

TIPS VENDOR AGREEMENT

Between LogMeIn USA, Inc. and

THE INTERLOCAL PURCHASING SYSTEM (TIPS),

a Department of Texas Education Service Center
Region 8 for

TIPS RFP 200105 Technology Solutions, Products and Services

General Information

This Vendor Agreement (“Agreement”) is 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 and LogMeIn USA, Inc., on behalf of itself and its wholly-owned subsidiaries, including specifically, for provision of audio services, including any related hardware, LogMeIn Communications, Inc., LogMeIn Audio, LLC, or Grasshopper Group LLC, our telecommunications providers responsible for the rates and terms relating to the respective audio services. (“Vendor” or “awarded vendor”).

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 unless otherwise agreed by the parties in writing and by signature and date on the attachment.

A Purchase Order, Agreement or Contract 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 between the Vendor and TIPS Member should be added as addendums to the Purchase Order, Agreement or Contract. Items such as certificate of insurance, bonding requirements, small or disadvantaged business goals are some, but not all, 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", "included in price" or other similar indication. Otherwise, all shipping, freight or delivery changes shall be passed through to the TIPS Member at cost with no markup and said charges shall be agreed by the TIPS Member unless alternative shipping terms are agreed by TIPS as a result of the proposal award.

Warranty Conditions

All new supplies equipment and services shall include ***manufacturer's minimum standard warranty*** unless otherwise agreed to in writing. Vendor shall be legally permitted to sell all products offered for sale to TIPS Members if the offering is included in the Request for Proposal category. All goods proposed and sold shall be new unless clearly stated in writing.

Customer Support

The Vendor shall provide timely and accurate customer support for orders to TIPS Members as agreed by the Parties. Vendors shall respond to such requests within a commercially reasonable time after receipt of the request. If support and/or training is a line item sold or packaged with a sale, support shall be as agreed with the TIPS Member.

Agreements

Agreements for purchase will normally be put into effect by means of a purchase order(s) executed by authorized agents of the TIPS Member participating government entities, but other means of placing an order may be used at the Member's discretion.

Tax exempt status

Most TIPS Members are tax exempt and the related laws and/or regulations of the controlling jurisdiction(s) of the TIPS Member shall apply.

Assignments of Agreements

No assignment of this Agreement may be made without the prior notification of TIPS except that Vendor may assign to a parent company, subsidiary company, or a company under common control with Vendor. Written approval of TIPS shall not be unreasonably withheld. Payment for delivered goods and services can only be made to the awarded Vendor, Vendor designated reseller or vendor assigned company.

Disclosures

- Vendor and TIPS affirm that their authorized employees or agents have not given, offered to give, nor intend 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.
- 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 the TIPS program.
- The Vendor affirms that, to the best of its 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.

Term and Renewal of Agreements

The Agreement with TIPS is for three (3) years with an option for renewal for an additional one (1) consecutive year if both parties agree. TIPS may or may not exercise the one-year extension beyond the base three-year term and whether or not to offer the extension is at the sole discretion of TIPS. The scheduled Agreement termination date shall be the last date of the month of the last month of the Agreement's legal effect. This Agreement shall end on May 31, 2023 as scheduled in the RFP but is subject to the permitted renewals after year three as provided in the RFP200105. **Example:** *If the Agreement is scheduled to end on May 23, the anniversary date of the award, it would actually be extended to May 31 in the last month of the last year the contract is active.*

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 that exceeds month to month terms 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, executed Agreement or other written instruction 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, deliver or provide ordered products or services within a commercially reasonable time after the receipt of the order from the TIPS Member. If a delay in said delivery is anticipated, the Vendor shall notify TIPS Member as to why delivery is delayed and shall provide an estimated time for completion of the order. TIPS or the requesting entity may cancel the order if estimated delivery time is not acceptable or not as agreed by the parties.

Invoices

Each invoice or pay request shall include the TIPS Member's purchase order number or other identifying designation as provided in the order by the TIPS Member. If applicable, the shipment tracking number or pertinent information for verification of TIPS Member receipt shall be made available upon request.

Payments

The TIPS Member will make payments directly to the Vendor or the vendor assigned dealer on NET 30 terms or as agreed by the Vendor and the TIPS Member, in all cases in compliance with applicable payment statute(s).

Pricing

Price increases will be honored according to the terms of the solicitation. 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 TIPS Member customer.

Participation Fees

The Participation Fee that was published as part of the Solicitation and the fee published is the legally effective fee, along with any fee conditions stated in the RFP. Collection of the fees by TIPS is required under Texas Government Code §791.011 Et seq. Vendor or vendor assigned dealer agrees to pay the participation fee for all Agreement sales to TIPS on a monthly scheduled report or as otherwise agreed by the parties. To report sales, login to the TIPS Vendor Portal and click on the PO's and Payments tab. Pages 3-7 of the Vendor Portal User Guide will walk you through the process of reporting sales to TIPS. Please refer to the TIPS Accounting FAQ's for more information about reporting sales and if you have further questions, contact the Accounting Team at accounting@tips-usa.com.

The Vendor or vendor assigned dealers are responsible for keeping record of all sales that go through the TIPS Agreement and submitting same to TIPS. Failure to render the participation fee to TIPS shall constitute a breach of this agreement with our parent governmental entity, Texas Education Service Center Region 8, as established by the Texas legislature and shall be grounds for termination of this agreement and any other agreement held with TIPS and possible legal action. TIPS reserves all rights under the law to collect the fees due. Please contact TIPS at tips@tips-usa.com or call (866) 839-8477 if you have questions about paying fees.

Indemnity

The Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS Member(s), officers and employees from and against all claims and suits by third parties for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and reasonable attorney's fees, directly arising out of, or resulting from, intentional misconduct or gross negligence on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Parties found liable shall pay their proportionate share of damages as agreed by the parties or as ordered by a court of competent jurisdiction over the case. NO LIMITATION OF LIABILITY FOR DAMAGES FOR PERSONAL INJURY OR PROPERTY DAMAGE INCURRED BY VENDOR PERSONNEL IN THE COURSE OF PERFORMING THEIR DUTIES UNDER THE AGREEMENT WHILE PRESENT ON ANY TIPS OR TIPS MEMBER(S) PREMISES ARE PERMITTED OR AGREED BY TIPS/ESC REGION 8.

Limitation on indirect liability.

Neither party will be liable to the other party or to any other person for any indirect, special, consequential or incidental loss, exemplary or other such damages, including, without limitation, damages arising out of or relating to: (i) loss of data, (ii) loss of income, (iii) loss of opportunity, (iv) lost profits, or (v) costs of recovery, however caused and based on any theory of liability, including, but not limited to, breach of contract, tort (including negligence), or violation of statute, whether or not such party has been advised of the possibility of such damages. Some jurisdictions do not allow limitation or exclusion of liability for incidental or consequential damages, so some of the above limitations may not apply.

Limitation on amount of liability.

There shall be no limitation on either party's direct damages liability in connection with this agreement, arising as a result of a party's infringement of third-party intellectual property rights, willful misconduct, or gross negligence. Neither party's total liability under this

agreement will exceed an amount equal to three times the amount the Customer paid to LMI in the 12 months before the event giving rise to the claim. The foregoing does not limit your obligations to pay any undisputed fees and other amounts due under any order. Per Texas Education Code §44.032(f), and pursuant to its requirements only, reasonable Attorney's fees are recoverable by the prevailing party in any dispute resulting in litigation.

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 or TIPS Members will submit any orders at any time. TIPS reserves the right to request additional proposals for items or services already on Agreement at any time.

Purchase Order Pricing/Product Deviation

If a deviation of pricing/product on a purchase order or contract modification occurs between the Vendor and the TIPS Member, TIPS must be notified within five (5) business days of receipt of change order. However, Vendor is free to offer Member customers a lower price than the one established herein.

Termination for Convenience of TIPS Agreement Only

TIPS reserves the right to terminate this agreement for cause or no cause for convenience with a thirty (30) days prior written notice. Termination for convenience is conditionally required under Federal Regulations 2 CFR part 200 if the customer is using federal funds for the procurement. All purchase orders presented to the Vendor, but not fulfilled by the Vendor, by a TIPS Member prior to the actual termination of this agreement shall be honored at the option of the TIPS Member. The awarded vendor may terminate the agreement with ninety (90) days prior written notice to TIPS 4845 US Hwy North, Pittsburg, Texas 75686.

The vendor will be paid for goods and services delivered prior to the termination provided that the goods and services were delivered in accordance with the terms and conditions of the terminated agreement. This termination clause does not affect the sales agreements executed by the Vendor and the TIPS Member customer pursuant to this agreement. TIPS Members may negotiate a termination for convenience clause that meets the needs of the transaction based on applicable factors, such as funding sources or other needs.

TIPS Member Purchasing Procedures

Usually, purchase orders or their equal are issued by participating TIPS Member to the awarded vendor and should indicate on the order that the purchase is per the applicable TIPS Agreement number. Orders are typically 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 for an alternative submission schedule).

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 reasonably fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of goods or services under the Agreement. TIPS and TIPS Members reserves the right to stop work and/or cancel an order or terminate this or any other sales Agreement of any awarded vendor whose license(s) required for performance under this Agreement have expired, lapsed, are suspended or terminated subject to a 30-day cure period unless prohibited by applicable statute or regulation.

Novation

If awarded vendor sells or transfers all assets, rights or the entire portion of the assets or rights required to perform this Agreement, a successor in interest must guarantee to perform all obligations under this Agreement. A simple change of name agreement will not change the Agreement obligations of awarded vendor. TIPS will consider Contract Assignments on a case by case basis. TIPS must be notified within five (5) business days of the transfer of assets or rights.

Site Requirements (only when applicable to service or job)

Cleanup: When performing work on site at a TIPS Member's property, awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by TIPS Member or as agreed by the parties. Upon completion of work, the premises shall be left in the same condition it was on arrival.

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 unless otherwise agreed by the TIPS Member. 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 the TIPS Member's or local smoking statutes, codes or policies.

Marketing

Awarded vendor agrees to allow TIPS to use their name and logo within TIPS website, marketing materials and advertisement subject to any reasonable restrictions provided to TIPS in the Proposal to the Solicitation. The Vendor may submit an acceptable use directive for Vendor's names and logos with which TIPS agrees to comply. 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 which will not be unreasonably withheld. Request may be made by email to TIPS@TIPS-USA.COM

Supplemental Agreements

The TIPS Member entity participating in the TIPS Agreement and awarded vendor may enter into a separate Supplemental Agreement or contract to further define the level of service requirements over and above the minimum defined in this Agreement such as but not limited to, invoice requirements, ordering requirements, specialized delivery, etc.

Any Supplemental Agreement or contract developed as a result of this Agreement is exclusively between the TIPS Member entity customer and the Vendor. TIPS, its agents, TIPS Members and employees not a party to the Supplemental Agreement with the TIPS Member customer, shall not be made party to any claim for breach of such agreement unless named and agreed by the Party in question in writing in the agreement. If a Vendor submitting a Proposal requires TIPS and/or TIPS Member to sign an additional agreement, those agreements shall comply with the award made by TIPS to the Vendor.

Supplemental Vendor's Agreement documents may not become part of TIPS's Agreement with vendor unless and until an authorized representative of TIPS reviews and approves it. TIPS review and approval may be at any time during the life of this Vendor Agreement. TIPS permits TIPS Members to negotiate additional terms and conditions with the Vendor for the provision of goods or services under the Vendor's TIPS Agreement so long as they do not materially conflict with this Agreement.

Survival Clause

All applicable sales, leases, Supplemental Agreements, contracts, software license agreements, warranties or service agreements that were entered into between Vendor and TIPS or the TIPS Member Customer under the terms and conditions of this Agreement shall survive the expiration or termination of this Agreement. All Orders, Purchase Orders issued or contracts executed by TIPS or a TIPS Member and accepted by the Vendor prior to the expiration or termination of this agreement, shall survive expiration or termination of the Agreement, subject to previously agreed terms and conditions agreed by the parties or as otherwise specified herein relating to termination of this 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 the applicable Solicitation that resulted in this Vendor Agreement and any awarded Agreement thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

Audit rights

Due to transparency statutes and public accountability requirements of TIPS and TIPS Members', the 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 of TIPS related purchases 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. In order to ensure and confirm compliance with this agreement, TIPS shall have authority to conduct audits of Awarded Vendor's pricing or TIPS transaction documentation with TIPS Members with 30 days' notice unless the audit is ordered by a Court Order or by a Government Agency with authority to do so without notice.

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 to investigate any possible non- compliant conduct or may terminate the Agreement according to the terms of this Agreement. In the event of an audit, the requested materials shall be reasonably provided in the time, format and at the location acceptable to Region 8 ESC or TIPS. TIPS agrees not to perform a random audit the TIPS transaction documentation more than once per calendar year, but reserves the right to audit for just cause or as required by any governmental agency or court with regulatory authority over TIPS or the TIPS Member.

Force Majeure

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

Choice of Law

The Agreement between the Vendor and TIPS/ESC Region 8 and any addenda or other additions 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.

Venue, Jurisdiction and Service of Process

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 state court of competent jurisdiction in the State of 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 mayfile 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 for any dispute resolution process, other than litigation, between TIPS and the Vendor shall be located in Camp or Titus County, Texas.

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 desires goods or services awarded to the Vendor. Notification may occur via phone, the web, courier, email, fax, or in person. Upon notification of a pending request, the awarded vendor shall acknowledge the TIPS Member's request as soon as possible, but must make contact with the TIPS Member within two working days.

Status of TIPS Members as Related to This Agreement

TIPS Members stand in the place of TIPS as related to this agreement and have the same access to the proposal information and all related documents. TIPS Members have all the same rights under the awarded Agreement as TIPS.

Vendor's Resellers as Related to This Agreement

Vendor's Named Resellers under this Agreement shall comply with all terms and conditions of this agreement and all addenda or incorporated documents. All actions related to sales by Authorized Vendor's Resellers under this Agreement are the responsibility of the Awarded Vendor. If Resellers fail to report sales to TIPS under your Agreement, the awarded Vendor is responsible for their contractual failures and shall be billed for the fees. The awarded vendor may then recover the fees from their named reseller.

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 if requested by either party. TIPS, or its representatives, reserves the right to inspect any project and audit the awarded Vendor's TIPS project files, documentation and correspondence related to the requesting TIPS Member's order. If there are confidentiality requirements by either party, TIPS shall comply to the extent permitted by law.

Incorporation of Solicitation

The TIPS Solicitation which resulted in this Vendor Agreement, whether a Request for Proposals, the Request for Competitive Sealed Proposals or Request for Qualifications solicitation, or other, the Vendor's response to same and all associated documents and forms made part of the solicitation process, including any addenda, are hereby incorporated by reference into this Agreement as if copied verbatim. Notwithstanding anything to the contrary, in the event of a conflict between this Agreement and any part of the TIPS solicitation, this Agreement will control.

SECTION HEADERS OR TITLES

THE SECTION HEADERS OR TITLES WITHIN THIS DOCUMENT ARE MERELY GUIDES FOR CONVENIENCE AND ARE NOT FOR CLASSIFICATION OR LIMITING OF THE RESPONSIBILITIES OF THE PARTIES TO THIS DOCUMENT.

STATUTORY REQUIREMENTS

Texas governmental entities are prohibited from doing business with companies that fail to certify to this condition as required by Texas Government Code Sec. 2270.

By executing this agreement, you certify that you are authorized to bind the undersigned Vendor and that your company (1) does not boycott Israel; and (2) will not boycott Israel during the term of the Agreement.

You certify that your company is not listed on and does not and will not do business with companies that are on the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations per Texas Gov't Code 2270.0153 found at <https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf>

You certify that if the certified statements above become untrue at any time during the life of this Agreement that the Vendor will notify TIPS within three (3) business day of the change by a letter on Vendor's letterhead from and signed by an authorized representative of the Vendor stating the non-compliance decision and the TIPS Agreement number and description at:

Attention: General Counsel

ESC Region 8/The Interlocal Purchasing System (TIPS) 4845 Highway 271 North
Pittsburg, TX, 75686

And by an email sent to bids@tips-usa.com

Insurance Requirements

The undersigned Vendor agrees to maintain the below minimum insurance requirements for TIPS Contract Holders.

General Liability	\$1,000,000 each Occurrence/ Aggregate
Automobile Liability	\$300,000 Includes owned, hired & non-owned
Workers' Compensation	Statutory limits for the jurisdiction in which the vendor performs under this Agreement.
Umbrella Liability	\$1,000,000

When the contractor or its subcontractors are liable for any damages or claims, the contractors' policy, when the Vendor is responsible for the claim, must be primary over any other valid and collectible insurance carried by the District. Any immunity available to TIPS or TIPS Members shall not be used as a defense by the contractor's insurance policy. The coverages and limits are to be considered minimum requirements and in no way limit the liability of the Contractor(s). Insurance shall be written by a carrier with an A-; VII or better rating in accordance with current A.M. Best Key Rating Guide. Only deductibles applicable to property damage are acceptable, unless proof of retention funds to cover said deductibles is provided. Vendor's required minimum coverage shall not be suspended, voided, cancelled, non-renewed or reduced in coverage or in limits unless replaced by a policy that provides the minimum required coverage except after thirty (30) days prior written notice by certified mail, return receipt requested has been given to TIPS or the TIPS Member if a project or pending delivery of an order is ongoing.

Special Terms and Conditions

- **Orders:** All vendor orders received from TIPS Members must be emailed to TIPS at tipspo@tips- usa.com. Should a TIPS Member send an order directly to the Vendor, it is the Vendor's responsibility to forward a copy of the order to TIPS at the email above within 3 business days and confirm its receipt with TIPS.
- **Vendor Encouraging Members to bypass TIPS agreement:** Encouraging TIPS Members to purchase directly from the Vendor or through another agreement, when the Member has requested using the TIPS cooperative Agreement or price, and thereby bypassing the 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.
- **Order Confirmation:** All TIPS Member Agreement orders are approved daily by TIPS and sent to vendor. The Vendor should confirm receipt of orders to the TIPS Member (customer) within 3 business days.
- **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS website, updated pricing when effective. TIPS shall be notified when prices change in accordance with the award.
- **Back Ordered Products:** If product is not expected to ship within the time provided to the TIPS member by the Vendor, customer is to be notified within 3 business days and appropriate action taken based on customer request.

The TIPS Vendor Agreement Signature Form is inserted here.

TIPS Vendor Agreement Signature Form

RFP 200105 Technology Solutions, Products and Services

Company Name: LogMeIn USA, Inc.

Address: 333 Summer Street **City:** Boston **State:** MA **Zip:** 02210

Phone: 866-768-5429 **Fax:** 866-372-5429

Email of Authorized Representative: kurt.snodgrass@logmein.com

Name of Authorized Representative: Claire Bergen

Title: Associate General Counsel

Signature of Authorized Representative: _____

DocuSigned by:
Claire Bergen
636A5DA36AED4D2...

Date: January 20, 2021

TIPS Authorized Representative Name: Meredith Barton

Title: Chief Operating Officer

TIPS Authorized Representative Signature: _____

Meredith Barton

Approved by ESC Region 8: _____

David Wayne Fitts

Date: 1/21/2021

NOTICE TO MEMBERS REGARDING ATTRIBUTE RESPONSES

TIPS VENDORS RESPOND TO ATTRIBUTE QUESTIONS AS PART OF TIPS COMPETITIVE SOLICITATION PROCESS. THE VENDOR'S RESPONSES TO ATTRIBUTE QUESTIONS ARE INCLUDED HEREIN AS "SUPPLIER RESPONSE." PLEASE BE ADVISED THAT DEVIATIONS, IF ANY, IN VENDOR'S RESPONSE TO ATTRIBUTE QUESTIONS MAY NOT REFLECT VENDOR'S FINAL ATTRIBUTE RESPONSE, WHICH IS SUBJECT TO NEGOTIATIONS PRIOR TO AWARD. PLEASE CONTACT THE TIPS OFFICE AT 866-839-8477 WITH QUESTIONS OR CONCERNS REGARDING VENDOR ATTRIBUTE RESPONSE DEVIATIONS. PLEASE KEEP IN MIND THAT TIPS DOES NOT PROVIDE LEGAL COUNSEL TO MEMBERS. TIPS RECOMMENDS THAT YOU CONSULT YOUR LEGAL COUNSEL WHEN EXECUTING CONTRACTS WITH OR MAKING PURCHASES FROM TIPS VENDORS.



200105 Addendum 2

Jive Communications, Inc

Supplier Response

Event Information

Number: 200105 Addendum 2
Title: Technology Solutions, Products and Services
Type: Request for Proposal
Issue Date: 1/9/2020
Deadline: 2/21/2020 03:00 PM (CT)

Contact Information

Contact: Kristie Collins
Address: Region 8 Education Service Center
4845 US Highway 271 North
Pittsburg, TX 75686
Phone: +1 (866) 839-8477
Fax: +1 (866) 839-8472
Email: bids@tips-usa.com

Jive Communications, Inc Information

Address: 1275 West 1600 North
STE 1000
Orem, UT 84057
Phone: (405) 355-2559
Fax: (405) 355-2559
Toll Free: (866) 768-5429

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

Merdith Bunker

Signature

Submitted at 2/20/2020 10:50:00 AM

kurt.snodgrass@logmein.com

Email

Requested Attachments

Vendor Agreement

200105_Vendor_Agreement.pdf

The vendor must download the Vendor Agreement from the attachment tab, fill in the requested information and upload the completed agreement.

DO NOT UPLOAD encrypted or password protected files.

Agreement Signature Form

200105_Agreement_Signature_Form.pdf

If you have not taken exception or deviation to the agreement language in the solicitation attributes, download the AGREEMENT SIGNATURE FORM from the "ATTACHMENTS" tab. This PDF document is a fillable form. Download the document to your computer, fill in the requested company information, print the file, SIGN the form, SCAN the completed and signed AGREEMENT SIGNATURE FORM, and upload here.

If you have taken exception to any of the agreement language and noted the exception in the deviations section of the attributes for the agreement, complete the AGREEMENT SIGNATURE FORM, but DO NOT SIGN until those deviations have been negotiated and resolved with TIPS management. Upload the unsigned form here, because this is a required document.

Pricing Spreadsheet #1

200105_Pricing_form_1.xlsx

The vendor must download the PRICING SPREADSHEET SHEET from the attachment tab, fill in the requested information and upload the completed spreadsheet.

DO NOT UPLOAD encrypted or password protected files.

Pricing Spreadsheet #2

200105_Pricing_form_2.xlsx

The vendor must download the PRICING SPREADSHEET SHEET from the attachment tab, fill in the requested information and upload the completed spreadsheet.

DO NOT UPLOAD encrypted or password protected files.

References

Reference_Form.xls

The vendor must download the References spreadsheet from the attachment tab, fill in the requested information and upload the completed spreadsheet. DO NOT UPLOAD encrypted or password protected files.

Proposed Goods and Services

Proposed_Goods_and_Services (2).pdf

Please upload one or more documents or sheets describing your offerings, line cards, catalogs, links to offerings OR list links to your offerings that illustrate the catalog of proposed lines of goods and or services you carry and offer under this proposal. It does not have to be exhaustive but should, at a minimum tell us what you are offering. It could be as simple as a sheet with your link to your online catalog of goods and services.

Resellers/Dealers - COMPLETE AND UPLOAD ONLY IF YOU HAVE RESELLER OF YOUR GOODS OR SERVICES PROPOSED *No response*

If the PROPOSING vendor has resellers that will be selling for the vendor UNDER this contract, the vendor must download the Resellers/Dealers spreadsheet from the attachment tab, fill in the requested information and upload the completed spreadsheet.

DO NOT UPLOAD encrypted or password protected files.

HUB Subcontracting Plan Form OPTIONAL

No response

Completion of the HUB Subcontracting Plan Form is OPTIONAL. THE FORM INFORMATION HAS NO EFFECT ON YOUR EVALUATION SCORE. IT IS INFORMATIONAL ONLY. Some Texas State agencies and Universities require it be a part of the file when determining if they can use a TIPS contract. If you choose to complete one, it is not project specific but the general plan the vendor would use. Complete it as best you can.

Vendor can download the HUB Subcontracting Plan Form from the "Attachments" tab and upload their HUB Subcontracting Plan Form.

D/M/WBE Certification OPTIONAL

No response

D/M/WBE Certification documentation may be scanned and uploaded if you desire to claim your status as one of the identified enterprises. (Disadvantaged Business Enterprise, Minority Business Enterprise and/or Woman Business Enterprise) If vendor has more than one certification scan into one document. (PDF Format ONLY)

DO NOT UPLOAD encrypted or password protected files.

HUB Certification OPTIONAL

No response

HUB Certification documentation may be scanned and uploaded if you desire to document your status as a HUB company. (Historically Underutilized Business) (PDF Format ONLY)

DO NOT UPLOAD encrypted or password protected files.

Warranty

Warranty (1).pdf

Warranty information (if applicable) must be scanned and uploaded. (PDF Format ONLY)

DO NOT UPLOAD encrypted or password protected files.

Supplementary

Supplementary (1).pdf

Supplementary information may be scanned and uploaded. (Company information, brochures, catalogs, etc.) (PDF Format ONLY)

DO NOT UPLOAD encrypted or password protected files.

All Other Certificates

No response

All Other Certificates (if applicable) must be scanned and uploaded. If vendor has more than one other certification scan into one document. (PDF Format ONLY)

DO NOT UPLOAD encrypted or password protected files.

Logo and Other Company Marks

No response

If you desire, please upload your company logo to be added to your individual profile page on the TIPS website. If any particular specifications are required for use of your company logo, please upload that information under the Supplementary section or another non-required section under the "Response Attachment" tab. Preferred Logo Format: 300 x 25 px - .png, .eps, .jpeg preferred

Conflict of Interest Form CIQ- ONLY REQUIRED IF A CONFLICT EXISTS PER THE INSTRUCTIONS

No response

ONLY REQUIRED IF A CONFLICT EXISTS PER THE INSTRUCTIONS

Conflict of Interest Form for Vendors that are required to submit the form. The Conflict of Interest Form is included in the Base documents or can be found at <https://www.tips-usa.com/assets/documents/docs/CIQ.pdf>.

Certificate of Corporate Offerer - COMPLETE ONLY IF OFFERER IS A CORPORATION

CERTIFICATION_OF_CORPORATE_OFFERER_FORM.pdf

COMPLETE AND UPLOAD FORM IN ATTACHMENTS SECTION ONLY IF OFFERER IS A CORPORATION

Disclosure of Lobbying Activities Standard Form LLL

No response

ONLY IF you answered "I HAVE Lobbied per above" to attribute #66, please download and complete and upload the Standard Form-LLL, "disclosure Form to Report Lobbying," in the Response attachments section.

REQUIRED CONFIDENTIALITY FORM. Complete the form according to your company requirements, make any desired attachments and upload to the appropriate section under "Response Attachments" THIS FORM DETERMINES HOW ESC8/TIPS RESPONDS TO LEGAL PUBLIC INFORMATION REQUESTS.

Bid Attributes

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.

2 Yes - No

Historically Underutilized Business - HUB (Required by some participating governmental entities) Vendor certifies that their firm is a HUB as defined by the State of Texas at <https://comptroller.texas.gov/purchasing/vendor/hub/>

or in a HUBZone as defined by the US Small Business Administration at <https://www.sba.gov/offices/headquarters/ohp>

Proof of one or both may be submitted. Vendor must upload proof of certification to the "Response Attachments" HUB CERTIFICATES section.

3 Yes - No

The Vendor can provide services and/or products to all 50 US States?

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.)

6 Primary Contact Name

Primary Contact Name

7 Primary Contact Title

Primary Contact Title

8 Primary Contact Email

Primary Contact Email

9	Primary Contact Phone Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477 <input type="text" value="4053552559"/>
10	Primary Contact Fax Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477 <input type="text" value="4053552559"/>
11	Primary Contact Mobile Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477 <input type="text" value="No response"/>
12	Secondary Contact Name Secondary Contact Name <input type="text" value="Kayly Shelton"/>
13	Secondary Contact Title Secondary Contact Title <input type="text" value="Marketing Proposal Manager"/>
14	Secondary Contact Email Secondary Contact Email <input type="text" value="kayly.shelton@logmein.com"/>
15	Secondary Contact Phone Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477 <input type="text" value="4053552559"/>
16	Secondary Contact Fax Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477 <input type="text" value="No response"/>
17	Secondary Contact Mobile Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477 <input type="text" value="No response"/>
18	Admin Fee Contact Name Admin Fee Contact Name. This person is responsible for paying the admin fee to TIPS. <input type="text" value="Kurt Snodgrass"/>

19	Admin Fee Contact Email Admin Fee Contact Email <input type="text" value="kurt.snodgrass@logmein.com"/>
20	Admin Fee Contact Phone Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477 <input type="text" value="4053552559"/>
21	Purchase Order Contact Name Purchase Order Contact Name. This person is responsible for receiving Purchase Orders from TIPS. <input type="text" value="Kurt Snodgrass"/>
22	Purchase Order Contact Email Purchase Order Contact Email <input type="text" value="kurt.snodgrass@logmein.com"/>
23	Purchase Order Contact Phone Enter 10 digit phone number. (No dashes or extensions) Example: 8668398477 <input type="text" value="4053552559"/>
24	Company Website Company Website (Format - www.company.com) <input type="text" value="https://jive.com"/>
25	Federal ID Number: Federal ID Number also known as the Employer Identification Number. (Format - 12-3456789) <input type="text" value="02-0783048"/>
26	Primary Address Primary Address <input type="text" value="2570 W Pleasant Grove Blvd"/>
27	Primary Address City Primary Address City <input type="text" value="Lindon"/>
28	Primary Address State Primary Address State (2 Digit Abbreviation) <input type="text" value="Utah"/>
29	Primary Address Zip Primary Address Zip <input type="text" value="84042"/>

30

Search Words:

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.)

31

Do you want TIPS Members to be able to spend Federal grant funds with you if awarded? Is it your intent to be able to sell to our members regardless of the fund source, whether it be local, state or federal?

Most of our members receive Federal Government grants and they make up a significant portion of their budgets. The members need to know if your company is willing to sell to them when they spend federal budget funds on their purchase. There are attributes that follow that are provisions from the federal regulations in 2 CFR part 200. Your answers will determine if your award will be designated as Federal or Education Department General Administrative Regulations (EDGAR) compliant.

Do you want TIPS Members to be able to spend Federal grant funds with you if awarded and is it your intent to be able to sell to our members regardless of the fund source, whether it be local, state or federal?

32

Yes - No

Certification of Residency (Required by the State of Texas) The vendor's ultimate parent company or majority owner :

(A) has its principal place of business in Texas;

OR

(B) employs at least 500 persons in Texas?

33

Company Residence (City)

Vendor's principal place of business is in the city of?

34

Company Residence (State)

Vendor's principal place of business is in the state of?

3
5**Discount Offered - CAUTION READ CAREFULLY BECAUSE VENDORS FREQUENTLY MAKE MISTAKES ON THIS ATTRIBUTE QUESTION**

Remember this is a MINIMUM discount percentage so, be sure the discount percentage inserted here can be applied to ANY OFFERING OF GOODS OR SERVICES THROUGH OUT THE LIFE OF THE CONTRACT

CAUTION: BE CERTAIN YOU CAN HONOR THIS MINIMUM DISCOUNT PERCENTAGE ON ANY OFFERED SERVICE OR GOOD.

What is the MINIMUM percentage discount off of any item or service you offer to TIPS Members that is in your regular catalog (as defined in the RFP document), website, store or shelf pricing? The resulting price of any goods or services Catalog list prices after this discount is applied is a ceiling on your pricing and not a floor because, in order to be more competitive in the individual circumstance, you may offer a larger discount depending on the items or services purchased and the quantity at time of sale. Must answer with a number between 0% and 100%.

3
6**TIPS administration fee**

By submitting a proposal, I agree that all pricing submitted to TIPS shall include the participation fee, as designated in the solicitation or as otherwise agreed in writing and shall be remitted to TIPS by the Vendor as agreed in the Vendor agreement. I agree that the fee shall not and will not be added by the vendor as a separate line item on a TIPS member invoice, quote, proposal or any other written communications with the TIPS member.

3
7**Yes - No**

Vendor agrees to remit to TIPS the required administration fee?

TIPS/ESC Region 8 is required by Texas Government Code § 791 to be compensated for its work and thus, failure to agree shall render your response void and it will not be considered.

3
8**Yes - No**

Do you offer additional discounts to TIPS members for large order quantities or large scope of work?

3
9**Years Experience**

Company years experience in this category? This is an evaluation criterion worth a maximum of 10 points. See RFP for more information.

4
0**Resellers:**

Does the vendor have resellers that it will name under this contract? Resellers are defined as other companies that sell your products under an agreement with you, the awarded vendor of TIPS.

EXAMPLE: BIGmart is a reseller of ACME brand televisions. If ACME were a TIPS awarded vendor, then ACME would list BIGmart as a reseller.

(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.

4
1**Pricing discount percentage are guaranteed for?**

Does the vendor agrees to honor the proposed pricing discount percentage off regular catalog (as defined in the RFP document), website, store or shelf pricing for the term of the award?

4
2**Right of Refusal**

Does the proposing vendor wish to reserve the right not to perform under the awarded agreement with a TIPS member at vendor's discretion?

4
3**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.

4
4**CONFLICT OF INTEREST QUESTIONNAIRE - FORM CIQ - Do you have any CONFLICT OF INTEREST TO REPORT OR DISCLOSE under this statutory requirement?**

Do you have any CONFLICT OF INTEREST TO REPORT OR DISCLOSE under this statutory requirement? YES or NO

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.

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>

There is an optional upload for this form provided if you have a conflict and must file the form.

4
5**Filing of Form CIQ**

If yes (above), have you filed a form CIQ by uploading the form to this RFP as directed above?

4
6

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

4
7

Regulatory Standing

Regulatory Standing explanation of no answer on previous question.

No response

4
8

Antitrust Certification Statements (Tex. Government Code § 2155.005)

By submission of this bid or proposal, the Bidder certifies that:

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.

Suspension or Debarment Instructions

Instructions for Certification:

1. By answering yes to the next Attribute question below, the vendor and prospective lower tier participant is providing the certification set out herein 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.

50

Suspension or Debarment Certification

By answering yes, you certify that no federal suspension or debarment is in place, which would preclude receiving a federally funded contract as described above.

Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive

Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

By answering yes, you certify that no federal suspension or debarment is in place, which would preclude receiving a federally funded contract as described above.

51

Non-Discrimination Statement and Certification

In accordance with Federal civil rights law, all U.S. Departments, including the 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.

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)

All U.S. Departments, including the USDA are equal opportunity provider, employer, and lender.

Not a negotiable term. Failure to agree by answering YES 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 and all other applicable laws and regulations.

5 2 2 CFR PART 200 Contract Provisions Explanation

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

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 are the subgrantee or Subrecipient by definition. Most of the provisions 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. Others are included within 2 CFR part 200 et al.

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.

5 3 2 CFR PART 200 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 the 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?

5 4 2 CFR PART 200 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 the 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?

5
5**2 CFR PART 200 Clean Air Act**

Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

Pursuant to the Clean Air Act, et al 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 comply with all of the above regulations, including all of the terms listed and referenced therein.

Does vendor agree?

5
6**2 CFR PART 200 Byrd Anti-Lobbying Amendment**

Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to the 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 during the life of any contract with ESC Region 8 and TIPS Members resulting from this procurement process the vendor certifies to the terms included or referenced herein.

Does vendor agree?

5
7**2 CFR PART 200 Federal Rule**

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)

Pursuant to the 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).

Does vendor certify that it is in compliance with the Clean Air Act?

58 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?

Yes

59 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.

I HAVE NOT Lobbied per above

60 If you answered "I HAVE lobbied per above to the previous question.

IF you answered "I HAVE lobbied" per above Attribute question, you must download the Lobbying Report "Standard Form LLL, disclosure Form to Report Lobbying" which includes instruction on completing the form, complete and submit it in the Response Attachments section as a report of the lobbying activities you performed or paid others to perform.

6
1

Subcontracting with small and minority businesses, women's business enterprises, and labor surplus area firms.

Do you ever anticipate the possibility of subcontracting any of your work under this award if you are successful?

IF NO, DO NOT ANSWER THE NEXT ATTRIBUTE QUESTION. . IF YES, and ONLY IF YES, you must answer the next question YES if you want a TIPS Member to be authorized to spend Federal Grant Funds for Procurement.

NO

6
2

ONLY IF YES TO THE PREVIOUS QUESTION OR if you ever do subcontract any part of your performance under the TIPS Agreement, do you agree to comply with the following federal requirements?

ONLY IF YES TO THE PREVIOUS QUESTION OR if you ever do subcontract any part of your performance under the TIPS Agreement,

do you agree to comply with the following federal requirements?

Federal Regulation 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.

No response

6
3

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

6
4

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 MAY 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

6
5

Remedies Explanation of No Answer

No response

6
6

Choice of Law

The agreement between the Vendor and TIPS/ESC Region 8 and any addenda or other additions 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.
THIS DOES NOT APPLY to a vendor's agreement entered into with a TIPS Member, as the Member may be located outside 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

6
7

Jurisdiction and Service of Process

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 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.

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

6
8

Infringement(s)

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 attributed to or claims based on the Vendor's proposal or Vendor's performance of contracts awarded and approved.

Do you agree to these terms?

Yes, I Agree

6
9

Infringement(s) Explanation of No Answer

No response

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0

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

7
1

Payment Terms and Funding Out Clause

Payment Terms:

TIPS or TIPS members shall not be liable for interest or late payment fees on past due balances at a rate higher than permitted by the laws or regulations of the jurisdiction of the TIPS Member.

Funding Out Clause:

Vendor agrees to abide by the laws and regulations, including Texas Local Government Code § 271.903, or any statutory or regulatory limitations of the jurisdiction of any TIPS Member which governs contracts entered into by the Vendor and TIPS or a TIPS Member that requires all contracts approved by TIPS or a TIPS Member are subject to the budgeting and appropriation of currently available funds by the entity or its governing body.

See statute(s) 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?

7
2

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

Texas Education Code Chapter 22 Contractor Certification for Contractor Employees

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.

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:

(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.

I certify that:

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.

OR

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:

(1) Contractor has obtained all required criminal history record information regarding its covered employees. None of the covered employees has a disqualifying criminal history.

(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.

(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.

(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.

Noncompliance or misrepresentation regarding this certification may be grounds for contract termination.

7
4

Texas Business and Commerce Code § 272 Requirements as of 9-1-2017

SB 807 prohibits construction contracts to have provisions requiring the contract to be subject to the laws of another state, to be required to litigate the contract in another state, or to require arbitration in another state. A contract with such provisions is voidable. Under this new statute, a "construction contract" includes contracts, subcontracts, or agreements with (among others) architects, engineers, contractors, construction managers, equipment lessors, or materials suppliers. "Construction contracts" are for the design, construction, alteration, renovation, remodeling, or repair of any building or improvement to real property, or for furnishing materials or equipment for the project. The term also includes moving, demolition, or excavation. BY RESPONDING TO THIS SOLICITATION, AND WHEN APPLICABLE, THE PROPOSER AGREES TO COMPLY WITH THE TEXAS BUSINESS AND COMMERCE CODE § 272 WHEN EXECUTING CONTRACTS WITH TIPS MEMBERS THAT ARE TEXAS GOVERNMENT ENTITIES.

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5

Texas Government Code 2270 Verification Form

Texas Government Code 2270 Verification Form

Texas 2017 House Bill 89 has been signed into law by the governor and as of September 1, 2017 will be codified as Texas Government Code § 2270 and 808 et seq.

The relevant section addressed by this form reads as follows:

Texas Government Code Sec. 2270.002. PROVISION REQUIRED IN CONTRACT. A governmental entity may not enter into a contract with a company for goods or services unless the contract contains a written verification from the company that it: (1) does not boycott Israel; and (2) will not boycott Israel during the term of the contract. engaged by ESC Region 8/The Interlocal Purchasing System (TIPS)

4845 Highway 271 North

Pittsburg, TX, 75686

verify by this writing that the above-named company affirms that it (1) does not boycott Israel; and (2) will not boycott Israel during the term of this contract, or any contract with the above-named Texas governmental entity in the future. I further affirm that if our company's position on this issue is reversed and this affirmation is no longer valid, that the above-named Texas governmental entity will be notified in writing within one (1) business day and we understand that our company's failure to affirm and comply with the requirements of Texas Government Code 2270 et seq. shall be grounds for immediate contract termination without penalty to the above-named Texas governmental entity.

AND

our company is not listed on and we do not do business with companies that are on the the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations per Texas Gov't Code 2270.0153 found at <https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf>

I swear and affirm that the above is true and correct.

YES

7
6**Logos and other company marks**

Please upload your company logo to be added to your individual profile page on the TIPS website. If any particular specifications are required for use of your company logo, please upload that information under the "Logo and Other Company Marks" section under the "Response Attachment" tab. Preferred Logo Format: 300 x 225 px - .png, .eps, .jpeg preferred

Potential uses of company logo:

* Your Vendor Profile Page of TIPS website

* Potentially on TIPS website scroll bar for Top Performing Vendors

* TIPS Quarterly eNewsletter sent to TIPS Members

* Co-branding Flyers and or email blasts to our TIPS Members (Permission and approval will be obtained before publishing)

7
7**Solicitation Deviation/Compliance**

Does the vendor agree with the General Conditions Standard Terms and Conditions or Item Specifications listed in this proposal invitation?

7
8**Solicitation Exceptions/Deviations Explanation**

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.

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.

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.

We acknowledge we have received your terms and conditions. Upon award, LogMeIn reserves the right to negotiate in good faith the specific contractual terms relating to the proposed engagement. LogMeIn proposes to provide the services described in this proposal under terms materially consistent with its standard Terms of Service (see <https://secure.logmein.com/home/en/policies/terms-and-conditions>), subject to such modifications as may be agreed by the parties to incorporate terms and conditions of the RFP request.

7
9**Agreement Deviation/Compliance**

Does the vendor agree with the language in the Vendor Agreement?

8
0**Agreement Exceptions/Deviations Explanation**

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.

No response

8
1**Felony Conviction Notice**

Texas Education Code, Section 44.034, Notification of Criminal History, Subsection (a), states "a person or business entity that enters into a contract with a school district must give advance notice to the district 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." (c) This section does not apply to a publicly held corporation. The person completing this proposal certifies that they are authorized to provide the answer to this question.

Select A., B. or C.

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

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

C. My firm is owned or operated by the following individual(s) who has/have been convicted of a felony. (if you answer C below, you are required to provide information in the next attribute.

A. Firm is a publicly held corporation.

8
2**If you answered C. My Firm is owned or operated by a felon to the previous question, you are REQUIRED TO ANSWER THE FOLLOWING QUESTIONS.**

If you answered C. My Firm is owned or operated by a felon to the previous question, you must provide the following information.

1. Name of Felon(s)

2. The named person's role in the firm, and

3. Details of Conviction(s).

No response

8
3**Long Term Cost Evaluation Criterion # 4.**

READ CAREFULLY and see in the RFP document under "Proposal Scoring and Evaluation".

Points will be assigned to this criterion based on your answer to this Attribute. Points are awarded if you agree not to increase your catalog prices (as defined herein) more than X% annually over the previous year for years two and three and potentially year four, unless an exigent circumstance exists in the marketplace and the excess price increase which exceeds X% annually is supported by documentation provided by you and your suppliers and shared with TIPS, if requested. If you agree NOT to increase prices more than 5%, except when justified by supporting documentation, you are awarded 10 points; if 6% to 14%, except when justified by supporting documentation, you receive 1 to 9 points incrementally. Price increases 14% or greater, except when justified by supporting documentation, receive 0 points.

increases will be 5% or less annually per question

84 Required Confidentiality Claim Form**Required Confidentiality Claim Form**

This completed form is required by TIPS. By submitting a response to this solicitation you agree to download from the "Attachments" section, complete according to the instructions on the form, then uploading the completed form, with any confidential attachments, if applicable, to the "Response Attachments" section titled "Confidentiality Form" in order to provide to TIPS the completed form titled, "CONFIDENTIALITY CLAIM FORM". By completing this process, you provide us with the information we require to comply with the open record laws of the State of Texas as they may apply to your proposal submission. If you do not provide the form with your proposal, an award will not be made if your proposal is qualified for an award, until TIPS has an accurate, completed form from you.

Read the form carefully before completing and if you have any questions, email Rick Powell at TIPS at rick.powell@tips-usa.com

85 Choice of Law clauses with TIPS Members

If the vendor is awarded a contract with TIPS under this solicitation, the vendor agrees to make any Choice of Law clauses in any contract or agreement entered into between the awarded vendor and with a TIPS member entity to read as follows: "Choice of law shall be the laws of the state where the customer resides" or words to that effect.

86 Venue of dispute resolution with a TIPS Member

In the event of litigation or use of any dispute resolution model when resolving disputes with a TIPS member entity as a result of a transaction between the vendor and TIPS or the TIPS member entity, the Venue for any litigation or other agreed upon model shall be in the state and county where the customer resides unless otherwise agreed by the parties at the time the dispute resolution model is decided by the parties.

87 Automatic renewal of contracts or agreements with TIPS or a TIPS member entity

This clause **DOES NOT** prohibit multiyear contracts or agreements with TIPS member entities.

Because TIPS and TIPS members are governmental entities subject to laws that control appropriations of funds during their fiscal years for contracts and agreements to provide goods and services, does the Vendor agree to limit any automatic renewal clauses of a contract or agreement executed as a result of this TIPS solicitation award to not longer than "month to month" and at the TIPS contracted rate.

88 Indemnity Limitation with TIPS Members

Texas and other states restrict by law or state Constitution the ability of a governmental entity to indemnify others. TIPS requires that any contract entered into between a vendor and TIPS or a TIPS Member as a result of an award under this Solicitation limit the requirement that the Customer indemnify the Vendor by either eliminating any such indemnity requirement clauses in any agreements, contracts or other binding documents **OR** by prefacing all indemnity clauses required of TIPS or the TIPS Member entity with the following: "To the extent permitted by the laws or the Constitution of the state where the customer resides, ".

Agreement is a required condition to award of a contract resulting from this Solicitation.

89 Arbitration Clauses

Except for certain circumstances, TIPS forbids a mandatory arbitration clause in any contract or agreement entered into between the awarded vendor with TIPS or a TIPS member entity. Does the vendor agree to exclude any arbitration requirement in any contracts or agreement entered into between TIPS or a TIPS member entity through an awarded contract with TIPS?

Required Vendor Sales Reporting

By responding to this Solicitation, you agree to report to TIPS all sales made under any awarded Agreement with TIPS. Vendor is required to report all sales under the TIPS contract to TIPS. If the TIPS Member entity requesting a price from the awarded Vendor requests the TIPS contract, Vendor must include the TIPS Contract number on any communications with the TIPS Member entity. If awarded, you will be provided access to the Vendor Portal. To report sales, login to the TIPS Vendor Portal and click on the PO's and Payments tab. Pages 3-7 of the [Vendor Portal User Guide](#) will walk you through the process of reporting sales to TIPS. Please refer to the TIPS [Accounting FAQ's](#) for more information about reporting sales and if you have further questions, contact the Accounting Team at accounting@tips-usa.com. The Vendor or vendor assigned dealers are responsible for keeping record of all sales that go through the TIPS Agreement and submitting same to TIPS.

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.

[illegible]

COMPLETE ONLY IF OFFERER IS A CORPORATION,

OFFERER: Jive Communications, Inc.
(Name of Corporation)

named as OFFERER herein above; that


SIGNATURE

February 20, 2020

DATE

Insert TIPS RFP #200105

**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 (ESC8) 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 Texas 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 receives a Public Information Request.) ESC8 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 Texas Gov't Code. The Office of Texas Attorney General shall make the final determination whether the information held by ESC8 and TIPS is confidential and exempt from public disclosure.

If you claim that parts of your proposal are confidential, complete the top section below.

I claim part of my proposal to be confidential and 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 and Title 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

Signature _____ Date _____

OR _____

If you do not claim any of your proposal to be confidential, complete the section below only.

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.

Meredith Bunker

Director of Marketing

Printed Name authorized company officer

Title of authorized company officer

2570 W Pleasant Grove Blvd **Lindon** **UT** **84042** **866-768-5429**

Address City State ZIP Phone

Signature  Date **February 20, 2020**

About Jive

Company Profile

CORPORATE HEADQUARTERS	2570 W 600 N Lindon, UT 84042
PHONE / FAX	801.717.1536
FOUNDED	2006
BUSINESS TYPE	Corporation (Delaware)
EMPLOYEES	750
DATACENTERS	Domestic: Atlanta, GA, Chicago, IL, Dallas, TX, Los Angeles, CA, New York, NY, Salt Lake City, UT, Seattle, WA International: Mexico, Brazil, India, United Kingdom
SALES / SERVICE OFFICES	Domestic: Arizona, California, Illinois, Michigan, North Carolina, New Jersey, Nevada, Oklahoma, Oregon, Texas, Utah International: Canada, Guatemala
FEDERAL TAX ID (EIN)	02-0783048

Vision and Mission

Jive is committed to bringing enterprise-grade communication tools to mainstream commercial and public sector customers in a seamless package, tailored to their individual industry and role, and at a long-term, sustainable price point. We know what this means to Jive, here is what it means for our customers:

- **What are enterprise-grade communication tools?**

These are the tools, features, and functionalities we expect to see in a big, Fortune 500-class organization. They make doing business more efficient because they don't waste time and resources on stuff because they can afford the technology to do it for them.

- **What is a mainstream customer?**

These are the customers who want enterprise-grade tools but don't think they have the budget to afford them.

- **What is a seamless package?**

It's a fully integrated solution. All the features are built-in, integrated, unlimited, and included. So are service, support, engineering, project management, and deployment services. And if you find a feature we don't offer yet, we work with another vendor to integrate it into our solution for you. The bottom line? One vendor, one invoice, one solution.

- **How are services tailored?**

Every Jive solution we deploy is fully customized to specific customer needs. From extension dialing plans to music on hold, auto attendants to voicemail. So are the supporting services, including training, engineering, and dedicated Service Account Management.

- **What is a sustainable price point?**

It's a competitive, all-inclusive price with no hidden fees, no add-ons or up-selling - just a low, predictable monthly service charge.

K12 Experience

VALLEJO CITY UNIFIED SCHOOL DISTRICT, CA

The Vallejo City Unified School District is a mid-sized district serving approximately 15,500 students at 15 elementary schools, 1 K-8 charter school, 3 middle schools, 2 comprehensive high schools, a continuation school, a community day school, and a unique school which provides support to families who choose an independent study/home study option. In addition, the District has an extensive child development and preschool program and an adult school which serves 4,000 adults.

Jive deployed more than 1,600 Hosted VoIP handsets in Vallejo City USD in 2014.

SANTA PAULA UNIFIED SCHOOL DISTRICT, CA

Santa Paula USD includes a district office and 8 district schools. Jive completed a phased deployment with Santa Paula USD that now supports more than 500 handsets across the district.

Since deployment in 2013, Santa Paula USD has continued to maximize its technology spend, eliminating system maintenance costs and quickly and easily managing the system through Jive's web-based Administrator portal.

Recognition

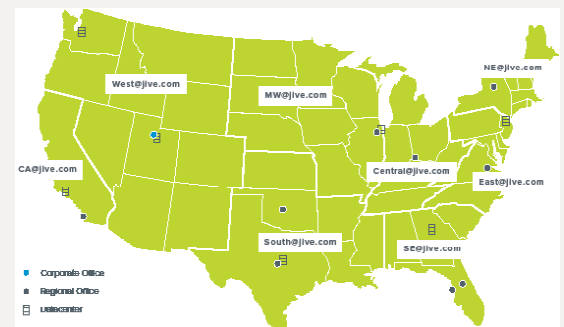
Frost and Sullivan recognized Jive as Entrepreneurial Company of the Year.



Jive has an A+ rating from the Better Business Bureau.

A NATIONAL FOOTPRINT

Jive has hundreds of thousands of education users at school districts and public and private charter schools across the country. More K-12 customers trust Jive for their hosted VoIP service than any other vendor in the marketplace.



“Not only is Jive’s solution a lot cheaper than what we had, it is also worlds ahead in technology.”

- JIVE K12 CUSTOMER

Government Experience

CITY OF PORT TOWNSEND, WA

Port Townsend, like many cities in Washington, relied on a phone system procured through an existing state telecommunications contract. However, the state provider didn't deliver on key service areas, becoming more hassle than help over time. Port Townsend ran into several challenges, including the system's heavy expense, lack of features, and the complexity involved in making routine changes to the system.

Jive offered the best fit for the city: a phone system that was maintained off-site and delivered its service remotely via an the Cloud.

CITY OF BELL, CA

The legacy PBX phone system used by the City of Bell was almost twenty years old in 2015. Engineers were constantly called on-site to fix problems, and there was little to no flexibility for city employees. When Bell decided on Jive Voice, its modern Hosted VoIP technology allowed them to seamlessly transition into the 21st century, as city employees became empowered to use their phones from anywhere, and IT was freed to focus on other issues.

OTHER PUBLIC SECTOR ACCOUNTS

- Alameda County Mosquito Abatement District
- Allegheny County Health Department
- Benton County Solid Waste District
- Boundary County School District
- Cambria County Library
- Cherokee County
- City of Converse
- City of Driggs
- City of Eastvale
- City of Gardendale
- City of Gladstone
- City of Granite Falls
- City of Hopewell
- City of Lake Elsinore
- City of Lincoln
- City of Milton
- City of Sparks
- City of Zachary
- Clark County
- Colorado County Record Systems
- Galveston County Community Action Council
- Inyo County
- Madison County Economic Development Authority
- Osceola County
- Polk County Schools

A NATIONAL FOOTPRINT

Jive has hundreds of thousands of users across the country. More public sector customers trust Jive for their hosted VoIP service than any other vendor in the marketplace.

“Jive has made it easy for the City to transition to the new system since we know we can call Jive anytime.”

**- JIVE CUSTOMER,
CITY OF BELL, CA**

The Jive Solution

For a simple, per-seat monthly price, all Jive customers have access to unlimited local and domestic long-distance dialing in addition to our full suite of Cloud Voice features, including: unlimited auto-attendants, call queues, ring groups, voicemail, conference bridges, and more. With Jive, there are no additional costs or contracts required for any system service, as all management, maintenance, and upgrades required to support the solution are also included.

Get Set Up

Setup doesn't have to be complicated. Get a network assessment from Jive engineers before implementation to ensure a seamless transition to our innovative platform. Also, it is important to note that you can keep your current numbers and reconfigure your dial plan to include unlimited auto attendants to meet your organization's changing needs. Jive experts are available to help you configure everything to fit your organization.

- **Visual Dial Plans.** Jive's award-winning, drag-and-drop Dial Plan Editor, accessed through the administrator portal allows user administrators to create and edit dial plans specific to their unique schedules and needs. With limited instruction, user administrators can implement an unlimited array of configurations and options with specialized schedule-driven auto attendants, multiple ring groups, voicemail prompts, virtual fax, call forwarding, and caller ID.



Jive's award-winning Dial Plan Editor gives administrators an intuitive drag-and-drop interface.

- **Unlimited Auto Attendants.** Automated answering, prompting, and call routing based on caller input without the need for a live attendant. You may have an unlimited number of auto-attendants on your system.
- **24/7 Support Experts.** Jive is ranked #1 in the industry for customer service and reliability, and all support is available 24 hours a day, 7 days a week, 365 days a year.
- **Virtual Fax.** Users can fax-enable their extension or DID to receive faxes, and have faxes delivered to their email address. Users can also send pre-formatted emails with attachments and have the system convert and send facsimile transmissions.

Scale

Jive's advanced and user-friendly administrator settings enable you to scale and handle increased call volumes instantly. In addition, all moves, adds, and changes are all free with Jive. Our platform can readily scale with your organizational changes.

- **Centralized Management.** Jive's Administrator Portal includes simple wizard-based configuration tools, overview, and customer service information. With minimal instruction, user administrators are able to set up, move, add, and change user information, device profiles, voicemail settings, dial-plans, and other system features from within this browser-based portal with the click of a mouse.

- **Time-Based Routing.** Users have the ability to create unlimited, customized schedules for call routing. Users can also select different auto attendant options for normal business hours and holiday and after-hour schedules.
- **Free Call Recording.** Jive's call recording application allows users to record some or all of the calls to and from their account. Call recordings are stored in the Cloud, so they can be accessed from virtually anywhere.
- **Unlimited Ring Groups / Call Queues.** Customers are able to route inbound calls to ring groups with a variety of ring strategies to better direct and organize incoming and outgoing calls. Similar to ring groups, call queues provide agent availability for routing large numbers of inbound calls by keeping callers on hold until a line is available. Multiple call strategies are supported such as round robin, least recent, and random, among others.
- **Multi-Site Compatible.** Jive's VoIP telephone service is accessible from just about anywhere. All you need is a stable broadband connection to the Internet. Just plug in your preconfigured handset and you're in business.

- **Analytics.** Interactive reports, charts, tables, maps, and graphs that provide overview and aggregated information on Jive Hosted VoIP usage.



Jive's full call accounting system is accessible through the browser-based administrator portal.

Connect

Dial into meetings to avoid time-consuming or impractical commutes — or skip commuting altogether. Stay connected through hundreds of advanced features that come standard with Jive service, like 10-party conference bridges or video conferencing. Give everyone on your network a powerful set of communication tools.

- **Unlimited Local and Domestic Long Distance Minutes.** There is never any charge for local or domestic long distance calling.
- **Conference Calling.** Allows 10+ callers to participate on a single call accessible by telephone number or system extension.

WHY THE CLOUD?

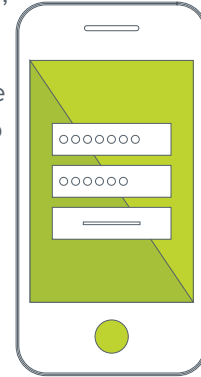
Switchover to Cloud services has been hailed by KPMG International—one of the world's top advisory firms— as a “long-anticipated next phase in the evolution of information technology”, one that “carries profound implications for IT provision” in governments and other enterprise organizations.



“Not only is Jive's solution a lot cheaper than what we had, it is also worlds ahead in technology.”

-JIVE CUSTOMER

- **Unlimited Extensions.** An unlimited number of extensions can be assigned and individually configured. All users within a single PBX system are accessible via dialing a 3, 4, 5, or 6 digit extension - regardless of geographic location.
- **Jive Mobile.** Jive Mobile allows a wide range of desktop features to be enjoyed on a mobile device, including 10-party conference calls, video calls, transfer, hold, and more.
- **Personalized Dial Plans (Find Me / Follow Me).** Users set up multiple find-me-follow-me answering rules on their individual extension to allow for single number reach.
- **Voicemail to Email.** Users select the option of having their voicemail messages delivered to their email. Voice mail messages are delivered as .wav files.



The Jive Mobile app turns any smartphone or tablet device into a softphone. Make and receive calls just like you would in the office—even when you're not.

Stay Up

With datacenters distributed across the U.S., you can count on Jive's highly reliable, survivable system. Not only does Jive have redundancies in place for the system and for your PBX, but each user can set their own line failover option in case of hardware or IP failure.

- **Distributed Data Centers.** The Jive Cloud platform is housed in seven AT-101 SOC II certified datacenters across the United States and has fully redundant computing and networking components. Jive datacenters are geographically situated to provide fast and reliable network access, and to minimize round-trip latency for Jive's hosted services.



- **Line Failover.** Jive's network gateway device provides continued access to emergency services in the event of a WAN failure, such that 911 calling, in particular, is always accessible.
- **E-911.** Automatically associates a physical address with the caller's telephone number and routes calls to the most appropriate Public Safety Answering Point (PSAP) for that address. Displays the caller's address and information to the operator immediately upon call arrival, providing emergency responders with the location of the emergency without the caller having to provide it.

Included Features

Jive Hosted VoIP has all the advanced features you expect in an Enterprise-Grade PBX. Jive's system is reliable, scalable, and perfectly customizable to suit your business needs. All of the following features are included in the Jive Hosted solution at no additional cost. Details and common use cases for every feature are available on our website at jive.com/features.

BASIC VOIP FEATURES

- Auto-Attendant
- Call Analytics
- Call Logs
- Call Monitoring
- Call Recording
- Call Reporting
- Conference Bridge
- Custom Greetings / Messages
- Custom Hold Music on Hold
- Dial Plan Editor
- Dial by Name
- Direct Inward / Outward Dialing
- Directory Integration
- Extension Dialing
- Inbound Call Filters
- Intercom
- Last Number Redial
- Line Failover
- Message Waiting Indicator
- Presence Monitoring
- Ring Groups
- Schedule-Based Routing
- Speed Dial
- Three-Way Calling
- Virtual Fax
- Voicemail
- Voicemail to Email
- Web-Based Admin Portal
- Web-Based User Portal

CALL MANAGEMENT FEATURES

- Auto-Divert
- Auto-Reject
- Call Forwarding
- Call History
- Call Hold
- Call Park/Pickup
- Call Queues (Automatic Distribution)
- Call Routing, Call Transfers
- Call Waiting
- Caller ID
- Do Not Disturb
- Extension Transfers
- Find Me/Follow Me
- Missed Call Indicator
- Multiple Calls per Line

CALL CENTER

- Advanced Ring Strategies
- Agent Login/Log out
- Custom Queue Hold Message
- Custom Queue Hold Music
- Escape from Call Queue
- Pre-Call Announcement
- Report Caller Hold Time
- Unlimited Call Queues
- Wait Time Announcement

PHONE SERVICE

- Cloud PBX
- Multi-Site Compatible
- Jive Desktop
- Jive Mobile
- Unlimited Local and Domestic Long Distance
- International Calling*
- Toll Free Numbers*
- Number Porting

(*Additional fees may apply)

Joining Jive: Implementation

Jive uses proven best practices and a proactive, high-touch approach to manage the implementation of all new Jive Voice and UC solutions. Applied across the following phases of the implementation life cycle, the Jive approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of your Jive solution across your entire organization.

Initiating



Jive Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and responsibilities for the customer and the Jive implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. Jive engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

Planning



Jive PMs prepare system configuration documentation to guide the building of the new Jive solution. They establish a communications plan, scheduling regular status meetings with the customer and Jive sales, engineering, training, project management, and deployment teams. They develop customized system testing and training plans for the completed solution.

Executing



Jive engineers custom-configure the Jive solution, building dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

Testing



Jive quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the Jive broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All Jive hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. Jive PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with the Jive solution.

Project Completion



Numbers port from the losing carrier to Jive, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Immediately following - and for 90 days after go-live - a dedicated Jive Service Account Manager (SAM) is available to support the system and troubleshoot and resolve any service issues, provide on-the-spot answers to questions, and maximize the impact of the Jive solution.

Sample Timeline

Please Note: This is only a sample. Jive will work with the customer to develop a customized timeline upon award.

TASK	RESPONSIBLE	DELIVERABLE	EXPECTED COMPLETION
INITIATING: PROJECT DAY 0-15			
Review expectations and gather information and customer preferences for system configuration and number porting.	Jive PM	<ul style="list-style-type: none"> Initiation Paperwork Purchase Agreement Order Form 	Project Day 15
Define transition activities, timelines, and responsibilities for project stakeholders	Jive PM	<ul style="list-style-type: none"> Statement of Work Project Plan 	Project Day 15
Assess current communications environment and identify system needs	Jive Engineering	<ul style="list-style-type: none"> Network Diagram Engineering Questionnaire 	Project Day 15
PLANNING: PROJECT DAY 16-23			
Prepare system configuration documentation	Jive PM	<ul style="list-style-type: none"> Configuration Document 	Project Day 23
Schedule regular status meetings with project stakeholders	Jive PM	<ul style="list-style-type: none"> Communications Plan 	Project Day 23
Prepare initial training documentation and system testing plans	Jive PM	<ul style="list-style-type: none"> Training Plan Testing Plan 	Project Day 23
EXECUTING: PROJECT DAY 24-68			
Custom-configure the Jive solution, building dial plans and other features to customer-provided specifications and preferences	Jive Engineering	<ul style="list-style-type: none"> Configuration Document 	Project Day 68
Complete specialized integration requirements	Jive Engineering	<ul style="list-style-type: none"> Configuration Document 	Project Day 68
Order equipment	Jive Fulfillment	<ul style="list-style-type: none"> Configuration Document 	Project Day 68
Monitor number porting process	Jive Fulfillment	<ul style="list-style-type: none"> Configuration Document 	Project Day 68
Hold regular status calls to track progress against established timeline	Jive PM	<ul style="list-style-type: none"> Communications Plan 	ongoing
TESTING: PROJECT DAY 69-82			
Test configuration to ensure it is operating correctly and in accordance with customer specifications	Jive Quality Assurance	<ul style="list-style-type: none"> Testing Document 	Project Day 82
Test network configuration	Jive Engineering	<ul style="list-style-type: none"> Testing Document 	Project Day 82
Test and turn up Jive broadband data connection (as applicable)	Jive Engineering	<ul style="list-style-type: none"> Test and Turn Up Form 	Project Day 82
Test E-911 configurations	Jive Fulfillment	<ul style="list-style-type: none"> E-911 Testing Form 	Project Day 82
Pre-provision, test, and ship hardware for on-site plug and play	Jive Engineering	<ul style="list-style-type: none"> Testing Document 	Project Day 82
Work with the customer to test and verify system configuration and operation	Jive PM	<ul style="list-style-type: none"> Testing Document 	Project Day 82
Provide administrator and end user training	Jive Trainer	<ul style="list-style-type: none"> Training Plan 	Project Day 82
PROJECT COMPLETION: PROJECT DAY 83-90			
Port numbers from losing carrier and activate	Jive PM	<ul style="list-style-type: none"> Project Plan 	Project Day 84
Initiate call processing (inbound and outbound)	Jive PM	<ul style="list-style-type: none"> Project Plan 	Project Day 84
Resolve all technical issues	Jive Tech Support	<ul style="list-style-type: none"> Project Plan 	Project Day 90
Project handoff	Jive PM	<ul style="list-style-type: none"> PM/SAM Handoff Doc 	Project Day 90
Administer customer survey	Jive PM	<ul style="list-style-type: none"> Customer Survey 	Project Day 90



Jive Customer Experience

Jive Customer Experience brings together the expertise of the Jive Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All Jive Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone, email, online, and chat. All access is unlimited and included in your monthly service fees. No additional contracts are required or fees apply.

Service Account Management

Jive Service Account Management provides every Jive customer with a dedicated, personal point of contact for a minimum of 90 days following deployment of your Jive solution. This Service Account Manager (SAM) understands your communications environment, your specific solution configuration, and your individual needs, concerns, and challenges. When you reach out to your SAM, you are immediately connected with someone who understands where you're coming from and has the resources necessary to help you.

Most commonly, Jive SAMs work one on one with customers to fine tune their Jive solution to best meet their needs. Whether it is dial plan configuration, auto attendant menus, virtual fax settings, speed dial, ring groups, or conference bridges, your Jive SAM can help. Providing on the spot training and guiding new users through the Jive administrator portal, customers are quickly able to move to full system self service.

In addition, Jive SAMs function as your intermediary across all Jive departments. If you have network issues, or require specialized network attention, your Jive SAM will work with you and Jive Engineering to connect you with the resources you need to resolve your issues and ensure you are getting the most from your Jive solution. If you would like to add additional capacity, your SAM will process those scope changes and order the handsets and any additional engineering you require.

Even if you do not reach out directly to your SAM for additional assistance, a Jive SAM will reach out to touch base with you. This best practice has been especially helpful for customers who may not have any visible issues with the system, but who could be more fully utilizing it.

While many of our competitors charge you for access to this level of support, with Jive, unlimited access is available to every customer at no additional cost.

Technical Support / Customer Service

At Jive, our Technical Support (TS) and Customer Service (CS) teams are fully integrated. Instead of navigating through multi-level option menus to find the individual who can help you with your issue, your call, email, or chat is immediately answered by a TS / CS team member trained to evaluate your issue, assist you personally with resolving it, or connect you directly with the team member best able to assist you.

The majority of system issues can be quickly resolved by Jive Customer Service Representatives (CSRs). All CSRs complete training certification in the Jive solution prior to answering customer calls, emails, or chats.

Jive's technical support team is staffed with certified technical experts with the experience to identify and resolve any customer issue. Jive Technical Support Representatives (TSRs) are trained and certified in the Jive system, as well as in support solutions like Cisco, Juniper, VMWare, Polycom, Panasonic, ADTRAN, and many others. The Jive Certified Support Technician (JCST) training program is required for all TSRs.

Jive technical support personnel currently hold (in aggregate) the following certifications:

- Cisco CCNA, CCDA, CCNP, CCIE
- ADTRAN ATSP
- CompTIA A+, CompTIA Network+, Security+, Project+
- CIW Web Foundations Associate
- Microsoft MTA Security Fundamentals
- Microsoft MTA Windows OS Fundamentals
- Microsoft MCTS Windows 7 Configuration
- Microsoft MTA Windows OS Fundamentals
- Microsoft MCTS Windows 7 Configuration
- Jive Communications JCST

Jive TSRs can offer more than just basic information. Instead, they can address in-depth technical questions and get at the root cause of any issues you may be experiencing - even when those issues are not with the Jive solution, but with your network or another service provider.

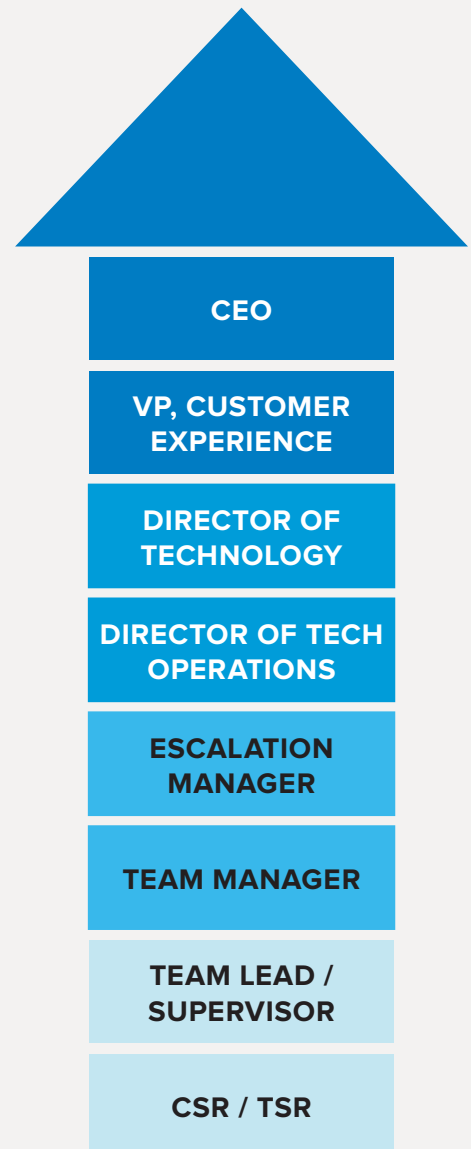
Monitoring and Maintenance

Jive is responsible for all software maintenance and updates; we manage and maintain all infrastructure, software, and hardware involved in the solution and ensure everything is kept up-to-date. Jive Cloud, our service delivery platform, is engineered in such a way that updates and maintenance do not require scheduled downtime, but are instead rolled out across the platform during periods of low utilization.

Internal to the Jive Cloud platform, over 1,200 different parameters are constantly monitored to ensure they are functioning within acceptable limits. Any variance out of normal bounds triggers automatic alarming of NOC staff (via email, text message, and flashing red lights in the NOC itself). Monitored items include network, hardware, and software components. Tolerances are set such that alarms are issued well before an issue escalates to the point of causing service degradation, allowing for proactive issue resolution before clients are affected.

ESCALATION

While Jive Customer Experience teams are consistently rated #1 by our customers, there may be situations where a customer feels that an issue needs to be escalated. All Jive SAMs, CSRs, and TSRs are trained to immediately initiate the escalation process when requested by a customer. The graphic highlights how issues are escalated within Jive Customer Experience.



Warranty

HARDWARE

All of the hardware endpoints that are used for delivery of the hosted services are covered under warranty. In the case of the VoIP handsets, the hardware has a one-year manufacturer's warranty, with extensions that can be purchased for up to four additional years. Warranties on any routers and switches sold vary by manufacturer and model, but are never less than five years (and in some cases are lifetime). Jive's services manufacture warranties for products we sell. For the duration of the service, Jive provides maintenance and support for the hardware endpoints we sell. All other maintenance and support services (regardless of warranty agreement) are available 24/7 at no additional charge.

If a handset fails within the warranty time window, Jive will send an advance replacement handset to the customer, pre-programmed to replace the faulty device. Alternatively, some clients maintain a number of extra handsets—those can be programmed via Jive's online administrator portal controls to replace the faulty device at any given moment, minimizing any downtime. If the handset is outside of warranty, a replacement can be purchased from Jive Communications, programmed, and sent to the customer site (next-day shipping is available).

PLATFORM

A primary advantage of the hosted delivery model is the vendor is completely responsible for all software maintenance and updates. Jive manages and maintains all of the infrastructure, software, and hardware involved in delivery the solution, and makes sure that everything is always up to date. Jive Cloud, our service delivery platform, is engineered in such a way that updates and maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization.

Service Level Agreement (SLA)

Jive's Service Level Agreement (SLA) describes the specific service level agreements and conditions for Jive Cloud Voice and Unified Communications (UC). The SLA also specifies the measures to be taken in case of deviation or failure to meet the asserted service guarantees. Jive guarantees Cloud Voice and UC will maintain four 9's (99.99%) in any given calendar year. The SLA can be furnished upon request.

Training

Jive wants every customer to get the most out of their Jive solution. With a variety of training options, customers can select the time, method, and materials that best meet their organizational needs. All remote-based training is unlimited and included with the Jive solution at no additional cost. In additions to the options outlined below, on-site training for either Administrators, End Users, or both is offered upon request and at a minimal charge, as outlined in the pricing section of this proposal.

ADMINISTRATOR TRAINING

Jive follows a train the trainer methodology in its administrator trainings, providing participants with the ability to train other members of the organization upon completion. The following administrator training options are available:

- **Customer On-boarding Training.** New Jive customers are invited to participate in on-boarding administrator trainings provided by specialized Jive Project System Trainers (PSTs). These 1 hour trainings, done over the phone with screen-sharing, are tailored to customer needs and provide an overview of how to configure and use the Jive solution specifically for their organization. Customers may schedule additional follow-up sessions as required at any time. These training sessions are provided to all customers at no additional cost.
- **Online Video Tutorials.** Jive has created a series of training videos on our youtube channel, which provide straightforward guidance on system configuration and features that can be accessed at any time.
- **Administrator Guide.** Jive has detailed written guides that provide instructions on how to use all Jive features. Guides are always available online and can be made available for printed format upon request.
- **Ad Hoc Training.** Jive CSRs are available for phone-based trainings on an ad hoc basis. Customers may either schedule a time with a CSRs to attend a personalized administrator training or they may simply call Jive customer service with any questions they have.
- **Customized, On-Site Training.** Jive can provide customized, on-site training upon request. Additional fees apply.

END-USER TRAINING

Training topics range from actual handset utilization (e.g. “how do I transfer”) to voicemail settings. Jive offers the following options for end-user training:

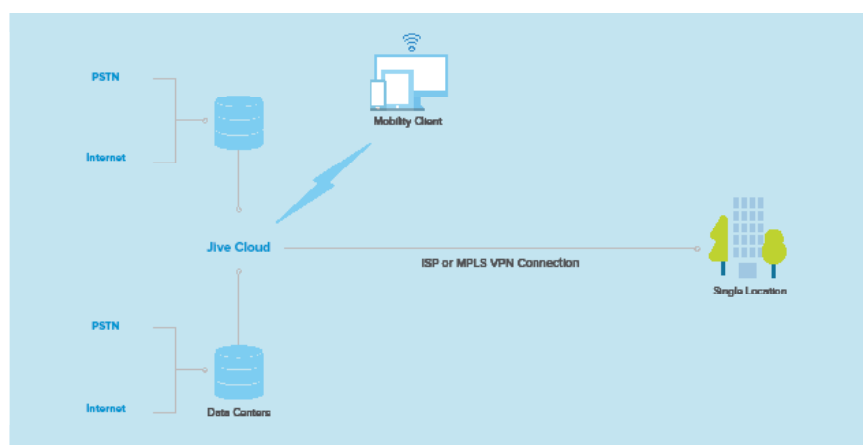
- **Self-guided Training.** Jive provides online video tutorials, quick-start and quick reference guides, and interactive user manuals similar to those provided for administrators for end users. These training references are available online at any time and are provided at no additional cost.
- **Administrator-Led Training.** Jive will provide customers with access to training support materials to enable administrators who have completed Jive administrator training to train other members of their organization. Materials are available online at any time and are provided at no additional cost.
- **Ad Hoc Training.** Jive Customer Service Representatives are available for phone-based user training on an ad hoc basis. Customers may either schedule a time with a Representative to attend a personalized user training or they simply call Jive customer service with any questions they have. Ad hoc training is provided to all customers at no additional cost.
- **Customized, On-Site Training.** Jive can provide customized, on-site training upon request. Additional fees apply.

Jive Cloud™

Jive hosted services are run on Jive Cloud, a proprietary, cloud-based platform. Jive Cloud has been purpose-built from the ground up to deliver the most economical and powerful hosted services on the market.

Interconnection Between the Public Internet and PSTN

As depicted in the following conceptual diagram, Jive Cloud provides an interconnect between the public internet, the public switched telephone network (PSTN), and client-side LAN that allows Jive users to place voice and video calls from their Internet-connected IP telephones to other users on the PSTN regardless of how they are connected (e.g., cellular, VoIP, analog, etc.).



WAN / INTERNET

Unlike traditional premises-based VoIP deployments that connect to the PSTN on the premises via a dedicated voice circuit (e.g., PRI, T1, ISDN), with Jive, all inbound and outbound voice traffic travels via the Internet (WAN connection) to Jive Cloud.

The Jive solution has been designed to deploy OTT (over the top) of the customer's existing network infrastructure and broadband internet connection. This can significantly save on costs - both OPEX and CAPEX - as it allows your new voice system to utilize equipment and connectivity already in place. Often, it requires only minimal configuration for your network.

Alternatively, a dedicated Jive broadband connection or private MPLS connection can be deployed to connect the customer to Jive Cloud. Selecting Jive Data gives the customer a single point of contact for voice connectivity, a dedicated connection to Jive Cloud, and a class of service connection that dynamically prioritizes voice and video over other traffic types. Selecting a private MPLS connection routes the customer's voice traffic around the public internet and around its trouble spots to deliver every user a flawless experience.

Finally, Jive Cloud is collocated with several of the largest ISPs and enterprise-level companies around the world, opening a space for advanced interconnectivity options with the Jive solution. From improved basic call routing to advanced direct-connects, these overlapping points of presence (POPs) shorten the distance traveled for every dialed call and enhance both call quality and overall user experience.

PSTN

The PSTN is the global network of circuit-switched telephone systems. Originally a network of fixed-line analog systems, the PSTN is now almost entirely digital in its core. All links are interconnected by switching centers which allows any telephone in the world to communicate with any other.

Jive manages relationships with several different providers that deliver PSTN connectivity directly to the Cloud, including: Level3, Verizon, XO Communications, 360 Networks, and many others. These Tier 1 providers give Jive broad penetration in the US market, with over 98% of the country eligible for Jive Hosted VoIP.

CLIENT-SIDE LAN

Jive's hosted services have the following minimal basic network and installation requirements to ensure optimal call quality and system uptime.

ROUTERS AND SWITCHES

All on-premises hardware are network devices which require an enterprise-grade router to function optimally. Jive can recommend router hardware as needed. Power over Ethernet (PoE) switches are highly recommended (though not required) to support Jive service. PoE switches eliminate the need for individual power adapters for each endpoint and centralize power redundancy.

PROTOCOLS

The following protocols should be installed and available on the network router:

- **DHCP.** Devices should receive an internal IP address assignment via DHCP.
- **NAT.** All NAT connections must be left open for at least 60 seconds.
- **Public IP Addresses.** Some Jive HD Video devices may require public IPs to function properly.

QUALITY OF SERVICE (QOS)

QoS protocols provide the means to guarantee certain resource levels to specific types of network traffic. QoS is particularly important in voice and video implementations. Jive Hosted Services utilize several QoS methods to ensure quality and produce a stable, scalable network

JIVE CLOUD VS. THE CLOSET

The only real difference between hosted and premises-based solutions is how and where your calls are routed, managed, and stored.

The diagram on the left is a typical premises-based deployment, featuring a closet filled with PBX, switches and routers, and a large voice circuit.

On the right is a typical Jive deployment. Only a single router is required - and it may already be in place.



Jive Cloud takes the solution out of the closet and brings it into the cloud.

environment. Strategies may be used independently or in combination to achieve required levels of quality for voice and video connections.

- **Physical Network Separation.** Separates voice and video traffic on a dedicated internet connection (WAN and LAN).
- **Logical Network Separation.** Separates voice and video traffic from lower priority traffic logically using a VLAN. VLANs allocate bandwidth dynamically based on volume or statically by manual assignment.
- **Class of Service Prioritization.** Marking OSI Layer 2 packets with high priority (5) class tags (802.1p and IP precedence) allows most enterprise network equipment to distinguish and prioritize voice and video from other network traffic.

In addition, Jive also tags all voice packets with a DSCP value of 46, which is often prioritized by OSI Layer 3 devices across the WAN. Configuring a local router to use this DSCP value can also result in improved quality.

FIREWALLS

Firewalls should allow Jive endpoints to access HTTP, HTTPS, and UDP traffic on the network. Jive endpoints must be allowed to both send and receive TCP and UDP packets on arbitrary ports and to arbitrary IP addresses. Some network ports may need to be opened manually. Firewalls should be configured with the following settings for optimal functionality:

- **Persistent NAT Connections.** NAT keep-alive requests must be allowed every 30 seconds.
- **HTTP.** HTTP over port 80 must be enabled.
- **SIP.** Multiple UDP connections must be allowed on ports 5060 and 5061.
- **RTP.** Internally-initiated UDP requests must be allowed on ports 10,000-65,536 for audio and video.
- **NTP.** UDP traffic must be allowed on port 143 for Network Time Protocol (NTP).

BANDWIDTH

All Jive hosted services require one or more broadband Internet connections to function properly. Each Jive voice call requires approximately 90 kbps of synchronous bandwidth for various levels of concurrent voice calls.

Platform Architecture

The Jive Cloud platform architecture is unique to the market and based on a distributed (not centrally hosted) model. It offers our customers a single, transparent experience that is at the same time limitlessly scalable, natively redundant, and extremely fault tolerant.

Jive Cloud is the engine behind Jive's industry-leading uptime, world-class customer satisfaction, and unmatched call quality and user experience.

DATACENTERS

Jive Cloud is a cloud-based platform, operating from several dispersed, worldwide datacenter locations. Jive chooses datacenter facilities that are essential to the markets we serve, enabling us to provide highly available service and resilient network access to any geographic market. Jive's global datacenter footprint includes tier one centers in: Los Angeles, CA, New York, NY, Dallas, TX, Chicago, IL, and the United Kingdom. Jive has sufficient coverage diversity to ensure our customers have enough redundant access points to deliver consistent service and high availability.



Jive only partners with tier one datacenters, which have shown a commitment to a professional standard of conduct, integrity, and ethical values. All Jive selected datacenters have successfully completed AT-101 SOC II security audits. These audits stringently evaluate datacenter management, security, and controls over infrastructure and information, as well as the people, procedures, and systems which operate and support them. All datacenter facilities perform proactive maintenance on all critical security systems, and include fully redundant UPS, backup generators, and cooling systems. Each datacenter also includes scalable bandwidth options, business continuity solutions, managed firewalls, remote hands, load balancing and a variety of security related services.

HARDWARE

Jive's computing platform is built on x86-based hardware, ensuring easy access to additional components as necessary. Computing resources are virtualized and clustered to create a true cloud computing environment. Top-quality network equipment (e.g., Cisco, Brocade, and Juniper) provide highly available access to all computing resources.

CALL INFRASTRUCTURE

The call infrastructure component of Jive Cloud is where call processing, routing, and endpoint registration take place. Different subcomponents are responsible for managing PSTN integration, delivering specific call functionality, and managing the actual media streams and handsets involved in making internal and external calls.

Call routing in Jive Cloud utilizes a microservice architecture where each service only has a small responsibility for the routing of a call. By limiting the scope of each individual service, the individual instances have a higher call capacity for their small slice of functionality. Many of the services are so small that a single instance could likely handle hundreds of calls per second. This also allows Jive Cloud extra granularity in scaling services.

Calls within the system stay within a cluster of systems that provide all the core services. To achieve the optimal balance, Jive employs a mix of both SBC and customer access solutions. Jive's SBC infrastructure performs hosted NAT transversal and anchors media when needed, but will dynamically release the media stream when conditions permit and are required. Jive can keep all calls on the customer's network without sending them back through our datacenters. This basic design philosophy allows Jive to deploy fixed sites with the highest degree of quality, scalability, and functionality, while still allowing our customers to roam freely with phones.

Jive combines carrier-grade session control with edge intelligences to balance interfacing requirements with delivering the best quality call experience possible.

DISTRIBUTED COMPUTING

Jive Cloud is a distributed - not centrally hosted - computing platform. The distributed model has several key advantages, including: scalability, dynamic load balancing, better redundancy, and higher availability.

SCALABILITY

A truly distributed platform has no appreciable limits on scalability. Every deployed instance of Jive Cloud is fully able to independently handle all system functions, including call routing, device registration, online configuration, etc. Further, each instance of the platform - and all underlying features - can scale up and down (infinitely) to accommodate fluctuating user needs. The distributed platform also does not experience bottlenecks that a centrally hosted platform does. In the distributed environment, there is no centralized resource that every user must access. Instead, localized instances of each resource provide users with the information they need.

LOAD BALANCING

Jive's distributed platform drives our ability to perform dynamic call routing and load balancing (patent pending). When a customer call is initiated, it is routed dynamically to the datacenter where call management can best be accommodated (e.g., most quickly, best quality, etc.). This approach enables the Jive solution to route calls around Internet trouble spots, avoiding high traffic areas and outages, and ensuring high call quality and system availability.

REDUNDANCY

Jive maintains redundant copies of all critical elements of each client's phone systems, including: network configurations, user extensions, attendant prompts, dial plans, directories, etc. In the event of a service disruption (e.g. natural disaster) at a client location or Jive datacenter, these copies can be used to quickly re-install service at the last known configuration. Increasing the number of Jive Cloud instances extends the proximity and availability of the Jive solution to our customers. This native redundancy is also capable of seamlessly routing calls around Internet trouble spots to increase call quality and prevent service outages.

HIGH AVAILABILITY

The distributed model also eliminates scenarios where specific system components are unavailable or fail. Fault tolerance is increased, as small, localized failures can be routed around automatically and transparently to the user.

System

Jive Cloud provides users access to enterprise-grade telephony features and functionality as well as the ability to configure, manage, and maintain those features from a single, browser-based user interface.

FEATURES / FUNCTIONALITY

Jive Cloud hosts application servers for all Jive features and functionality. Applications and their data are housed redundantly across geographically dispersed datacenters. All features are fully integrated into the Jive solution. As such, no additional customer-side hardware is required to support them and all features are fully accessible anytime, anywhere.

MANAGEMENT / CONFIGURATION

The configuration component allows for simple, trouble-free management of Jive Cloud. End-user applications allows clients to manage their call flows, view comprehensive call reports and analytics, and perform user changes to their accounts. Administrative applications provide Jive engineers with the tools to manage, grow, and maintain Jive Cloud. Together, they provide the control necessary to fully maximize the features and benefits of Jive Hosted VoIP.

