand our footprint with TIPSTAPS by offering these services within all 50 states. We are excited about the opportunity to offer Data Center Services especially in areas that do not already have a State Contract or Purchasing Agreement already in place for these services.

We will work closely with TIPSTAPS contracting to see what marketing we can accomplish together though current clients of TIPSTAPS as well as opening our vast database to address potential new clients to TIPSTAPS.

If there are any questions, comments or concerns within our response please direct them to myself.

Sincerely,

Brian Fields – 630-330-2156 (c) bfields@itsavvy.com
Senior Director Public Sector

Cloud control.
Courtesy of **ITsavvy**.

You can trust ITsavvy with your mission-critical asset: information. In a world where your work knows no boundaries, ITsavvy Cloud Solutions offers workforce flexibility with data security. When your sales team is on the road, their data is protected. Your subsidiary offices are guarded 24/7 as well, from outages, malicious intrusion or catastrophic losses. No infrastructure to purchase. Nothing to monitor.

All of that, and peace of mind, too.



ITsavvy > Cloud Solutions



When you partner with ITsavvy, you rest assured that your information is safe and sound, ready when you need it.

WORKFORCE FLEXIBILITY. You may have teams spread around the country or you may have a workforce that rarely enters the office. Partnering with ITsavvy Cloud Solutions can bring your company's far-reaching data into one safe and secure environment, accessible whenever it's needed.

DATA ACCESS WITHIN HOURS. We've helped clients recover data that was decimated by lightning, fires and floods. When files are stored offsite, your business can reopen with minimal down time.

VETTED VENDORS. We know that data retrieval and security are your top concerns. We filter our virtual vendors so that we work only with the most reliable and respected providers in the industry.

RISK MANAGEMENT. We will work with your risk team to comply with specific risk management initiatives.

TEAM OF EXPERTS. Our client-centered approach means you'll make just one phone call to reach ITsavvy experts, who can handle all of your IT service questions.

Who is ITsavvy? We are, of course.

It's our passion to deliver peace of mind. Learn more about ITsavvy's integrated IT products and solutions: **855.ITsavvy** or **ITsavvy.com**.

BENEFITS

- Share applications and IT support
- Host critical applications
- Reduce hardware, software and maintenance costs
- Eliminate the need to replace aging systems
- Provide secure storage of critical data
- Backup critical data
- Recover lost data
- Comply with disaster protocol
- Fulfill risk, regulatory and governance compliance
- Improve staff productivity
- Provide access from desktops, laptops, tablets and mobile devices

SOLUTIONS

- savvyMail™
 - SPAM
 - Virus Protection
 - Email Continuity
- savvyCloud™
- savvyBackup™
- Archiving
- Business Continuity/Disaster Recovery
- VoIP
- savvySecurity™
- Virtual Infrastructure



ITsavvy.com



The ITsavvy marks are trademarks of B2B Industries LLC.

We're ITsavvy.

IT PRODUCTS
TECHNOLOGY SOLUTIONS
PEACE OF MIND





Who is **ITsavvy**? We are, of course.

But we're also YOU savvy. And YOUR SYSTEMS savvy. And STRATEGIC MISSION savvy. It's a BEEN THERE, DONE THAT, WE KNOW WHAT IT TAKES kind of savvy.

It's not enough to get IT. We will GEL with you and your organization. Think like you think. Understand your challenges. Then architect real solutions that sync with your visions.

You need someone who connects with your problems. We're real IT people. Whether you wear wingtips, high tops or flip flops, we've walked in your shoes, my friend. We've worked with thousands of clients just like you in business, government and education. You can trust us with your most critical asset: information.

It's our mission to build authentic relationships firmly rooted in knowledge, experience and ultimately, trust.

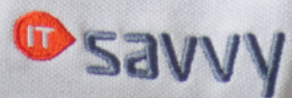
It's our passion to deliver peace of mind.

We're ITsavvy. We want you to be more ITsavvy, too.

What does it mean to be ITsavvy®?

WE GET IT. AND
WE'VE MADE IT
CLIENT-FRIENDLY.

YOU'LL GET ONE EXPERT TEAM TO CALL FOR ALL YOUR IT NEEDS.
WE ARE BIG ON NURTURING STRONG CLIENT RELATIONSHIPS.



Think of us as the player who hits a home run in the bottom of the ninth, with the bases loaded. The techie you call when you're banging your head against a dead server. The rock star who aces the project, on time and within budget. The visionary who can time-warp your IT into your organization's future. The value-added reseller with comprehensive expertise. Engineered Solutions, Managed Services, Cloud Solutions, Unified Communications. You get the best of all worlds from one industry leader.



Five star delivery stats

You want product options? We've got over a million of them, warehoused in 46 locations around the country. Our super-fly delivery stats move out 99% of in-stock orders the same day. And because we're independently owned and vendor neutral, we stock all the name-brand products, and then some.

◆ [DOWNLOAD OUR IT PRODUCTS BROCHURE](#)



Brainiac solutions

You need an IT pro who can analyze, manage and build a custom network. We're backed by on-staff engineers and certified techs who have managed their own data centers and networks. We've got deep brainpower that's yours to pilfer.

◆ [DOWNLOAD OUR ENGINEERED SOLUTIONS BROCHURE](#)



Proactive remote oversight

You need to offload day-to-day management of your systems and devices. Our savvyGuard® experts monitor your environment, notify you before an issue hits red-alert, and then quickly resolve the problem. Our savvyPrint® pros will stay on top of your usage and supplies so you aren't sitting on a stockpile of toner. Our MFPs and leasing programs bring award-winning Toshiba document solutions to your operation.

◆ [DOWNLOAD OUR MANAGED SERVICES BROCHURE](#)



Cloud control

Storage, backup and recovery. Virtualization, desktop, email and private cloud. We offer them all. We only work with vendors that have passed our strict vetting standards so we can promise reliability and confidence.

◆ [DOWNLOAD OUR CLOUD SERVICES BROCHURE](#)



Phone / data unity

You want someone to relieve you of that phone/network albatross. We've got all of that plus voice, video, bandwidth and mobility. We'll make you look good with solutions that are efficient and reliable from leaders like Cisco, ShoreTel, Mitel and NEC.

◆ [DOWNLOAD OUR UNIFIED COMMUNICATIONS BROCHURE](#)

We work smarter, so you get peace of mind.

That's what it means to be ITsavvy.



WE SPEAK YOUR LANGUAGE

SQL, ColdFusion, PHP,
Javascript, HTML,
FoxPro, MS Access, .net,
ASP, Visual Basic, XML

WE ARCHITECT REAL SOLUTIONS

Our expertise and technical leadership spans more than three decades. We know what it takes to solve your toughest challenges.

WE HAVE IT STREET CRED

HP Enterprise Gold Partner
VMware Premier Solution Provider
EMC Silver Partner
HP Inc. Platinum Partner & Gold Supplies Partner
Dell Premier Partner
ShoreTel Gold Champion Partner
Apple Value Added Reseller
IBM Member
Dell SonicWALL Premier Partner
Aerohive Elite Partner
Microsoft Silver Small & Midmarket Cloud Solutions Partner
Cisco Premier Certified Partner
Citrix Silver Solution Advisor Partner
NetApp Silver Partner
Symantec Silver Partner
Mitel Authorized Partner
NEC Diamond Partner
Toshiba Authorized MFP/Copier Dealer
Barracuda Elite Partner
APC by Schneider Electric Premier Partner
Aruba Silver Partner
Cisco Meraki Premier Partner
FS Authorized Partner
Netgear Platinum Partner
Palo Alto Silver Partner
Veeam Gold Partner

WE GET AWARDS

2016	Named to <i>CRN's</i> Tech Elite 250
2007-2016	Named to <i>CRN's</i> Solution Provider 500
2016	Named to <i>Insights Success</i> Top 20 Storage Providers
2016	Named to <i>CIOReview's</i> 20 Most Promising Virtualization Solutions Providers
2016	Named to <i>CIOReview's</i> 20 Most Promising Networking Solutions Providers
2015	Named to <i>CIOReview's</i> 20 Most Promising UC Solution Providers
2015	ShoreTel Circle of Excellence Award in the U.S. Cloud
2009-2015	Named to <i>Crain's</i> list of largest privately-held companies in metro Chicago
2014, 2015	Received <i>Better Business Bureau</i> A+ Rating for zero complaints
2014	Named to <i>CRN's</i> Managed Service Providers Elite 150
2009-2014	Named to <i>Inc. Magazine's</i> list of fastest growing U.S. businesses of its type
2013	Named to <i>CRN's</i> Fast Growth 150
2011-2013	Named to <i>Crain's</i> list of fastest growing companies in metro Chicago
2010	Named to <i>Lead 411's</i> Technology 500 list of fastest growing technology companies in the U.S.
2010	<i>Daily Herald Business Ledger</i> honors CEO Mike Theriault with Entrepreneurial Excellence Award in Growth category
2008, 2009	Named to <i>Computer Reseller News</i> Fast Growth 100

WE HAVE FUN, TOO

When we're not working, we're teaming up in games like *World of Warcraft*, *Gears of War*, *Call of Duty* and *Halo*.

IT PRODUCTS

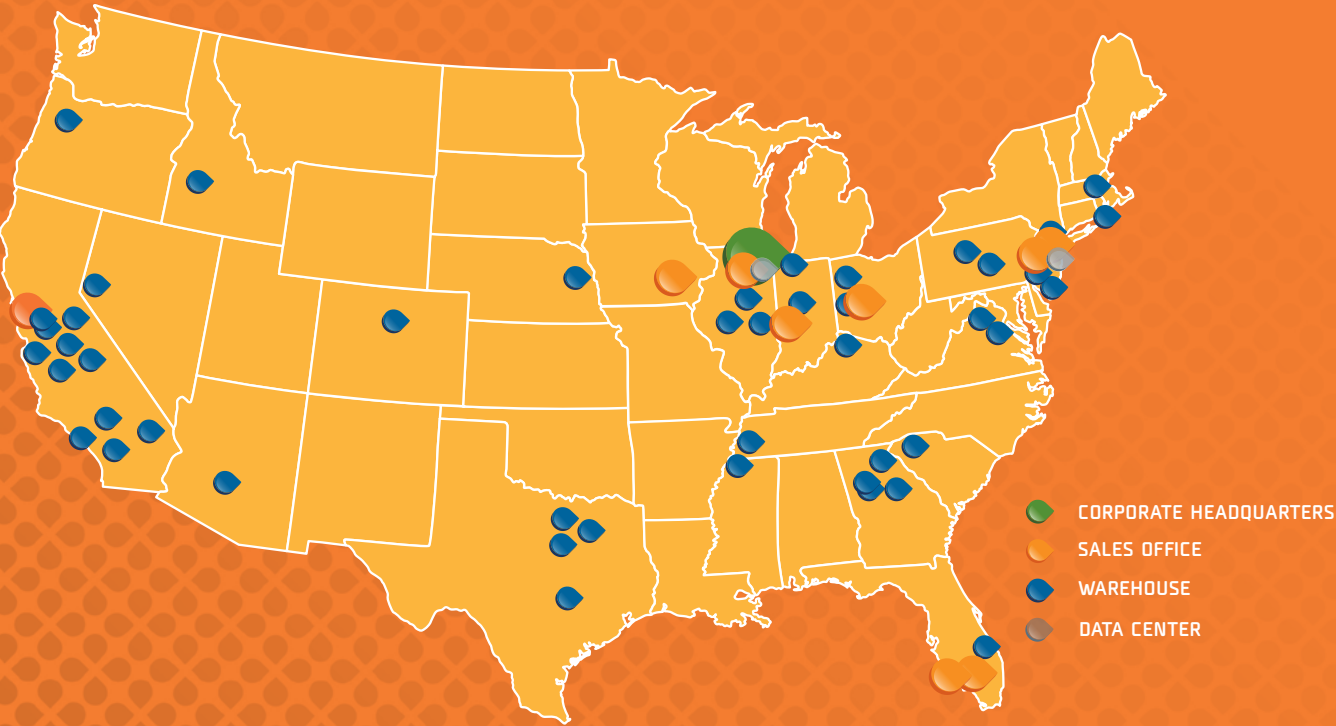
More products. Faster delivery.

Think we'd have only two warehouses like our competitors? Think again. We have a nationwide network of 46 distribution centers, so there's one near you. ITsavvy's® centers form the backbone of our operation, filled with over a million products, a thousand plus brands and access to more than \$8 billion in daily inventory.

Best-in-industry delivery. Need five servers in five states by tomorrow noon? Done. We've even hand-delivered products to clients in crisis mode. We ship 99% of our in-stock orders the same day, getting you what you need faster and more efficiently. Some might say that's above and beyond. We say it should be expected.

Get what you need. When you call us, you probably have something specific in mind. Our inventory and vendor-neutral philosophy means that we sell products based on your needs. Of course, if we see opportunities for a better return on value, we'll share our recommendations.

We want you to work faster AND smarter.



ADVANCED SOLUTIONS GROUP

We're real IT people. Bring it on.

From Engineered Solutions and Managed Services, to Cloud Solutions and Unified Communications, the talent in our Advanced Solutions Group has earned industry respect. We don't just install. We architect real solutions by assessing, designing, customizing, deploying, evaluating and managing.

Technology may be your biggest business investment. We protect it with intelligent stewardship that targets a zero-error rate.



ADVANCED SOLUTIONS GROUP



We listen. And then deliver results.

Short-term fixes might yield short-term success. But for real ROI, you need genuine solutions.

Our Engineered Solutions group has 20+ years of IT experience. We architect solutions that our competitors would never dream of.

We understand the individual needs of clients in business, government, non-profit and education. If your needs are granularly specific, we have the expertise to create one-off solutions that fit the way you operate.

Deliverables that work. Then we turn the design over to our in-house Configuration Lab where we work out the kinks before delivery. We even follow through after installation to assure success.



Rest assured. You're floating in our cloud.

We know what keeps you awake at night. Fears of lost data, system failures, overcapacity. Like shrapnel coming at you in the dark. Let ITsavvy reset your REM.

Reliable suppliers. We have strict standards for our virtual services. Rest assured that your data is safe, sunlight through starlight, 24/7.

Total recall. Our systems are secure and flexible, designed for internal and external compliance requirements. Your backup is available when you need it. We take care of the details, saving you money and freeing up your mind.

State-of-the-art data center. We bring clients industry-leading storage, security, backup, disaster recovery and performance considerations with our new data center. It is SSAE, HIPAA, HITECH, PCI DSS 3.0 and SOC 1.0 compliant.



We'll give you some of your day back.

What if you could be notified of outages in real time? What if you knew in advance when your supplies were getting low? ITsavvy® can bring proactive clarity to your infrastructure and reduce your total cost of ownership.

Nationwide remote management with savvyGuard® and savvyPrint®. Our 24x7x365 US-based NOC team watches over your environment and devices, and remediate events before they become Code Red. Proactive oversight reduces maintenance costs.

Real savings. We look at per-unit operations to identify inefficiencies. We'll suggest when it's time to ditch an older model and trade up to something with more gusto. Many of our clients have saved more than 35% with our remote management services.

MFP Solutions. Advanced document solutions from Toshiba can improve productivity within your budget constraints.



A 30,000 Foot view of your communications.

Phones. Data networks. They aren't the most glamorous parts of your job. But you'll hear about it the minute they aren't working. The alternative: offload implementation to the experts at ITsavvy.

One-source solutions. We work with industry leading vendors like ShoreTel, Mitel, NEC and Cisco to offer three UC deployments: on-premises, cloud or hybrid. Our proprietary site analytics ensure you don't pay for features you won't use.

Training and support. Our work doesn't stop after installation. We provide onsite training and continual support. Take a bow. You're the hero.

Our solutions and services.

IT PRODUCTS

HARDWARE

- Servers
- Blades
- SAN
- NAS
- Notebooks/Laptops
- Workstations
- Desktops
- Thin Clients
- Monitors
- Projectors
- Tablets
- Memory
- Cables
- UPS Power Protection
- VoIP Phone Systems
- Wireless
- Switches
- Routers
- Network Security
- Firewalls
- Software
- Printers

SOFTWARE

- Backup
- Archive
- Storage
- Business
- Database & Business Intelligence
- Desktop
- Web Publishing
- Help Desk Management
- Operating Systems
- Security
- Unified Communications
- Virtualization

ACCESSORIES

- Storage Accessories
- Input Accessories
- Projector Accessories
- Scanner Accessories
- Printer Accessories

OTHER COMPUTER PRODUCTS

- Cables
- Components

BRANDS

1,000+ brands including:

- Aerohive Networks
- Apple
- Barracuda Networks
- Cisco
- Citrix
- Dell
- EMC²
- HP
- InFocus
- Lenovo
- Microsoft
- NEC
- Samsung
- ShoreTel
- SonicWALL
- Toshiba MFPs
- VMware

SERVICES

- Configuration Lab
- E-Procurement Integration
- Authorized Service Provider
- Information Technology Asset Disposition
- Leasing
- Licensing Compliance

46 DISTRIBUTION
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- IT & Business Assessments
- Program Management Office
- savvyTalent®
- IT Lifecycle Management

ENGINEERED SOLUTIONS

- Storage
- Virtualization
- Backup
- Disaster Recovery/ Business Continuity
- Messaging
- Networking
- Wireless
- Security
- Surveillance Cameras
- Cabling Services

SERVICES

- System Architecture
- Implementation
- Virtual Demo Lab
- Hardware Management

MANAGED SERVICES SOLUTIONS

- savvyGuard®
 - Managed NOC
 - Managed Help Desk
- savvyPrint®
 - MFPs/Copiers

CLOUD SOLUTIONS

- savvyMail®
- Private Cloud & Colocation
- savvyBackup®
- savvyDesktop®
- Disaster Recovery/ Business Continuity
- Virtual Infrastructure

UNIFIED COMMUNICATIONS SOLUTIONS

- Voice Products
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 - ShoreTel
 - Mitel
 - NEC
- Video Conferencing
- savvyBandwidth®
- Mobility
- Video Products

SERVICES

- Technology Refresh
- Custom IVR Development
- Business Analysis & System Design

INTEGRATED
END-TO-END
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IT PRODUCTS

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COMMUNICATIONS

Learn more about ITsavvy's
integrated IT products and solutions:
855.ITsavvy or ITsavvy.com.

ILLINOIS

Corporate Headquarters

313 South Rohlwing Road
Addison, IL 60101
Main 630.396.6300
Fax 630.396.6322

Chicago

30 West Monroe Street
Suite 1400
Chicago, IL 60603

Aurora

2760 Beverly Drive
Unit 5
Aurora, IL 60502

NEW YORK

Hauppauge

90 Adams Avenue
Suite A
Hauppauge, NY 11788
Main 631.261.6900
Fax 631.757.8604

Manhattan

469 7th Avenue
New York, NY 10018

NEW JERSEY

10 Independence Blvd.
Suite 100
Warren, NJ 07059

FLORIDA

Miami

8300 NW 53rd Street
Suite 350-018
Doral, FL 33166

Naples

9128 Strada Place
#10115
Naples, FL 34108

IOWA

249 Research Parkway
Suite 230
Davenport, IA 52806

INDIANA

8888 Keystone Crossing
Suite 1300
Indianapolis, IN 46240

OHIO

70 Birch Alley
Suite 240 Building B
Beavercreek, OH 45440

CALIFORNIA

23271 Eichler Street
Unit F
Hayward, CA 94545

DATA CENTERS

Cedar Knolls, NJ
Oak Brook, IL

ITsavvy.com

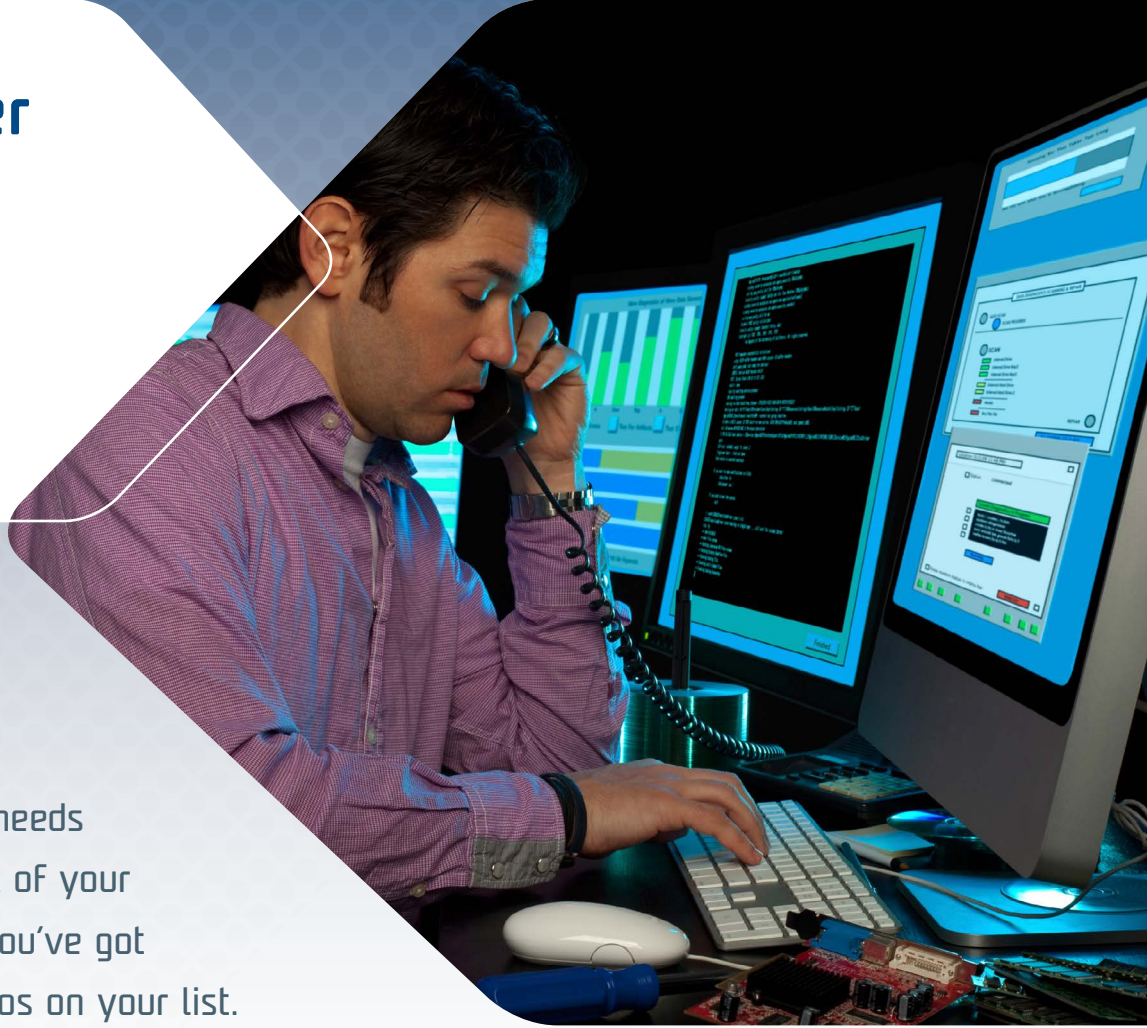
savvyGuard® Managed Help Desk

MANAGED SERVICES

**On-call User
Support.
Predictable
Monthly
Rates.**

Responding to user needs takes up a big chunk of your day. Let's just say you've got more important to-dos on your list.

Let our savvyGuard Managed Help Desk take care of your users, with multiple service options.



savvyGuard® Managed Help Desk



We're Your Flat-Rate User Support Service.

Whether you operate in multiple states or manage a two-person IT staff, it's a sure bet that you are being pulled in too many directions. Users are calling with desktop and server issues while management has a list of strategic initiatives that need to be checked off.

Let savvyGuard Managed Help Desk improve your organization's productivity and give you some of your day back. Our support service is manned by certified technicians, all US-based. You get a choice of service levels, with business hours or 24/7 coverage.

Our solution includes:

- One monthly cost for more predictable budgeting
- Certified US-based technicians on call, so you can concentrate on value-added projects
- Rapid response times, for quick resolution and improved user productivity

Plus, you'll have access to the ITsavvy team of expert engineers, who can be deployed when events become more challenging.

Choose Your Plan.

Support	Level 1	Level 2
Workstation troubleshooting & triage	✓	✓
Support for Windows based desktops & OS; support for Apple MAC OS	✓	✓
Support for document-provided custom/vertical applications	✓	✓
Network/Internet connectivity issues	✓	✓
Desktop peripheral hardware (printer, keyboard, monitor, mouse, bar-code readers)	✓	✓
Use of Remote Control to resolve issues	✓	✓
Basic "how to" questions and escalation	✓	✓
Connectivity, POS, OS, Remote Access, peripherals, spyware, antivirus, after hours answering service	✓	✓
Server based password resets		✓
User adds, moves, changes in active directory		✓
User administration of MS Exchange or hosted email applications		✓
SMB Firewall and troubleshooting (OS only)		✓
Server diagnostic and troubleshooting (OS only)		✓
Citrix server support (per session shadowing/cancelling)		✓

THE ITsavvy DIFFERENCE

- 70% of calls reach live person in less than 30 seconds
- 70% of issues resolved and closed on first call
- Expert US-based support for most IT manufacturers & vendors
- Remote help desk support for your international users as well, with onsite global support available if needed
- ITsavvy engineering staff to handle complex issues



Download
savvyGuard Managed
NOC Brochure



Download
savvyGuard
Success Story



Who is ITsavvy? We are, of course.

CURIOS? Contact an ITsavvy Client Executive to learn how savvyGuard Managed Help Desk can improve user productivity and give you time back in your day.



855.ITsavvy (855.487.2889) • info@ITsavvy.com

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ITsavvy.com

Spread too thin?
Lean on us.

Monitoring backups. Helping users with logins. Checking toner supplies. Sure that's all important stuff, but they are keeping you from envisioning bigger things for your department.

Set your sights high. We're here for you.

ITsavvy > Managed Services



Offload a little or a lot. We can take it.

Sure, running an IT department is a lot of juggling, a lot of hand-holding, a lot of fire-fighting. But that can take up most of your day, leaving nothing for the important things, like improving, cost-reducing, optimizing, strategizing. We've designed our Managed Services solutions to sweat the small stuff for you, so you have time to make a difference.

savvyGuard Managed NOC. Continuous infrastructure monitoring with three tiers of support:

- NOC Act for full remote infrastructure management and remediation
- NOC Aid event alerts with in-house or remote remediation
- NOC Alert for complete in-house management

savvyGuard Managed Help Desk. Expert resolution of user problems, with two tiers of coverage: 24x7x365 or weekdays 9am to 5pm.

savvyPrint. Remote monitoring and management of your print fleet, with autofulfillment, efficiency analytics, and brand-certified repair.

MFP/Copiers. Purchase or lease advanced document solutions like e-STUDIO MFPs from Toshiba.

ITsavvy Managed Services gives you:

STATE-OF-THE ART PSA/RMM TOOLS that predict and avert network events

FAST PROBLEM RESOLUTION so users return to productive work faster

EXPERT CALL CENTERS with North American-based credentialed support

ON-CALL SPECIALISTS ensure that events and challenges are in expert hands

REDUCED DOWNTIMES to keep your network secure

STRATEGIC THINKING that is proactive vs. reactive

INCREASED EFFICIENCY through a right-sized printer fleet

COMMAND-LEVEL VISIBILITY for better strategic decision making

Who is ITsavvy? We are, of course.

It's our passion to deliver peace of mind. Learn more about ITsavvy's integrated IT products and solutions: **855.ITsavvy** or **ITsavvy.com**.

BENEFITS

- A network that is optimized and efficient
- Improved productivity for your users and your IT staff
- North American-based user support that can resolve issues as they occur
- Business continuity to keep your operation running
- Predictable costs that support your budget guidelines
- OpEx savings by resolving events before they become costly incidents
- Insight and visibility that show you where to be concerned

SOLUTIONS

- savvyGuard® Managed NOC
- savvyGuard® Help Desk
- savvyPrint® Managed Print Solution
- MFP/Copier's

 [WATCH savvyGuard VIDEO](#)

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