



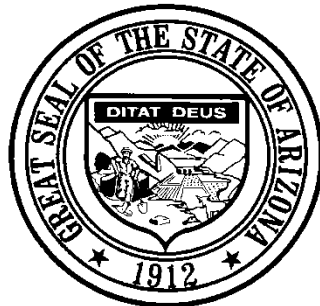
Software Value-Added Reseller (SVAR) Services
MASTER PRICE AGREEMENT

with

En Pointe Technologies Sales LLC
Contract No. ADSP016-130653

State of Arizona
Lead State

Effective: April 8, 2016 to April 7, 2018





Offer and Acceptance

SOLICITATION NO.: **ADSP016-00005829**

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OFFEROR: **En Pointe Technologies Sales LLC**

OF
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**State of Arizona
State Procurement Office
100 North 15th Avenue, Suite 201
Phoenix, AZ 85007**

OFFER

TO THE STATE OF ARIZONA:

The Undersigned hereby offers and agrees to furnish the material, service or construction in compliance with all terms, conditions, specifications and amendments in the Solicitation and any written exceptions in the offer. Signature also certifies Small Business status.

En Pointe Technologies Sales LLC

Company Name

1940 E. Mariposa Ave,

Address

El Segundo

CA

90245

City

State

Zip

Signature of Person Authorized to Sign Offer

Wasi Ahmed Yousaf

Printed Name

Director-IT & Operation

Title

Phone: 310-337-5908

Fax: 310-258-2310

E-Mail: lyunus@enpointe.com

By signature in the Offer section above, the Offeror certifies:

1. The submission of the Offer did not involve collusion or other anticompetitive practices.
2. The Offeror shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11246, State Executive Order 2009-9 or A.R.S. §§ 41-1461 through 1465.
3. The Offeror has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant in connection with the submitted offer. Failure to provide a valid signature affirming the stipulations required by this clause shall result in rejection of the offer. Signing the offer with a false statement shall void the offer, any resulting contract and may be subject to legal remedies provided by law.
4. The Offeror certifies that the above referenced organization IS/ X IS NOT a small business with less than 100 employees or has gross revenues of \$4 million or less.

ACCEPTANCE OF OFFER

The Offer is hereby accepted.

The Contractor is now bound to sell the materials or services listed by the attached contract and based upon the solicitation, including all terms, conditions, specifications, amendments, etc., and the Contractor's Offer as accepted by the State.

This Contract shall henceforth be referred to as Contract No. available upon posting

The effective date of the Contract is April 8, 2016

The Contractor is cautioned not to commence any billable work or to provide any material or service under this contract until Contractor receives purchase order, contract release document or written notice to proceed.

State of Arizona
Awarded this 5th day of April 2016

[Signature]
Procurement Officer



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Master Agreement

Section 1: General Information

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1.1 Purpose

The State of Arizona, State Procurement Office, is requesting proposals for Software Value-Added Reseller (SVAR) services in furtherance of the NASPO ValuePoint Cooperation Purchasing Program (NASPO ValuePoint). The purpose of this Request for Proposal (RFP) is to establish Master Agreements with qualified Offerors so that NASPO ValuePoint Cooperative Members may acquire Commercial off the Shelf Software (COTS) and related services from Software Value-Added Resellers.

The objective of this RFP is to obtain best value, and in some cases achieve more favorable pricing, than is obtainable by an individual state or local government entity because of the collective volume of potential purchases by numerous state and local government entities. The Master Agreement(s) resulting from this procurement may be used by state governments (including departments, agencies, institutions), institutions of higher education, political subdivisions (i.e., colleges, school districts, counties, cities, etc.), the District of Columbia, territories of the United States, and other eligible entities subject to approval of the individual state procurement director and compliance with local statutory and regulatory provisions, as explained in section 3 of the NASPO ValuePoint Master Agreement Terms and Conditions. The initial term of the Master Agreement shall be two (2) years with renewal provisions as outlined in Section 3 of the NASPO ValuePoint Master Terms and Conditions (Section 4).

1.2 Lead State, Solicitation Number and Lead State Contract Administrator (LSCA)

The State of Arizona, State Procurement Office (SPO) is the Lead State and issuing office for this document and all subsequent addenda relating to it. This solicitation (RFP) is a competitive process, in accordance with the Arizona Procurement Code available at <https://spo.az.gov/>. The Arizona Procurement Code is a compilation in one place of Arizona Revised Statutes (ARS) 41-2501 et seq. and administrative rules and regulations A.A.C R2-7-1010 et.seq. The Solicitation #ADSP016-00005829 must be referred to on all proposals, correspondence, and documentation relating to this RFP.

The Lead State Contract Administrator (LSCA) identified below is the single point of contact during this procurement process. Offerors and interested persons shall direct to the Lead State Contract Administrator all questions concerning the procurement process, technical requirements of this RFP, contractual requirements, requests for brand approval, change, clarification, protests, the award process, and any other questions that may arise related to this solicitation and the resulting Master Agreement. The Lead State Contract Administrator (LSCA) designated by the State of Arizona, State Procurement Office is:

Charlotte Righetti, CPPB, CTNS State Procurement Manager
State of Arizona, State Procurement Office
100 N. 15th Avenue, Suite 201
Phoenix, Arizona 85007
Phone: (602)542.9127

1.3 NASPO ValuePoint Background Information

NASPO ValuePoint (formerly known as WSCA-NASPO) is a cooperative purchasing program of all 50 states, the District of Columbia and the territories of the United States. The Program is facilitated by the NASPO Cooperative Purchasing Organization LLC, a nonprofit subsidiary of the National Association of State Procurement Officials (NASPO), doing business as NASPO ValuePoint. NASPO is a non-profit association dedicated to strengthening the procurement community through education, research, and communication. It is made up of the directors of the central purchasing offices in each



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of the 50 states, the District of Columbia and the territories of the United States. NASPO ValuePoint facilitates administration of the cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (i.e., colleges, school districts, counties, cities, some nonprofit organizations, etc.) for all states, the District of Columbia, and territories of the United States. For more information consult the following websites: www.naspovaluepoint.org and www.naspo.org.

1.4 Participating States

In addition to the Lead State conducting this solicitation, the Participating States listed below have requested to be named in this RFP as potential Users of the resulting Master Agreement. Other entities may become Participating Entities after award of the Master Agreement. State specific terms and conditions will govern each state's Participating Addendum that will govern each state's Participating Addendum. A listing of the Participating States can be found in Exhibit I.

1.5 Definitions – all capitalized terms in this document have the meaning as defined in AAC R2-7-101. Any capitalized term not defined in AAC R2-7-101 has the meaning defined below.

"Appliance" means a separate and discrete hardware device with integrated software (firmware), specifically designed to provide a specific computing resource. For the purposes of this solicitation only an "Appliance" which is the sole means of obtaining the Software product is allowable.

"Attachment" means any item the Solicitation requires an Offeror to submit as part of the Offer.

"Best and Final Offer (BAFO)" means a revision to an Offer submitted after negotiations are completed that contains the Offeror's most favorable terms for price, service, and products to be delivered.

"Commercial Off the Shelf" ("COTS") for the purposes of this solicitation means non-developmental software which has been created for specific uses and is available to the general public in the commercial marketplace. COTS products are designed to be implemented easily into existing systems without the need for customization.

"End-User License Agreement (EULA)" is a legal contract between the manufacturer (publisher) and the end User of an application that details how the software can and cannot be used.

"eProcurement (Electronic Procurement)" means conducting all or some of the procurement function over the Internet. Point, click, buy and ship Internet technology is replacing paper-based procurement and supply management business processes. Elements of eProcurement also include Invitation for Bids, Request for Proposals, and Request for Quotations.

"Excluded Software Publishers" means a Software Publisher who is unwilling to do business with a Reseller.

"Exhibit" means any document or object labeled as an Exhibit in the Solicitation or placed in the Exhibits section of the Solicitation.



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“Lead State Contract Administrator” (“LSCA”) means the Procurement Officer for the Master Agreement.

“Master Agreement” (“MPA”) means the contractual agreement executed between the winning (awarded) contractor (s) and the Lead State conducting the procurement on behalf of NASPO ValuePoint.

“Non-perpetual license” or “Subscription License” is a temporary license that provides the right to use a particular licensed product until the end of the license-agreement term.

“Participating State Contract Administrator” (“PSCA”) means the Procurement Officer for the Participating State.

“Perpetual license” means a license which is everlasting and valid if the software is being used in accordance with the license-agreement requirements.

“Person” means any corporation, business, individual, union, committee, club, or other organization or group of individuals

“Publisher” means a software manufacturer (e.g., Microsoft)

“Reseller” means a Software Value-Added Reseller who is awarded under this solicitation, and who has a fully-executed (MPA and PA-s) contract.

“Reseller Cost” means the price that the Reseller pays the Publisher or Distributor to purchase software on behalf of the Participating State. Reseller Cost should not include any administrative or other mark-up costs.

“Software” means the computer program, including media and associated documentation.

“Software Licensing” means allowing an individual or group to use a piece of software.

“Software Maintenance and Support” means any software upgrades, annual updates, patches and fixes needed to improve functionality and keep the software in working order.

“Solicitation Amendment” means a change to the Solicitation issued by the Procurement Officer.

“Volume License Agreements (VLAs)” means an agreement with a Software Publisher wherein the Participating State’s total expected purchasing over a period of time is considered in establishing the discount level.



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Section 2: Scope of Work

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2.1 Software Value-Added Reseller ('Reseller' – "SVAR")

2.1.1 Software Value-Added Reseller ('Reseller' – "SVAR") shall be a large account reseller authorized to sell products direct from Key Software Publishers or authorized Distributors.

2.1.2 SVAR shall do the following:

2.1.2.1 Provide Commercial Off-the-Shelf-Software (COTS).

2.1.2.2 Honor existing Volume or Enterprise license agreements.

2.1.2.3 Offer maintenance and support packages on licenses already owned by the Participating State and other Purchasing Entities.

2.1.2.4 Advise the LSCA, each PSCA, and other Purchasing Entities of SVAR's channel partner status with Key Software Publishers.

2.1.2.5 Retain or enhance reseller certifications with software publishers - At a minimum, maintain Reseller certification levels held at time of award.

If Reseller's certification or reseller status is withdrawn or reduced, Reseller is required to immediately notify, in writing, the Lead State Contract Administrator (LSCA), each PSCA and other Purchasing Entities explaining:

- The change;
- The impact on their costs to obtain the product;
- Limitations on the products or services they may provide; and,
- The reasons for the change.

Failure to provide the required notification, regarding significant negative changes in their reseller status, may be grounds for suspension or cancellation of the MPA and PA's.

2.1.2.6 Provide Pre-Sale Advisement - **There shall be no charge for these services:**

2.1.2.6.1 Advise the Purchasing Entity in making strategic software application decisions by providing evaluation copies, product comparisons, needs analysis, product information and application recommendations.

2.1.2.6.2 Act as liaison between the Purchasing Entity and individual publishers in identifying best approaches and cost savings opportunities for the Purchasing Entity.

2.1.1.6.3 Examples of such advice would be:

- In selecting appropriate software;
- In explaining Volume License Agreements with complicated rules;
- In determining the most cost-effective buying strategies;
- In ensuring that Participating States and other Purchasing Entities are in compliance with licensing requirements; and,
- In finding software options to meet a specific need, for example, a flow-charting package.

2.1.2.7 Reseller shall negotiate to reduce Reseller Cost, to pass on savings to the Participating State and other Purchasing Entities.



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- 2.1.2.8 Provide assistance in explaining and developing Volume License and Enterprise Agreements.
- 2.1.2.9 Provide Software Installation Assistance.
 - 2.1.2.9.1 Provide, at no additional cost, assistance or advice in basic installation or implementation of COTS product.
 - 2.1.2.8.2 If the Purchasing Entity encounters difficulty in downloading or installing the software, the Reseller must provide assistance within eight (8) business hours of being informed of the problem.
- 2.1.2.10 Provide Software De-Installation Assistance.
- 2.1.2.11 Provide Tracking, Management, Usage Monitoring and Reporting of Licenses
 - 2.1.2.11.1 Reseller shall have in place a product license inventory and asset management system, which will include an accurate inventory record of product licenses purchased under this Contract.
 - 2.1.2.11.2 Reseller must also have the capability tracking maintenance renewal and other significant due dates.
 - 2.1.2.11.3 At a minimum, this system shall be able to provide this information by Participating State and Purchasing Entity.
 - 2.1.2.11.4 Reseller shall work with Participating State, other Purchasing Entities, publishers, previous and subsequent contract software resellers, and hardware computer contractors to ensure the most comprehensive record of licenses is created, maintained, and the information transferrable.
 - 2.1.2.11.5 States may choose to award multiple PA's under this Agreement. Details on how licenses are to be tracked and managed under multiple awards will be determined by that awarding State.
 - 2.1.2.11.6 As may be required by a Participating State, or other Purchasing Entity, Reseller shall work with NASPO ValuePoint computing equipment contractors, or a Participating State's comparable computer hardware contractor, to see that any software acquired under those contracts can be tracked through this contract.
- 2.1.2.12 Notify Participating State and Purchasing Entities of publisher publicly announced changes pertinent to User licensing.
- 2.1.3 SVAR shall Develop and Maintain Website
 - 2.1.3.1 *For Participating States*, Reseller shall develop and support a website specific to that State, with content approved from the LSCA or PSCA as appropriate based on content.
 - 2.1.3.1.1 This web site information shall be available through the Internet without the use of additional software or licenses.



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- 2.1.3.1.2 Website should be User friendly to allow for quick and easy access and use.
 - 2.1.3.1.3 Website shall be available 24 x 7, except for scheduled maintenance.
 - 2.1.3.1.4 Website shall be ADA compliant.
 - 2.1.3.1.5 No costs or expenses associated with providing this information shall be charged to the States.
 - 2.1.3.1.6 Universal Resource Locator (URL) for the website must be supplied to the PSCA and the LSCA within sixty (60) days of the execution of the PA.
 - 2.1.3.1.7 The website will include contract information, product information/catalog, the capability to generate online reports, and other pertinent information as may be reasonably requested by States, such as copies of VLAs.
 - 2.1.3.1.8 *Publisher Notifications and Other Industry Information.* In the event that a publisher publicly announces changes that are pertinent to User licensing, the Reseller shall assist Users by posting the information on the state websites.
 - 2.1.3.1.9 Reseller shall provide, at no additional cost, training on how to use their website and how to use this contract in obtaining quotes and placing orders. Online training should be available on the website, but supplementary electronic (e.g. Webinars, emails), telephone or on-site training should be provided, as needed, during standard working hours.
- 2.1.3.2 *Contract and General Information.* The website shall provide contract and ordering information to include, at a minimum:
- 2.1.3.2.1 The contract number(s) (MPA and PA);
 - 2.1.3.3.2 The Reseller primary contact and contacts to whom incidents are to be escalated:
 - Name(s and titles
 - Areas of responsibility for each contact name;
 - Phone number(s); and,
 - Email address(es).
 - 2.1.3.3.3 Information on use of website,
 - 2.1.3.3.4 Quote and ordering information; and,
 - 2.1.3.3.5 Notifications regarding publishers and products, such as pending key product changes or upgrades.
- 2.1.3.3 *Online Catalog*
- 2.1.3.3.1 Reseller shall provide COTS software, and software maintenance of new or existing licensed software, under this contract. Information on approved products, customized by Participating State, will be available through an online catalog and through Reseller's representatives either through email or telephone inquiry during the standard working hours of the Participating State. The online catalog shall provide an expansive list



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of products allowed per the contracts, particularly those products of itemized publishers.

- 2.1.3.3.2 The website shall provide contract and ordering information to include, at a minimum: publishers, product names, standard product pricing, and product descriptions (photos optional or links to access product literature). Regardless of the number and types of links to the Reseller's electronic catalog, the Reseller shall ensure that all eligible agencies purchasing under one PA are accessing the same current base version of the product catalog. Online information shall include purchases of Volume or Enterprise License Agreement software as well as individual COTS software licenses.
- 2.1.3.3.3 Online catalog shall be restricted to just software. Non-authorized products or groups of products shall not be on the website. Reseller shall not use this proposed website to cross sell or cross advertise other products and or services the Reseller may be able to offer.
- 2.1.3.4 *Product Searching Capability.* At a minimum, the online catalog should be searchable by Purchasing Entity and their VLAs, Software Publisher, Product name, OEM product number, and software description (e.g., GIS, Security). The online category can be modified as Users' needs dictate, such as including products obtained through a distributor (non-itemized publisher products) that are frequently purchased.
- 2.1.3.5 *Online Product Quotes.* Product price displayed online is a 'not-to-exceed' product price quote based on contract rate and real time Reseller Cost. For high dollar purchases, or quantity purchases, Purchasing Entity should request a quote by contacting Reseller representative off-line. The online pricing should allow for overrides when a quote with a negotiated better price has been offered and is being placed online. Website should have capability to track all quotes by Purchasing Entity and be easily accessible for viewing by quote number. Website shall include a shopping cart feature that allows Purchasing Entities to provide shipping instructions. Purchasing Entities can place orders on the web either via credit card or purchase order. Specifics regarding an individual state's requirements for placing an order may be included in that State's Participating Addendum (PA).
- 2.1.3.6 *User Differentiation.* Catalog should be designed so as to provide a means to identify the Participating State (state agency or other eligible Purchasing Entity). This method used must not require any administrative tasks on the part of the LSCA for the MPA, the PSCA for the individual PSCA. Website should allow Users to develop personal lists and profiles, including an option to securely store and maintain procurement card information. Catalog should have the capability of being used as a 'Punch Out' to an individual state's electronic purchasing system.
- 2.1.3.7 *Online Reports.* Website shall have capability to provide order history, as well as order status and order tracking.
- 2.1.3.8 *Other.* Other information may be added to the website as may be required by State (such as copies of volume license agreements) or enhancements that may be proposed by Reseller and approved by State.



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2.2 COTS Products

2.2.1 Software which requires little or no services

	IN SCOPE Offerings		OUT OF SCOPE Offerings
LICENSING TYPE	COTS	Individual Licensing Volume Licensing Enterprise Licensing	Custom/Customized
LICENSING PERIOD	Perpetual	Subscription	<i>none</i>
Delivery	Shrink-Wrap	Download	<i>none</i>
HOSTING as part of delivery & use.	On Premise	Off Premise	<i>Managed Service</i> <i>Managed Services means the proactive management of an IT (Information Technology) asset or object, by a third party typically known as a MSP, on behalf of a customer</i> <i>mspalliance.com/definition-of-managed-services/</i>

2.2.1.1 Most Current Version - Purchase orders shall be deemed to reference a manufacturer's most recent release model or version of the product at the time of the order, unless the Purchasing Entity specifically requests in writing an earlier model or version and the Reseller is willing to provide such model or version.

2.2.1.2 Licenses and Maintenance Agreements

2.2.1.2.1 Volume License Agreements (VLA) and Enterprise License Agreements (ELA)

The Reseller will honor existing Participating State's VLA's or ELA's with publishers and include those licenses as part of the Reseller's license tracking service. Following an executed PA with a Participating State, and if so required by the Participating State, the Purchasing Entity and/or an individual publisher, the Reseller will identify itself to software publishers as Reseller for that Participating State or Purchasing Entity. If so required by the Publisher and Participating State, Reseller will execute a change of channel partner agreement with the Publisher. Resellers will sell additional seats consistent with Purchasing Entities' Enterprise or Volume Agreements. Reseller will work with Participating State, Purchasing Entity(ies) and Publishers as needed to establish new VLAs or ELAs. The Reseller will work with the Publisher and Participating State as necessary to ensure the Participating State receives timely and pertinent license information, such as: license or agreement renewals, or opportunities based on actual volume.

Reseller will work directly with Purchasing Entity(ies) in establishing, signing and maintaining enrollment agreements. If Reseller is sole SVAR contractor in a State, Reseller will aggregate all enrollments together for



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Master Agreement reporting purposes. If a PSCA elects to have multiple SVAR contractors, Reseller's responsibilities will be delineated in that State's PA. Resellers shall monitor and be able to report on the current levels of software ordered towards any of the Participating State's VLA required sales levels to ensure the Participating State does not fall short and thereby incur Publisher penalties. The Reseller shall be responsible for providing license usage information to the Publishers, if such information is required by the Publishers, in a timely manner (e.g., for 'true up' assessments)

2.2.1.2.2 *Individual Software Licenses.* Purchasing Entities can purchase individual COTS licenses, such as perpetual and non-perpetual licenses, through the Reseller.

2.2.1.3 Software Maintenance and Support Agreements.

Purchasing Entities can purchase maintenance agreements, including upgrade protection, through the Reseller. Resellers will sell software maintenance agreements, even if the software was not purchased under this agreement, such as on-going support for a User's existing perpetual license. As requested, Reseller will explain what product support or services are included in a publisher's maintenance agreement.

2.2.1.3.1 *Software Maintenance and Support.* Reseller to provide needed services to support maintenance products such maintenance agreements, software upgrades, annual updates, patches and fixes needed to improve functionality and keep the software in working order. Such services may include providing recommendations on most cost-effective or appropriate long-term maintenance plan. Reseller will provide such support, not only to maintenance packages purchases under this agreement, but in support of any existing and current agreements.

2.2.1.3.2 *Software Updates.*

2.2.1.3.2.1 Users are eligible to receive, from the Publisher, all new releases and updates of the software, at no additional charge, while under a maintenance agreement. A "Release" means any collection of enhancements or updates which the Publisher generally makes available to its installed base of customers of such programs. The Reseller shall assist the Purchasing Entity to obtain such releases or updates for their Users from the Publisher.

2.2.1.3.2.2 Should a User not want to receive the next upgrade, the User shall so notify the respective Publisher.

2.2.1.3.3 *License Confirmations*

For licenses ordered under the contract by Purchasing Entity(ies), Reseller shall be able to provide:



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- (i) Certified Licensing Confirmation Certificates for all software licenses;
- (ii) Reseller's certified license confirmation certificates in the name of such Licensee; or,
- (iii) Written confirmation from the Reseller or Publisher accepting the Eligible Participating State's contract or purchase order as proof of license.

The form of "Proof of License" provided must be acceptable proof to the Publisher, and in the format requested by the Purchasing Entity. The Proof of License shall be provided as an electronic file and/or a hardcopy document, as required by the Purchasing Entity. Reseller will retain an electronic file of Participating State's Proof of Licenses and provide copies to the Participating State as requested.

2.2.1.3.4 *Transitioning License Tracking Information at Contract Termination*

The license information data acquired and retained by Reseller will be stored as sortable data fields so the license information can be transferred to the Participating State upon contract termination. Reseller will work with States and Participating Entities, or their designees, to ensure that the license information data has been successfully transferred in a usable format.

2.2.1.4 Leases

Lease purchase and term leases are allowable only for Purchasing States whose rules and regulations permit leasing of software. Individual Purchasing Entities may enter into a lease agreement for the products covered in this Master Agreement, if they have the legal authority to enter into these types of agreements without going through a competitive process. No lease agreements will be reviewed or evaluated as part of this RFP evaluation process.

2.2.1.5 Software Publishers, Categories. The identified software product needs under this solicitation have been divided into three tiers: Key Itemized Publishers, Other Itemized Publishers, and Non-Itemized Publishers. See descriptions and chart which follow. As indicated, it is most desirable for Reseller to have a direct reseller agreement with the itemized software publishers. If a direct reseller agreement is not already in place between itemized software publishers and the Reseller, the Reseller is expected to enter into a direct reseller agreement and submit a rate for that itemized publisher that is better than the rate for a Non-Itemized Publisher. Over the life of this contract, product needs or volumes may change and new publishers may be added by amendment to the itemized publishers' lists.

2.2.1.5.1 *Itemized Highest Volume Publishers (Highest Volume, Itemized Lines).*

The products of the publishers in this category represent the highest tier of sales volume identified for this solicitation, of those publishers who sell through resellers. This category is the one most likely to include a Participating State's enterprise or high volume agreements with a publisher. Resellers shall be certified direct resellers for publishers in this



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category. The preferred pricing that a Reseller receives based on their reseller certification status, in conjunction with the anticipated considerable volume of purchases through these Contracts, is the expected foundation for a very competitive base Reseller Cost, with further reductions of Reseller Cost as they are achieved through ongoing Reseller negotiations. A percentage rate above or below Reseller Cost is to be provided for each itemized publisher. Specific requirements may be required for some publishers in this category in an individual State's PA.

2.2.1.5.2 Other Itemized Publishers (High Volume, Itemized Lines). The products of the publishers in this category represent a high level of sales volume as identified for this solicitation. This category may include a Participating State's high volume agreements or VLAs with a publisher. It is desirable for Resellers to be certified direct resellers for publishers in this category. A percentage rate above or below Reseller Cost is to be provided for each itemized publisher

2.2.1.5.3 Non-Itemized Publishers (all other distributed software purchases). This category is defined to include all other distributed computer software not specifically itemized. Enterprise or Volume Licensing Agreements are not anticipated in this category. New or existing software products can be added to this category at any time during the term of the Contract without the written consent of the LSCA and may be itemized in the online catalog, if volume justifies the addition. There should be one percentage rate above or below Reseller cost covering all products in this category

<u>KEY ITEMIZED PUBLISHERS</u> Certification as Direct Reseller.	<u>OTHER ITEMIZED PUBLISHERS</u> Certification as direct reseller desirable. If not certified, the percentage rate should be no greater than Non-Itemized rate	<u>NON-ITEMIZED PUBLISHER</u> One 'not to exceed' rate
ADOBE	AI SQUARED	
CITRIX	AIRWATCH MOBILE DEVICE MANAGEMENT VMWARE	
MICROSOFT	ALLIANCE ENTERPRISES	
NOVELL	APPLE	
SYMANTEC	ATTACHMATE – MICROFOCUS	
VMWARE	AUTODESK	
	AUTONOMY – HP	
	BAKBONE – DELL	
	BARRACUDA	
	BOMGAR REMOTE SOFTWARE	
	CA TECHNOLOGIES	
	CISCO	
	COMPUTRONIX USA	



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	COMPUWARE	
	COREL	
	DOUBLETAKE	
	EMC	
	ENCHOICE	
	ESET	
	ESRI	
	FREEDOM SCIENTIFIC	
	GUARDIAN EDGE – SYMANTEC	
	GW MICRO	
	IBM	
	ICM CONVERSIONS	
	INFOR	
	INTERMEDIX EMSYSTEMS	
	HP	
	HUMANWARE	
	INFORMATION BUILDERS	
	KRONOS SOFTWARE	
	LANDESK	
	LASERFISCHE	
	LIQUIDWARE STATUSPHERE	
	MICROFOCUS INC	
	MINJET	
	MPS	
	MQSOFTWARE – BMC SOFTWARE	
	NCIRCLE	
	NETOP	
	NUANCE	
	ORACLE	
	OSAM	
	PASSPORT	
	PATCHLINK	
	PROOFPOINT	
	RSA SECURITY	
	REFERENCIA SYSTEMS	
	SAP AMERICA	
	SAS	
	SOLUTIONS SOFTWARE	
	SOPHOS	
	SPLUNK SOFTWARE	
	STASEEKER NETWORK INFRASTRUCTURE MONITORING	
	STELLEMENT – ORACLE	



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	SUNGUARD	
	SYBASE	
	TECHSMITH	
	TREND MICRO	
	TRUSTWARE	
	ULTRABAC	
	VORMETRIC	
	WEBSENSE	

2.2.1.6 Software Publishers, General Representation.

2.2.1.6.1 *Excluded Software Publishers.* The Reseller must agree that there are no software publishers with whom they will refuse to do business if the Software Publisher is willing to do business with them. Resellers shall advise the LSCA or designee of any Excluded Software Publishers and provide explanations for the non-representation.

2.2.1.6.2 *Expanded Representation.* The Reseller is expected to continue to work towards reseller certifications with publishers not currently represented, particularly with those publishers whose sales volume merit classification into the itemized publisher lines. Similarly, Reseller is expected to continue to work towards a higher certification level with current publishers

2.2.1.7 Price Quote, General. Pricing is submitted in the MPA as a percentage of Reseller Cost. Individual PA's will use the MPA pricing as a base and may negotiate an adjusted rate. Any negotiated PA rates, exclusive of taxes or any individual state's administrative fee, shall not exceed the MPA rates. As requested by Purchasing Entity, for example on a high volume single order, Reseller shall negotiate to reduce Reseller Cost, to pass on savings to the Participating State. Firm individual order quotes shall be provided to Purchasing Entity prior to order submittal.

2.2.1.7.1 *Telephone or Email Quote Support.* Reseller shall accept requests for quotes by telephone, fax, email, or online. Reseller shall accept collect telephone calls and/or provide and maintain a toll-free number for eligible agency use. Reseller shall provide an email address for receipt of requests for price quotes. Reseller shall provide written quotes by fax, email or online as requested by the Participating State.

2.2.1.7.2 *Quoted Delivery Method.* The quote must clearly indicate the method of delivery, whether via media, download, or **3.3 Services** below.

2.2.1.7.3 *Timely Quotes.* Reseller agrees to work with publishers and distributors to obtain quotes and deliver software in a timely fashion. Expected response should be within twenty-four (24) hours but no more than three (3) business days. If, after three (3) business days, the Reseller has been unable to obtain the quote or assurances that



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they can obtain the software, the Reseller shall contact the Participating State or other Purchasing Entity with a status report. The Reseller and the Participating State/Purchasing Entity will mutually agree as to whether the Reseller shall continue to pursue a quote and within what timeframe, or whether the Reseller will provide the Participating State/Purchasing Entity with a written statement that the Reseller cannot supply the software. If the Reseller has been unable to obtain a quote within ten (10) days of the request for quote, the Reseller shall provide a written statement (email is sufficient) to Participating State/Purchasing Entity, and the LSCA as may be required under the PA, that the Reseller cannot supply the software, and the reason why.

2.2.1.7.4 *Guaranteed 30 Day Quote.* Reseller is required to honor all quotes for thirty (30) calendar days. If it is known that a price adjustment will occur during the thirty (30) calendar days following the quote, the Reseller may provide two quotes, based upon the date that the order is received.

2.2.1.7.5 *Sales Promotion.* The Reseller may conduct sales promotions involving specific products or groups of products for specified time periods. If electing to exercise this provision, the Reseller shall submit a formal request for approval to the LSCA. The request should include: the product or product groups, the promotional price as compared to the standard price and the Master Agreement price for the product or product groups, and the start and end dates of the sales promotion. LSCA's approval shall be in the form of an amendment to the MPA. Upon approval, the Reseller shall provide conspicuous notice of the promotion to all Participating Entities.

2.2.1.7.6 A Participating State or other Participating Entity may allow the Contractor to charge a credit card fee in their Participating Addendum.

2.2.1.8 Product Delivery and Returns

2.2.1.8.1 Media. The Reseller shall work with Participating State or other Purchasing Entity to provide media via any method available and as requested by the Participating State including, but not limited to: original Publisher media, CD copies of master media duplicated by the Reseller, electronic downloads, etc. In cases where original publisher's media is not available, the Reseller shall provide CD's copied from master disks of the software purchased under any volume or enterprise license agreement.

2.2.1.8.2 Delivery Period. Reseller to provide delivery no longer than ten (10) business days after receipt of a valid order unless conditions arise that are outside the control of the Reseller. If delivery cannot be within this time frame, Reseller is to notify Purchasing Entity of delay and anticipated



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ship date. If this delayed delivery is unacceptable to Purchasing Entity, the order can be cancelled without penalty.

2.2.1.8.3 Product Returns. Unopened software can be returned with no restocking fee up to 30 days from date of receipt, if allowed by the software publisher. If the software publisher has a shorter timeframe for returns or requires a restocking fee, this must be stated on the quote. If that information is not provided to the Participating State by the Reseller, Reseller is responsible for the restocking fee. If delivered software is defective, or if the incorrect product was delivered, the Reseller must agree to accept returns. If delivered software is defective, the Reseller is responsible for return shipping and packaging costs and for restocking charges if applicable. The Reseller must agree that any defective or incorrectly delivered media will be replaced by overnight delivery at the Reseller’s expense if requested by the Participating State or Purchasing Entity. If overnight delivery is not requested, all replacement products must be received by the Participating State or Purchasing Entity within seven (7) days of initial notification.

2.2.1.8.4 Shipping Charges. Items covered under this contract are FOB Destination and shipping charges are not to be included on any invoice unless the Purchasing Entity has ordered expedited shipment. For expedited shipment, Purchasing Entity would submit their order including related shipping charges, which may not exceed the cost of delivery by the carrier.

2.3 Services

	IN SCOPE		OUT OF SCOPE
SOFTWARE & LICENSING TYPE	COTS	Volume Licensing	Custom/Customized
LICENSING PERIOD	Perpetual	Subscription	Not Applicable
Delivery	Shrink-Wrap	Download	Not Applicable
Hosting as part of delivery & use	On-Premise	Off-Premise	Managed Services
SERVICES	Basic Installation, Training and Maintenance <i>Means that activity which does not require Consulting, Configuration, Engineering, Design or any other type of service specific to a Purchasing Entity requiring description of tasks and deliverables and agreement by the parties (Statement of Work).</i>		Consulting, configuration, engineering, design, etc., any type of service specific to a Purchasing Entity requiring description of tasks and deliverables and agreement by the parties

2.3.1 In Scope Services:
 Basic Installation, Maintenance packages and Training (3.4) are considered to be within the Scope of this Solicitation. This Master Agreement is intended for the acquisition of distributed, commercial off the shelf software



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2.3.2 (RESERVED)

2.3.3 A Participating State may include a statement in their Participating Addendum allowing state employees to purchase software licenses.

2.3.4 Individual Participating Addendums may further limit the Scope of this Solicitation.

2.3.5 This Master Agreement is not intended for the purchase of custom software applications.

2.4 Training.

2.4.1 Training shall be available in the form of tutorials for basic installation and web-based training for software operation, basic phone support.

2.4.2 Provision of information on how to access a Software Publisher's "Help Desk" (either telecom or web-based) for basic use questions.

2.5 Customer Service and Representation.

2.5.1 *Dedicated Representation and Timely Response.* Reseller shall provide a dedicated representative for each Participating State. Such representative will become familiar with the State and its cooperative partners, provide a single point as needed for quote assistance, offer software recommendations, track and report on renewal deadlines, and serve as a contact point for the LSCA. **Reseller must commit to returning phone calls or responding to emails within two (2) business days.**

2.5.2 *Problem Escalation.* The Reseller must provide an incident escalation path for each State, showing on that State's website, the name, contact information, and role of individuals to whom problems should be escalated if the problems are not resolved by primary assigned contacts.

2.5.3 *Product purchasing trends.* **The Reseller will speak with LSCA and sourcing team quarterly** to review usage and discuss possible revisions of the categorization of publishers based upon actual sales volume or other changes.

2.5.4 *Contract Reviews.*

2.5.4.1 Reseller is expected to conduct **quarterly reviews** of all sales volumes and report sales figures and savings from Publisher's list price, by Publisher and by PA, as well as observed trends or purchasing patterns, and **to present the information to the LSCA.**

2.5.4.2 At the discretion of the individual participating states, an equivalent review, limited to that state, will be presented to the PSCA.

2.5.4.3 **All awardees under this contract shall meet once a year with the LSCA and Sourcing Team** to review usage and discuss possible revisions of the categorization of publishers based upon actual sales volume, and to discuss any service concerns, industry trends, and the effectiveness of the contract.

2.5.4.3.1 Reseller is expected to **conduct a customer satisfaction survey** and an audit prior to this discussion and be prepared to discuss the results, and



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provide reports, at this review. At a minimum, the audit will report address quoting and billing accuracy, and any Reseller Cost that exceeds a Publisher's List price for that item.

2.5.4.3.2 Based on historical sales volume information, Reseller should be prepared to discuss potential cost savings opportunities which could be passed through to Participating States.

2.5.4.3.2 In a renewal year, the annual review will take place prior to contract extensions.

2.6. Interactions with Software Publishers

2.6.1 *Best Interests of Participating State.* Reseller would represent the best interests of the Participating State and other Participating Entities in negotiating or otherwise working with Publishers for such items as: maximizing cost savings with best use of volume or enterprise license agreements, better pricing on individual volume buys, taking advantage of publishers' specials, promotions, coupons or other savings opportunities.

2.6.2 *Liaison with Publisher.* A State may establish, in their individual PA, a requirement for Reseller to arrange with the software publisher or software publisher's designee for implementation, customization, training, support, maintenance and other software related services. **The provision of said services must be under a separate agreement between the Participating State and the applicable parties.**

2.7 Reporting

2.7.1 Standard Reports

Individual participating states may require their own standard reports, such as report on savings. Reseller shall provide these reports at the intervals, and in the format, as reasonably requested by the States. Reseller shall advise of standard reports which they can provide, and work with participating states on additional standard reports.

2.7.2 Online Reports

The SVAR shall be able to provide online, real time, reporting capabilities using website established for the state. These reports may include Back Order or Current Order Status reports. In addition, the system shall be able to provide the ability for the User agency to create custom reports. The requesting Participating State shall be able to select specific fields and create a necessary report for their specific needs. Data Fields shall include, but not be limited to, purchasing entity, Purchase Order Number, Order date, Invoice date, Publisher, Publisher Part Number, Software Reseller's Part Number, Description, Quantity Shipped, Unit actual price, Extended Price, Sales Tax and order total. Reports shall be able to be shown online as well as emailed to the requesting Participating State, if requested. Examples of Reseller's standard and online reports shall be submitted with the offer.

2.7.3 Custom Reports



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Participating State and SVAR may mutually agree to include terms and conditions and pricing for the development and provision of customized reports as an optional service in a Participating Addendum.

2.8 Other Value-Added Services

SVAR may propose other Value-Added Services, e.g., key escrow, in their response. Such services from an awarded Offeror, if consistent with this Statement of Work, recommended by the Evaluation Team, and accepted by the PSCA, would be added to the final awarded contract.



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Section 4: Lead State (ARIZONA) Terms and Conditions

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1. Master Agreement Order of Precedence

a. Any Order placed under this Master Agreement shall consist of the following documents:

- (1) A Participating State's Participating Addendum ("PA");
- (2) NASPO ValuePoint Master Agreement Terms & Conditions;
- (3) A Purchase Order issued against the Master Agreement;
- (4) The Statement of Work;
- (5) The Solicitation; and
- (6) Contractor's response to the Solicitation, as revised (if permitted) and accepted by the Lead State.

b. These documents shall be read to be consistent and complementary. Any conflict among these documents shall be resolved by giving priority to these documents in the order listed above. Contractor terms and conditions that apply to this Master Agreement are only those that are expressly accepted by the Lead State and must be in writing and attached to this Master Agreement as an Exhibit or Attachment.

2. Definitions

Acceptance is defined by the applicable commercial code, except Acceptance of a Product for which acceptance testing is not required shall not occur before the completion of delivery in accordance with the Order, installation, if required, and a reasonable time for inspection of the Product.

Contractor means the person or entity delivering Products or performing services under the terms and conditions set forth in this Master Agreement.

Embedded Software means one or more software applications which permanently reside on a computing device.

Intellectual Property means any and all patents, copyrights, service marks, trademarks, trade secrets, trade names, patentable inventions, or other similar proprietary rights, in tangible or intangible form, and all rights, title, and interest therein.

Lead State means the State centrally administering any resulting Master Agreement(s).

Master Agreement means the underlying agreement executed by and between the Lead State, acting on behalf of the NASPO ValuePoint program, and the Contractor, as now or hereafter amended.

NASPO ValuePoint is the NASPO Cooperative Purchasing Organization LLC, doing business as NASPO ValuePoint, a 501(c)(3) limited liability company that is a subsidiary organization of the National Association of State Procurement Officials (NASPO), the sole member of NASPO ValuePoint. NASPO ValuePoint facilitates administration of the NASPO cooperative group contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, and political subdivisions and other eligible entities (i.e., colleges, school districts, counties, cities, some nonprofit organizations, etc.) for all states and the District of Columbia. NASPO ValuePoint is identified in the Master Agreement as the recipient of reports and may perform contract administration functions relating to collecting and receiving reports as well as other contract administration functions as assigned by the Lead State.



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Section 3: NASPO ValuePoint Master Agreement Terms and Conditions

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Order or Purchase Order means any purchase order, sales order, contract or other document used by a Purchasing Entity to order the Products.

Participating Addendum means a bilateral agreement executed by a Contractor and a Participating State incorporating this Master Agreement and any other additional Participating State specific language or other requirements, e.g. ordering procedures specific to the Participating State, other terms and conditions.

Participating State means a state, or other legal entity, properly authorized to enter into a Participating Addendum.

Participating State means a state, the District of Columbia, or one of the territories of the United States that is listed in the Request for Proposal as intending to participate. A Participating State is not required to participate through execution of a Participating Addendum. Upon execution of the Participating Addendum, a Participating State becomes a Participating State.

Product means any equipment, software (including embedded software), documentation, service or other deliverable supplied or created by the Contractor pursuant to this Master Agreement. The term Products, supplies and services, and products and services are used interchangeably in these terms and conditions.

Purchasing Entity means a state, city, county, district, other political subdivision of a State, and a nonprofit organization under the laws of some states if authorized by a Participating Addendum, who issues a Purchase Order against the Master Agreement and becomes financially committed to the purchase.

3. Term of the Master Agreement

The initial term of this Master Agreement is for two (2) years. This Master Agreement may be extended beyond the original contract period for successive periods with a maximum aggregate, including all extensions, not to exceed five (5) years at the Lead State's discretion and by mutual agreement and upon review of requirements of Participating Entities, current market conditions, and Contractor performance.

4. Amendments

The terms of this Master Agreement shall not be waived, altered, modified, supplemented or amended in any manner whatsoever without prior written approval of the Lead State.

5. Assignment/Subcontracts

- a. Contractor shall not assign, sell, transfer, subcontract or sublet rights, or delegate responsibilities under this Master Agreement, in whole or in part, without the prior written approval of the Lead State.
- b. The Lead State reserves the right to assign any rights or duties, including written assignment of contract administration duties to NASPO Cooperative Purchasing Organization LLC, doing business as NASPO ValuePoint.

6. Price and Rate Guarantee Period

All prices and rates must be guaranteed for the initial term of the Master Agreement. Following the initial Master Agreement period, any request for price or rate adjustment must be for an equal guarantee period, and must be made at least ninety (90) days prior to the effective date. Requests for price or rate adjustment must include sufficient documentation supporting the request. Any adjustment or amendment to the Master Agreement shall not be effective unless approved by the Lead State. No retroactive adjustments to prices or



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rates will be allowed.

7. Cancellation

Unless otherwise stated, this Master Agreement may be canceled by either party upon 60 days written notice prior to the effective date of the cancellation. Further, any Participating State may cancel its participation upon 30 days written notice, unless otherwise limited or stated in the Participating Addendum. Cancellation may be in whole or in part. Any cancellation under this provision shall not affect the rights and obligations attending orders outstanding at the time of cancellation, including any right of and Purchasing Entity to indemnification by the Contractor, rights of payment for Products delivered and accepted, and rights attending any warranty or default in performance in association with any Order. Cancellation of the Master Agreement due to Contractor default may be immediate.

8. Confidentiality, Non-Disclosure, and Injunctive Relief

Provisions governing confidentiality of information during performance of orders for the State of Arizona are governed by The State of Arizona Special Terms and Conditions. Except where a Participating Addendum prescribes otherwise, this section governs confidentiality and disclosure of information of other Purchasing Entities.

a. Confidentiality. Contractor acknowledges that it and its employees or agents may, in the course of providing a Product under this Master Agreement, be exposed to or acquire information that is confidential to Purchasing Entity's or Purchasing Entity's clients. Any and all information of any form that is marked as confidential or would by its nature be deemed confidential obtained by Contractor or its employees or agents in the performance of this Master Agreement, including, but not necessarily limited to (1) any Purchasing Entity's records, (2) personnel records, and (3) information concerning individuals, is confidential information of Purchasing Entity ("Confidential Information"). Any reports or other documents or items (including software) that result from the use of the Confidential Information by Contractor shall be treated in the same manner as the Confidential Information. Confidential Information does not include information that (1) is or becomes (other than by disclosure by Contractor) publicly known; (2) is furnished by Purchasing Entity to others without restrictions similar to those imposed by this Master Agreement; (3) is rightfully in Contractor's possession without the obligation of nondisclosure prior to the time of its disclosure under this Master Agreement; (4) is obtained from a source other than Purchasing Entity without the obligation of confidentiality, (5) is disclosed with the written consent of Purchasing Entity or; (6) is independently developed by employees, agents or subcontractors of Contractor who can be shown to have had no access to the Confidential Information.

b. Non-Disclosure. Contractor shall hold Confidential Information in confidence, using at least the industry standard of confidentiality, and shall not copy, reproduce, sell, assign, license, market, transfer or otherwise dispose of, give, or disclose Confidential Information to third parties or use Confidential Information for any purposes whatsoever other than what is necessary to the performance of Orders placed under this Master Agreement. Contractor shall advise each of its employees and agents of their obligations to keep Confidential Information confidential. Contractor shall use commercially reasonable efforts to assist Purchasing Entity in identifying and preventing any unauthorized use or disclosure of any Confidential Information. Without limiting the generality of the foregoing, Contractor shall advise Purchasing Entity, applicable Participating State, and the Lead State immediately if Contractor learns or has reason to believe that any person who has had access to Confidential Information has violated or intends to violate the terms of this Master Agreement, and Contractor shall at its expense cooperate with Purchasing Entity in seeking injunctive or other equitable relief in the name of Purchasing Entity or Contractor against any such person. Except as directed by Purchasing Entity, Contractor will not at any time during or after the term of this Master Agreement disclose, directly or



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indirectly, any Confidential Information to any person, except in accordance with this Master Agreement, and that upon termination of this Master Agreement or at Purchasing Entity's request, Contractor shall turn over to Purchasing Entity all documents, papers, and other matter in Contractor's possession that embody Confidential Information. Notwithstanding the foregoing, Contractor may keep one copy of such Confidential Information necessary for quality assurance, audits and evidence of the performance of this Master Agreement.

c. Injunctive Relief. Contractor acknowledges that breach of this section, including disclosure of any Confidential Information, will cause irreparable injury to Purchasing Entity that is inadequately compensable in damages. Accordingly, Purchasing Entity may seek and obtain injunctive relief against the breach or threatened breach of the foregoing undertakings, in addition to any other legal remedies that may be available. Contractor acknowledges and agrees that the covenants contained herein are necessary for the protection of the legitimate business interests of Purchasing Entity and are reasonable in scope and content.

d. Purchasing Entity Law. These provisions shall be applicable only to extent they are not in conflict with the applicable public disclosure laws of any Purchasing Entity.

9. Right to Publish

Throughout the duration of this Master Agreement, Contractor must secure from the Lead State prior approval for the release of any information that pertains to the potential work or activities covered by the Master Agreement. The Contractor shall not make any representations of NASPO ValuePoint's opinion or position as to the quality or effectiveness of the services that are the subject of this Master Agreement without prior written consent. Failure to adhere to this requirement may result in termination of the Master Agreement for cause.

10. Defaults and Remedies

a. The occurrence of any of the following events shall be an event of default under this Master Agreement:

- (1) Nonperformance of contractual requirements; or
- (2) A material breach of any term or condition of this Master Agreement; or
- (3) Any certification, representation or warranty by Contractor in response to the solicitation or in this Master Agreement that proves to be untrue or materially misleading; or
- (4) Institution of proceedings under any bankruptcy, insolvency, reorganization or similar law, by or against Contractor, or the appointment of a receiver or similar officer for Contractor or any of its property, which is not vacated or fully stayed within thirty (30) calendar days after the institution or occurrence thereof; or
- (5) Any default specified in another section of this Master Agreement.

b. Upon the occurrence of an event of default, Lead State shall issue a written notice of default, identifying the nature of the default, and providing a period of 15 calendar days in which Contractor shall have an opportunity to cure the default. The Lead State shall not be required to provide advance written notice or a cure period and may immediately terminate this Master Agreement in whole or in part if the Lead State, in its sole discretion, determines that it is reasonably necessary to preserve public safety or prevent immediate public crisis. Time allowed for cure shall not diminish or eliminate Contractor's liability for damages, including liquidated damages to the extent provided for under this Master Agreement.

c. If Contractor is afforded an opportunity to cure and fails to cure the default within the period specified in the written notice of default, Contractor shall be in breach of its obligations under this Master Agreement and Lead State shall have the right to exercise any or all of the following remedies:



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- (1) Exercise any remedy provided by law; and
- (2) Terminate this Master Agreement and any related Contracts or portions thereof; and
- (3) Impose liquidated damages as provided in this Master Agreement; and
- (4) Suspend Contractor from being able to respond to future bid solicitations; and
- (5) Suspend Contractor's performance; and
- (6) Withhold payment until the default is remedied.

d. Unless otherwise specified in the Participating Addendum, in the event of a default under a Participating Addendum, a Participating State shall provide a written notice of default as described in this section and have all of the rights and remedies under this paragraph regarding its participation in the Master Agreement, in addition to those set forth in its Participating Addendum. Unless otherwise specified in a Purchase Order, a Purchasing Entity shall provide written notice of default as described in this section and have all of the rights and remedies under this paragraph and any applicable Participating Addendum with respect to an Order placed by the Purchasing Entity. Nothing in these Master Agreement Terms and Conditions shall be construed to limit the rights and remedies available to a Purchasing Entity under the applicable commercial code.

11. Shipping and Delivery.

Section 3.2.1.8 of the solicitation prescribes requirements for product delivery and return.

12. Changes in Contractor Representation

The Contractor must notify the Lead State of changes in the Contractor's key administrative personnel, in writing within 10 calendar days of the change. The Lead State reserves the right to approve changes in key personnel, as identified in the Contractor's proposal. The Contractor agrees to propose replacement key personnel having substantially equal or better education, training, and experience as was possessed by the key person proposed and evaluated in the Contractor's proposal.

13. Force Majeure

Neither party to this Master Agreement shall be held responsible for delay or default caused by "force majeure," as that term is defined in and under conditions specified in section 6.4 of the State of Arizona Uniform Terms and Conditions.

14. Indemnification

a. Section 5.1X1.1 of the State of Arizona Special Terms and Conditions governs indemnification of the State of Arizona. With respect to other entities, the Contractor shall defend, indemnify and hold harmless NASPO, NASPO Cooperative Purchasing Organization LLC (doing business as NASPO ValuePoint), the Lead State, Participating Entities, and Purchasing Entities, along with their officers, agents, and employees as well as any person or entity for which they may be liable, from and against claims, damages or causes of action including reasonable attorneys' fees and related costs for any death, injury, or damage to property arising from act(s), error(s), or omission(s) of the Contractor, its employees or subcontractors or volunteers, at any tier, relating to the performance under the Master Agreement.

b. Indemnification – Intellectual Property. Section 6.3 of the State of Arizona Uniform Terms and Conditions governs indemnification of the State for intellectual property infringement claims. With respect to other entities the Contractor shall defend, indemnify and hold harmless NASPO, NASPO Cooperative Purchasing



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Organization LLC (doing business as NASPO ValuePoint), Participating Entities, Purchasing Entities, along with their officers, agents, and employees as well as any person or entity for which they may be liable ("Indemnified Party"), from and against claims, damages or causes of action including reasonable attorneys' fees and related costs arising out of the claim that the Product or its use, infringes Intellectual Property rights ("Intellectual Property Claim").

(1) The Contractor's obligations under this section shall not extend to any combination of the Product with any other product, system or method, unless the Product, system or method is:

(a) provided by the Contractor or the Contractor's subsidiaries or affiliates;

(b) specified by the Contractor to work with the Product; or

(c) reasonably required, in order to use the Product in its intended manner, and the infringement could not have been avoided by substituting another reasonably available product, system or method capable of performing the same function; or

(d) It would be reasonably expected to use the Product in combination with such product, system or method.

(2) The Indemnified Party shall notify the Contractor within a reasonable time after receiving notice of an Intellectual Property Claim. Even if the Indemnified Party fails to provide reasonable notice, the Contractor shall not be relieved from its obligations unless the Contractor can demonstrate that it was prejudiced in defending the Intellectual Property Claim resulting in increased expenses or loss to the Contractor. If the Contractor promptly and reasonably investigates and defends any Intellectual Property Claim, it shall have control over the defense and settlement of it. However, the Indemnified Party must consent in writing for any money damages or obligations for which it may be responsible. The Indemnified Party shall furnish, at the Contractor's reasonable request and expense, information and assistance necessary for such defense. If the Contractor fails to vigorously pursue the defense or settlement of the Intellectual Property Claim, the Indemnified Party may assume the defense or settlement of it and the Contractor shall be liable for all costs and expenses, including reasonable attorneys' fees and related costs, incurred by the Indemnified Party in the pursuit of the Intellectual Property Claim. Unless otherwise agreed in writing, this section is not subject to any limitations of liability in this Master Agreement or in any other document executed in conjunction with this Master Agreement.

15. Independent Contractor

The Contractor shall be an independent contractor. Contractor shall have no authorization, express or implied, to bind the Lead State, Participating States, other Participating Entities, or Purchasing Entities to any agreements, settlements, liability or understanding whatsoever, and agrees not to hold itself out as agent except as expressly set forth herein or as expressly agreed in any Participating Addendum.

16. Individual Customers

Except to the extent modified by a Participating Addendum, each Purchasing Entity shall follow the terms and conditions of the Master Agreement and applicable Participating Addendum and will have the same rights and responsibilities for their purchases as the Lead State has in the Master Agreement, including but not limited to, any indemnity or right to recover any costs as such right is defined in the Master Agreement and applicable Participating Addendum for their purchases. Each Purchasing Entity will be responsible for its own charges, fees, and liabilities. The Contractor will apply the charges and invoice each Purchasing Entity individually.



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17. Insurance

a. The insurance requirements of the State of Arizona are specified in section 5.1 X 1.2 of the State of Arizona Special Terms and Conditions. For performance in other states, unless otherwise agreed in a Participating Addendum, Contractor shall, during the term of this Master Agreement, maintain in full force and effect, the insurance described in this section. Contractor shall acquire such insurance from an insurance carrier or carriers licensed to conduct business in each Participating State's state and having a rating of A-, Class VII or better, in the most recently published edition of Best's Reports. Failure to buy and maintain the required insurance may result in this Master Agreement's termination or, at a Participating State's option, result in termination of its Participating Addendum.

b. Coverage shall be written on an occurrence basis. The minimum acceptable limits shall be as indicated below, with no deductible for each of the following categories:

1) Commercial General Liability (CGL) – Occurrence Form

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

General Aggregate \$2,000,000

Products – Completed Operations Aggregate \$1,000,000

Personal and Advertising Injury \$1,000,000

Damage to Rented Premises \$50,0000

Each Occurrence \$1,000,000

2) Business Automobile Liability

Bodily injury and Property Damage for any owned, hired, and/or non-owned automobiles used in the performance of this Contract. Combined Single Limit (CSL) \$1,000,000

3) Technology Errors & Omissions Insurance

Each Claim \$2,000,000

Annual Aggregate \$2,000,000

Such insurance shall cover any, and all errors, omissions, or negligent acts in the delivery of products, services, and/or licensed programs under this contract. Coverage shall include or shall not exclude services, and/or licensed programs under this contract. Coverage shall include or shall not exclude settlement and/or defense of claims involving intellectual property, including but not limited to patent or copyright infringement. In the event that Tech E&O insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract and, either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years, beginning at the time work under this contract is completed.

c. Contractor shall pay premiums on all insurance policies. Such policies shall also reference this Master Agreement and shall have a condition that they not be revoked by the insurer until thirty (30) calendar days



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after notice of intended revocation thereof shall have been given to Purchasing Entity and Participating State by the Contractor.

d. Prior to commencement of performance, Contractor shall provide to the Lead State a written endorsement to the Contractor's general liability insurance policy or other documentary evidence acceptable to the Lead State that (1) names the Participating States identified in the Request for Proposal as additional insureds, (2) provides that no material alteration, cancellation, non-renewal, or expiration of the coverage contained in such policy shall have effect unless the named Participating State has been given at least thirty (30) days prior written notice, and (3) provides that the Contractor's liability insurance policy shall be primary, with any liability insurance of any Participating State as secondary and noncontributory. Unless otherwise agreed in any Participating Addendum, the Participating State's rights and Contractor's obligations are the same as those specified in the first sentence of this subsection. Before performance of any Purchase Order issued after execution of a Participating Addendum authorizing it, the Contractor shall provide to a Purchasing Entity or Participating State who requests it the same information described in this subsection.

e. Contractor shall furnish to the Lead State, Participating State, and, on request, the Purchasing Entity copies of certificates of all required insurance within thirty (30) calendar days of the execution of this Master Agreement, the execution of a Participating Addendum, or the Purchase Order's effective date and prior to performing any work. The insurance certificate shall provide the following information: the name and address of the insured; name, address, telephone number and signature of the authorized agent; name of the insurance company (authorized to operate in all states); a description of coverage in detailed standard terminology (including policy period, policy number, limits of liability, exclusions and endorsements); and an acknowledgment of the requirement for notice of cancellation. Copies of renewal certificates of all required insurance shall be furnished within thirty (30) days after any renewal date. These certificates of insurance must expressly indicate compliance with each and every insurance requirement specified in this section. Failure to provide evidence of coverage may, at sole option of the Lead State, or any Participating State, result in this Master Agreement's termination or the termination of any Participating Addendum.

f. Coverage and limits shall not limit Contractor's liability and obligations under this Master Agreement, any Participating Addendum, or any Purchase Order.

18. Laws and Regulations

Any and all Products offered and furnished shall comply with solicitation section 5.10, Compliance with Applicable Laws.

19. License of Pre-Existing Intellectual Property

Any rights to intellectual property shall be as prescribed in the Lead State's solicitation and resulting contract, and Purchasing Entities shall have the same rights as the Lead State under those provisions.

20. No Waiver of Sovereign Immunity

In no event shall this Master Agreement, any Participating Addendum or any contract or any Purchase Order issued thereunder, or any act of a Lead State, a Participating State, or a Purchasing Entity be a waiver of any form of defense or immunity, whether sovereign immunity, governmental immunity, immunity based on the Eleventh Amendment to the Constitution of the United States or otherwise, from any claim or from the jurisdiction of any court.

This section applies to a claim brought against the Participating State only to the extent Congress



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has appropriately abrogated the Participating State's sovereign immunity and is not consent by the Participating State to be sued in federal court. This section is also not a waiver by the Participating State of any form of immunity, including but not limited to sovereign immunity and immunity based on the Eleventh Amendment to the Constitution of the United States.

21. Ordering

- a. Master Agreement order and purchase order numbers shall be clearly shown on all acknowledgments, shipping labels, packing slips, invoices, and on all correspondence.
- b. The resulting Master Agreements permit Purchasing Entities to define project-specific requirements and informally compete the requirement among companies having a Master Agreement on an "as needed" basis. This procedure may also be used when requirements are aggregated or other firm commitments may be made to achieve reductions in pricing. This procedure may be modified in Participating Addenda and adapted to Purchasing Entity rules and policies. The Purchasing Entity may in its sole discretion determine which Master Agreement Contractors should be solicited for a quote. The Purchasing Agency may select the quote that it considers most advantageous, cost and other factors considered.
- c. Each Purchasing Entity will identify and utilize its own appropriate purchasing procedure and documentation. Contractor is expected to become familiar with the Purchasing Entities' rules, policies, and procedures regarding the ordering of supplies and/or services contemplated by this Master Agreement.
- d. Contractor shall not begin work without a valid Purchase Order or other appropriate commitment document compliance with the law of the Purchasing Entity.
- e. Orders may be placed consistent with the terms of this Master Agreement during the term of the Master Agreement.
- f. All Orders pursuant to this Master Agreement, at a minimum, shall include:
 - (1) The services or supplies being delivered;
 - (2) The place and requested time of delivery;
 - (3) A billing address;
 - (4) The name, phone number, and address of the Purchasing Entity representative;
 - (5) The price per hour or other pricing elements consistent with this Master Agreement and the contractor's proposal;
 - (6) A ceiling amount of the order for services being ordered; and
 - (7) The Master Agreement identifier.
- g. All communications concerning administration of Orders placed shall be furnished solely to the authorized purchasing agent within the Purchasing Entity's purchasing office, or to such other individual identified in writing in the Order.
- h. Orders must be placed pursuant to this Master Agreement prior to the termination date thereof, but may have a delivery date or performance period up to 120 days past the then-current termination date of this Master Agreement. Contractor is reminded that financial obligations of Purchasing Entities payable after the current applicable fiscal year are contingent upon agency funds for that purpose being appropriated, budgeted, and otherwise made available.
- i. Notwithstanding the expiration or termination of this Master Agreement, Contractor agrees to perform in accordance with the terms of any Orders then outstanding at the time of such expiration or termination. Contractor shall not honor any Orders placed after the expiration or termination of this Master Agreement, or



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otherwise inconsistent with its terms. Orders from any separate indefinite quantity, task orders, or other form of indefinite delivery order arrangement priced against this Master Agreement may not be placed after the expiration or termination of this Master Agreement, notwithstanding the term of any such indefinite delivery order agreement.

22. Participants

a. Contractor may not deliver Products under this Master Agreement until a Participating Addendum acceptable to the Participating State and Contractor is executed. The NASPO ValuePoint Master Agreement Terms and Conditions are applicable to any Order by a Participating State (and other Purchasing Entities covered by their Participating Addendum), except to the extent altered, modified, supplemented or amended by a Participating Addendum. By way of illustration and not limitation, this authority may apply to unique delivery and invoicing requirements, confidentiality requirements, defaults on Orders, governing law and venue relating to Orders by a Participating State, indemnification, and insurance requirements. Statutory or constitutional requirements relating to availability of funds may require specific language in some Participating Addenda in order to comply with applicable law. The expectation is that these alterations, modifications, supplements, or amendments will be addressed in the Participating Addendum or, with the consent of the Purchasing Entity and Contractor, may be included in the ordering document (e.g. purchase order or contract) used by the Purchasing Entity to place the Order.

b. Use of specific NASPO ValuePoint cooperative Master Agreements by state agencies, political subdivisions and other Participating Entities (including cooperatives) authorized by individual state's statutes to use state contracts are subject to the approval of the respective State Chief Procurement Official. Issues of interpretation and eligibility for participation are solely within the authority of the respective State Chief Procurement Official.

c. Obligations under this Master Agreement are limited to those Participating Entities who have signed a Participating Addendum and Purchasing Entities within the scope of those Participating Addenda. Financial obligations of Participating States are limited to the orders placed by the departments or other state agencies and institutions having available funds. Participating States incur no financial obligations on behalf of political subdivisions. Contractor shall email a fully executed PDF copy of each Participating Addendum to PA@wsca-naspo.org to support documentation of participation and posting in appropriate data bases.

d. NASPO Cooperative Purchasing Organization LLC, doing business as NASPO ValuePoint, is not a party to the Master Agreement. It is a nonprofit cooperative purchasing organization assisting states in administering the NASPO cooperative purchasing program for state government departments, institutions, agencies and political subdivisions (e.g., colleges, school districts, counties, cities, etc.) for all 50 states, the District of Columbia and the territories of the United States.

e. State Participating Addenda or other Participating Addenda shall not be construed to amend the terms of this Master Agreement between the Lead State and Contractor.

f. Participating Entities who are not states may under some circumstances sign their own Participating Addendum, subject to the approval of participation by the Chief Procurement Official of the state where the Participating State is located.

g. Resale. "Resale" means any transfer of software for compensation or assignment of services for compensation. Subject to any specific conditions included in the solicitation or Contractor's proposal as accepted by the Lead State, or as explicitly permitted in a Participating Addendum, Purchasing Entities may not resell Products (the definition of which includes software and services that are deliverables). Absent any



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such condition or explicit permission, this limitation does not prohibit: payments by employees of a Purchasing Entity for Products; sales of Products to the general public as surplus property; and fees associated with inventory transactions with other governmental or nonprofit entities under cooperative agreements and consistent with a Purchasing Entity's laws and regulations. Any sale or transfer permitted by this subsection must be consistent with license rights granted for use of intellectual property.

23. Payment

Payment for completion of a contract order is normally made within 30 days following the date the entire order is delivered or the date a correct invoice is received, whichever is later. After 45 days the Contractor may assess overdue account charges up to a maximum rate of one percent per month on the outstanding balance. Payments will be remitted by mail. Payments may be made via a State or political subdivision "Purchasing Card" with no additional charge.

Any prompt payment terms proposed by contractor shall be extended to all Purchasing Entities.

24. Public Information.

This Master Agreement and all related documents are subject to disclosure pursuant to the Purchasing Entity's public information laws.

25. Records Administration and Audit.

a. The Contractor shall maintain books, records, documents, and other evidence pertaining to this Master Agreement and orders placed by Purchasing Entities under it to the extent and in such detail as shall adequately reflect performance and administration of payments and fees. Contractor shall permit the Lead State, a Participating State, a Purchasing Entity, the federal government (including its grant awarding entities and the U.S. Comptroller General), and any other duly authorized agent of a governmental agency, to audit, inspect, examine, copy and/or transcribe Contractor's books, documents, papers and records directly pertinent to this Master Agreement or orders placed by a Purchasing Entity under it for the purpose of making audits, examinations, excerpts, and transcriptions. This right shall survive for a period of five (5) years following termination of this Agreement or final payment for any order placed by a Purchasing Entity against this Agreement, whichever is later, to assure compliance with the terms hereof or to evaluate performance hereunder.

b. Without limiting any other remedy available to any governmental entity, the Contractor shall reimburse the applicable Lead State, Participating State, or Purchasing Entity for any overpayments inconsistent with the terms of the Master Agreement or orders or underpayment of fees found as a result of the examination of the Contractor's records.

c. The rights and obligations herein right exist in addition to any quality assurance obligation in the Master Agreement requiring the Contractor to self-audit contract obligations and that permits the Lead State to review compliance with those obligations.

26. Administrative Fees

a. The Contractor shall pay to NASPO ValuePoint, or its assignee, a NASPO ValuePoint Administrative Fee of one-quarter of one percent (0.25% or 0.0025) no later than 60 days following the end of each calendar quarter. The NASPO ValuePoint Administrative Fee shall be submitted quarterly and is based on all sales of products and services under the Master Agreement (less any charges for taxes or shipping). The NASPO ValuePoint



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Administrative Fee is not negotiable. This fee is to be included as part of the pricing submitted with proposal.

b. Additionally, some states, such as the State of Arizona, may require an additional fee be paid directly to the state only on purchases made by Purchasing Entities within that state. For all such requests, the fee level, payment method and schedule for such reports and payments will be incorporated into the Participating Addendum that is made a part of the Master Agreement. The Contractor may adjust the Master Agreement pricing accordingly for purchases made by Purchasing Entities within the jurisdiction of the state. All such agreements shall not affect the NASPO ValuePoint Administrative Fee percentage or the prices paid by the Purchasing Entities outside the jurisdiction of the state requesting the additional fee. The NASPO ValuePoint Administrative Fee in subsection 26a shall be based on the gross amount of all sales (less any charges for taxes or shipping) at the adjusted prices (if any) in Participating Addenda.

27. NASPO ValuePoint Summary and Detailed Usage Reports

In addition to other reports that may be required by this solicitation, the Contractor shall provide the following NASPO ValuePoint reports.

- a. Summary Sales Data. The Contractor shall submit quarterly sales reports directly to NASPO ValuePoint using the NASPO ValuePoint Quarterly Sales/Administrative Fee Reporting Tool found at <http://www.naspo.org/WNCPO/Calculator.aspx>. Any/all sales made under the contract shall be reported as cumulative totals by state. Even if Contractor experiences zero sales during a calendar quarter, a report is still required. Reports shall be due no later than 30 day following the end of the calendar quarter (as specified in the reporting tool).
- b. Detailed Sales Data. Contractor shall also report detailed sales data by: (1) state; (2) entity/customer type, e.g. local government, higher education, K12, non-profit; (3) Purchasing Entity name; (4) Purchasing Entity bill-to and ship-to locations; (4) Purchasing Entity and Contractor Purchase Order identifier/number(s); (5) Purchase Order Type (e.g. sales order, credit, return, upgrade, determined by industry practices); (6) Purchase Order date; (7) Ship Date; (8) and line item description, including product number if used. The report shall be submitted in any form required by the solicitation. Reports are due on a quarterly basis and must be received by the Lead State and NASPO ValuePoint Cooperative Development Team no later than thirty (30) days after the end of the reporting period. Reports shall be delivered to the Lead State and to the NASPO ValuePoint Cooperative Development Team electronically through a designated portal, email, CD-Rom, flash drive or other method as determined by the Lead State and NASPO ValuePoint. Detailed sales data reports shall include sales information for all sales under Participating Addenda executed under this Master Agreement. The format for the detailed sales data report is in shown in EXHIBIT III_Cooperative Contract Sales Reporting Data Requirements and Data Format.
- c. Reportable sales for the summary sales data report and detailed sales data report includes sales to employees for personal use where authorized by the solicitation and the Participating Addendum. Report data for employees should be limited to ONLY the state and entity they are participating under the authority of (state and agency, city, county, school district, etc.) and the amount of sales. No personal identification numbers, e.g. names, addresses, **social security numbers or any other numerical identifier**, may be submitted with any report.
- d. Contractor shall provide the NASPO ValuePoint Cooperative Development Coordinator with an executive summary each quarter that includes, at a minimum, a list of states with an active Participating Addendum, states that Contractor is in negotiations with and any PA roll out or implementation activities and issues. NASPO ValuePoint Cooperative Development Coordinator and Contractor will determine the format and content of the executive summary. The executive summary is due 30 days after the conclusion of each



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calendar quarter.

e. Timely submission of these reports is a material requirement of the Master Agreement. The recipient of the reports shall have exclusive ownership of the media containing the reports. The Lead State and NASPO ValuePoint shall have a perpetual, irrevocable, non-exclusive, royalty free, transferable right to display, modify, copy, and otherwise use reports, data and information provided under this section.

28. Standard of Performance and Acceptance.

Determination of the acceptability of services shall be made by the sole judgement of the Purchasing Entity. Acceptance shall be in writing, verbal acceptance will not be allowed. Services shall be completed in accordance with the Scope of Work, agreed to and accepted schedules, plans, and agreed to performance standards. Acceptance shall be one hundred percent (100%) functionality, which will be determined by the Purchasing Entity. Acceptance criteria shall include, but not be limited to conformity to the scope of work, quality of workmanship, and successfully performing all required Tasks. Nonconformance to a stated acceptance and performance criteria of both services and or products, as required, shall result in a delay for payment. The warranty period will begin upon Acceptance.

29. Warranty

The Contractor warrants for a period of 90 days from the date of Acceptance in accordance with the provisions of section 7 of the State of Arizona Uniform Terms and Conditions and section 5.1 N. of the State of Arizona Special Terms and Conditions, with rights of the State available to other Purchasing Entities. Upon breach of the warranty, the Contractor will repair or replace (at no charge to the Purchasing Entity) the Product whose nonconformance is discovered and made known to the Contractor. If the repaired and/or replaced Product proves to be inadequate, or fails of its essential purpose, the Contractor will refund the full amount of any payments that have been made. The rights and remedies of the parties under this warranty are in addition to any other rights and remedies of the parties provided by law or equity, including, without limitation, actual damages, and, as applicable and awarded under the law, to a prevailing party, reasonable attorneys' fees and costs.

30. (RESERVED)

31. Title of Product

Upon Acceptance by the Purchasing Entity, Contractor shall convey to Purchasing Entity title to Product consisting of tangible media free and clear of all liens, encumbrances, or other security interests.

32. Waiver of Breach

Failure of the Lead State, Participating State, or Purchasing Entity to declare a default or enforce any rights and remedies shall not operate as a waiver under this Master Agreement or Participating Addendum. Any waiver by the Lead State, Participating State, or Purchasing Entity must be in writing. Waiver by the Lead State or Participating State of any default, right or remedy under this Master Agreement or Participating Addendum, or by Purchasing Entity with respect to any Purchase Order, or breach of any terms or requirements of this Master Agreement, a Participating Addendum, or Purchase Order shall not be construed or operate as a waiver of any subsequent default or breach of such term or requirement, or of any other term or requirement under this Master Agreement, Participating Addendum, or Purchase Order.



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33. Assignment of Antitrust Rights

Contractor irrevocably assigns to a Participating State any claim for relief or cause of action which the Contractor now has or which may accrue to the Contractor in the future by reason of any violation of state or federal antitrust laws (15 U.S.C. § 1-15 or a Participating State's state antitrust provisions), as now in effect and as may be amended from time to time, in connection with any goods or services provided to the Contractor for the purpose of carrying out the Contractor's obligations under this Master Agreement or Participating Addendum, including, at a Participating State's option, the right to control any such litigation on such claim for relief or cause of action.

34. Debarment

The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. This certification represents a recurring certification made at the time any Order is placed under this Master Agreement. If the Contractor cannot certify this statement, attach a written explanation for review by the Lead State.

35. Governing Law and Venue

a. The procurement, evaluation, and award of the Master Agreement shall be governed by and construed in accordance with the laws of the Lead State sponsoring and administering the procurement. The construction and effect of the Master Agreement after award shall be governed by the law of the state serving as Lead State (in most cases also the Lead State). The construction and effect of any Participating Addendum or Order against the Master Agreement shall be governed by and construed in accordance with the laws of the Participating State's or Purchasing Entity's State.

b. Unless otherwise specified in the RFP, the venue for any protest, claim, dispute or action relating to the procurement, evaluation, and award is in the Lead State. Venue for any claim, dispute or action concerning the terms of the Master Agreement shall be in the state serving as Lead State. Venue for any claim, dispute, or action concerning any Order placed against the Master Agreement or the effect of a Participating Addendum shall be in the Purchasing Entity's State.

c. If a claim is brought in a federal forum, then it must be brought and adjudicated solely and exclusively within the United States District Court for (in decreasing order of priority): the Lead State for claims relating to the procurement, evaluation, award, or contract performance or administration if the Lead State is a party; the Participating State if a named party; the Participating State state if a named party; or the Purchasing Entity state if a named party.

36. NASPO ValuePoint eMarket Center

In July 2011, NASPO ValuePoint entered into a multi-year agreement with SciQuest, Inc. whereby SciQuest will provide certain electronic catalog hosting and management services to enable eligible NASPO ValuePoint's customers to access a central online website to view and/or shop the goods and services available from existing NASPO ValuePoint Cooperative Contracts. The central online website is referred to as the NASPO ValuePoint eMarket Center.

The Contractor will have visibility in the eMarket Center through Ordering Instructions. These Ordering Instructions are available at no cost to the Contractor and provided customers information regarding the Contractors website and ordering information.



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At a minimum, the Contractor agrees to the following timeline: NASPO ValuePoint eMarket Center Site Admin shall provide a written request to the Contractor to begin Ordering Instruction process. The Contractor shall have thirty (30) days from receipt of written request to work with NASPO ValuePoint to provide any unique information and ordering instructions that the Contractor would like the customer to have.

37. Contract Provisions for Orders Utilizing Federal Funds.

Pursuant to Appendix II to 2 Code of Federal Regulations (CFR) Part 200, Contract Provisions for Non-Federal Entity Contracts Under Federal Awards, Orders funded with federal funds may have additional contractual requirements or certifications that must be satisfied at the time the Order is placed or upon delivery. These federal requirements may be proposed by Participating Entities in Participating Addenda and Purchasing Entities for incorporation in Orders placed under this master agreement.

38. State Government Support

No support, facility space, materials, special access, personnel or other obligations on behalf of the states or other Participating Entity, other than payment, are required under the Master Agreement.

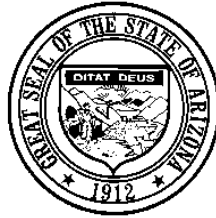


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5.1 State of Arizona Special Terms and Conditions

A. Purpose

Pursuant to provisions of the Arizona Procurement Code, A.R.S. 41-2501 Et Seq., the State of Arizona intends to establish a Contract (Participating Addendum, PA) for the materials or services as listed herein in service to the State.

B. Term of Contract

The term of any resultant Contract shall commence on date of execution and shall be for an initial period of two (2) years, unless terminated, canceled or extended as otherwise provided herein.

C. Contract Extensions

The Contract term is for period stated in Item B. subject to additional successive periods with a maximum aggregate including all extensions not to exceed five (5) years.

D. Contract Type – Fixed Price

E. Eligible Agencies (STATEWIDE)

This Contract shall be for the use of all State of Arizona departments, agencies, commissions and boards. In addition, eligible State Purchasing Cooperative members may participate at their discretion. In order to participate in this contract, a cooperative member shall have entered into a Cooperative Purchasing Agreement with the Department of Administration, State Procurement Office as required by Arizona Revised Statutes § 41-2632.

Membership in the State Purchasing Cooperative is available to all Arizona political subdivisions including cities, counties, school districts, and special districts. Membership is also available to all non-profit organizations, as well as State governments, the US Federal Government and Tribal Nations. Non-profit organizations are defined in A.R.S. § 41-2631(4) as any nonprofit corporation as designated by the internal revenue service under section 501(c)(3) through 501(c)(6).

F. Licenses

The Contractor shall maintain in current status, all federal, state and local licenses and permits required for the operation of the business conducted by the Contractor.

G. Volume of Work

The State does not guarantee a specific amount of work either for the life of the Contract or on an annual basis.



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H. Key Personnel

It is essential that the Contractor provide adequate experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under this Contract. The Contractor must agree to assign specific individuals to the key positions if required.

1. The Contractor agrees that, once assigned to work under this Contract, key personnel shall not be removed or replaced without written notice to the State.
2. Key personnel who are not available for work under this Contract for a continuous period exceeding thirty (30) calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the State, and shall, subject to the concurrence of the State, replace such personnel with personnel of substantially equal ability and qualifications.

I. Changes

The State may at any time make changes within the general scope of this Contract. The Contractor shall respond to the Change Order with a proposal. If any such change causes an adjustment in the cost of, or the time required for the performance of any part of the work under this Contract, whether changed or not changed by the Change Order, the Procurement Officer shall modify the Contract in writing via a bilateral Contract Amendment.

J. Price Adjustment

Any price adjustment shall be within the confines of the awarded contract, or as negotiated in service to this Contract. Any negotiated price adjustments for this Contract shall be documented via a bilateral Contract Amendment.

K. Payment Procedures

The State will not make payments to any Entity, Group or individual other than the Contractor with the Federal Employer Identification (FEI) Number identified in the Contract. Contractor invoices requesting payment to any Entity, Group or individual other than the contractually specified Contractor shall be returned to the Contractor for correction.

The Contractor shall review and insure that the invoices for services provided show the correct Contractor name prior to sending them for payment.

If the Contractor Name and FEI Number change, the Contractor must complete an "Assignment and Agreement" form transferring contract rights and responsibilities to the new Contractor. The State must indicate consent on the form. A written Contract Amendment must be signed by both parties and a new W-9 form must be submitted by the new Contractor and entered into the system prior to any payments being made to the new Contractor.

L. Information Disclosure

The Contractor shall establish and maintain procedures and controls that are acceptable to the State for the purpose of assuring that no information contained in its records or obtained from the state or from others in carrying out its functions under the contract shall be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the Contract. Persons requesting such information should be referred to the State. The Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of



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the Contractor as needed for the performance of duties under the Contract, unless otherwise agreed to in writing by the State.

M. Employees of the Contractor

All employees of the Contractor employed in the performance of work under the Contract shall be considered employees of the Contractor at all times, and not employees of the State. The Contractor shall comply with the Social Security Act, Workman's Compensation laws and Unemployment laws of the State of Arizona and all State, local and Federal legislation relevant to the Contractor's business.

N. Warranty

All services supplied under this Contract shall be fully guaranteed by the Contractor for a minimum period of ninety (90) days from the date of acceptance by the State. Any defects of design, workmanship, or delivered materials, that would result in non-compliance shall be fully corrected by the Contractor without cost to the State.

O. Compliance with Applicable Laws

The Materials and services supplied under this Contract shall comply with all applicable Federal, state and local laws, and the Contractor shall maintain all applicable licenses and permit requirements.

Contractor represents and warrants to the State that Contractor has the skill and knowledge possessed by members of its trade or profession and Contractor will apply that skill and knowledge with care and diligence so Contractor and Contractor's employees and any authorized subcontractors shall perform the Services described in this Contract in accordance with the Statement of Work.

Contractor represents and warrants that the Materials provided through this Contract and Statement of Work shall be free of viruses, backdoors, worms, spyware, malware and other malicious code that will hamper performance of the Materials, collect unlawful personally identifiable information on Users or prevent the Materials from performing as required under the terms and conditions of this Contract.

P. Non-Exclusive Contract

Any Contract resulting from this solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of the State of Arizona. The State reserves the right to obtain like goods or services from another source when necessary, or when determined to be in the best interest of the State.

Q. Administrative Fee/Usage Reports

1. In accordance with ARS § 41-2633 the Department of Administration, State Procurement Office includes an Administrative Fee, in the majority of its Statewide contracts – multiple agency, multiple government, cooperative contracts. The Administrative Fee is used by the State to defray the additional costs associated with soliciting, awarding and administering statewide contracts.

In addition to the State agencies, boards and commissions, statewide contracts are available to members of the State Purchasing Cooperative including cities, counties, school districts, special districts, other state governments, agencies of the federal government, tribal nations, schools, medical institutions, and nonprofit organizations.

The Administrative Fee is the responsibility of the contractor. The Administrative Fee is a part of the contractor's unit prices and is not to be charged directly to the customer in the form of a



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separate line item. In accordance with Section 26 of the NASPO ValuePoint Master Agreement Terms and Conditions, the 0.25% NASPO ValuePoint Administrative fee shall be incorporated into the Offerors base price. Other states, including the State of Arizona, may negotiate additional Administrative Fees in their Participating Addenda following award of a Master Agreement.

Further, Statewide contracts maintain one set of pricing for all customers and not separate prices for State agency customers and State Purchasing Cooperative customers.

2. State of Arizona Fee Amount:

Unless defined differently within the contract, the Statewide Contracts Administrative Fee shall be one percent (1.0%) of quarterly sales receipts under an active Statewide contract, transacted by only the members of the State Purchasing Cooperative, minus any taxes or regulatory fees, minus any returns or credits, and minus any shipping charges not already included in the unit prices. The Administrative Fee percentage is only applicable to amounts actually received by the contractor during the quarter and is not applicable to amounts ordered by customers but not yet paid for. The administrative fee is not paid on transactions with state agency customers.

3. Method of Assessment

At the completion of each quarter, the contractor reviews all sales under their contract in preparation for submission of their Usage Report. The contractor identifies all sales receipts transacted by members of the State Purchasing Cooperative and assesses one percent (1.0%) of this amount in their Usage Report. An updated list of State Purchasing Cooperative members may be found at: <https://spo.az.gov/state-purchasing-cooperative> . At its option, the State may expand or narrow the applicability of this fee. The State shall provide thirty (30) written notice prior to exercising or changing this option. The contractor shall summarize all sales, along with all assessed Administrative Fee amounts within their Usage Report, including total amounts for the following:

- Total sales receipts from State agencies, boards and commissions;
- Total sales receipts from members of the State Purchasing Cooperative; and
- Total Administrative Fee amount based on one percent (1.0%) of the sales receipts from members of the State Purchasing Cooperative.

4. Submission of Reports and Fees. Within thirty (30) days following the end of the quarter, the contractor submits their Usage Report and if applicable, a check in the amount of one percent (1%) of their sales receipts from members of the State Purchasing Cooperative, to the Department of Administration, State Procurement Office. Contractors are required to use the State's current report templates unless you have authorization from your contract officer to use a different format. You need to complete Form 799, which is a cover letter that gives the totals of your transactions; and Form 801, which is an Excel spreadsheet that details your transactions. Sales to state agencies and the cooperative members are to be totaled separately. The most current forms can be downloaded at <https://spo.az.gov/statewide-contracts-administrative-fee>.

4.1 The submission schedule for Administrative Fees and Usage reports shall be as follows:

FY Q1, July through September	Due October 31
FY Q2, October through December	Due January 31
FY Q3, January through March	Due by April 30
FY Q4, April through June	Due by July 31



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- 4.2 Usage Reports and any questions are to be submitted by email to the state's designated usage report email address: usage@azdoa.gov
- 4.3 Administrative Fees shall be made out to the "State Procurement Office" and mailed to:
Department of Administration
General Services Division
ATTN: "Statewide Contracts Administrative Fee"
100 N. 15th Avenue, Suite 202
Phoenix, AZ 85007
5. The Administrative Fee shall be a part of the Contractor's unit prices and is not to be charged directly to the customer in the form of a separate line item. Statewide contracts shall not have separate prices for State Agency customers and State Purchasing Cooperative customers.
6. Contractor's failure to remit administrative fees in a timely manner consistent with the contract's requirements may result in the State exercising any recourse available under the contract or as provided for by law.

R. Acceptance

Determination of the acceptability of services shall be made by the sole judgment of the State. Acceptance shall be in writing, verbal acceptance will not be allowed. Services shall be completed in accordance with the Scope of Work, agreed to and accepted schedules, plans, and agreed to performance standards. Acceptance shall be one hundred percent (100%) functionality, which will be determined by the State. Acceptance criteria shall include, but not be limited to conformity to the scope of work, quality of workmanship and successfully performing all required Tasks. Nonconformance to any of the stated acceptance and performance criteria of both services and or products as required shall result in a delay for payment. Payment shall not be made until nonconformance to the criteria is corrected as determined by the State.

T. Performance

Contractor agrees that, from and after the date that the applicable services commence, its performance of the Scope of Services will meet or exceed industry best practices subject to the limitations and in accordance with the provisions set forth in this Contract. If the Services provided pursuant to this Contract are changed, modified or enhanced (whether by Change Order or through the provision of new Services), The State and the Contractor will review the current performance experience and will in good faith determine whether such experience should be adjusted and whether additional services should be implemented or whether services be removed. The following requirements shall also apply:

1. Failure to Perform

If Contractor fails to complete any deliverable, then Contractor shall:

- 1.1 Promptly perform a root-cause analysis to identify the cause of such failure;
- 1.2 Use commercially reasonable efforts to correct such failure and to begin meeting the requirements as promptly as practicable;
- 1.3 Provide the State with a report detailing the cause of, and procedure for correcting, such



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failure; and

1.4 If appropriate under the circumstances, take action to avoid such failure in the future.

2. Root-Cause Analysis

In the event of the Contractor's failure to perform required services or meet agreed upon service levels or other Contractor service standards as required by the State under this Contract, the Contractor shall perform an analysis of the cause of the service level problem and implement remediation steps as appropriate. The State shall have the right to review the analysis and approve the remediation steps prior to or subsequent to their implementation, as deemed appropriate by the State, if the remediation steps impact State assets or operational processes.

U. Compensation

Should the Contractor fail to provide all required services or deliver work products, as agreed upon by State and the Contractor, the State shall be entitled to invoke applicable remedies, including but not limited to, withholding payment to the Contractor and declaring the Contractor in material breach of the Contract. If the Contractor is in any manner in default of any obligation or the Contractor's work or performance is determined by the State to be defective, sub-standard, or if audit exceptions are identified, the State may, in addition to other available remedies, either adjust the amount of payment or withhold payment until satisfactory resolution of the default, defect, exception or sub-standard performance. The Contractor shall reimburse the State on demand, or the State may deduct from future payments, any amounts paid for work products or performance which are determined to be an audit exception, defective or sub-standard performance. The Contractor shall correct its mistakes or errors without additional cost to the State. The State shall be the sole determiner as to defective or sub-standard performance.

The Contractor shall fulfill their contractual requirements including the Deliverables identified in the Statement of Work and fulfill the roles and responsibilities described in the Statement of Work for a firm fixed price, inclusive of travel and travel-related expenses. The fixed amount shall be inclusive of any fees for the use of any third party products or services required for use in the performance of this Contract

V. Contractor Performance Reports

Program management shall document Contractor performance, both exemplary and needing improvements where corrective action is needed or desired. Copies of corrective action reports will be forwarded to the Procurement Office for review and any necessary follow-up. The Procurement Office may contact the Contractor upon receipt of the report and may request corrective action. The Procurement Office shall discuss the Contractor's suggested corrective action plan with the Procurement Specialist for approval of the plan.

W. Offshore Performance of Work Prohibited

Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States. Any services that are described in the specifications or scope of work that directly serve the State of Arizona or its clients and may involve access to secure or sensitive data or personal client data or development or modification of software for the State shall be performed within the borders of the United States. Unless specifically stated otherwise in the specifications, this definition does not apply to indirect or "overhead" services, redundant back-up



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services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers.

X. Indemnification and Insurance

1.1 Indemnification Clause

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless the State of Arizona, and its departments, agencies, boards, commissions, universities, and any jurisdiction or agency issuing permits for any work included in the project, and their respective directors, officers, officials, agents and employees (hereinafter referred to as "Indemnitee") from and against any and all claims, actions, liabilities, costs, losses, or expenses, (including reasonable attorney's fees), (hereinafter collectively referred to as "Claims") arising out of actual or alleged bodily injury or personal injury of any person (including death) or loss or damage to tangible or intangible property caused, or alleged to be caused, in whole or in part, by the negligent or willful acts or omissions of Contractor or any of Contractor's directors, officers, agents, employees, volunteers or subcontractors. This indemnity includes any claim or amount arising or recovered under the Workers' Compensation Law or arising out of the failure of Contractor to conform to any federal, state or local law, statute, ordinance, rule, regulation or court decree. It is the specific intention of the parties that the Indemnitee shall, in all instances, except for Claims arising solely from the negligent or willful acts or omissions of the Indemnitee, be indemnified by Contractor from and against any and all Claims. It is agreed that Contractor will be responsible for primary loss investigation, defense and judgment costs where this indemnification is applicable. This indemnification will survive the termination of the above listed contract with the Contractor.

This indemnity shall not apply if the contractor or sub-contractor(s) is/are an agency, board, commission or university of the State of Arizona.

1.2 Insurance Requirements

1.2.1 Contractor and subcontractors shall procure and maintain, until all of their obligations have been discharged, including any warranty periods under this Contract, insurance against claims for injury to persons or damage to property arising from, or in connection with, the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors.

1.2.2 The Insurance Requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this Contract. The State of Arizona in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that arise out of the performance of the work under this Contract by the Contractor, its agents, representatives, employees or subcontractors, and the Contractor is free to purchase additional insurance.

1.3 Minimum Scope and Limits of Insurance

Contractor shall provide coverage with limits of liability not less than those stated below.



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1.3.1 Commercial General Liability (CGL) – Occurrence Form

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

General Aggregate	\$2,000,000
Products – Completed Operations Aggregate	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Damage to Rented Premises	\$50,000
Each Occurrence	\$1,000,000

- a. The policy shall be endorsed, as required by this written agreement, to include the State of Arizona, and its departments, agencies, boards, commissions, universities, officers, officials, agents, and employees as additional insureds with respect to liability arising out of the activities performed by or on behalf of the Contractor.
- b. Policy shall contain a waiver of subrogation endorsement, as required by this written agreement, in favor of the State of Arizona, and its departments, agencies, boards, commissions, universities, officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

1.3.2 Business Automobile Liability

Bodily Injury and Property Damage for any owned, hired, and/or non-owned automobiles used in the performance of this Contract.

- Combined Single Limit (CSL) \$1,000,000

Policy shall be endorsed, as required by this written agreement, to include the State of Arizona, and its departments, agencies, boards, commissions, universities, officers, officials, agents, and employees as additional insureds with respect to liability arising out of the activities performed by, or on behalf of, the Contractor involving automobiles owned, hired and/or non-owned by the Contractor.

- c. Policy shall contain a waiver of subrogation endorsement as required by this written agreement in favor of the State of Arizona, and its departments, agencies, boards, commissions, universities, officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

1.3.3 Workers' Compensation and Employers' Liability

- Workers' Compensation Statutory
- Employers' Liability
 - Each Accident \$1,000,000
 - Disease – Each Employee \$1,000,000
 - Disease – Policy Limit \$1,000,000

- d. Policy shall contain a waiver of subrogation endorsement, as required by this written agreement, in favor of the State of Arizona, and its departments, agencies, boards,



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commissions, universities, officers, officials, agents, and employees for losses arising from work performed by or on behalf of the Contractor.

- e. This requirement shall not apply to each Contractor or subcontractor that is exempt under A.R.S. § 23-901, and when such Contractor or subcontractor executes the appropriate waiver form (Sole Proprietor or Independent Contractor).

1.3.4 Technology Errors & Omissions Insurance

- | | |
|--------------------|-------------|
| • Each Claim | \$2,000,000 |
| • Annual Aggregate | \$2,000,000 |

- f. Such insurance shall cover any, and all errors, omissions, or negligent acts in the delivery of products, services, and/or licensed programs under this contract.
- g. Coverage shall include or shall not exclude settlement and/or defense of claims involving intellectual property, including but not limited to patent or copyright infringement.
- h. In the event that the Tech E&O insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract and, either continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years, beginning at the time work under this Contract is completed.

1.3.5 Media Liability Coverage

- | | |
|--------------------|-------------|
| • Each Claim | \$2,000,000 |
| • Annual Aggregate | \$2,000,000 |

- i. Such insurance shall cover any and all errors and omissions or negligent acts in the production of content, including but not limited to plagiarism, defamation, libel, slander, false advertising, invasion of privacy, and infringement of copyright, title, slogan, trademark, service mark and trade dress.
- j. In the event that the Media Liability insurance required by this Contract is written on a claims-made basis, Contractor warrants that any retroactive date under the policy shall precede the effective date of this Contract and, either continuous coverage will be maintained, or an extended discovery period will be exercised for a period of two (2) years beginning at the time work under this Contract is completed.

1.4 Additional Insurance Requirements

The policies shall include, or be endorsed to include, as required by this written agreement, the following provisions:

- 1.4.1 The Contractor's policies, as applicable, shall stipulate that the insurance afforded the Contractor shall be primary and that any insurance carried by the Department, its agents,



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officials, employees or the State of Arizona shall be excess and not contributory insurance, as provided by A.R.S. § 41-621 (E).

1.4.2 Insurance provided by the Contractor shall not limit the Contractor's liability assumed under the indemnification provisions of this Contract.

1.5 Notice of Cancellation

Applicable to all insurance policies required within the Insurance Requirements of this Contract, Contractor's insurance shall not be permitted to expire, be suspended, be canceled, or be materially changed for any reason without thirty (30) days prior written notice to the State of Arizona. Within two (2) business days of receipt, Contractor must provide notice to the State of Arizona if they receive notice of a policy that has been or will be suspended, canceled, materially changed for any reason, has expired, or will be expiring. Such notice shall be sent directly to the Department and shall be mailed, emailed, hand delivered or sent by facsimile transmission to (State Representative's Name, Address & Fax Number).

1.6 Acceptability of Insurers

Contractor's insurance shall be placed with companies licensed in the State of Arizona or hold approved non-admitted status on the Arizona Department of Insurance List of Qualified Unauthorized Insurers. Insurers shall have an "A.M. Best" rating of not less than A- VII. The State of Arizona in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.

1.7 Verification of Coverage

Contractor shall furnish the State of Arizona with certificates of insurance (valid ACORD form or equivalent approved by the State of Arizona) as required by this Contract. An authorized representative of the insurer shall sign the certificates.

1.7.1 All certificates and endorsements, as required by this written agreement, are to be received and approved by the State of Arizona before work commences. Each insurance policy required by this Contract must be in effect at, or prior to, commencement of work under this Contract. Failure to maintain the insurance policies as required by this Contract, or to provide evidence of renewal, is a material breach of contract.

1.7.2 All certificates required by this Contract shall be sent directly to the Department. The State of Arizona project/contract number and project description shall be noted on the certificate of insurance. The State of Arizona reserves the right to require complete copies of all insurance policies required by this Contract at any time.

1.8 Subcontractors

Contractor's certificate(s) shall include all subcontractors as insureds under its policies or Contractor shall be responsible for ensuring and/or verifying that all subcontractors have valid and collectable insurance as evidenced by the certificates of insurance and endorsements for each subcontractor. All coverages for subcontractors shall be subject to the minimum Insurance



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Requirements identified above. The Department reserves the right to require, at any time throughout the life of this contract, proof from the Contractor that its subcontractors have the required coverage.

1.9 Approval and Modifications

The Contracting Agency, in consultation with State Risk, reserves the right to review or make modifications to the insurance limits, required coverages, or endorsements throughout the life of this contract, as deemed necessary. Such action will not require a formal Contract amendment but may be made by administrative action.

1.10 Exceptions

In the event the Contractor or subcontractor(s) is/are a public entity, then the Insurance Requirements shall not apply. Such public entity shall provide a certificate of self-insurance. If the Contractor or subcontractor(s) is/are a State of Arizona agency, board, commission, or university, none of the above shall apply.

Y. **Data Privacy and Security**

Contractor shall treat all information obtained through performance of the contract, as confidential or sensitive information consistent with State and federal law and State Policy. Contractor or its agents shall not use any data obtained in the performance of the contract in any manner except as necessary for the proper discharge of its obligations and protection of its rights related to this agreement. Contractor shall establish and maintain procedures and controls acceptable to the State for the purpose of assuring that data in its or its agents' possession is not mishandled, misused, released, disclosed, or used in an inappropriate manner in performance of the contract. This includes data contained in Contractor's records obtained from the State or others, necessary for contract performance. Contractor and its agents shall take all reasonable steps and precautions to safeguard this information and data and shall not divulge the information or data to parties other than those needed for the performance of duties under the contract.

Z. **Data Privacy/Security Incident Management**

Contractor and its agents shall cooperate and collaborate with appropriate State personnel to identify and respond to an information security or data privacy incident, including a security breach.

1. Threat of Security Breach

Contractor(s) agrees to notify the State Chief Information Officer (CIO), the State Chief Information Security Officer (CISO) and other key personnel as identified by the State of any perceived threats placing the supported infrastructure and/or applications in danger of breach of security. The speed of notice shall be at least commensurate with the level of threat, as perceived by the Contractor(s). The State agrees to provide contact information for the State CIO, CISO and key personnel to the Contractor(s).

2. Discovery of Security Breach

Contractor agrees to immediately notify the State CIO, the CISO and key personnel as identified by the State of a discovered breach of security. The State agrees to provide contact information



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for the State CIO, the CISO and key personnel.

AA. Security Requirements for Contractor Personnel

Each individual proposed to provide services through this contract agrees to security clearance and background check procedures, including fingerprinting, as defined by the Arizona Department of Administration in accordance with Arizona Revised Statutes §41-710. The results of the individual's background check procedures must meet all HIPAA and law enforcement requirements. Contractor is responsible for all costs to obtain security clearance for their consultants providing services through this contract. Contractor personnel, agents or sub-contractors that have administrative access to the State's networks may be subject to any additional security requirements of the State as may be required for the performance of the contract. The Contractor, its agents and sub-contractors shall provide documentation to the State confirming compliance with all such additional security requirements for performance of the contract. Additional security requirements include but are not limited to the following:

1. Identity and Address Verification – that verifies the individual is who he or she claims to be including verification of the candidate's present and previous addresses;
2. UNAX/confidentiality Training;
3. HIPAA Privacy and Security Training; and
4. Information Security Training.

BB. Access Constraints and Requirements

Contractor access to State facilities and resources shall be properly authorized by State personnel, based on business need and will be restricted to least possible privilege. Upon approval of access privileges, the Contractor shall maintain strict adherence to all policies, standards, and procedures. Policies / Standards, ADOA/ASET Policies / Procedures, and Arizona Revised Statutes (A.R.S.) §28-447, §28-449, §38-421, §13-2408, §13-2316, §41-770.

Failure of the Contractor, its agents or subcontractors to comply with policies, standards, and procedures including any person who commits an unlawful breach or harmful access (physical or virtual) will be subject to prosecution under all applicable state and / or federal laws.

Any and all recovery or reconstruction costs or other liabilities associated with an unlawful breach or harmful access shall be paid by the Contractor.

CC. Health Insurance Portability and Accountability Act of 1996

The Contractor warrants that it is familiar with the requirements of HIPAA, as amended by the Health Information Technology for Economic and Clinical Health Act (HITECH Act) of 2009, and accompanying regulations and will comply with all applicable HIPAA requirements in the course of this Contract. Contractor warrants that it will cooperate with the State in the course of performance of the Contract so that both the State and the Contractor will be in compliance with HIPAA, including cooperation and coordination with the Arizona Strategic Enterprise Technology (ASET) Group, Statewide Information Security and Privacy Office (SISPO), Chief Privacy Officer and HIPAA Coordinator and other compliance officials required by HIPAA and its regulations. Contractor will sign any documents that are reasonably necessary to keep the State and Contractor in compliance with



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HIPAA, including but not limited to, business associate agreements.

If requested, the Contractor agrees to sign a “Pledge to Protect Confidential Information” and to abide by the statements addressing the creation, use and disclosure of confidential information, including information designated as protected health information and all other confidential or sensitive information as defined in policy. In addition, if requested, Contractor agrees to attend or participate in job related HIPAA training that is: (1) intended to make the Contractor proficient in HIPAA for purposes of performing the services required and (2) presented by a HIPAA Privacy Officer or other person or program knowledgeable and experienced in HIPAA and who has been approved by the ASET/SISPO Chief Privacy Officer and HIPAA Coordinator.

Suggested References:

<https://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/HIPAAGenInfo/downloads/hipaalaw.pdf>

<http://www.hhs.gov/ocr/privacy/hipaa/understanding/>

DD. Compliance Requirements for A.R.S. § 41-4401, Government Procurement: E-Verify Requirement

1. The Contractor warrants compliance with all Federal immigration laws and regulations relating to employees and warrants its compliance with Section A.R.S. § 23-214, Subsection A. (That subsection reads: “After December 31, 2007, every employer, after hiring an employee, shall verify the employment eligibility of the employee through the E-Verify program.)
2. A breach of a warranty regarding compliance with immigration laws and regulations shall be deemed a material breach of the Contract and the Contractor may be subject to penalties up to and including termination of the Contract.
3. Failure to comply with a State audit process to randomly verify the employment records of Contractors and subcontractors shall be deemed a material breach of the Contract and the Contractor may be subject to penalties up to and including termination of the Contract.
4. The State Agency retains the legal right to inspect the papers of any employee who works on the Contract to ensure that the Contractor or subcontractor is complying with the warranty under paragraph One (1).

5.2 State of Arizona Uniform Terms and Conditions

1. Definition of Terms

As used in this Solicitation and any resulting Contract, the terms listed below are defined as follows:

- 1.1. “Attachment” means any item the Solicitation requires the Offeror to submit as part of the Offer.
- 1.2. “Contract” means the combination of the Solicitation, including the Uniform and Special Instructions to Offerors, the Uniform and Special Terms and Conditions, and the Specifications and Statement or Scope of Work; the Offer and any Best and Final Offers; and any Solicitation Amendments or Contract Amendments.



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- 1.3. "Contract Amendment" means a written document signed by the Procurement Officer that is issued for the purpose of making changes in the Contract.
- 1.4. "Contractor" means any person who has a Contract with the State.
- 1.5. "Days" means calendar days unless otherwise specified.
- 1.6. "Exhibit" means any item labeled as an Exhibit in the Solicitation or placed in the Exhibits section of the Solicitation.
- 1.7. "Gratuity" means a payment, loan, subscription, advance, deposit of money, services, or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value is received.
- 1.8. "Materials" means all property, including equipment, supplies, printing, insurance and leases of property but does not include land, a permanent interest in land or real property or leasing space.
- 1.9. "Procurement Officer" means the person, or his or her designee, duly authorized by the State to enter into and administer Contracts and make written determinations with respect to the Contract.
- 1.10. "Services" means the furnishing of labor, time or effort by a contractor or subcontractor which does not involve the delivery of a specific end product other than required reports and performance, but does not include employment agreements or collective bargaining agreements.
- 1.11. "Subcontract" means any Contract, express or implied, between the Contractor and another party or between a subcontractor and another party delegating or assigning, in whole or in part, the making or furnishing of any material or any service required for the performance of the Contract.
- 1.12. "State" means the State of Arizona and Department or Agency of the State that executes the Contract.
- 1.13. "State Fiscal Year" means the period beginning with July 1 and ending June 30.

2. Contract Interpretation

- 2.1. Arizona Law. The Arizona law applies to this Contract including, where applicable, the Uniform Commercial Code as adopted by the State of Arizona and the Arizona Procurement Code, Arizona Revised Statutes (A.R.S.) Title 41, Chapter 23, and its implementing rules, Arizona Administrative Code (A.A.C.) Title 2, Chapter 7.
- 2.2. Implied Contract Terms. Each provision of law and any terms required by law to be in this Contract are a part of this Contract as if fully stated in it.
- 2.3. Contract Order of Precedence. In the event of a conflict in the provisions of the Contract, as accepted by the State and as they may be amended, the following shall prevail in the order set forth below:
 - 2.3.1. Special Terms and Conditions;
 - 2.3.2. Uniform Terms and Conditions;
 - 2.3.3. Statement or Scope of Work;



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- 2.3.4. Specifications;
- 2.3.5. Attachments;
- 2.3.6. Exhibits;
- 2.3.7. Documents referenced or included in the Solicitation.
- 2.4. Relationship of Parties. The Contractor under this Contract is an independent Contractor. Neither party to this Contract shall be deemed to be the employee or agent of the other party to the Contract.
- 2.5. Severability. The provisions of this Contract are severable. Any term or condition deemed illegal or invalid shall not affect any other term or condition of the Contract.
- 2.6. No Parole Evidence. This Contract is intended by the parties as a final and complete expression of their agreement. No course of prior dealings between the parties and no usage of the trade shall supplement or explain any terms used in this document and no other understanding either oral or in writing shall be binding.
- 2.7. No Waiver. Either party's failure to insist on strict performance of any term or condition of the Contract shall not be deemed a waiver of that term or condition even if the party accepting or acquiescing in the nonconforming performance knows of the nature of the performance and fails to object to it.

3. Contract Administration and Operation

- 3.1. Records. Under A.R.S. § 35-214 and § 35-215, the Contractor shall retain and shall contractually require each subcontractor to retain all data and other "records" relating to the acquisition and performance of the Contract for a period of five years after the completion of the Contract. All records shall be subject to inspection and audit by the State at reasonable times. Upon request, the Contractor shall produce a legible copy of any or all such records.
- 3.2. Non-Discrimination. The Contractor shall comply with State Executive Order No. 2009-09 and all other applicable Federal and State laws, rules and regulations, including the Americans with Disabilities Act.
- 3.3. Audit. Pursuant to ARS § 35-214, at any time during the term of this Contract and five (5) years thereafter, the Contractor's or any subcontractor's books and records shall be subject to audit by the State and, where applicable, the Federal Government, to the extent that the books and records relate to the performance of the Contract or Subcontract.
- 3.4. Facilities Inspection and Materials Testing. The Contractor agrees to permit access to its facilities, subcontractor facilities and the Contractor's processes or services, at reasonable times for inspection of the facilities or materials covered under this Contract. The State shall also have the right to test, at its own cost, the materials to be supplied under this Contract. Neither inspection of the Contractor's facilities nor materials testing shall constitute final acceptance of the materials or services. If the State determines non-compliance of the materials, the Contractor shall be responsible for the payment of all costs incurred by the State for testing and inspection.
- 3.5. Notices. Notices to the Contractor required by this Contract shall be made by the State to the person indicated on the Offer and Acceptance form submitted by the Contractor unless



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- otherwise stated in the Contract. Notices to the State required by the Contract shall be made by the Contractor to the Solicitation Contact Person indicated on the Solicitation cover sheet, unless otherwise stated in the Contract. An authorized Procurement Officer and an authorized Contractor representative may change their respective person to whom notice shall be given by written notice to the other and an amendment to the Contract shall not be necessary.
- 3.6. Advertising, Publishing and Promotion of Contract. The Contractor shall not use, advertise or promote information for commercial benefit concerning this Contract without the prior written approval of the Procurement Officer.
- 3.7. Property of the State. Any materials, including reports, computer programs and other deliverables, created under this Contract are the sole property of the State. The Contractor is not entitled to a patent or copyright on those materials and may not transfer the patent or copyright to anyone else. The Contractor shall not use or release these materials without the prior written consent of the State.
- 3.8. Ownership of Intellectual Property. Any and all intellectual property, including but not limited to copyright, invention, trademark, trade name, service mark, and/or trade secrets created or conceived pursuant to or as a result of this contract and any related subcontract (“Intellectual Property”), shall be work made for hire and the State shall be considered the creator of such Intellectual Property. The agency, department, division, board or commission of the State of Arizona requesting the issuance of this contract shall own (for and on behalf of the State) the entire right, title and interest to the Intellectual Property throughout the world. Contractor shall notify the State, within thirty (30) days, of the creation of any Intellectual Property by it or its subcontractor(s). Contractor, on behalf of itself and any subcontractor(s), agrees to execute any and all document(s) necessary to assure ownership of the Intellectual Property vests in the State and shall take no affirmative actions that might have the effect of vesting all or part of the Intellectual Property in any entity other than the State. The Intellectual Property shall not be disclosed by contractor or its subcontractor(s) to any entity not the State without the express written authorization of the agency, department, division, board or commission of the State of Arizona requesting the issuance of this contract.
- 3.9. Federal Immigration and Nationality Act. The contractor shall comply with all federal, state and local immigration laws and regulations relating to the immigration status of their employees during the term of the contract. Further, the contractor shall flow down this requirement to all subcontractors utilized during the term of the contract. The State shall retain the right to perform random audits of contractor and subcontractor records or to inspect papers of any employee thereof to ensure compliance. Should the State determine that the contractor and/or any subcontractors be found noncompliant, the State may pursue all remedies allowed by law, including, but not limited to; suspension of work, termination of the contract for default and suspension and/or debarment of the contractor.
- 3.10 E-Verify Requirements. In accordance with A.R.S. § 41-4401, Contractor warrants compliance with all Federal immigration laws and regulations relating to employees and warrants its compliance with Section A.R.S. § 23-214, Subsection A.
- 3.11 Offshore Performance of Work Prohibited.
Any services that are described in the specifications or scope of work that directly serve the State of Arizona or its clients and involve access to secure or sensitive data or personal client data shall be performed within the defined territories of the United States. Unless specifically



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stated otherwise in the specifications, this paragraph does not apply to indirect or 'overhead' services, redundant back-up services or services that are incidental to the performance of the contract. This provision applies to work performed by subcontractors at all tiers.

4. Costs and Payments

- 4.1. Payments. Payments shall comply with the requirements of A.R.S. Titles 35 and 41, Net 30 days. Upon receipt and acceptance of goods or services, the Contractor shall submit a complete and accurate invoice for payment from the State within thirty (30) days.
- 4.2. Delivery. Unless stated otherwise in the Contract, all prices shall be F.O.B. Destination and shall include all freight delivery and unloading at the destination.
- 4.3. Applicable Taxes.
 - 4.3.1. Payment of Taxes. The Contractor shall be responsible for paying all applicable taxes.
 - 4.3.2. State and Local Transaction Privilege Taxes. The State of Arizona is subject to all applicable state and local transaction privilege taxes. Transaction privilege taxes apply to the sale and are the responsibility of the seller to remit. Failure to collect such taxes from the buyer does not relieve the seller from its obligation to remit taxes.
 - 4.3.3. Tax Indemnification. Contractor and all subcontractors shall pay all Federal, state and local taxes applicable to its operation and any persons employed by the Contractor. Contractor shall, and require all subcontractors to hold the State harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under Federal, and/or state and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation.
 - 4.3.4. IRS W9 Form. In order to receive payment the Contractor shall have a current I.R.S. W9 Form on file with the State of Arizona, unless not required by law.
- 4.4. Availability of Funds for the Next State fiscal year. Funds may not presently be available for performance under this Contract beyond the current state fiscal year. No legal liability on the part of the State for any payment may arise under this Contract beyond the current state fiscal year until funds are made available for performance of this Contract.
- 4.5. Availability of Funds for the current State fiscal year. Should the State Legislature enter back into session and reduce the appropriations or for any reason and these goods or services are not funded, the State may take any of the following actions:
 - 4.5.1. Accept a decrease in price offered by the contractor;
 - 4.5.2. Cancel the Contract; or
 - 4.5.3. Cancel the contract and re-solicit the requirements.

5. Contract Changes

- 5.1. Amendments. This Contract is issued under the authority of the Procurement Officer who signed this Contract. The Contract may be modified only through a Contract Amendment within the scope of the Contract. Changes to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by a person who is



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not specifically authorized by the procurement officer in writing or made unilaterally by the Contractor are violations of the Contract and of applicable law. Such changes, including unauthorized written Contract Amendments shall be void and without effect, and the Contractor shall not be entitled to any claim under this Contract based on those changes.

- 5.2. Subcontracts. The Contractor shall not enter into any Subcontract under this Contract for the performance of this contract without the advance written approval of the Procurement Officer. The Contractor shall clearly list any proposed subcontractors and the subcontractor's proposed responsibilities. The Subcontract shall incorporate by reference the terms and conditions of this Contract.
- 5.3. Assignment and Delegation. The Contractor shall not assign any right nor delegate any duty under this Contract without the prior written approval of the Procurement Officer. The State shall not unreasonably withhold approval.

6. Risk and Liability

- 6.1. Risk of Loss: The Contractor shall bear all loss of conforming material covered under this Contract until received by authorized personnel at the location designated in the purchase order or Contract. Mere receipt does not constitute final acceptance. The risk of loss for nonconforming materials shall remain with the Contractor regardless of receipt.
- 6.2. Indemnification
 - 6.2.1. Contractor/Vendor Indemnification (Not Public Agency) The parties to this contract agree that the State of Arizona, its departments, agencies, boards and commissions shall be indemnified and held harmless by the contractor for the vicarious liability of the State as a result of entering into this contract. However, the parties further agree that the State of Arizona, its departments, agencies, boards and commissions shall be responsible for its own negligence. Each party to this contract is responsible for its own negligence.
 - 6.2.2. Public Agency Language Only Each party (as 'indemnitor') agrees to indemnify, defend, and hold harmless the other party (as 'indemnitee') from and against any and all claims, losses, liability, costs, or expenses (including reasonable attorney's fees) (hereinafter collectively referred to as 'claims') arising out of bodily injury of any person (including death) or property damage but only to the extent that such claims which result in vicarious/derivative liability to the indemnitee, are caused by the act, omission, negligence, misconduct, or other fault of the indemnitor, its officers, officials, agents, employees, or volunteers."
- 6.3. Indemnification - Patent and Copyright. The Contractor shall indemnify and hold harmless the State against any liability, including costs and expenses, for infringement of any patent, trademark or copyright arising out of Contract performance or use by the State of materials furnished or work performed under this Contract. The State shall reasonably notify the Contractor of any claim for which it may be liable under this paragraph. If the contractor is insured pursuant to A.R.S. § 41-621 and § 35-154, this section shall not apply.
- 6.4. Force Majeure.
 - 6.4.1 Except for payment of sums due, neither party shall be liable to the other nor deemed in



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default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force majeure. The term "*force majeure*" means an occurrence that is beyond the control of the party affected and occurs without its fault or negligence. Without limiting the foregoing, force majeure includes acts of God; acts of the public enemy; war; riots; strikes; mobilization; labor disputes; civil disorders; fire; flood; lockouts; injunctions-intervention-acts; or failures or refusals to act by government authority; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence.

6.4.2. Force Majeure shall not include the following occurrences:

6.4.2.1. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, or an oversold condition of the market;

6.4.2.2. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this force majeure term and condition; or

6.4.2.3. Inability of either the Contractor or any subcontractor to acquire or maintain any required insurance, bonds, licenses or permits.

6.4.3. If either party is delayed at any time in the progress of the work by force majeure, the delayed party shall notify the other party in writing of such delay, as soon as is practicable and no later than the following working day, of the commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be delivered or mailed certified-return receipt and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing when it has done so. The time of completion shall be extended by Contract Amendment for a period of time equal to the time that results or effects of such delay prevent the delayed party from performing in accordance with this Contract.

6.4.4. Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure.

6.5. Third Party Antitrust Violations. The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

7. Warranties

7.1. Liens. The Contractor warrants that the materials supplied under this Contract are free of liens and shall remain free of liens.

7.2. Quality. Unless otherwise modified elsewhere in these terms and conditions, the Contractor warrants that, for one year after acceptance by the State of the materials, they shall be:

7.2.1. Of a quality to pass without objection in the trade under the Contract description;

7.2.2. Fit for the intended purposes for which the materials are used;

7.2.3. Within the variations permitted by the Contract and are of even kind, quantity, and quality within each unit and among all units;



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- 7.2.4. Adequately contained, packaged and marked as the Contract may require; and
- 7.2.5. Conform to the written promises or affirmations of fact made by the Contractor.
- 7.3. Fitness. The Contractor warrants that any material supplied to the State shall fully conform to all requirements of the Contract and all representations of the Contractor, and shall be fit for all purposes and uses required by the Contract.
- 7.4. Inspection/Testing. The warranties set forth in subparagraphs 7.1 through 7.3 of this paragraph are not affected by inspection or testing of or payment for the materials by the State.
- 7.5. Compliance With Applicable Laws. The materials and services supplied under this Contract shall comply with all applicable Federal, state and local laws, and the Contractor shall maintain all applicable license and permit requirements.
- 7.6. Survival of Rights and Obligations after Contract Expiration or Termination.
 - 7.6.1. Contractor's Representations and Warranties. All representations and warranties made by the Contractor under this Contract shall survive the expiration or termination hereof. In addition, the parties hereto acknowledge that pursuant to A.R.S. § 12-510, except as provided in A.R.S. § 12-529, the State is not subject to or barred by any limitations of actions prescribed in A.R.S., Title 12, Chapter 5.
 - 7.6.2. Purchase Orders. The Contractor shall, in accordance with all terms and conditions of the Contract, fully perform and shall be obligated to comply with all purchase orders received by the Contractor prior to the expiration or termination hereof, unless otherwise directed in writing by the Procurement Officer, including, without limitation, all purchase orders received prior to but not fully performed and satisfied at the expiration or termination of this Contract.

8. State's Contractual Remedies

- 8.1. Right to Assurance. If the State in good faith has reason to believe that the Contractor does not intend to, or is unable to perform or continue performing under this Contract, the Procurement Officer may demand in writing that the Contractor give a written assurance of intent to perform. Failure by the Contractor to provide written assurance within the number of Days specified in the demand may, at the State's option, be the basis for terminating the Contract under the Uniform Terms and Conditions or other rights and remedies available by law or provided by the contract.
- 8.2. Stop Work Order.
 - 8.2.1. The State may, at any time, by written order to the Contractor, require the Contractor to stop all or any part, of the work called for by this Contract for period(s) of days indicated by the State after the order is delivered to the Contractor. The order shall be specifically identified as a stop work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage.
 - 8.2.2. If a stop work order issued under this clause is canceled or the period of the order or any extension expires, the Contractor shall resume work. The Procurement Officer shall make an equitable adjustment in the delivery schedule or Contract price, or both, and



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the Contract shall be amended in writing accordingly.

- 8.3. Non-exclusive Remedies. The rights and the remedies of the State under this Contract are not exclusive.
- 8.4. Nonconforming Tender. Materials or services supplied under this Contract shall fully comply with the Contract. The delivery of materials or services or a portion of the materials or services that do not fully comply constitutes a breach of contract. On delivery of nonconforming materials or services, the State may terminate the Contract for default under applicable termination clauses in the Contract, exercise any of its rights and remedies under the Uniform Commercial Code, or pursue any other right or remedy available to it.
- 8.5. Right of Offset. The State shall be entitled to offset against any sums due the Contractor, any expenses or costs incurred by the State, or damages assessed by the State concerning the Contractor's non-conforming performance or failure to perform the Contract, including expenses, costs and damages described in the Uniform Terms and Conditions.

9. Contract Termination

- 9.1. Cancellation for Conflict of Interest. Pursuant to A.R.S. § 38-511, the State may cancel this Contract within three (3) years after Contract execution without penalty or further obligation if any person significantly involved in initiating, negotiating, securing, drafting or creating the Contract on behalf of the State is or becomes at any time while the Contract or an extension of the Contract is in effect an employee of or a consultant to any other party to this Contract with respect to the subject matter of the Contract. The cancellation shall be effective when the Contractor receives written notice of the cancellation unless the notice specifies a later time. If the Contractor is a political subdivision of the State, it may also cancel this Contract as provided in A.R.S. § 38-511.
- 9.2. Gratuities. The State may, by written notice, terminate this Contract, in whole or in part, if the State determines that employment or a Gratuity was offered or made by the Contractor or a representative of the Contractor to any officer or employee of the State for the purpose of influencing the outcome of the procurement or securing the Contract, an amendment to the Contract, or favorable treatment concerning the Contract, including the making of any determination or decision about contract performance. The State, in addition to any other rights or remedies, shall be entitled to recover exemplary damages in the amount of three times the value of the Gratuity offered by the Contractor.
- 9.3. Suspension or Debarment. The State may, by written notice to the Contractor, immediately terminate this Contract if the State determines that the Contractor has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor of any public procurement unit or other governmental body. Submittal of an offer or execution of a contract shall attest that the contractor is not currently suspended or debarred. If the contractor becomes suspended or debarred, the contractor shall immediately notify the State.
- 9.4. Termination for Convenience. The State reserves the right to terminate the Contract, in whole or in part at any time when in the best interest of the State, without penalty or recourse. Upon receipt of the written notice, the Contractor shall stop all work, as directed in the notice, notify all subcontractors of the effective date of the termination and minimize all further costs to the State. In the event of termination under this paragraph, all documents, data and reports prepared by



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the Contractor under the Contract shall become the property of and be delivered to the State upon demand. The Contractor shall be entitled to receive just and equitable compensation for work in progress, work completed and materials accepted before the effective date of the termination. The cost principles and procedures provided in A.A.C. R2-7-701 shall apply.

9.5. Termination for Default.

9.5.1. In addition to the rights reserved in the contract, the State may terminate the Contract in whole or in part due to the failure of the Contractor to comply with any term or condition of the Contract, to acquire and maintain all required insurance policies, bonds, licenses and permits, or to make satisfactory progress in performing the Contract. The Procurement Officer shall provide written notice of the termination and the reasons for it to the Contractor.

9.5.2. Upon termination under this paragraph, all goods, materials, documents, data and reports prepared by the Contractor under the Contract shall become the property of and be delivered to the State on demand.

9.5.3. The State may, upon termination of this Contract, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under this Contract. The Contractor shall be liable to the State for any excess costs incurred by the State in procuring materials or services in substitution for those due from the Contractor.

9.6. Continuation of Performance Through Termination. The Contractor shall continue to perform, in accordance with the requirements of the Contract, up to the date of termination, as directed in the termination notice.

10. **Contract Claims**

All contract claims or controversies under this Contract shall be resolved according to A.R.S. Title 41, Chapter 23, Article 9, and rules adopted thereunder.

11. **Arbitration**

The parties to this Contract agree to resolve all disputes arising out of or relating to this contract through arbitration, after exhausting applicable administrative review, to the extent required by A.R.S. § 12-1518, except as may be required by other applicable statutes (Title 41).

12. **Comments Welcome**

The State Procurement Office periodically reviews the Uniform Terms and Conditions and welcomes any comments you may have. Please submit your comments to: State Procurement Administrator, State Procurement Office, 100 North 15th Avenue, Suite 201, Phoenix, Arizona, 85007.



Request for Proposal
ADSPo 16-00005829
NASPO ValuePoint Master Agreement for
Software Value Added Reseller Services
Attachment A

Solution for:

Missy Mudry
State of Arizona,
100 N. 15th Avenue, Suite 201
Phoenix, Arizona 85007
Phone: 602.542.9125
MISSY.MUDRY@AZDOA.GOV

Presented By:

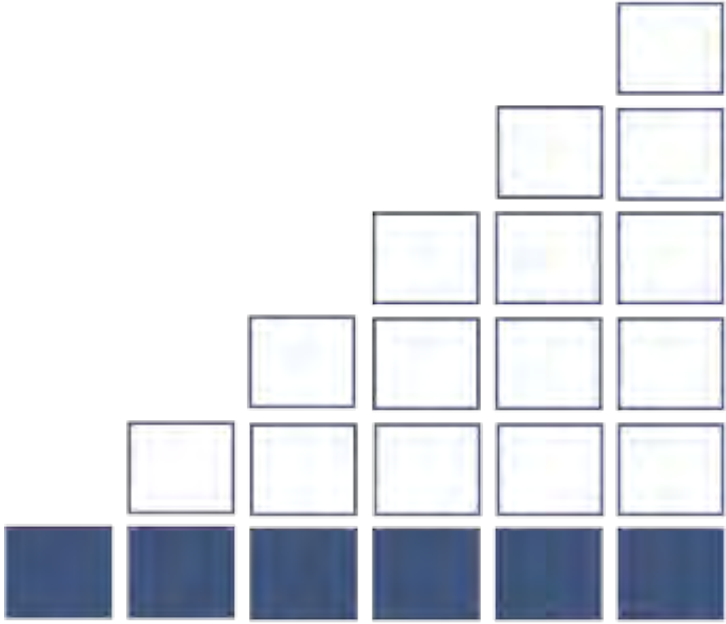
En Pointe Technologies Sales, LLC
1940 E. Mariposa Ave
El Segundo, CA 90245
Tel: (310) 337-5200
Website: www.enpointe.com



Contact:

Imran Yunus
Director of Government Sales
Office Phone: 310-337-5908
Email: iyunus@enpointe.com

Date: December 17, 2015



COVER LETTER

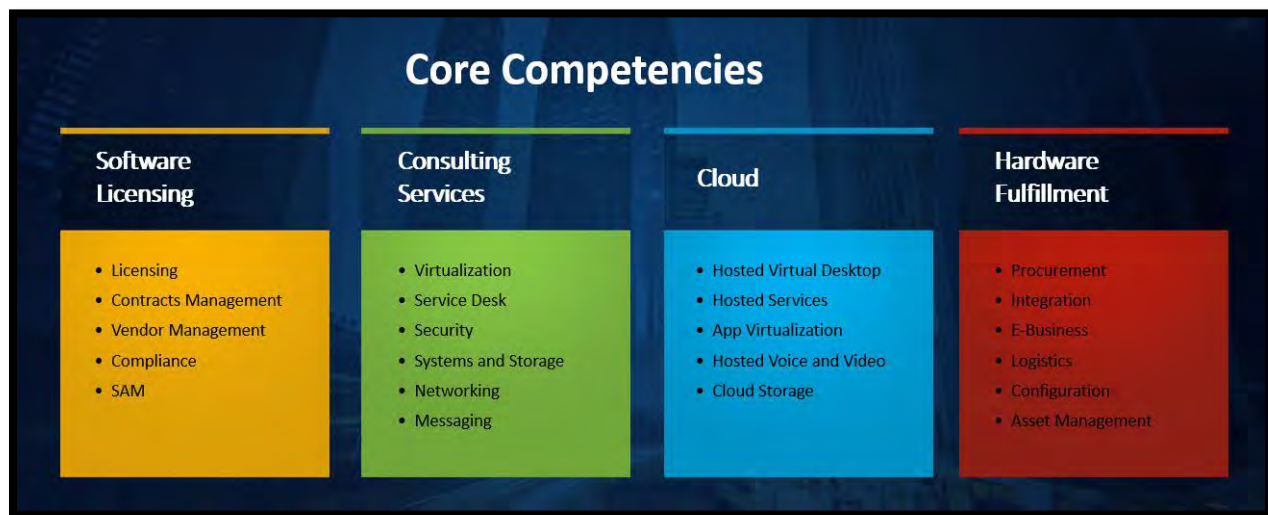
NASPO ValuePoint Master Agreement
Missy Mudry

December 17, 2015

SUBJECT: NASPO ValuePoint Master Agreement for (SVAR) Services

En Pointe Technologies Sales, LLC (En Pointe) is pleased to respond to your RFP entitled, "NASPO ValuePoint Master Agreement." For 21 years En Pointe has grown into a premier Value Added Reseller. In early 2015 we were acquired by, PCM, Inc. a larger publicly traded VAR. This has made us stronger and better able to bring even more services to cooperative contracts such as this Master Agreement.

En Pointe is one of the few companies in the country that has national core competencies in each of the four disciplines listed below.



Additionally, our ability to leverage spend dollars in these different lines of business helps us add value by providing agnostic, integrated, IT support. With gross annual sales of almost \$3 Billion, we are one of the nation's fastest-growing and most established resellers of IT products and services.

By participating under this agreement, the NVP participants (NVPP) can make the purchase and management of software licensing easier and more cost effective by working with En Pointe. Our customers enjoy our flexible and robust value-added offerings to make life easier and align themselves with a partner who can best position your agencies for the future. We will outline how our Value-Add under this contract will include:

- Managed On-boarding and Transition from existing contract
- eProcurement Online Ordering and Reporting Tool/Customer Website – AccessPointe
- Software Asset Management (SAM) Offerings
- License Tracking and Consulting
- Software Integrator LAR (SLAR) – only MPA Contract holder with this designation
- Trained and Dedicated Account Managers
- Professional Service Organization that is ready to architect and implement systems that will support licensing models that depend on Cloud or On Premise database storage.

If and when reselected, you have our commitment that we will work with you to apply best practices in our partnership, while servicing NASPO ValuePoint Participants to maintain or lower their acquisition costs. Thank you in advance for your consideration.

Sincerely,



Imran Yunus
Director of Government Sales
Office Phone: 310-337-5908
Email: iyunus@enpointe.com

Note: En Pointe is the incumbent on the NASPO ValuePoint contract and we agree to the requirements set forth in Section 3 Scope of Work and will continue upon award to comply with all requirements in this section.

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ATTACHMENT A

1.1. Business Operations

1.1.1. Provide a Brief overview of business operations, with an emphasis on the provision of services as a Software Value-Added Reseller.

En Pointe Technologies is a current reseller on several Value Point contracts such as, NASPO ValuePoint Master Agreement for Software Value-Added Reseller (SVAR) Services, HP, Cisco, and EMC. We have upgraded our online system with SciQuest successfully. En Pointe was recently acquired by PCM, Inc. We are now a wholly owned subsidiary of PCM Sales Inc. and our new name is En Pointe Technologies Sales LLC. This change took effect April 1, 2015 but we have been in business for over 22 years. En Pointe was founded in 1993, and has two decades of experience as a Value Added Reseller. En Pointe, and PCM have strategically joined forces, are now one of the premiere Value Added Resellers in the nation, making us the perfect choice as a provider under the NASPO ValuePoint (NVP) cooperative agreement.



En Pointe Public Sector IT

En Pointe is a leading provider of Information Technology Products, Security Services and other Public Sector IT Support Services to Government Agencies. Our unique business structure combined with our strong contract management and extensive technical background has enabled us to provide IT equipment and value added services along with the best qualified sales and technical support at the most competitive prices in the business today. Our dedicated Public Sector team is focused on providing infrastructure and foundation solutions for the successful deployment of our Government and Education customer's initiatives in Security, Virtualization, Cloud Computing, Green IT, Classrooms/Learning and more.

Purchase products and IT solutions, and take advantage of our easy to use online ordering application, specialized staff, and our competitive government pricing. Our online ordering application makes it easy to purchase products from the NVP contract schedules.

Our core technical competencies include system architecture, design, and management from individual notebooks and desktops to the data center and everything in between. As an ISO 9001:2008 registered company, we have built our reputation on quality processes supported by certifications and accreditations at the highest levels with industry partners such as Microsoft, Adobe, Citrix, Novell, Symantec, VMware and many more. We also excel at:

- Software Licensing
- Digitization, Imaging and Replication
- Supply-Chain Management
- Asset Management & Tracking
- Data Center Consolidation
- Server Virtualization
- Enterprise Storage
- Network Design & Management

Both companies combined have over 1,000 technicians and a national network of third party service providers, we can provide pre-sales assessments and post-sales services efficiently to our customers in State, Local and Educational segments. Companywide we hold over 3,000 certifications on manufacturers and product solutions which enable our sales and service teams to effectively support these customers.

En Pointe is supported by SAP, and AccessPointe (TM) (an e-procurement application), providing dependable software support for its customer base.

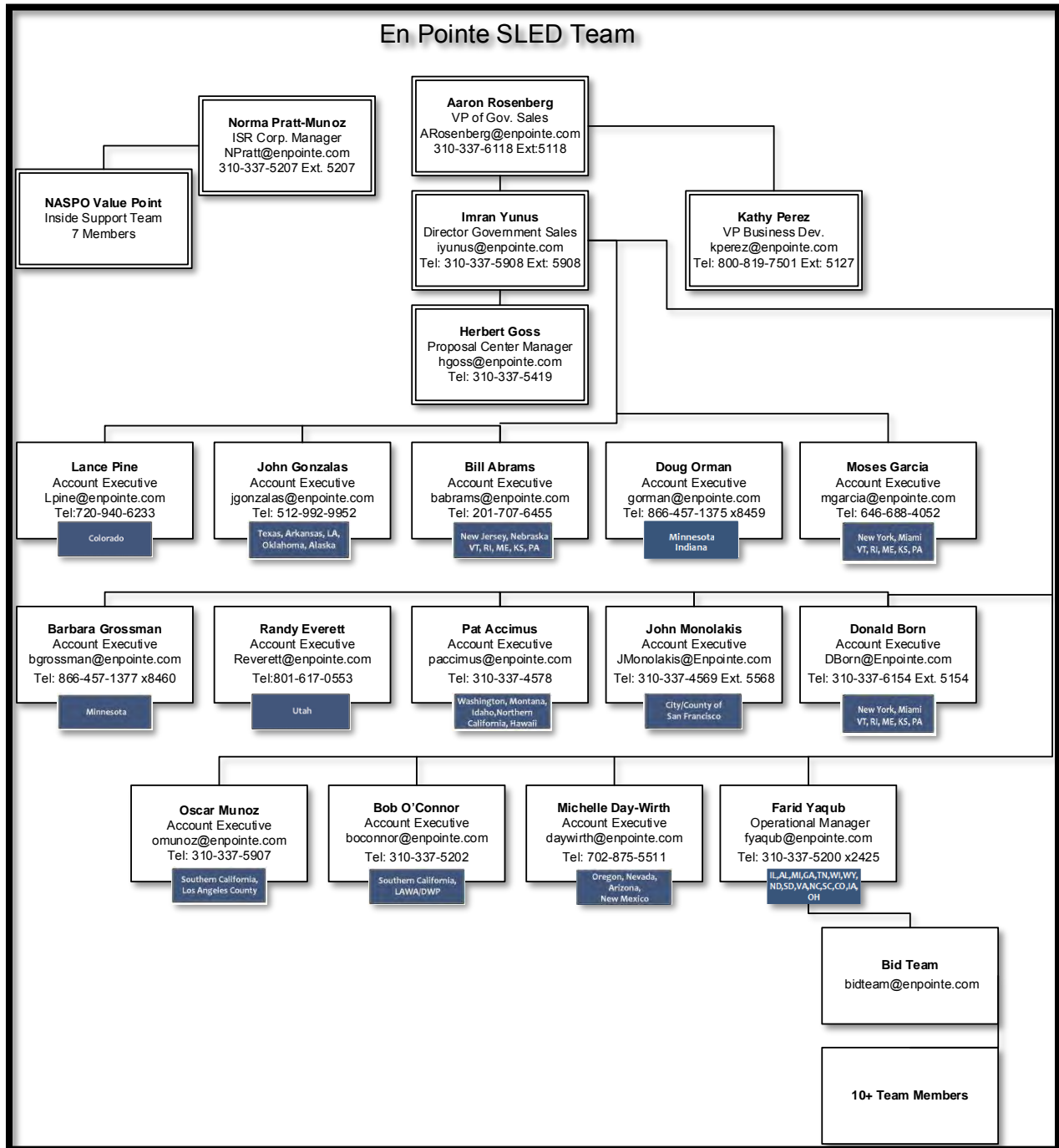
En Pointe already services many State and Local Governments:

En Pointe has had a focused State Local and Education (SLED) practice with dedicated sales and support personnel who just work with SLED agencies, for the past 20+ years. Please refer to our contract lists in section 3.1.2 below for a list of some of our current government contracts.

1.1.2. Provide the following information using the format below.

Required Information	En Pointe Response
1.1.2.1. Offeror’s full legal name	En Pointe Technologies Sales, LLC
1.1.2.2. Primary business contact information (name, address, phone number, email address, website)	<p>Imran Yunus Director of Government Sales 1940 E. Mariposa Ave, El Segundo, CA 90245 Office Phone: 310-337-5908 iyunus@enpointe.com Website: www.enpointe.com</p>
1.1.2.3. Date Company was established	<p>En Pointe was established in 1993 and with our recent acquisition by PCM Sales, Inc. we became En Pointe Technologies Sales, LLC on April 1, 2015. We continue to bring our customers and partners the same high level of service we have for the last 22 years only now we have the added capabilities from the PCM group who have been in business for 28 years.</p>
1.1.2.4. Location where the Offeror is incorporated	<p>State of Delaware - 2711 Centerville Road, Suite 400, Wilmington, DE 19808.</p>
1.1.2.5. Ownership structure (public, partnership, subsidiary, etc.)	<p>En Pointe Technologies Sales, LLC is a public company wholly owned by PCM Sales Inc.,(NASDAQ PCMI).</p>
1.1.2.6. Office location(s) responsible for performance of contract. Include address, contact information.	<p>1940 E. Mariposa Ave, El Segundo, CA 90245, Ph: (310) 337-5200, Fax: (310) 725-5240, Toll Free 800-800 4214</p>
1.1.2.8. Contact information for the individual who is responsible for any clarifications or discussions regarding the submitted response.	<p>Imran Yunus Director of Government Sales Office Phone: 310-337-5908 iyunus@enpointe.com Aaron Rosenberg Vice President of Government Sales 310-337-6118 Ext:5118, ARosenberg@enpointe.com</p>

1.1.2.7. Organizational chart relevant to Scope of Work of this solicitation.



1.2 Key Personnel – Provide the information, using the format below, regarding each Key Personnel for a resultant contract for items 1.2.1 through 1.2.5:

En Pointe has an entire team of dedicated professionals ready to continue to support NASPO ValuePoint and we feel the key personnel will encompass the following roles:

- Overall Relationship Manager and Executive Contract Director
 - Ensure the State’s contract needs are met through ongoing quality control processes designed around support, expert account management
- An Inside Sales Team to support customers.
 - Support NVP through the 1-800 toll free number, email and fax for orders, quotes, reporting, sending out marketing collateral, etc.
- Customer Support Team for order status and pre/post sales
 - Act as resource to the Account Manager for help with order status.
- Hardware support team
 - Managed the hardware procurement process from order through fulfillment to billing
- Software License specialist assigned to support the account team
 - Managed the publishers and expedite problem resolution.

Key Personnel for En Pointe SLED Team

1.2.1 Name	1.2.2 Position/Title And Reporting Responsibilities	1.2.3 Years of industry experience	1.2.4 Years in current position
Aaron Rosenberg	Vice President, Public Sector	20	1 year
Imran Yunus	Director – Government Sales	25+	Over 18 years
Kathy Perez	Vice President Business Development and SLED	25+	Over 19 years
Randy Everett	Senior Account Executive- Government Sales	32+	15 years
Barb Grossman	Account Executive	25+	Over 18 years
Doug Orman	Account Executive	20+	Over 18 years
Bill Abrams	Account Executive	20+	5 years
Bob O’Connor	Account Executive	27+	12 years
Don Born	Account Executive	20+	15 years
John D. Gonzales	Account Executive	14+	1 year

Lance Pine	Account Executive	20+.	13 years
Michelle Day-Wirth	Account Executive Public Sector	20+	5 years
Oscar Munoz	Account Executive	25	20 years
Pat Accimus	Account Executive	25	Over 4 years
Norma Pratt	ISR Corporate Manager	25+	23
Charles Rokosz	Inside Sales Rep	25+	23
Tanya Frantz	Inside Sales Rep	20	15
Sergio Garza	Inside Sales Rep	20	2
Theresa Herrera	Inside Sales Rep	25+	20
Kathleen Jackson	Inside Sales Rep	18	12
Scott Saling	Inside Sales Rep	15	8
Eric Saucedo	Inside Sales Rep	15	10
Scott Siemsen	Inside Sales Rep	21	18
Boston Microsoft Team	Software Support	7 Reps 15+ years	15
Portland Inside Sales Team	Software Support	8 Reps 10+ Years	10
BDM	Software Support	30 Reps 10+	5

Please see our org charts for Sales Representatives contact information, Brand Managers, and Marketing Support.

Also see our Microsoft Team ready to support NASPO ValuePoint:

[ATTACHMENT A_Qualifications_EnPointe_Microsoft Practice](#)

1.2.6 In addition, provide a brief resume which contains education / credentials / certifications / employment.

En Pointe has an experienced and dedicated staff of credentialed employees who have years of experience servicing the SLED marketplace specifically software acquisition services. They are led by Imran Yunus who has been leading the WSCA contracts since its inception.

Name	Imran Yunus
Title	Director – Government Sales
En Pointe Contact	1940 E. Mariposa El Segundo, CA 90245 Office Phone: 310-337-5908

	Email: iyunus@enpointe.com
Summary	Over 25 years of sales and sales management experience provides Imran with comprehensive hands-on direct sales experience especially with governmental customers. His customers have purchased at least \$1.5M, per month, of technology related products and services over the past 25 years. His customers include the City of Los Angeles, the County of Los Angeles State of California, State of Hawaii, the Los Angeles Department of Water and Power and Los Angeles World Airport
Education	<p>California State University Fullerton</p> <ul style="list-style-type: none"> • MS Management Information systems • BS, Business Administration
Accomplishments	<ul style="list-style-type: none"> • Managed the City of Los Angeles Single source Hardware and Services contract, for all City departments including, LAWA and DWP, for 20 years. • Nominated Supplier of the year by the City of LA and DWP • Qualified for Presidents club for customer satisfaction, for the past 20 years. • Instrumental in winning contracts with County of LA, County of Riverside, City and County of San Francisco, GSA Schedule, several CMAS and SLP contracts with the State of California, LAWA, Port of Los Angeles, LA DWP and many more. • Currently managing one of En Pointe’s most successful team, both in customer satisfaction and sales revenue. • Extremely well respected in the manufacturer community, work very closely with HP, IBM, Lenovo, Cisco Dell, Microsoft and many more.
Work Experience	
<p>En Pointe Technologies Sales, LLC – May 1997 to Current Director of Sales</p> <p>As a team leader Mr. Yunus conceptualizes and guides his sales team to execute innovative and integrated channel marketing programs for all routes to market with identified partners including events, digital marketing, social media, field marketing, media buys, content syndication, etc.</p> <p>He provide strategic marketing direction by engaging with partners to understand business objectives and the ability to use that insight to build and execute marketing plans and strategies focused on qualified pipeline creation.</p> <p>He engage customers and build awareness for En Pointe offerings while generating qualified leads, and driving new business.</p>	

He monitors, analyzes and reports performance against forecasts and past performance. Leverage results to increase success of future marketing programs.

He is a master at improving channel partner sales teams' functionality by developing enablement tools and effective communication methods in multiple geographies.

He has led his team the SLED team to year to year growth over the last two decades.

NovaQuest Information Systems - March 1992 to May 1997

Sr. Account Executive

Sold NovaQuest offerings while managing the sales and service pipeline.

Collaborated with company executives, setting product & solution offerings and sales & marketing strategies.

Developing and managing new accounts while maintaining and sustaining successful long-term relationships with key decision makers up to and including the "C" level

Developing, maintaining, and leveraging strong relationships with OEM Partners and distributors

ComputerLand: - December 1982 to February 1992

Account Executive

Growth leader in information technology sales.

Please refer to our Account Executive Resumes in an attached PDF.

Attachment A_Qualificatioins_EnPointe_Keypersonnel_Resumes

1.3 Account Management Team – Provide a description of the responsibilities of the dedicated account management team(s) that would be assigned to each Participating State under resultant contract. Include a description of how the account management structure ensures that service will continue despite vacations, illness, other absences or resignations.

CUSTOMER SUPPORT – SERVICE CONTINUATION

Account Executives have an entire team backing them up and when one is placed on leave, takes a leave of absences or is sick, their accounts are backed up by fellow account executives and upper management. Our clients are protected from natural disasters and man-made interruptions of business. As shown in the SLED team org chart, Account Executives cover designated states. But each is backed by an Inside Sales Representative who has in-depth knowledge of the states they cover. Thus when an AE is on vacation, normally the ISR will make sure the participating agency remains unaffected. In cases of escalation or very important matters, upper management will fill the shoes of the Account Executive ensuring no lapse in services. Now here's a description of the responsibilities that our AEs hold:

Sales Team

Our Sled team is made up of professionals who generally have at least 10+ experience in the service of large governmental contracts. They have a deep knowledge base of our offerings and how they can benefit NVP stakeholders.

Our Sales Executives are experts at Pre-Sales Support:

- Pre-Sales solutions consultations and technology audits
- Bid Desk for volume discounts, special pricing, channel promotions, deal registration
- Order Management group to make sure your orders are processed efficiently
- Credit, Payment and Leasing options
- Dedicated Account Executive Team



Product Acquisition

- Ability to source from 50 warehouses nationwide including our 200,00 sq. ft. warehouse
- Drop shipping direct from our partners
- Business Direct Site (BD) so you can place orders on-line 24/7 at corporate pricing, track orders, view order history & manage IT purchasing
- Flexible payment options including net 30 terms, competitive leasing and vendor promotions
- Hard Copy or Verbal Purchase Orders for customer's convenience
- Aggressive pricing
- Great web sites for content and searching
- EPP programs - Thanks to our consumer business

Integration Support

- Custom Configurations
- Upgrades
- Asset Tagging
- Image Management
- All of our technicians are manufacturer certified

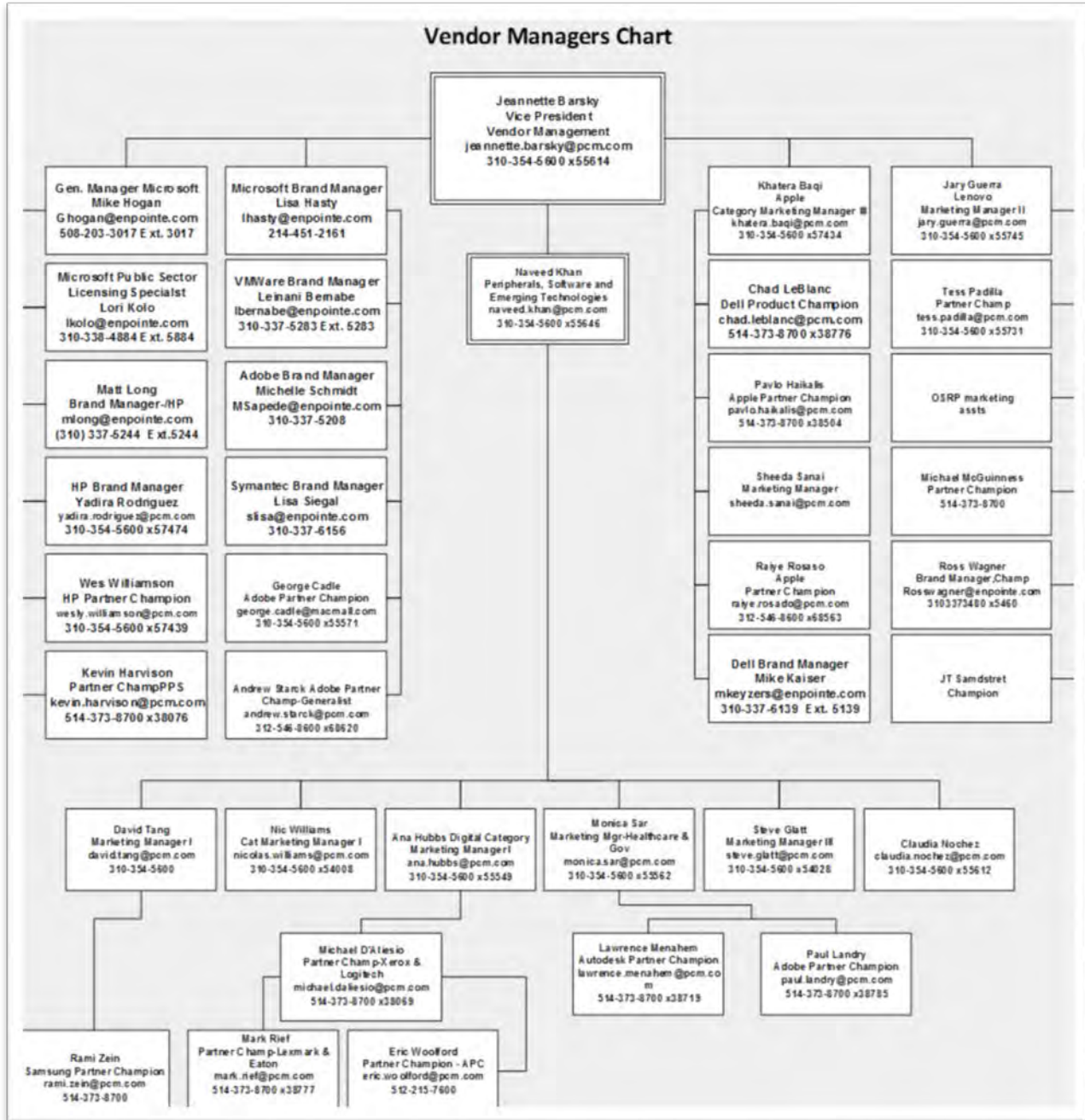
Deployment Support

- Rollout options based on timelines
- Bill & Hold service to capitalize on stock & pricing advantages
- Multiple shipping methods available based on priority of order
- Direct manufacturer relationships and inventory in distribution center allows En Pointe to fulfill 95% of its orders the same day
- En Pointe has strategic relationships with all Tier 1 distributors, providing live online procurement.

- Data collected in real time via, EDI.
- Sales teams are linked real-time with these sources enabling us to view and procure constrained products from over \$2 billion in channel inventory

Brand Managers

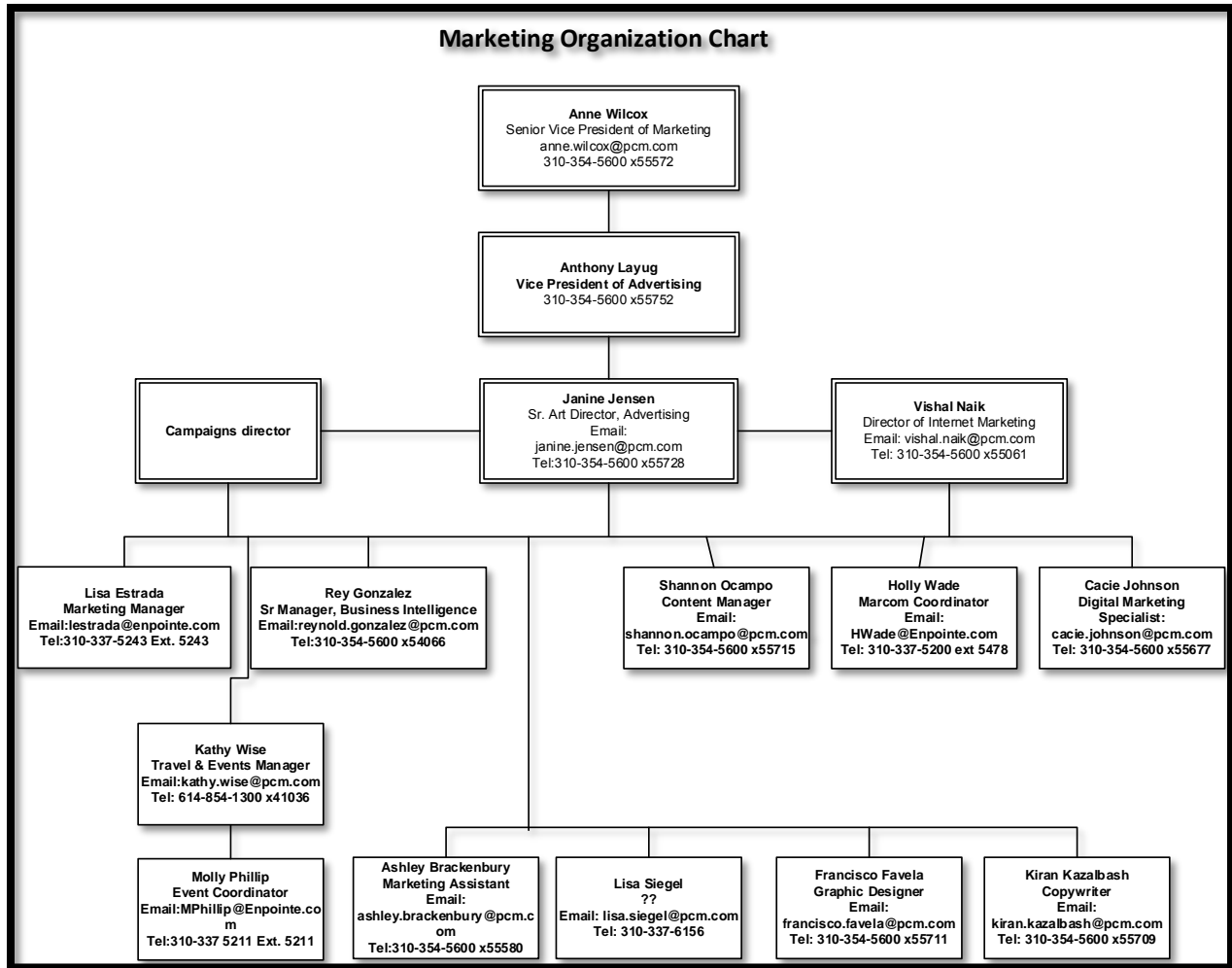
En Pointe also has an incredible team of Brand Managers who have all become subject matter experts in their technology and they are here to support NVP stakeholders helping them to find the correct technology solution for their IT implementations.



We also use a knowledgeable Operations Team Marketing Team, Executive Management and Support Team, Licensing Teams, Back Office Support. For every customer facing person at En Pointe there are hundreds of behind the scene professionals who will also be supporting NVP.

Marketing Team

Our marketing team disseminates new product information to NVP Participants via email blasts, while holding webinars for their education. They hold events such as our Tuna Classic (fishing trips), Golf Tour, and En Pointe Film Premiers which are held in conjuncture with En Pointe IT Expo that give publishers a chance to give participants a close-up, hands-on look at the latest technologies.



Our sales force is truly a team. Each person is covered by peers, subordinates and upper management when they are absent.

Business Continuity - Sick Leave, Maternity Leave, Employee Turnover and Disaster Recovery

En Pointe is aware that our customers and partners have an interest in how we are prepared for unexpected interruptions to business operations. En Pointe’s customers depend on us for key infrastructure and productivity products as well as the services required supporting these products. In developing a change in personnel and disaster recovery plans, En Pointe finds it is

important to understand the key operations of our systems and facilities and how we can effectively maintain delivery to our customers.

First we run our operations on an SAP system housed in our Los Angeles area integration facility. We perform a daily backup of our system and that backup copy is transported off site to a secured facility every evening. Customer orders are processed by En Pointe employees from En Pointe locations around the country.

In the event of a major outage which could not have been forecasted (force of nature – earthquake, flood etc.) En Pointe’s service resources have the capability of moving from an automated national dispatch process to a localized manual dispatch process. Our service engineers in the field report through regional service managers. Our sales force is distributed throughout North America and in case one facility goes offline, the workload will be distributed across the remaining branch offices and virtual Account Executives using a combination of our wide area network, local Internet Service Providers (ISPs), our call centers and fax facilities. We have SLAs in place with third party providers [ISPs, telecomm service providers such as AT & T] to ensure business continuity and disaster recovery in the face of a calamity.

1.4 Subcontractors – Provide the following information for items 1.4.1 through 1.4.3, using the format below, for any subcontractors you propose to use.

1.4.1 Name of individual or company;

En Pointe will not be using subcontractors to support NASPO ValuePoint participants’ software needs.

1.4.2. Proposed work to be performed;

No subcontract work will be performed.

1.4.3 Approximate percentage of work directed to subcontractor relative to total work under a resultant contract;

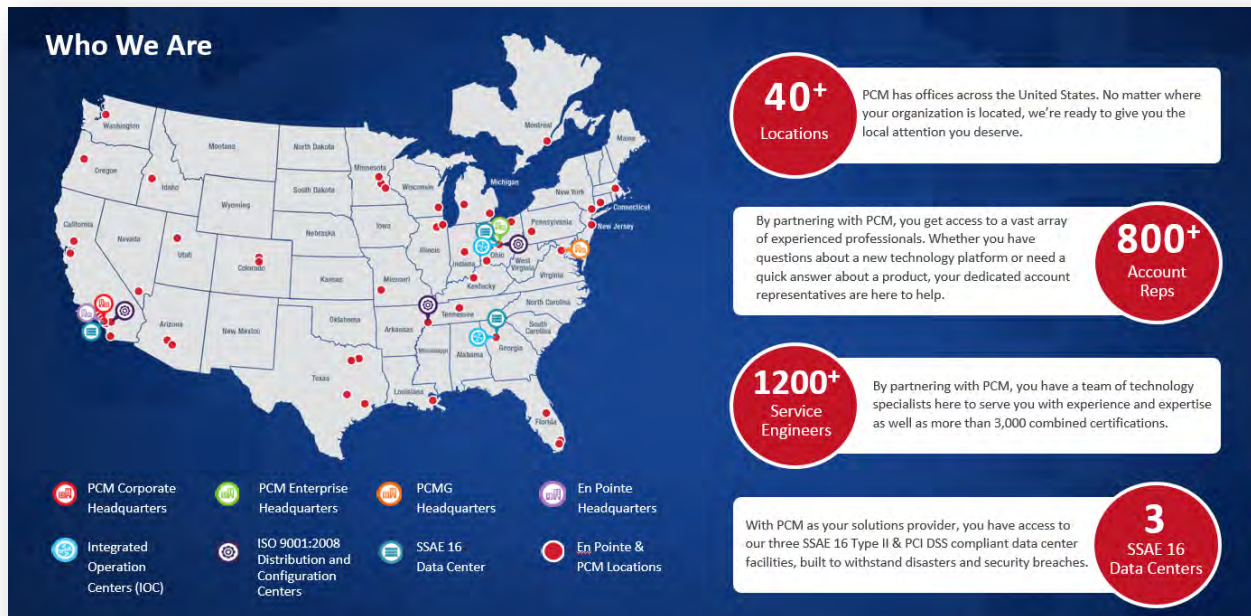
No work will be subcontracted for this opportunity unless we bid on services that our company does not provide directly. In that case we will find a competent subcontractor and negotiate those services at that time.

1.4.4 In addition, provide a brief resume which contains education / credentials / certifications / employment.

Not Applicable

2. Company's Experience

Describe the Offeror's experience and expertise providing the following services:
At a high level the following graphic depicts our portfolio of expertise.



2.1 Account Management (assume 'accounts' as equivalent to a state contract, and to using municipality).

En Pointe Account Management

En Pointe uses a team strategy to ensure that our customers receive the finest customer service available in the United States IT industry. It starts with our upper management who support our dedicated Account Executives. The Account Executives (AE) are your Single Point of Contact so that participants always know who they can turn to for answers. These AEs are supported by an entire Inside Sales Representative Group, Brand Specialists, Marketing Team Members, and Operations Staff. Each one trained to provide specialized support to Local Government, K-12, and Higher Education institution clients for our statewide contracts.

En Pointe Account Managers will provide guidance for participants in the following manner.

- On-board participants into our backend system.
- Get the appropriate contracts signed by all publishers.
- Work to ensure we have all proper contract information and that information is ported.
- Schedule internal communication will all NVPPs
 - Ensure all staff members are fully aware of the processes and contracts in place prior to roll out.
- Set up end users in the on-line portal AccessPointe.

En Pointe will then set up multiple webinar/training sessions to educate end-users on how to use the on-line portal. We will set up bi-weekly meetings for the first ninety days with the head

of procurement. This will ensure the lines of communication are constantly open during the transition process. During the contract, we will conduct account performance and contractual reviews annually and have quarterly webinar business reviews.

En Pointe will also coordinate meetings with publishers to provide product demonstrations and product evaluations. We will consistently communicate the contractual pricing for all volume licensing contracts to all state users. We provide pro-active notifications of renewals and contract expirations as part of our Software Account Management program. We maintain a dedicated renewals team that tracks all expirations, renewals and provides notification to your account management team.

2.2. License Management.



The image shows a presentation slide titled "Software Licensing Services". On the left, a dark blue panel lists the following services:

- Assessment
- Compliance Review
- Contract Management
- Implementation
- Lifecycle Support
- Software Subscription Management
(Adobe Creative Cloud, Office 365, etc.)
- Reporting and Tracking

On the right, there is a photograph of a white shelf with a wooden sign that says "Licenses". Below the sign are several software boxes: Symantec Endpoint Protection, VMware vSphere Director, Windows 8 Pro Pack, and Adobe Creative Cloud.

Managing software licensing contracts is complex. Each publisher has different programs. Tracking what you bought, what you own, and what you are using can be an overwhelming undertaking for an organization. En Pointe Software Licensing Services eliminates complexity by helping partners manage their publisher relationships. Our Software Licensing Program Includes:

- License Program Analysis and Comparisons
- Publisher Contract Negotiations
- Assistance with License Transfer and Consolidation during M&A's
- Compliance Reviews and Audit Consulting
- Subscription-based and Ad-Hoc Reporting
- Software Asset Management

Other Licensing Value-adds: In addition to what we believe to be the highest standards of reseller offerings, En Pointe has many key services that may result in a collective cost savings as well as a heightened customer experience:

- A. Enterprise Agreement Tracking
- B. Electronic Software Delivery (ESD), Microsoft Products
- C. AccessPointe, En Pointe’s web portal for purchasing
- D. Support for Electronic Software Downloads
- E. License Solutions Provider and other top designations.

As an LSP En Pointe has the expertise to go beyond procurement of licenses to provide planning, deployment, full or partial management and retirement of your Microsoft and other Publisher technologies.

2.3 Training

En Pointe has many certified service training professionals who are fully authorized to install, upgrade, repair and train on all major publisher partners like Microsoft, Novell, Adobe, Symantec/Veritas, VMWare, EMC, Redhat, IBM, and many more.

- On-Site Training - One to one training can be arranged as well as classroom environment training.
- Off-Site Training- En Pointe is certified by all major software titles. We can offer off-site training in most software capacity. We have provided training in software to a large number of customers. This training ranged from beginner level end users to high level IT professionals.
- Webinar Training: En Pointe has a full team of training personnel who run webinars hosted by top software publishers. We currently provide this training to all NASPO ValuePoint Customers.

2.4 Software Advisement

En Pointe has a professional methodology for advising our clients on the best practices for software aquisition, license management and reporting avialbe in the market. We also offer world class Software Asset Management services which use the following protocol:



Software Licensing and Consulting

While Volume License agreements lower software asset-management costs significantly and ease compliance worries, some organizations are reluctant to implement them because they can be complex. It is easy to be intimidated by confusing terms and conditions, a plethora of product and purchase options, and ongoing reporting requirements. En Pointe Technologies will work with NVP participants to make sense of their volume license agreements. We deliver cost-effective guidance through contract interpretation, licensing deployment, and comprehensive reporting.

First, we review the purchases they have made within the last few years. We examine upcoming projects they are planning, as well as acquisition and divestitures, to predict future needs. Then we look at the licensing programs publishers provide, and decide how to set up each program so that your future purchases will be the most economical as well as fit best into their procurement processes.

Our license consulting services include the following:

Publisher, Product, and Program Information – En Pointe will proactively deliver key information to help participants make informed decisions. We do this via regularly scheduled executive reviews of their business, product training web casts, on-site visits and meetings with stakeholders and constant communication with vendor product representatives and other En Pointe customer account teams.

Program Awareness and Needs Analysis – En Pointe will help NVP participants understand their options for acquiring software based on their business objectives and needs. We strive to be proactive in understanding the customer's business and technology support plans for the coming quarter and into the following year. Upon analysis of past trends and future plans we can leverage our industry knowledge, vendor relationships and other customer experiences to provide guidance for NVP participants. This consultative approach to our relationship with our clients can be quantified by our impact on customer's software spend, reducing cost of acquisition and improving service levels.

License Program Recommendation and Justification – En Pointe licensing managers and license contract specialists will advise NVP participants on license programs, contract structure, industry trends and strategy.

Software Procurement Process Consulting – En Pointe currently provides advice, and will continue to provide advice, on the administrative advantages of licensing programs through customer oriented seminars and discussions.

Software Licensing Support **Client Relationship Management**

Enterprise Agreement Tracking: En Pointe can offer comprehensive management of contract agreements.

Electronic Software Delivery (ESD), Publisher Products: By setting up a secure server at our ISO certified configuration center and delivering software electronically, your organization could be eligible to save significant hard dollars by not having to pay sales tax. Although many of titles are available for download on publishers website, not all are available and new release updates generally run slow (as much as 30 days after release), by utilizing En Pointe ESD, our clients have access to a complete library when needed.

Dedicated Account Team with over 25 years of experience: This would ensure the highest level of customer service accompanied with the knowledge to help ensure our clients negotiates a “Best of Class” agreement with Microsoft as well as many other publishers. This also provides redundancy; in the unlikely event we lose one of the members of our team, would experience zero drop-off in service level.

Electronic Software Delivery (ESD), other publishers: Today more and more publishers are delivering their software via email with a link to download. Some of the concerns that customers like NVP participants face are the inability for the reseller partner to provide order tracking and delivery management processes to meet their required SLA’s. This is due to the process of customer to reseller ordering where the reseller places the order with the publisher. However, the publisher then sends the download email directly to the customer. En Pointe, as part of our practice, establishes an email alias for customers so that emails from the publisher arrive back to En Pointe. This allows us to manage to the SLA’s agreed to with the customer for all orders and delivery. With En Pointe’s unique offering, you would also receive products with all other pertinent information (PO #, cost center, end user information etc.) to allow proper receipt of product while En Pointe manages the responsibility. This would allow a simpler and more efficient receiving process on all ESD products.

Technical Certifications: Although many publishers, Microsoft included, offer the same pricing to all of its LAR’s /ESA’s (currently), our technical certifications afford En Pointe additional discounts and rebates from other publishers that the “software only” companies do not receive.

Contract Management - Licensing

A true-up analysis as well as volume license agreements are reviewed during client quarterly and annual account reviews. For example, En Pointe has successfully renegotiated a Microsoft Enterprise Agreement after only 1 year which resulted in a \$9 million savings for a “major

computer manufacturer”. This is an important part of the En Pointe commitment that demonstrates proactive client advocacy with proven success.

License Compliance Services (LCS)

En Pointe’s offers License Compliance Services (LCS) to help our clients gain control of their assets and ensure that adequate processes and best practices are implemented to maintain an accurate asset repository and ensure license compliance.

According to Bill Kirwin, vice president and research director for Gartner, nonexistent asset management processes add 7 to 10 percent per year to the total cost of ownership. This can be \$560 to \$800 per user annually. According to Gartner, the inefficiencies of poor software asset management are even greater.

When would License Compliance be of value to NVP participants?

- When you negotiate software licenses
- When you need to know if users have installed rogue software
- When you need to ensure that virus definitions are current
- When you need to respond to a software vendor audit
- When you plan any sort of deployment
- When you acquire a company, or when you're acquired
- When you project your IT budget for the next 12 months
- When the Helpdesk is resolving user problems
- When you need to know if licenses can be harvested instead of purchasing new
- When you return assets - recycling licenses from disposed systems reduces new purchases

Benefits of implementing En Pointe’s License Compliance Solution

Avoid over-purchasing, avoid being out of compliance, or due to a lack of verifiable data, many organizations over-purchase software. Over purchasing wastes limited budget dollars, acts as a flag to auditors and is avoidable with the right solution.

Improve Compliance Capturing licensing information at the time of purchase and allocation information at the time when the software is installed provides an accurate ownership and allocation database. Reconciling the licensing information with discovery data provides for a "checks and balances" process to ensure data validity for compliance purposes.

Generate Accurate Budgets and Forecasts **Accurate purchase price information**, along with accurate inventory and actual usage information allows IT managers to provide management with accurate cost analysis reports including budgets and forecasts. This information enables the establishment of harvest and re-usage processes resulting in reduced spending (based on actual usage).

Improve Help Desk Efficiency According to Gartner, standardizing a company-wide list of software products can reduce the duration and frequency of Help Desk calls by 15%. This also

serves to improve the efficiency of getting new software and upgrades to users' desktops, making users more efficient. En Pointe's LCS is comprised of 5 steps, each having key ingredients of people, tools, data and processes:

1. Procurement Control

Gaining control of what software is coming into the company is key in getting control of the ever changing environment. Reducing non-standards purchases provides significant resource savings and lowers TCO for assets. Establishing best practices for requests, approvals, fulfillment and retirement will proactively control what enters the environment and how it is supported.

Utilizing En Pointe's e-procurement system, Access Pointe, our customers will have standardized catalogs of "approved" equipment and software to purchase from. Approvals and requests can be managed and clients have access to all purchasing data down to serial number. This data can be easily ported into contract management systems the customer may choose to implement. Those will be discussed in more detail under the Contract Management section.

People	Involvement of procurement resources along with company compliance on centralized procurement vehicle
Tools	En Pointe's Access Point procurement system
Data	Standardized list of approved products
Processes	Documented processes around product acquisition as well as configuration and deployment of assets

2. Discovery / Inventory – What's installed?

A strong inventory solution is the epicenter and reliable source of truth for a top caliber asset management initiative. Knowing what you have and where it's located empowers staff to deploy, manage and secure the infrastructure.

Many clients have tools implemented that will provide basic hardware and software inventory. Data from these tools is typically provided for all EXE and COM files located on a system. Some of the more sophisticated tools can sort through the thousands of EXE and COM files and determine which product suites are installed. For example, a discovery tool that provides data that Graph.EXE is loaded on a system is not as valuable as a tool that tells us that Visio Professional 2003 is installed on a system.

En Pointe highly recommends a tool that can produce data that closely matches the actual licensing documents. Leading Market tools such as SMS and Altiris are favored by En Pointe

because of their cost effective features and benefits. However, we do support and review all the other major publishers and solutions.

- People** Involvement from procurement, asset management and IT are required to determine what data will be captured, how it will be distributed and the specifics about tool deployment to the infrastructure.
- Tools** Microsoft SMS and Altiris Inventory Solution are both excellent choices for providing a thorough inventory of both hardware and software in the environment. The tool must have the ability to categorize specific EXE and COM files into known off-the-shelf packages as well as collecting information about custom or specialized software. Additionally, the tool should be well behaved on the network, have flexibility on reporting, address disconnected users and support multiple platforms.
- Data** Data should contain specifics about the system, key user, location, hardware configuration, off-the-shelf software installed and also information about customized software installed.
- Processes** Processes must be documented to address asset retirement, capturing customized information and deployment and maintenance of the inventory system.

3. Application Metering – What’s being used?

Organizations increasingly rely on asset management to avoid penalties and comply with organizations such as the Business Software Alliance (BSA). Around the globe, different organizations issue varying guidelines. Compounding this compliance challenge is the variety in licensing models that can be based on per organization size, per named user, per computer, per concurrent user, or other basis.

Organizations are gaining awareness about the need to better manage applications, subscriptions and digital property that are paid for, versus installed, versus actually used regularly or needed. Application metering is a valuable component of asset management practices for better managing procurement, compliance, usage, recycling and retiring of licensing and contracts.

The motivation to assess “over” or “under” licensing continues to intensify. As IT spending diminished in recent years, software purveyors have stepped up auditing of their customers to generate the needed revenue.

- People** Procurement and Asset Management resources need to determine which applications will be metered.

Tools	Microsoft SMS and Altiris both have the ability to meter applications. The tool must also have the ability to meter specific group so of users as well as the entire environment. Altiris has the ability to deny application usage as well.
Data	Data will show usage for a given period of time for each application
Processes	Processes must be documented around setting up a metered application and also removing metering. Additionally, a process should be developed for analyzing metered data with inventory data to determine unused software assets.

4. Contract Management – What have I purchased and what does it entitle me to?

Tracking vendor software contracts entails gathering purchasing data, licensing requirements, service agreements, warranties and entitlements. Correlating contract data with actual system inventory provides necessary information to perform the following:

- Gap analysis between what is installed and what has been purchased
- Re-allocate licenses
- Retire assets
- Develop vendor negotiation strategies
- Eliminate unnecessary maintenance costs associated with underutilized assets
- Consolidate contracts
- Authorize users for specific licenses
- Produce precise reports for software audits
- Demonstrate license compliance

People	Procurement and Asset Management resources
Tools	Altiris Asset Management Solution
Data	Purchasing data, contract data, inventory data and metering data are all combined to provide in depth analysis of license compliance and management.
Processes	Processes must be documented for adding, changing and removing license contracts. Additionally, processes for installing new systems, harvesting licensing, upgrading licenses and renewing contracts must also be documented.

5. Process and Best Practices – How do I manage this in the future?

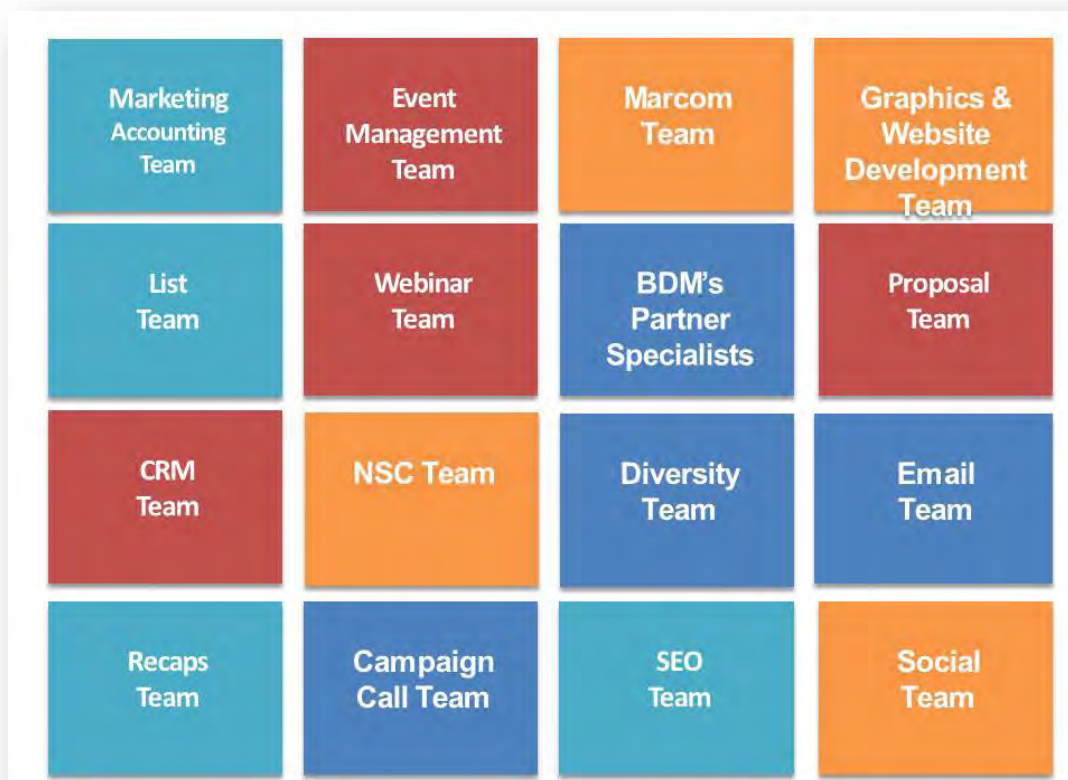
Getting back into compliance is an expensive challenge. Once all the tools and data are in place, keeping compliant is the objective. Gaining consensus around IT processes and policy

will ensure proper use, configuration and utilization of automated discovery and management tools discussed in steps 1-4.

- People** IT Staff, finance, procurement and asset management
- Tools** Asset tool, procurement processes, Help Desk tool
- Data** Installs, moves, adds and changes
- Processes** Document processes for procuring and receiving product completely through lifecycle until disposal

2.5 Other (specify)

Marketing the NASPO ValuePoint contract will one of our most important mission as we explain to participants the various benefits they will enjoy under this Master Agreement. Our Marketing team was shaped and has experience garnered from working as the incumbent on the NASPO ValuePoint contracts.



En Pointe has a world-class marketing team that excels in defining market value proposition, identifying target market and creating detailed channel approach along with our seasoned sales experts. Our teams help in lead generation, SEO, trade show presentations, targeted web based

campaigns, email campaigns, traditional advertising, affiliate marketing, banners, blogs, landing pages, and viral marketing, who can leverage our indirect partner program targeting customers who can benefit from partner program with all our publishers.

Personal Sales Calls

Our marketing department has a dedicated inside sale force.

Announcements

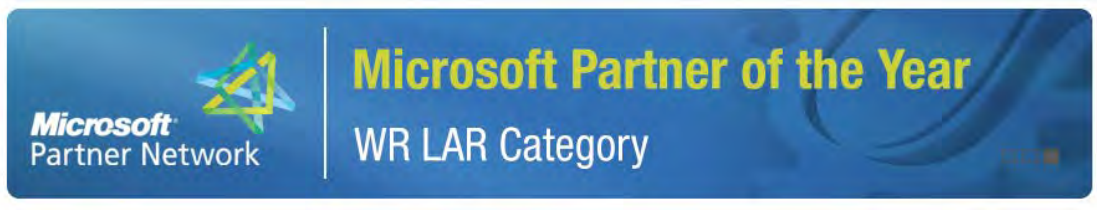
En Pointe builds web pages announcing to the participants all the benefits of our NASPO ValuePoint partnership with En Pointe. We currently create these types of webpages for many states such as Alaska, Washington, Hawaii, and many more. En Pointe can design, publish and distribute co-branded state specific landing pages filled with marketing materials within first 90 days.

We use these websites to update clients of publisher changes to software, software licensing, program changes, rate increases/decreases, and new offerings.

En Pointe has been creating WSCA newsletters under the current contract and we will continue to update and refine our pages to inform participating stakeholders of products and services that may be useful to their institution. Examples of State websites and newsletters:



Awards



En Pointe prides itself on its dedication to service and detail. For example, in addition to winning numerous VAR of Year and Partner of Year awards, En Pointe has been bestowed the honor by Microsoft of winning Award of Operational Excellence an unprecedented seven years in a row. The Operational Excellence award is given to the Microsoft LAR/LSP with exemplary credentials and the demonstrated ability to provide clients value and superior customer service in the complex ecosystem of Microsoft licensing.

3. Clients

3.1 Provide information on Offeror's current government client list.

Here are examples of some of the states and other government entities in which En Pointe is currently doing software businesses:

En Pointe counts the following states as major clients.

- State of Hawaii – Current Value Point customer for software, Cisco HP.
- State of Missouri - Current Value Point customer for software.
- State of Kansas - Current Value Point customer for software.
- State of Nevada - Current Value Point customer for software.
- State of Alaska - Current Value Point customer for software.
- State of Nebraska- Current Value Point customer for software.
- State of Minnesota
- State of Utah- Current Value Point customer for software, HP, EMC, Cisco.
- State of New Jersey
- State of Massachusetts
- State of Maine
- State of North Carolina
- State of Vermont
- State of New Mexico- Current Value Point customer for software.
- State of New York
- State of Illinois
- State of Rhode Island
- State of Florida
- State of California- Current Value Point customer for software, HP, EMC, Cisco.

We also have many local governments and educational entities as contract holders.

- County of Riverside,
- City and County of San Francisco
- County of Los Angeles
- Dade County, Florida- Current Value Point customer for software.
- Anne Arundel County, Maryland
- Salt Lake City, Utah
- Clark County, Nevada
- Stanford University
- University of Illinois
- University of Kentucky
- University of Tennessee
- Los Angeles World Airports
- Sonoma County
- Jefferson County School District

This is just a short list of the many government contracts En Pointe services.

3.1.1 Explain the services provided to each and how long Offeror has been working with each.

En Pointe has worked with Commonwealth of Massachusetts for over 10 years and supplied Software Licensing and Related Services, Hardware, Project Management, Integration, and Maintenance.

We've worked with the State of Vermont, Hawaii, Nevada, New Mexico, Maine, Rhode Island, New Jersey and New York for the last five years supplying software and related services.

The State of Minnesota since 1997 helping them procure hardware, software and services.

State of Utah since 1998, helping them procure hardware, software and services.

State of California since 1998, helping them procure hardware, software and services.

One of our earliest clients who still uses our service is the County of Riverside since 1996, helping them procure hardware, software and services.

The City and The County of Los Angeles since 1995 helping them procure hardware, software and services. We have such a trusted relationship with the County of Los Angeles that last year we provided them \$75 million dollars in Office 365 licensing service saving the county over \$2 million dollars.

We have also listed the dates of the contacts we hold in the chart below.

3.1.2 List government contracts Offeror has gained over the past three (3) years. Provide an explanation of why Offeror was chosen.

The latest government contract we have been added to is ITS-58 under our corporate banner of PCM Sales Inc. The Commonwealth of Massachusetts was seeking a software resellers to provide software (including Software as a Service ("SaaS")), training, pre-sales assistance, documentation, installation, configuration, maintenance, support, customization and volume license agreement administrations from qualified vendors. We explained to them the benefit of working with our organization now that we had even more resources to devote to the contract and they accepted us onto their contract.

The State of Minnesota chose En Pointe Technologies Sales LLC, for the SITE (Seeking IT Expertise) contract # 100848 because we have enjoyed an excellent reputation, backed by outstanding customer service, providing the State of Minnesota with professional, technical expertise from our Primary Vendor contract # 48193 for Enterprise Hardware Software and Services. The extension of our services was deemed a natural fit as it establishes En Pointe as "one-stop-shop," for the Minnesota SITE participants.

Below is a table of other relevant contracts we hold:

Contract Name	Contract Number	Products & Services	Years of Service
State Contracts			
State of California Microsoft Select	SLP-15-70-0171D	Microsoft Select (State and Local)	3 Years
State of California Academic Select	SLP-15-70-0171E	Microsoft Select Academic - Includes all libraries	10 Years
State of California Symantec	SLP-15-70-0171G	Symantec Licensing	3 years
State of California Microsoft Services	SLP-15-70-0171F	Microsoft Premier Services	10 years
State of California Trend Micro	SLP-15-70-0005F	Trend Micro Software Products	5 Years
State of California Adobe	SLP-15-70-0171A	Adobe Products	1 Year
State of California VMware	SLP-15-70-0171 B	VMWare	3 Years
State of California Kronos	SLP-15-70-0171C	Kronos Products	3 Years
State of New Jersey	77562	Software Licensing and Related Services	5 Years
State of New York	PT66979	Software Licensing and Related Services	5 years
State of Minnesota Prime Vendor	48193	Enterprise, Hardware, Software, and Services	15 Years
State of Minnesota MSA	902TS	Master Services Agreement	10 Years
State of Minnesota Aids and Devices	26024	Blind and Low Vision Aids/Devices Including Computer-related hardware and Software	5 Years
State of Minnesota Cisco Networking	41728 & 41910	Cisco Networking Equipment	5 Years
State of Illinois Symantec Control Compliance Suite	CMSI504200	Symantec Products	5 Years
Value Point Contracts			
EMC	California, Utah	EMC Products	5 years

State of Minnesota Aids and Devices	97228/97227	HP	5 Years
HP	Alaska, Hawaii, California, Utah, Missouri	HP	5 Years
Cisco	Hawaii, California	Cisco Products	1 Year for Hawaii, 5 Years for Ca.
Dell	California	Dell Products	3 Years
Software VAR Contract	ADSPO11-00000358-1	Software Value Added Reseller	5 Years
States of Alaska, New Mexico, Utah, Missouri, Hawaii, Nebraska, Kansas, California, Philadelphia, Miami-Dade County, Florida, Nevada, Louisiana, Colorado, Ada County Idaho,	ADSPO11-00000358-1	Software Value Added Reseller	5 Years
L.A. County Contracts			
L.A. County	MA-1640025-1	PC, Peripherals and related services	5 years
L.A. County Services	MA-IS-1740011-1	Software	5 years
L.A. County Cisco	MA-IS-1140012-1	Cisco Products	5 years
Consolidated Computer Purchase Program	MA-IS-1640039-1	Dell PCs	2 years
L.A. County Dell	MA-IS-1640040-1	Dell Laptops	2 years
L.A. County Dell	MA-IS-1640026-1	Dell Monitors	5 years
L.A. County Microsoft	MA-IS-1640028	Microsoft O365	2 Years
Other			
City and County of San Francisco	PSC-4062-13/14	Hardware, Software Licensing & related services	10 Years
County of Riverside CCISDA Microsoft	RIVCO-20420-004-12/16	Microsoft Enterprise Agreement	4 years
County of Riverside CCISDA	RIVCO-20800-004-12/16	Microsoft Select Plus Agreement	4 years
County of Riverside Cisco	RIVCO-20420-001	Cisco Products	4 years
State of Utah PC Stores	MA258	Computer Equipment and related services (Desktops, laptops, tablets, servers, storage)	9 Years

Salt Lake City Corp	65-1-03-6798	Computer Equipment and related services (Desktops, laptops, tablets, servers, storage)	14 Years
WSCA Software Value added Reseller	MA095	Software Value Added Reseller	5 years
EMC	MA965	Storage	1 Year
HP WSCA	Utah	HP	14 Years
Cisco	Utah	Networking	1 Year
D-link	Utah	Networking	3 Years

3.1.3 List government contracts Offeror has lost or resigned over the past three (3) years. Provide an explanation of why they were lost or resigned.

En Pointe's award of ITS42 ended upon contract expiration.

3.2 If Offeror has no government clients, note this in your response and answer questions 3.1.1 through 3.1.3 based on non-government clients.

En Pointe services many government contracts including several NASPO ValuePoint contracts. Please refer to the chart above in section 3.1.2 for specific details.

3.3 References – Provide information for three (3) client references that replicate or are similar to the requirements of this solicitation. All references shall be for engagements received and completed within the last five (5) years. The State may, at its sole discretion, contact additional clients not presented as references. Reference information is to be provided using the following table format:

Reference Information	Client One	Client Two	Client Three
Company Name	State of Hawaii	State of Utah	State of California
Type of Contract Product and Services Delivered	<p>En Pointe has been a software and services provider to all departments of the State of Hawaii over the past 5 years. Our contract with Hawaii was for 5 years. En Pointe manages several Enterprise software agreements for the state and local agencies, for publishers such as Microsoft, Adobe, IBM and Symantec. En Pointe has delivered, or is in the process of delivering, several IT services projects. This contract is also being utilized by many State and Local agencies in the state of Hawaii. Contract purchases have totaled over \$10M per year.</p>	<p>En Pointe is a large supplier of license management the State of Utah DOTS where we have worked closely with the State to help optimize their software IT spend with their:</p> <ul style="list-style-type: none"> • Microsoft EA agreement (Started in 2010) • Microsoft Select Plus agreement (Started in 2010) • Consolidated their Adobe spend into a State wide ETLA • Helped them consolidate their VMware spend into a statewide ELA • Citrix NetScaler • Consolidated their Citrix Go to Meetings contracts in to a more cost efficient single contract • Oracle <p>And all of the other major publishers.</p>	<p>En Pointe has been a providing, software and professional services to the State of California – Department of General Services for over 15 years, under multiple contracts. These contracts are available to the department for any of their IT needs.</p> <p>En Pointe currently holds multiple Software contracts with the State of California including Software Value Point agreement.</p>
Contact Name, Mailing Address, Phone # Email Address	Stanton D. Mato, Purchasing Specialist	Corona Ngatuva IT Manager	Steve Lower, DGS Program Manager

	11K1 Punchbowl Street Room 416 Honolulu HI, 96813 (808) 586-0566 Stanton.d.mato@hawaii.gov	1 State Office Building, FL6 Salt Lake City Utah, 84114-1203 cngatuva@utah.gov (801) 538-9637	(916) 375-4539 Steve.Lower@dgs.ca.gov 707 Third Street, 2nd Floor West Sacramento, CA 95605-2811
Contract Start and End Date	2010 - 2017	2005 - on going	2010 – on going
Contract Value	\$70M+	\$100M+	75M+

4. Financial/Accounting Information and Disclosures

4.1 Offeror must provide evidence of financial stability and capability to fund all cost associated with providing the services through the term of the Contract. The latest two (2) years audited annual financial statement(s), including Total Revenue, Net Income, and Total Assets, must be submitted with the Offeror's Offer. If audited financial data is unavailable, explain in full the reason and provide latest non-audited financial information to include Balance Sheet, Income Statement, as well as, Statement of Cash flows and Change in Financial position. Include information to attest to the accuracy of the information provided.

In 2014, En Pointe produced \$900M+ in revenue. We have now joined forces with PCM with the following revenue.

Previous Annual Sales:

- \$1.3B - 2014
- \$1.4B - 2013
- \$1.4B - 2012
- \$1.4B - 2011
- \$1.3B - 2010

We are now a public company and our combined revenue and profit makes us even more financially sound to administer this contract. PCM has been in business for 28 years and En Pointe for 23 years which combined is over 50 years of experience.

Please see our attached financials.

Attachment A_Qualifications_Financials_2013

Attachment A_Qualifications_Financials_2014

4.2 Disclosures – Provide a statement for each item listed below:

4.2.1 Information regarding any irregularities that were discovered in any account maintained by the Offeror on behalf of others. Describe the circumstances and disposition of the irregularities.

En Pointe has had no irregularities in accounts maintained by our company.

4.2.2 Full disclosure of any potential conflict of interest, i.e. serving as a member, board member, officer, or having significant financial interest with any company, firm or joint venture with interests in the provision of software.

En Pointe has no conflict of interest with this contract.

4.2.3 Whether or not, in the last ten (10) years, the Offeror has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors, and if so, an explanation providing relevant details:

En Pointe has not been involved in any bankruptcy proceedings.

4.2.4 Whether or not there are any pending Securities Exchange Commission investigations involving the Offeror, and if such are pending or in progress, an explanation providing relevant details and an attached opinion of counsel as to whether the pending investigation(s) may impair the Offeror's performance in a Contract under this RFP.

En Pointe (PCM Sales Inc. our publically traded parent) is not under investigation from the SEC.

4.2.5 Documenting all open or pending litigation initiated by the Offeror or where the Offeror is a dependent or party in litigation that may have a material impact on Offeror's ability to deliver the contracted services;

No open or pending litigation at this time.

4.2.6 Full disclosure of any public sector contracts terminated for cause or convenience in the past five (5) years.

En Pointe has had no public sector contracts terminated in the last five years.



AccessPointe Quick Training Guide

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Introduction

Access Pointe is an e-procurement application that is designed to lower supply chain cost and add true value to the technology purchasing process. Using this application you can leverage powerful features such as

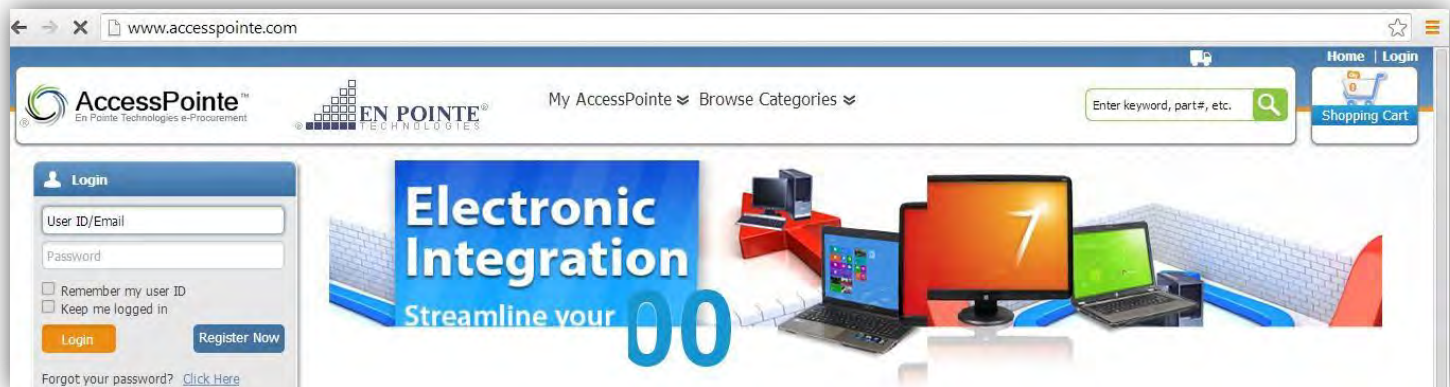
- Catalog Management
- Standards/Bundles
- Order Tracking
- Reports
- Software Licensing
- Workflow
- Real-Time Inventory
- Electronic Integration and many more....

Instructions on how to use the site

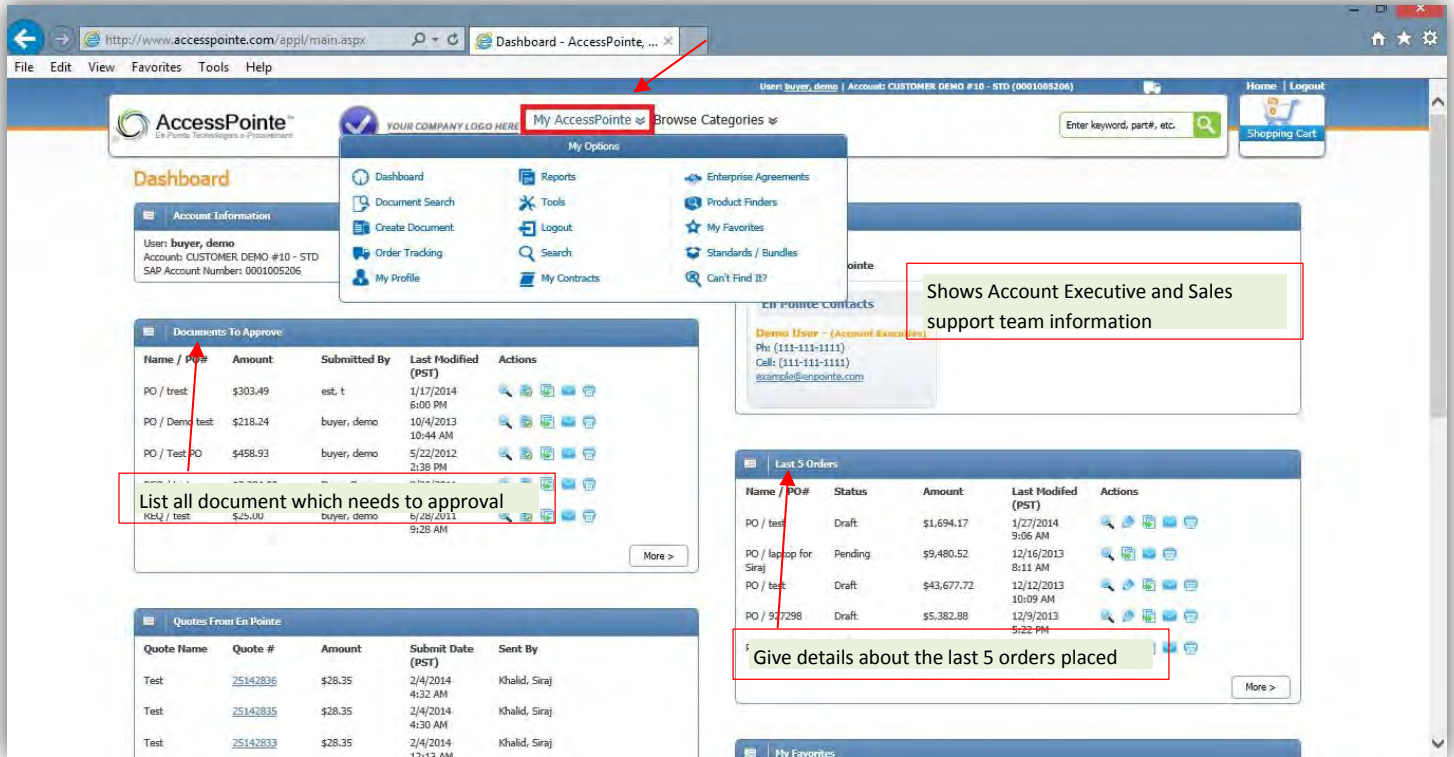
AccessPointe is available over the internet and can be accessed at any time using your favorite Browsers (such as Internet Explorer and Firefox). The link to the site is

<http://www.accesspointe.com>

Enter your User ID/Password to log into AccessPointe. You can request an AccessPointe account by sending E-mail to support@enpointe.com



After login, AccessPointe will present you the Dashboard screen. A quick overview of the *Dashboard* screen is given in the following screenshot. Hovering on “My AccessPointe” will show you all options available.

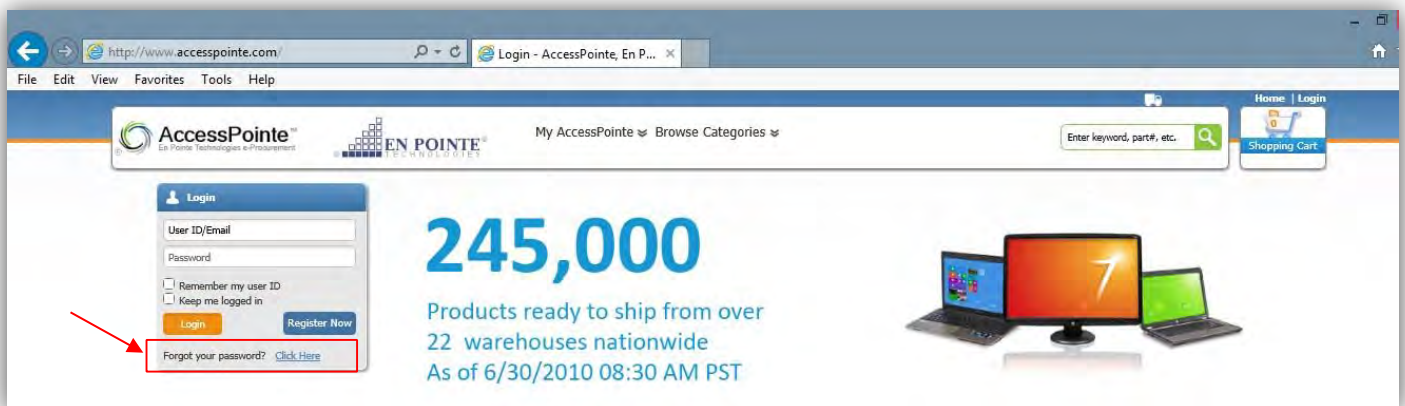


How to obtain a Password

To get a new *user ID/Password*, please send an email to support@enpointe.com.

How to recover Forgotten Passwords

- a) Go to www.accesspointe.com and click on *Forgot your password? Click Here* link



- b) On next screen, enter your email address that you had provided us at the time of registration and hit *Get Password*.



Forgot your password?

If you've forgotten the password to your account, please enter your email address that you have provided us at the time of registration. We will send your password to you in a few minutes.

Enter your email address

Email Address:


- c) Password will be sent to your mailbox.

How to change your Password

Follow these steps to change the Password.

- a) Click on “My AccessPointe” and select “My Profile”



- b) On My Profile page click icon  to “edit”




Security

Password: *****

Last Change Date: Tuesday, December 17, 2013

Password Never Expires

- c) It opens a new screen, please enter your old password and new password and hit icon  to “save”

Security

Old Password:

New Password:

Confirm Password: * Required

Password Never Expires

How to Place Orders

Follow these steps to place the order

Product Search

To place any order the first thing customer looks for is the part which he/she want to order and we provide multiple ways via which you can search the desired part and then place the Order.

The screenshot shows the AccessPointe dashboard for a user named 'buyer_demo'. The top navigation bar includes the company logo, a search field with the placeholder 'Enter keyword, part#, etc.', and a shopping cart icon. The dashboard is divided into several sections:

- Account Information:** Shows user details: User: buyer_demo, Account: CUSTOMER DEMO #10 - STD, SAP Account Number: 0001005206.
- My Favorites:** A table listing favorite items:

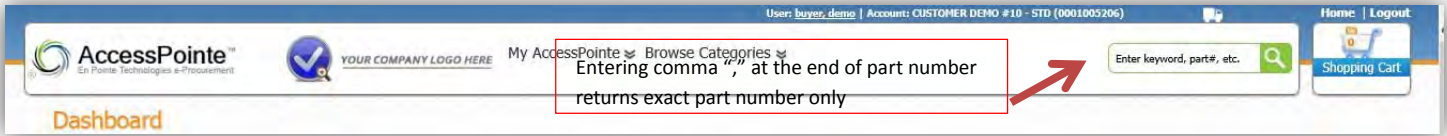
Part Number	Description
<input type="checkbox"/> 469-1943	Dell Latitude E5530 Notebook
<input type="checkbox"/> TTL400-RICE	Targus Revolution Deluxe TTL400 Notebook Case
<input type="checkbox"/> CE993A#BGI	HP LaserJet Enterprise 600 M602X Printer
<input type="checkbox"/> CE461A#ARA	HP LaserJet P2035 Printer
- My Favorite Standards / Bundles:** A table listing favorite standards:

Standards / Bundles Name	Description
Compaq 6300 Pro Desktop	Intel Core i5 3470 (3.20GHz) 4GB RAM 500GB Hard
- My Contracts:** A table listing active contracts:

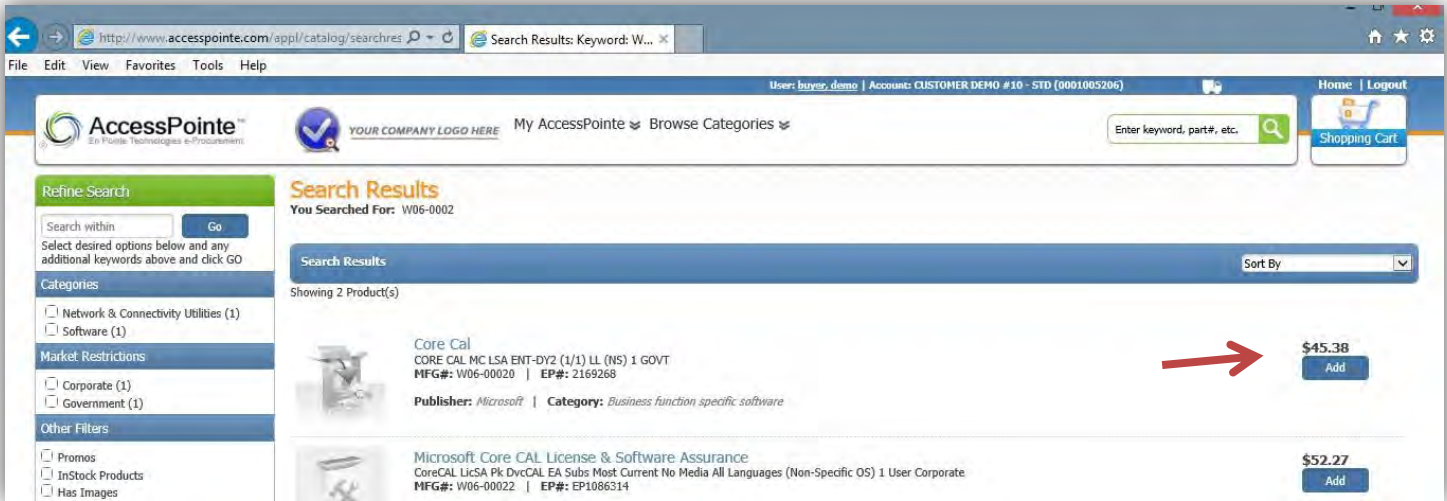
Program Name	Agreement#	Expiration Date
Adobe CLP 5.0 Level 1 ***DEMO ONLY***	**CLP-DEMO**	01/23/2015
Microsoft Select Plus LvlA **DEMO ONLY**	*SELECTPLUS-DEMO*	01/31/2016
Microsoft Open Charity **DEMO	CHARITY-TEST	03/31/2016

Pin Point search

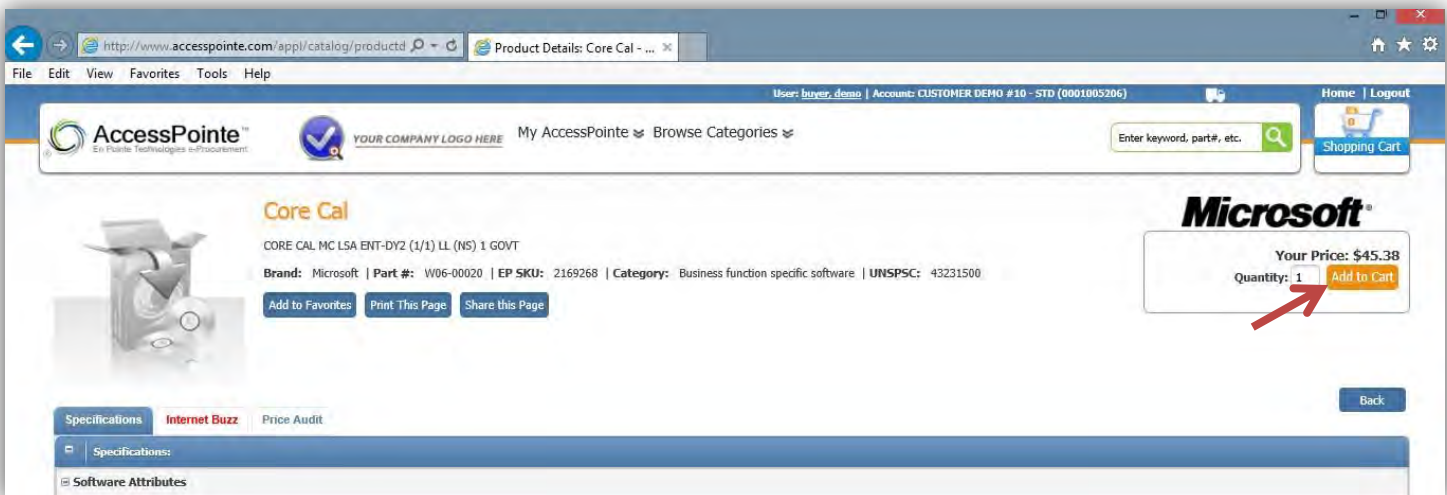
Place your part number or brief description in the "Search Field".



a) Result with brief description. Select the appropriate product from the populated list and click ADD

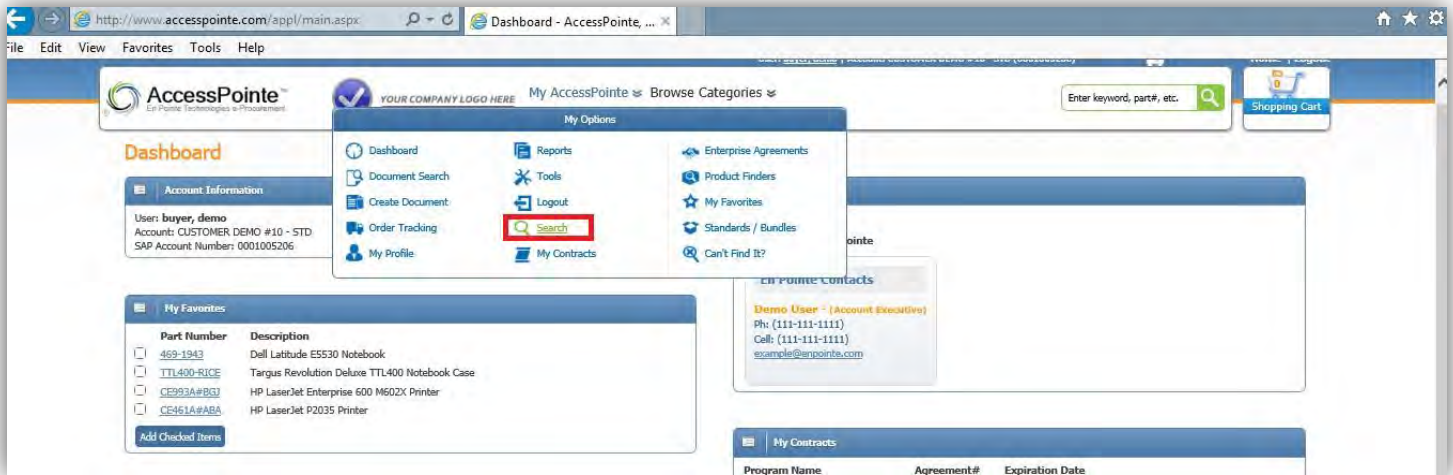


b) Result with control search (With Comma "\",")

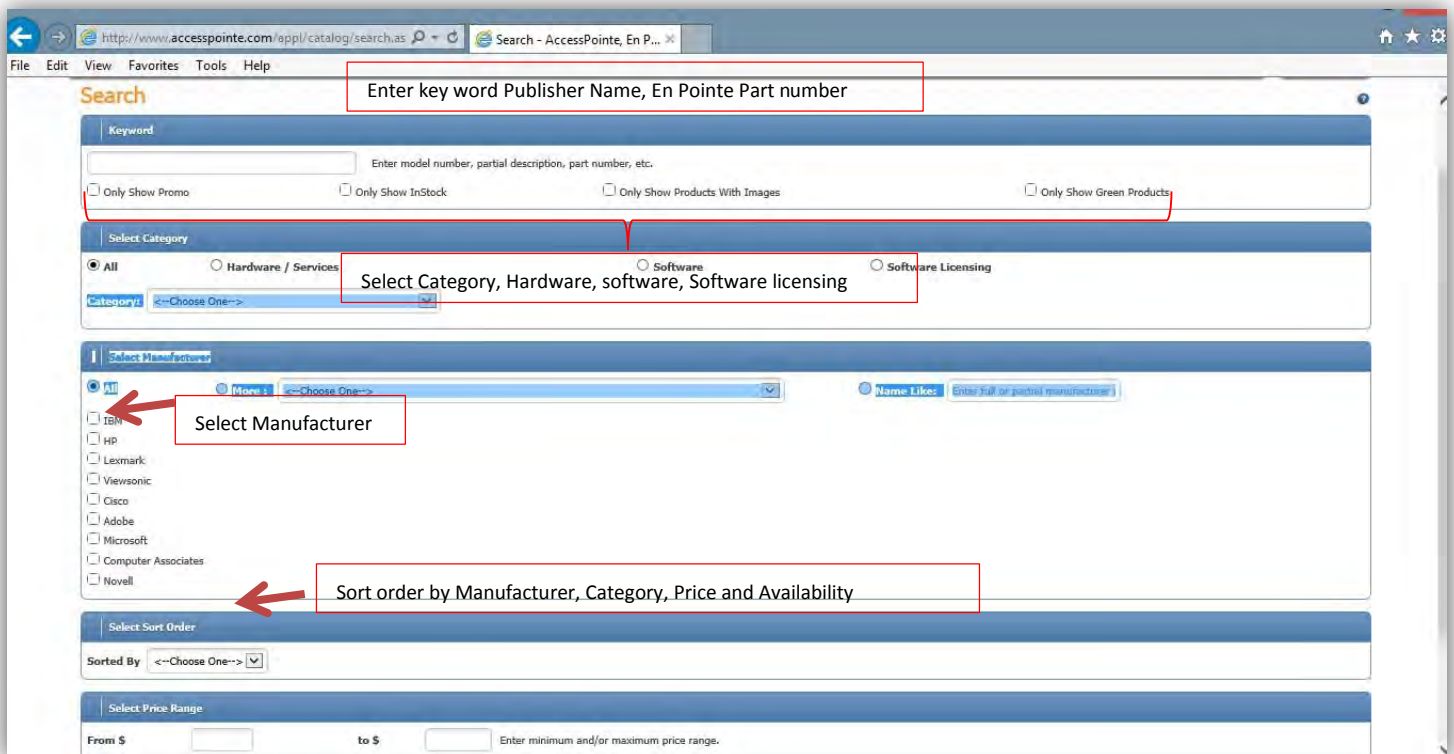


Search

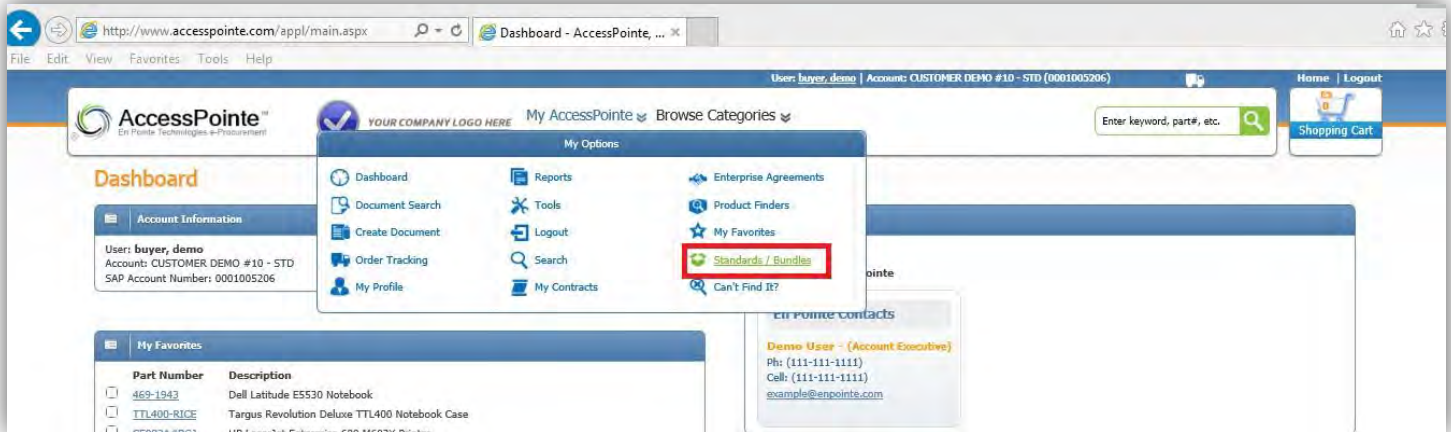
You can refine your search by using “search” feature available under “My AccessPoint”. Just hover your mouse on “My AccessPoint” and click “Search”.



a) It will open following search option page

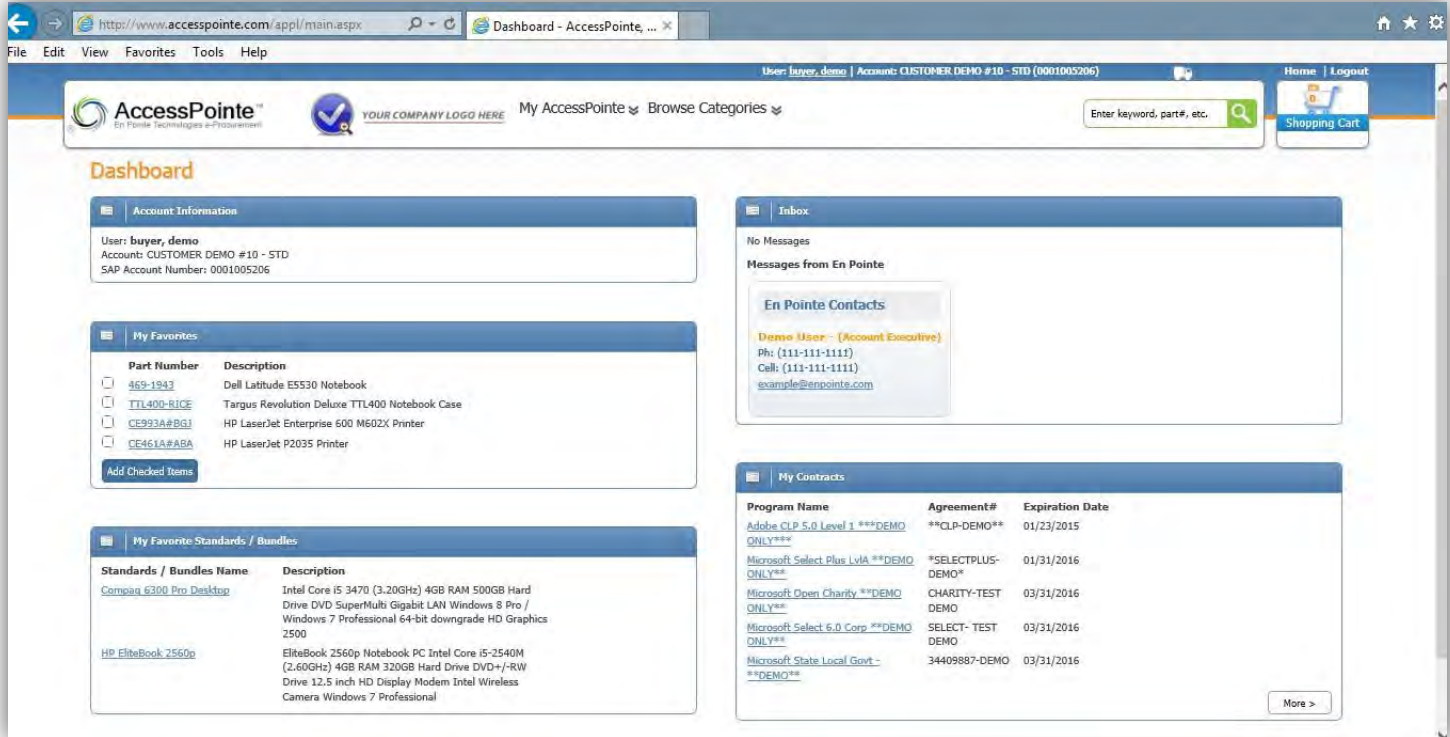


Click on **Standard/Bundles** option present under “My AccessPointe” and it will open up the Standards containing parts which are being bought frequently in your company and then you can select the bundle which you want to buy. Each bundle contains parts which enables you to add multiple items in the cart by a single click of a button.



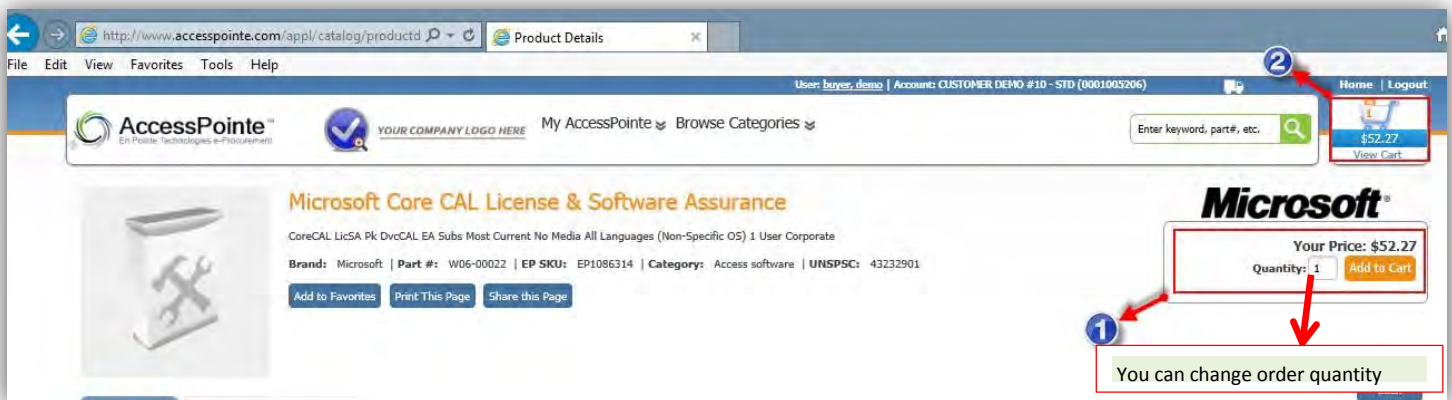
Contracts

Contracts summary is present under **My Contracts panel** on Dashboard and the parts present under the contract can be viewed by clicking on to the contract.

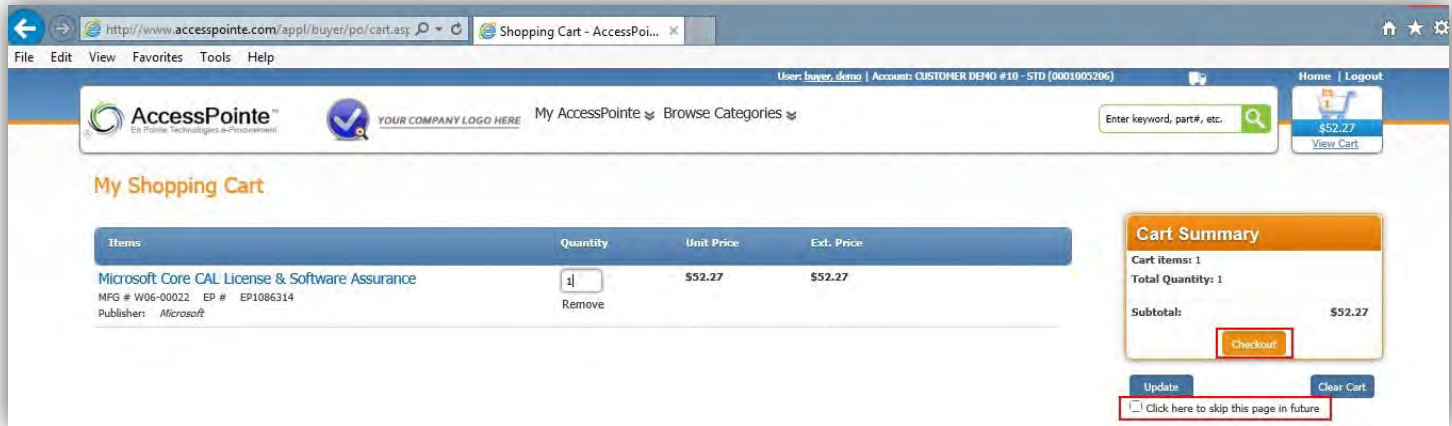


Ordering Process

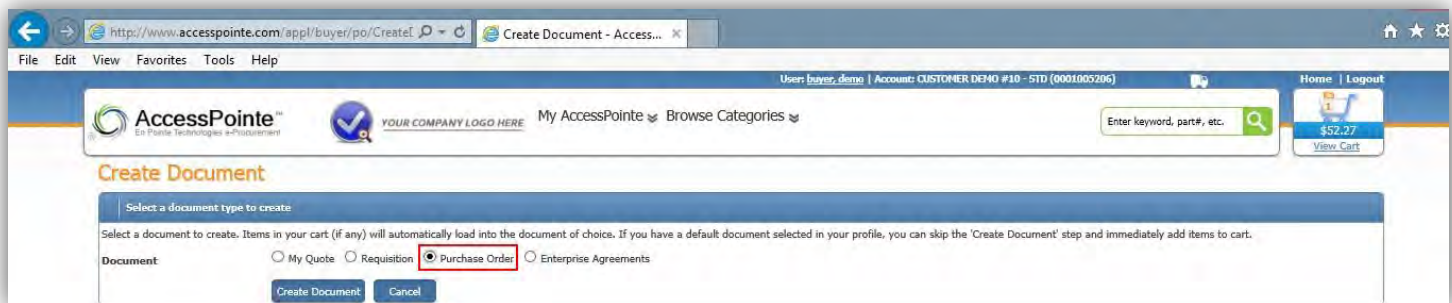
1. Add Product to your shopping cart by click on *Add to Cart* button. Once part is added to cart then View cart option shows the price and quantity. You can view your cart by clicking on "View Cart".



2. Make changes in your shopping cart and hit "checkout". You can skip this page for future order by checking "click here to skip this page in future".

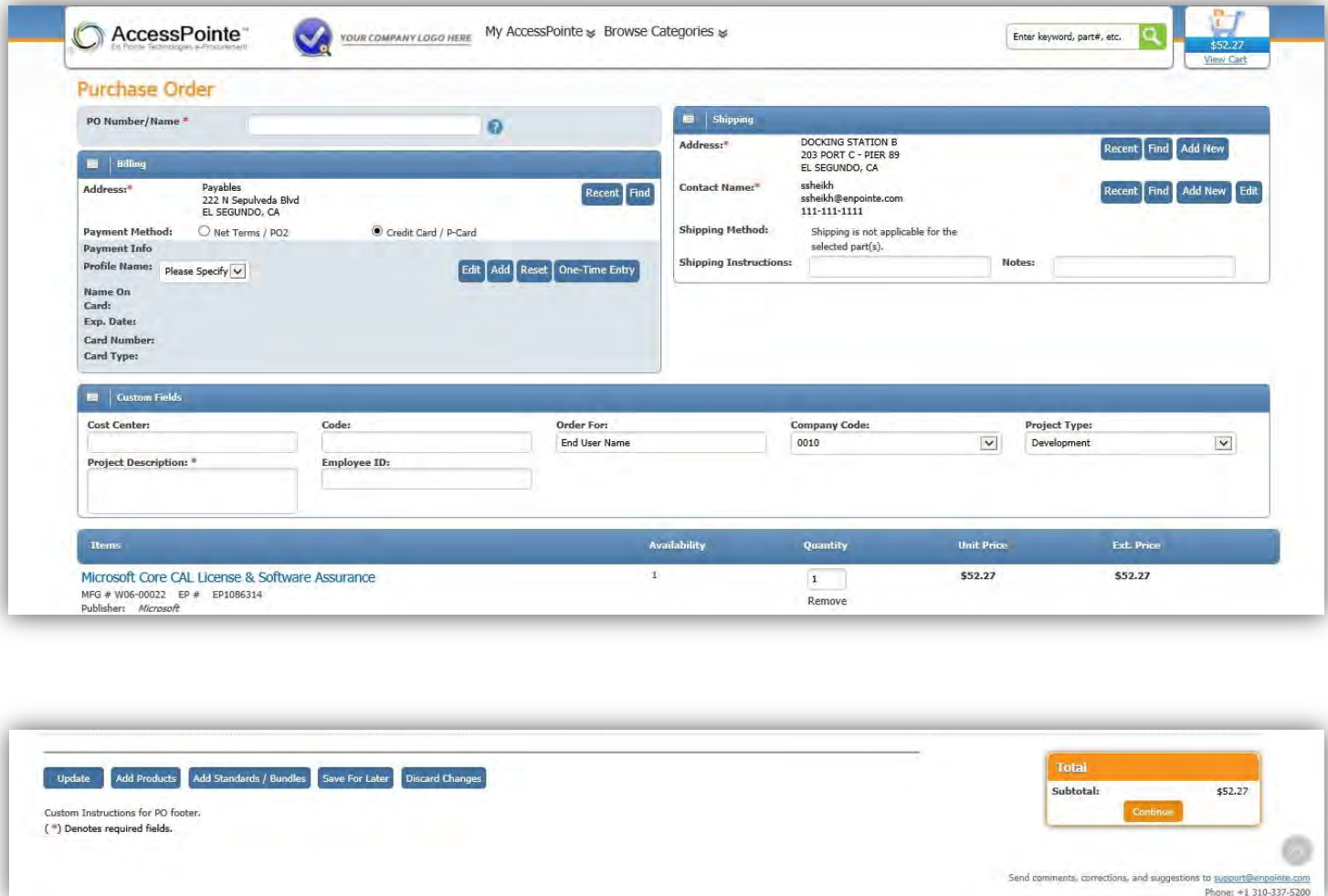


3. Make Create document page gives you option to create My Quote, Requisition and Purchase order. To place order select "Purchase order" and click "Create Document"



4. Purchase order: Following options are available on Purchase order page
 - a) PO/ Number name field that can be used to enter company's own internal name/ numbers
 - b) Billing: A default billing address always shows. However, you can have multiple billing address and can and can select a desired one by clicking Find button.
 - c) Payment method: You can select your desired payment method i.e. Net Term or Credit card/P-card.
 - d) Shipping: Like billing you can have multiple shipping address added and retrieve and select them by clicking Find button. Also you can add shipping addresses on the fly.
 - e) Shipping instructions: Special instructions and notes field can be used to insert special instructions about shipping
 - f) Notes: Notes can be used to insert any instruction about order.
 - g) Custom Field: Multiple custom fields can be setup on request. Custom field data can help customer managing their internal procurement process for every order they place.
 - h) **Item section** on Purchase order screen again gives customer a leverage to update order quantity.

- i) Save for later: Customer can use “Save for later” option if he/she don’t want to place order. This option moves order on user’s dashboard for future use.



The screenshot shows the 'Purchase Order' form in the AccessPointe system. The form is divided into several sections:

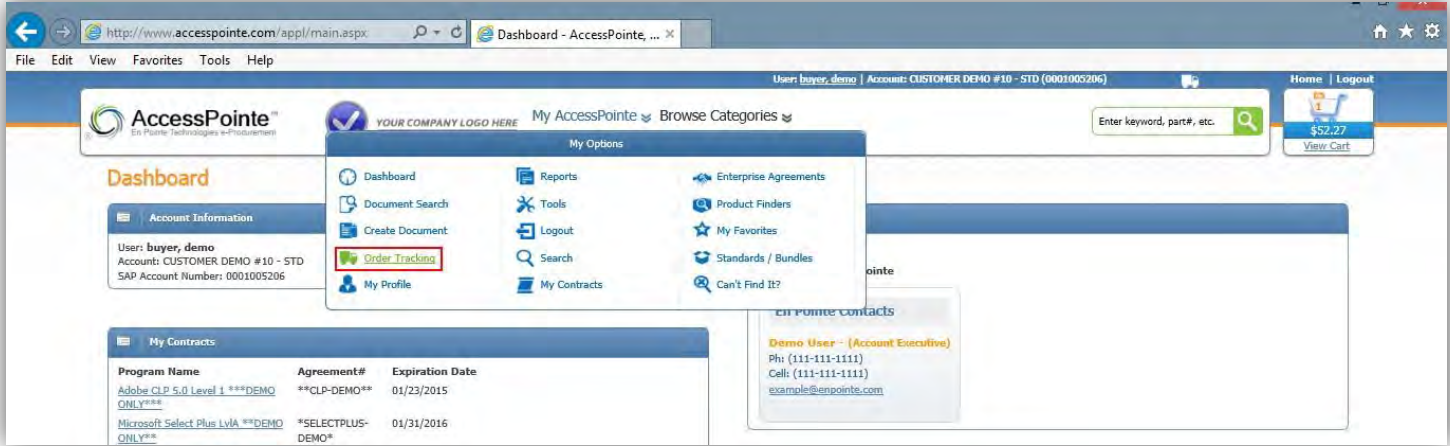
- Header:** Includes the AccessPointe logo, a placeholder for 'YOUR COMPANY LOGO HERE', 'My AccessPointe', and 'Browse Categories'. There is a search bar and a shopping cart icon showing '\$52.27'.
- Billing Section:**
 - PO Number/Name: [Input field]
 - Address: Payables, 222 N Sepulveda Blvd, EL SEGUNDO, CA. Buttons: Recent, Find.
 - Payment Method: Net Terms / PO2, Credit Card / P-Card.
 - Payment Info: Profile Name: Please Specify. Buttons: Edit, Add, Reset, One-Time Entry.
 - Name On Card, Exp. Date, Card Number, Card Type: [Input fields]
- Shipping Section:**
 - Address: DOCKING STATION B, 203 PORT C - PIER 89, EL SEGUNDO, CA. Buttons: Recent, Find, Add New.
 - Contact Name: ssheikh, ssheikh@enpointe.com, 111-111-1111. Buttons: Recent, Find, Add New, Edit.
 - Shipping Method: Shipping is not applicable for the selected part(s).
 - Shipping Instructions: [Input field], Notes: [Input field]
- Custom Fields Section:**
 - Cost Center: [Input field], Codes: [Input field], Order For: End User Name: [Input field], Company Code: 0010, Project Type: Development.
 - Project Description: * [Input field], Employee ID: [Input field]
- Items Table:**

Items	Availability	Quantity	Unit Price	Ext. Price
Microsoft Core CAL License & Software Assurance MFG # W06-00022 EP # EP1086314 Publisher: Microsoft	1	1 Remove	\$52.27	\$52.27
- Footer:**
 - Buttons: Update, Add Products, Add Standards / Bundles, Save For Later, Discard Changes.
 - Custom Instructions for PO footer. (*) Denotes required fields.
 - Total Subtotal: \$52.27. Button: Continue.
 - Contact info: support@enpointe.com, Phone: +1 310-337-5200.

How to Track Orders:

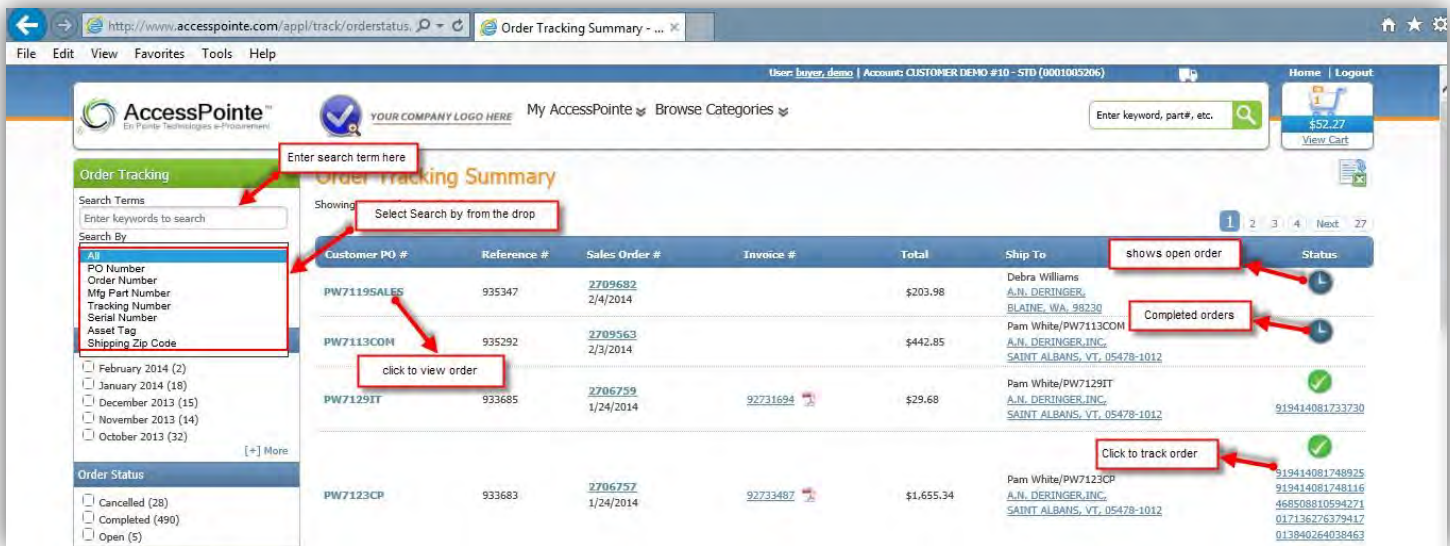
Orders can be tracked via Order Tracking Module in AccessPointe.

1. Hover mouse on “My AccessPointe” and select “Order Tracking”



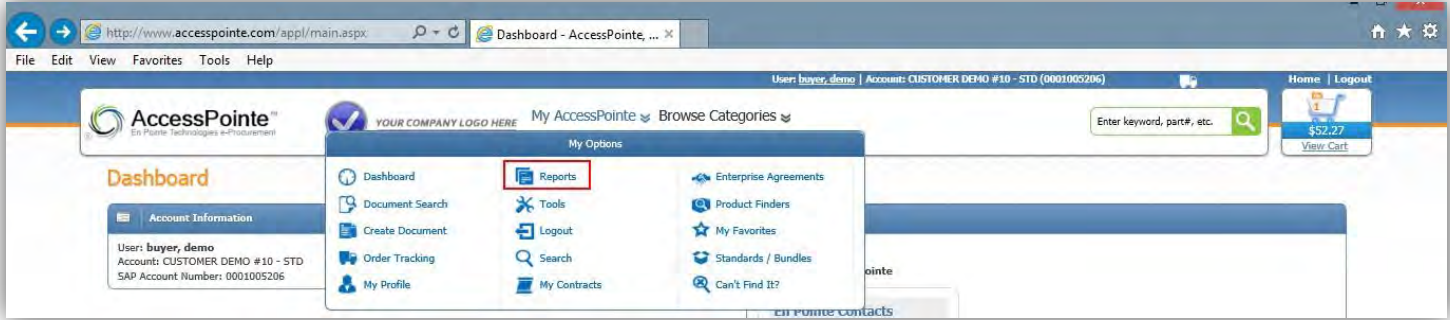
2. Enter the information you have about the order into the Search Term field and hit Enter. Search terms can be keywords such as **Part Number, PO Number, Part Description, Brand Name, Zip Code** and many more...

Please see more instructions on the below screenshot.

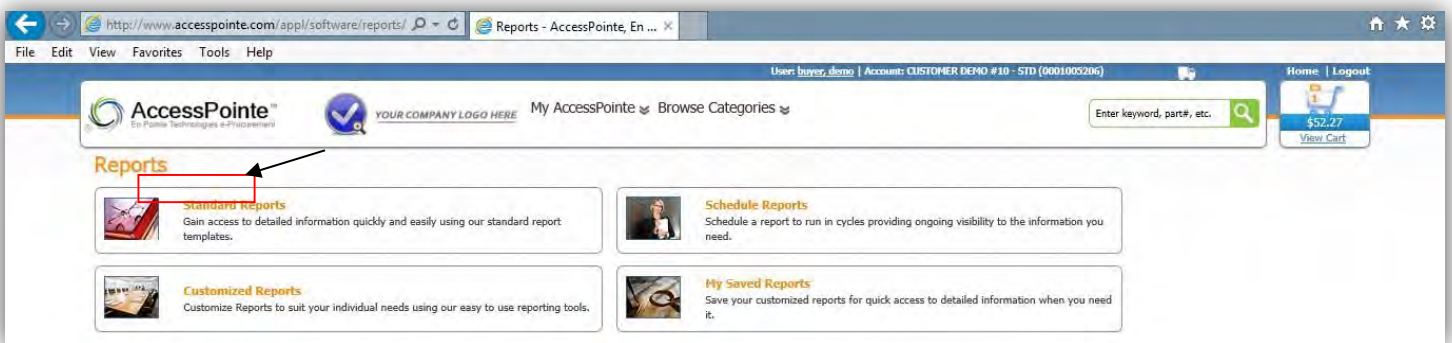


How to obtain Reports

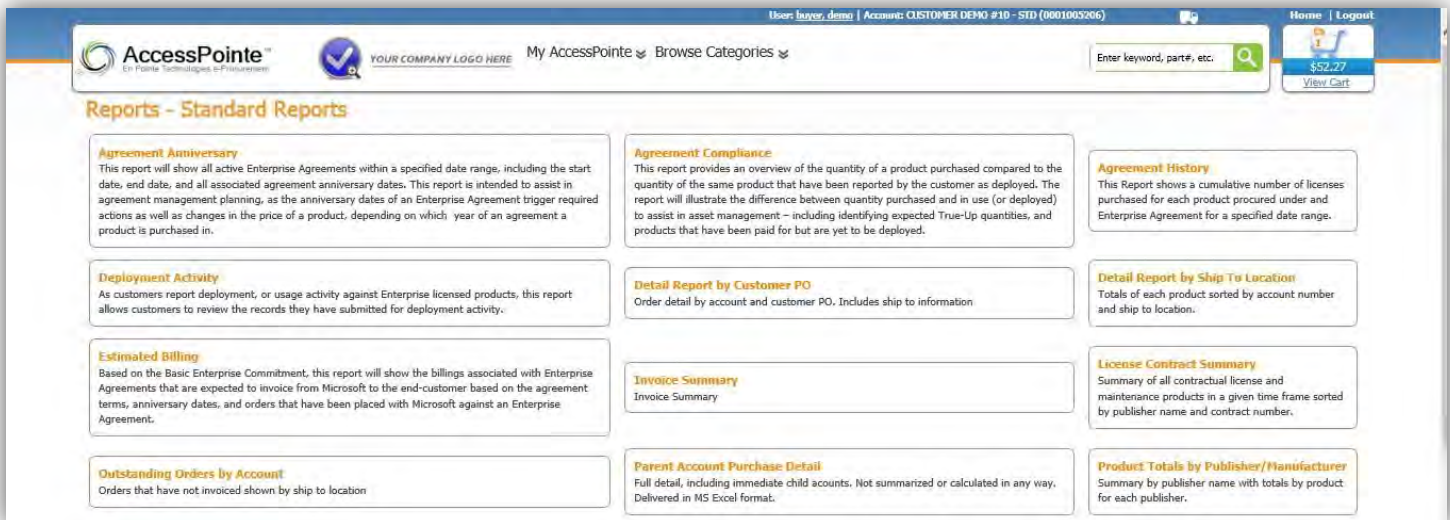
1. Select **Reports** under my options to leverage AccessPointe Reporting Engine.



2. Click on *Standard Reports* to view all available reports.

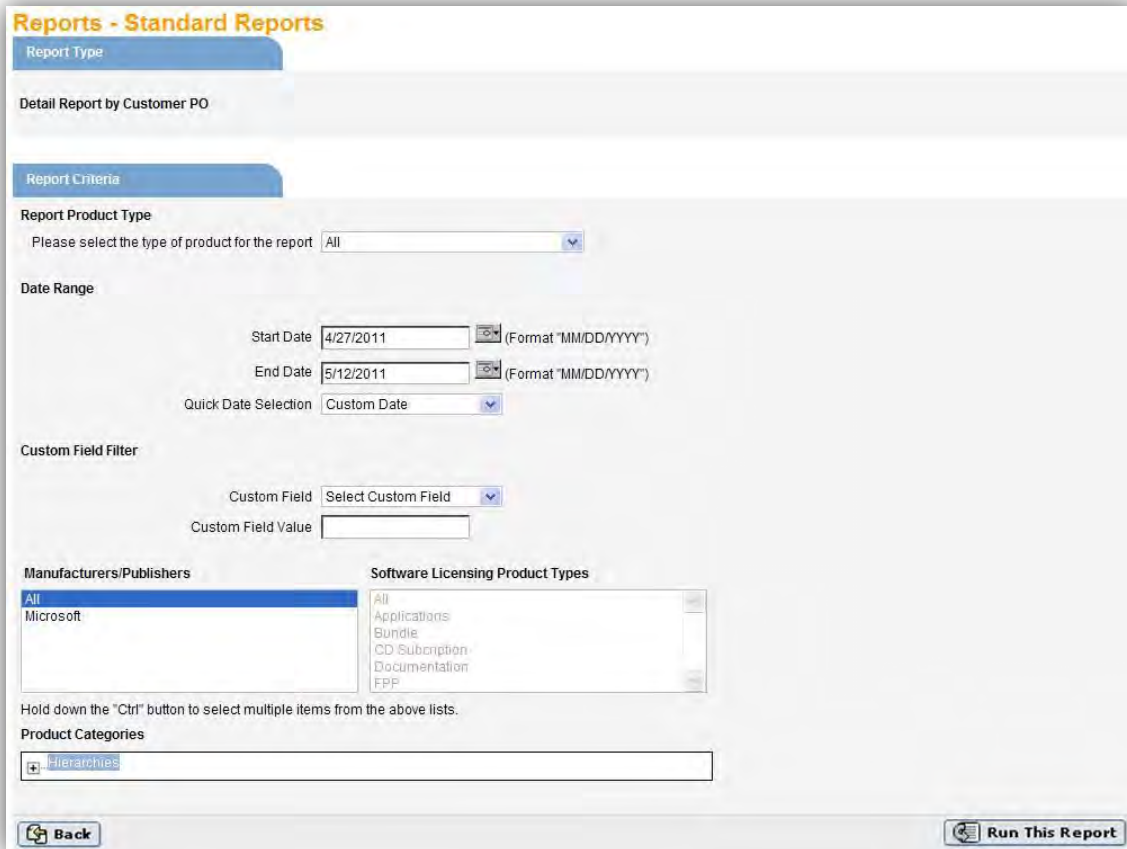


3. Choose a *Report Type* from the list and hit *next*.



4. Set parameters for the report
 - a. From *Report Product Type* drop down you can include/exclude Software licensing or run report for all kind of products.
 - b. Enter or select *Date Range* using calendar button. *Quick Date Selection* option is also available. c. Report can be filtered by
 - i. Custom fields
 - ii. Manufacturers/Publishers
 - iii. Software Licensing Product Type (Select *Managed Software Licensing* from *Report Product Type* to enable this option)

5. After setting up the criteria using a forementioned options, Click *Run this Report* to generate the report.



The screenshot shows the 'Reports - Standard Reports' interface. The 'Report Type' is set to 'Detail Report by Customer PO'. Under 'Report Criteria', the 'Report Product Type' is set to 'All'. The 'Date Range' section shows 'Start Date' as 4/27/2011 and 'End Date' as 5/12/2011, with a 'Quick Date Selection' dropdown set to 'Custom Date'. The 'Custom Field Filter' section has 'Custom Field' set to 'Select Custom Field' and 'Custom Field Value' is empty. There are two lists: 'Manufacturers/Publishers' with 'All' and 'Microsoft' selected, and 'Software Licensing Product Types' with 'All', 'Applications', 'Bundle', 'CD Subscription', 'Documentation', and 'EPP' listed. A note says 'Hold down the "Ctrl" button to select multiple items from the above lists.' Below is a 'Product Categories' section with a search box containing 'Hierarchies'. At the bottom, there are 'Back' and 'Run This Report' buttons.

Reports are available to download in *Excel*, *HTML* and *PDF* formats.



Still Have Questions

Please contact our Support Team today to schedule a 30 min Walk-through of our state of the art e-Procurement Solution.



AccessPointe

An e-Procurement Application



310-337-5200 | www.enpointe.com

Software Licensing

| IT Services

| Hardware & Integration

| Security

| Virtualization & Cloud

Overview

AccessPointe is a hosted, web based application that provides En Pointe customers an easy to use interface to find, order, and track products through our supply chain. The AccessPointe application was acquired by En Pointe in 2002. It reflects millions of dollars of investment and has been constantly enhanced to provide seamless e - Procurement to our customers as an En Pointe value-add.

This document highlights just a few of the features and capabilities that will simplify the lives of your IT, procurement, and finance departments. We invite you to request a custom demonstration by contacting your En Pointe Account Executive or our AccessPointe support team.

Benefits

- ❖ Increase efficiencies by streamlining business processes and avoiding double entry.
- ❖ Lower acquisition costs through more strategic sourcing and contract management.
- ❖ Complement internal procurement, sourcing, and asset management applications.
- ❖ Reduce infrastructure support costs.
- ❖ Gain access to information with detailed reporting tools and optimize productivity.
- ❖ Customize to meet all of your different organization needs, from simple to powerful with the help of our roles and rights based approach.



Search

Our Search Engine is tailored for the products we sell and can intelligently assist in finding products amongst a catalog of hundreds of thousands of products.

- ❖ **Various Search Methods available** – Search by *Description, Manufacturer par#, price Range, Category, EP Part#* and/or *Manufacturer name*.
- ❖ **Refine Search Options** – Narrow down search and quickly find what you are looking for by utilizing Refine Search. You can refine by *Manufacturer/Publisher name, Categories* and/or *Price range*. You can also find *promotional, in stock* and *green* products using Search refinement.
- ❖ **View Savings** - See your savings instantly! Compare the current market price with En Pointe's price and see how much you are going to save on your purchase.
- ❖ **Internet Buzz** - Want to know more about a product? See what other users are saying on YouTube and Digg. Watch videos or read articles to get insight about products without leaving AccessPointe.
- ❖ **Information Icons** – These icons make it easy for you to identify products that are in your *favorites, Standards* and/or *software contracts*. It also informs when you come across products that were purchased by either you or someone else in your company. Of course, order History will also be available with Price History and Quantity for your past purchases on the product details page.
- ❖ **Syndicated Content** – See Technical Specifications of products including Warranty, Videos and articles from Manufacturers and our Partners.
- ❖ **Related Data** – Most products will show related accessories, warranties and related products to enhance your online buying experience
- ❖ **Special pricing Indicators** – Special bids and promotional pricing indicators help you identify Smart buys along with their expiration dates.



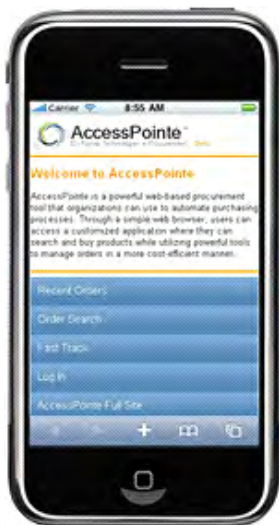
Order Tracking

En Pointe's order tracking features provide our customers the needed visibility of the entire procurement process. You now have the more visibility into the entire procurement chain than ever before. Our solution provides:

- ❖ Comprehensive Search and Refine options to easily find your orders
- ❖ Order Status at the Line Item level
- ❖ Invoice Information in PDF format
- ❖ Real-time shipping status via integration links to all the major courier services
- ❖ Proof of delivery with Signatures
- ❖ Links to View Serial and Asset Tag Numbers
- ❖ Ability to email Tracking Information
- ❖ Anonymous order Tracking through Fast Track



Order Tracking on the Go



Type this URL into your phone's browser: m.accesspointe.com and enjoy our first release of AP Mobile 1.0 Beta

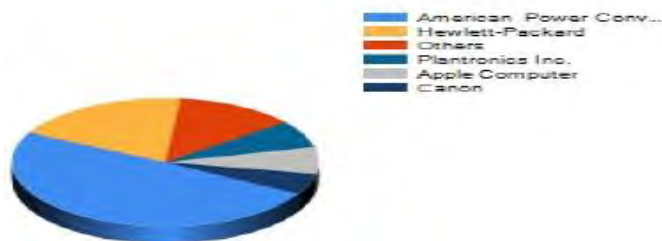
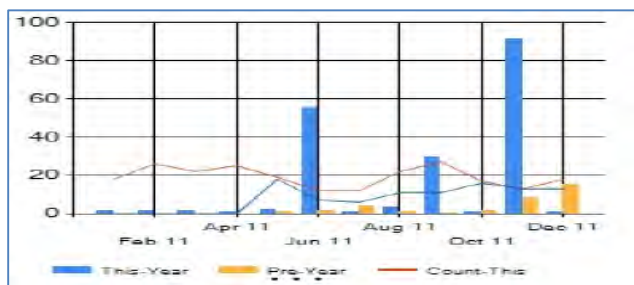
- ❖ Fast Track a specific submitted order without having to login
- ❖ See Recent Orders placed on AccessPointe with order status / tracking detail
- ❖ Search for orders through Order Search menu and see order status / tracking detail
- ❖ View Order status and tracking details for each type of order, including delivery status from shipping companies
- ❖ Email Order status to your colleagues so that they can see the current order status and get status updates in the future as well
- ❖ Contact your Rep and inside Sales Team directly using Get Help.

Reporting

Manage Purchases, save time and take control of your account with AccessPointe's robust and easy to use Reporting Engine.



- ❖ Use standard reports for instant access to order and account history.
- ❖ Summarized and Detailed reports available.
- ❖ Download reports in your favorite format on your computer or save them in your AccessPointe profile to retrieve them later, as per your convenience.
- ❖ Ability to apply filter options to pull out only the desired data.
- ❖ Share reports with your colleagues using Send Email option.
- ❖ Get your reports in your mailbox using scheduling feature.
- ❖ Print them instantly without leaving the page.
- ❖ Customize your report to exclude unwanted columns, if needed
- ❖ View Comparative Statistics



Date Range Jan 1, 2011 To Dec 31, 2011												
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
Spending/Month	\$10,695	\$11,520	\$11,774	\$10,585	\$21,195	\$554,054	\$9,416	\$31,465	\$293,920	\$6,547	\$915,359	\$9,727
Number Of MFR/Month	6	13	13	10	14	7	6	12	14	7	7	9
Number Of Orders/Month	18	26	22	25	19	12	12	22	27	17	13	18

Report Criteria

Report Product Type
Please select the type of product for the report
All

Floating Date Range
Quick Date Selection
Last Full Year

Custom Field Filter
Custom Field: Select Custom Field
Custom Field Value:

Scheduling Option
Frequency: One Time

Output Options:
 Save
 Email
 Output Format: HTML
 Email / Address:
*(Please use a semicolon to add additional email addresses)

Manufacturers/Publishers
 All, 3Com, 3M Corporation, A-DATA Technology Co., Acer America Corporation, ACF-EP Memory

Software Licensing Product Types
 All, Applications, Bundle, CD Subscription, Custom Software, Documentation

Hold down the "Ctrl" button to select multiple items from the above lists.

Product Categories
 Hierarchies

Back Preview Reports

Standards/Bundles

Allow us to establish a standards/Bundles solution that is contoured to the needs of your Company or department. This allows you and your staffs to choose, procure, and customize a package that is best suited for each individual yet pre-defined by the Company or department. Ease of procurement is a step away when the products that you need are organized and guaranteed compatible. Its key benefits are:



- ❖ Create bundles of pre-approved products with dynamic options.
- ❖ Eliminate maverick buying
- ❖ Drive down product prices
- ❖ Lower IT support costs
- ❖ Set your own Favorite standards
- ❖ Highly Customizable
 - Categorize products into categories for easy search
 - Customize Standard Details and Images
 - Make parts Mandatory or Optional for purchase
 - Force quantities of the products
 - Accommodate Hardware, Software and Services parts in a single bundle
 - Restrict users to standardized products only so they can only access pre-approved products.
 - Ability to maintain them on your own

Standards / Bundles Detail > Compaq 6300 Pro Desktop

Intel Core i5 3470 (3.20GHz)
4GB RAM
500GB Hard Drive
DVD SuperMulti
Gigabit LAN
Windows 8 Pro / Windows 7 Professional 64-bit downgrade
HD Graphics 2500

Quantity: [Add to Cart](#)
Price as Configured: **\$680.47**
Total Items Selected: 1

Desktop				
Mfg Part #	Description	Qty	Avl	Price
<input checked="" type="radio"/> C6297UT#ABA	Smart Buy - HP Compaq 6300 Pro - Intel Core i5 3470 (3.20GHz) - 4GB RAM - 500GB Hard Drive - DVD SuperMulti - Gigabit LAN - Windows 8 Pro / Windows 7 Professional 64-bit downgrade - HD Graphics 2500	1	760	\$680.47

Select one option in this group

Monitor - Optional				
Mfg Part #	Description	Qty	Avl	Price
<input checked="" type="radio"/> NM274A8#ABA	SmartBuy - LA2205wg - 22 inch Widescreen LCD - 0.282 mm Pixel Pitch - 1680 x 1050 - 5ms Response Time - DVI-D / VGA / DisplayPort Connectors	1	860	\$175.32

Electronic Integration Options

En Pointe Technologies offers integration solutions that connect procurement process together across multiple systems. These integrations allow for comprehensive business solutions that reduce manual data entry and increase process efficiencies and reduce margins of errors.

<p>We Support</p> <p><i>And many more...</i></p>	<p>Our Expertise</p> <p>From complex procurement processes to catalog data and reporting integration En Pointe can provide customers integration on many levels. We currently have proven integration with a number of custom customer built applications. Our approach is proven and our expertise is extensive and diverse. We support industry standard protocols: cXML, xCBL, EDI and OCI.</p> <p>Benefits to Buyers</p> <ul style="list-style-type: none"> ❖ Buyers no longer need to manage catalog content and can view customized products and updated pricing and inventory information ❖ Immediate real-time access to more products and inventory from more suppliers. Our customers can PunchOut to AccessPointe to search for products from En Pointe’s entire distribution channel) ❖ Leverage En Pointe’s domain expertise in the procurement of complex IT products by implementing standardized systems across your organization ❖ View updated product information that includes technical data and images that would be otherwise unavailable in an internal procurement system <p>How it works</p> <p>The diagram illustrates the integration process. At the bottom, 'Vendors & Suppliers' (represented by a server icon) connect to 'EN POINTE TECHNOLOGIES'. From En Pointe Technologies, data flows to three major procurement systems: ARIBA, SAP, and ORACLE. These systems then provide data to 'Customers' (represented by three people icons).</p>
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Software Contracts

We understand that Software Contract Management is critical to the success of your organization - Everything needed for advanced contract management is included in AccessPointe, to help cut through the complexity of personalized contracts with numerous publishers.



- ❖ View only your contracted agreements
- ❖ View contract details such as contract#, expiration dates and contract status
- ❖ Automatic updates on year change
- ❖ Ability to Search within your contracts
- ❖ Manage contracts from various publishers through a single interface
- ❖ Robust *Microsoft EA module* provides you the ability to
 - View Microsoft EA transactions
 - Report Software usage
 - View/Download signed contract and CPS
 - View Billing Events
 - Run reports against your EA agreement

Workflow

Automate your approval process by leveraging our electronic approval routing process based on user defined business rules such as dollar limits. Our workflow engine can support a wide array of corporate approval scenarios. Here is a rundown of its features:



- ❖ N-tier design - Have as many levels as you want
- ❖ Control ordering by assigning buying limits to all users to set a threshold for triggering workflow
- ❖ Supports Workflow approval groups so that approvers can be chosen by individuals when certain approvers are out of the office.
- ❖ Ability to set Alternate Approver to temporarily forward orders to another approver in the account
- ❖ Commodity base approvals
- ❖ Automated Email Notifications to keep everyone posted
- ❖ Change log to track and view comments and change notes

Real Time Inventory

With our real-time availability check, you can get inventory updates from all warehouses of the selected source. The location of each warehouse is shown on the map for easy navigation. And yes, we always ship you the products from your nearest warehouse location to minimize your freight cost.

- ❖ Get up to the second inventory updates
- ❖ Optimize freight costs
- ❖ Meet delivery expectations




Real Time Availability

Availability

Product Overview			
Manufacturer:	Hewlett-Packard	Mfg. Part #:	DSC23UT#ABA
Supplier Part #:		Source:	Distributor 1
Description:	HP Elite 8300 Ultra-slim PC (ENERGY STAR)		

Warehouse Availability	
Location	Quantity
Fremont, CA	13
Norcross, GA	8
Richardson, TX	11
Romeoville, IL	0
Olive Branch, MS	54
Monroe, NJ	32
Chantilly, VA	99
Beaverton, OR	24
Grove City, OH	2
Total Available Quantity:	243
Avl. Info Last Updated:	10/23/2013 10:24:51 AM



Product Finders



Finding a compatible Memory, Cables, Printer, Printer Accessories and Printer supplies can be cumbersome. With our Product finders, you can easily find right products without requiring any Technical knowledge at all.

- ❖ Intuitive wizard based approach
- ❖ Always find compatible products for your desktops, laptops, servers, printers, and accessories.
- ❖ Helps you reduce your cost by reducing the number of returns.

Quote from En Pointe

Quote from En Pointe feature lets you accept and convert quotes into purchase orders just by a single click. Take advantage of this module and perform all quotes related operations from your AccessPointe account, such as:



- ❖ View your requested quotes on your AccessPointe Dashboard
- ❖ Accept & Transfer quotes into orders
- ❖ Request for more Changes and get updates
- ❖ Decline quotes and send reasons for rejections to En Pointe Sales team

Quote Review

Quote Summary		Business Card:		
Customer:	CUSTOMER DEMO #10 - STD	En Pointe Technologies		
Quote#:	25134252	18701 S. Figueroa Street		
Quote Name:	test	Gardena, CA 90248-4506		
Status:	Saved	310-337-5200		
Last Modified:	10/24/2013 04:42 AM	csrsupportcom@enpointe.com		
Created by:	Khalid, Siraj			

This quote would stay valid for just 3 days and after that you won't be eligible for this price. So please accept that in 3 days else it won't be there anymore.

Items	Availability	Quantity	Unit Price	Ext. Price
HP LTO Ultrium 3 Tape Cartridge MFG # C7973A EP # EP1827644 Manufacturer: Hewlett-Packard	30	<input type="text" value="1"/> Remove	\$49.45 \$26.01 You Save 47.40 %	\$26.01

Request Changes
Decline
Save for later Changes
Discard Changes

Total

Subtotal: \$26.01

List Price: ~~\$49.45~~

Total Savings: 47.40 %

Shipping: \$8.00

Tax: \$2.34

Total: **\$28.35**

Accept & Transfer

Custom Fields



Our application is a complete procurement solution, able to support custom fields such as cost centers, budget codes, and other order entry values that your financial process deem critical for efficient processing of an order. It is flexible to fit around your procurement process.

- ❖ Utilize as many Custom fields as you choose
- ❖ Make them mandatory or optional
- ❖ Custom fields can be textboxes, drop downs and/or text fields.
- ❖ Ability to map them on invoices (limit applies)

Favorites



The favorites feature allows you to store any number of products in an easy to find format that allows a convenient way to add them to an order. This feature is ideal for products that are often ordered by you on a regular basis. This feature can be made available to all employees and therefore support very personalized product lists. You can also identify your favorite products while searching products in AccessPointe by utilizing the information icon on Product Details page. My Favorites Dashboard panel allows you to view and add your favorite products as soon as you login.

My Favorites



Price Alerts

Get notified right away when the price of a certain product drops to or below your desired price point. Enjoy promotions and discounts on products as soon as they are available.

Price Drop Email Alert

If you are interested in knowing when this product's price drops below a certain amount, please enter your target price and your email address(es) below.

Email Address: *

Use semicolons between addresses.

Target Price: *

Do not notify me after (mm/dd/yyyy): *
(MM/DD/YYYY)

Price Audit

While we always show you the lowest price on AccessPointe, you might still want to see prices and availability from other distributors.

Specifications	Internet Buzz	Price Audit			
En Pointe	Avl.	List	Price	*	
Distributor 1	520	\$115.78	\$73.91		Quantity: <input type="text" value="1"/> Add to Cart
Distributor 2	5672	\$115.78	\$74.59		Quantity: <input type="text" value="1"/> Add to Cart
Distributor 3	3404	\$115.78	\$71.91		Quantity: <input type="text" value="1"/> Add to Cart

* Special Discount Type

G Government Pricing	E Educational Pricing	S Special Bid Pricing	P Promotional Pricing
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Can't Find It?



En Pointe provides easy tools to help us help you find products, or answer questions. Our "Can't find it?" wizard will alert our professional support staff when you need help.

This "Can't find it?" prompts the customer to provide a text description of the item they are looking for and how En Pointe can contact them. Our customer support teams are then immediately notified and will provide the customer with the exact information they need.

For More Information

Send an email to apsupport@enpointe.com to schedule a demo today.

Visit www.accesspointe.com to get a sneak peak.

See our blogs at
www.enpointe.com/blog-tag/accesspointe








About En Pointe Technologies

En Pointe Technologies is a leading provider of I.T. products and services to organizations nationwide. Our core offerings include hardware/I.T. fulfillment, software licensing management, as well as managed and professional services. This integrated set of solutions is supported by our E-Commerce platform.

En Pointe SLED Resumes

Name	Aaron Rosenberg
Title	Vice President, Public Sector
En Pointe Contact info	1940 E. Mariposa El Segundo, CA 90245 (310) 337-6118 arosenberg@enpointe.com
Summary	<p>Mr. Rosenberg is responsible to leading En Pointe’s public sector business across the United States.</p> <p>He has years of demonstrated success for growing companies in all stages of organizational life cycle and all phases of maturation with a strict focus on sustaining strong revenue growth.</p> <p>Companies have averaged a 5-year revenue CAGR in excess of 40% and EBITDA of 45%. Track record of growing revenues from start-up to an excess of \$250M in annual recurring revenue, achieving an enterprise value in excess of \$400M.</p> <p>Developed sales, business development, channel development, account management, marketing and legislative affairs teams responsible for delivering over \$1B in contracted revenue in software, SaaS and professional services.</p>
Skills Inventory	<ul style="list-style-type: none"> • Working with Leadership team to build & provide strategic sales and marketing leadership. • Uncover and develop new market opportunities for revenue growth. • Identify strategies to help achieve SLED-centric client goals to build top-line service models. • Demonstrate effectiveness in developing new business and maintaining existing business through ongoing successful sales and marketing tactics, but also as a result of personal relationships with clients. • Provide clear direction to sales and operations teams in staffing, training, and performance accountability. • Manages process issues, personnel issues, and strategic growth across accounts with other groups.
Certifications	<ul style="list-style-type: none"> • Completed courses and certifications by the California Legislative Ethics Committees in ethics and laws relating to lobbying.
Work Experience	
<ul style="list-style-type: none"> • 20 years servicing the public sector, including Federal, State & Local agencies • Managing a \$250M P&L • Supported over 1000 public sector procurements • Delivering over \$1B in public sector contracts • 20 years in Information Technology and IT procurement • Maintained leaderships positions with organizations such as PricewaterhouseCoopers, Globanet, Bravo Solutions & Apria Healthcare <p><i><u>Member of the Advisory Board</u></i> <u>GovAxon</u> January 2011 – Present (4 years 11 months)</p>	

En Pointe SLED Resumes

<u><i>SVP WW Sales & Marketing</i></u> Globanet December 2013 – April 2015 (1 year 5 months) Greater Los Angeles Area	
<u><i>Advisor & VP of Sales</i></u> Junar January 2012 – December 2013 (2 years) Greater Silicon Valley Area	
<u><i>EVP WW Business Development & Customer Success</i></u> RHL May 2008 – January 2012 (3 years 9 months)	
<u><i>VP, America's Theater</i></u> Traffic Safety Systems Ltd March 2003 – May 2008 (5 years 3 months)	
<u><i>Director of Business Development</i></u> BravoSolution January 2001 – March 2003 (2 years 3 months) San Francisco Bay Area	
<u><i>Senior Consultant</i></u> PwC May 1997 – February 2001 (3 years 10 months)	
<u><i>Manager of Compliance and Corporate Development</i></u> Apria Healthcare February 1994 – March 1997 (3 years 2 months) Orange County, California Area	

Aaron Rosenberg is responsible to leading En Pointe's public sector team and driving growth across the US marketplace

Aaron has spent nearly two decades serving the public sector and has directly worked with 100s of Federal, State and Local agencies. Prior to En Pointe, Aaron served as the Senior Vice President of Worldwide Sales for Globanet, a global leader in information management and social media governance. Prior to Globanet, Aaron served as corporate advisor and executive with Junar, a pioneer in cloud-based Open Data platforms.

Aaron has managed P&Ls of \$250M and has run global sales, business development, marketing, government relations and customer acquisition teams.

He has held senior positions with leading IT consultancies and holding companies like PricewaterhouseCoopers and Internet Capital Group. Aaron has managed relationships with large software publishers like SAP and Oracle, and has directly managed large-scale technology programs with both public sector and commercial clients like Disney and the US Department of Homeland Security.

Aaron holds an undergraduate degree from University of California, Santa Barbara and graduate degrees from Pepperdine University and CSPP.

En Pointe SLED Resumes

Name	Kathy Perez
Title	Vice President Business Development and SLED
En Pointe Contact	16478 Eugenia Way Los Gatos, CA 95030 kperez@enpointe.com O-800-819-7501 C-408-221-4099
Summary	Solution Selling, Business Development, Cloud Computing, SaaS, Sales, Enterprise Software Channel Partners, Account Management, Direct Sales, Salesforce.com
Education	<p>San Jose State University</p> Master of Business Administration (MBA) 1985 – 1986
	<p>University of the Pacific</p> BME, Music 1976 – 1980
Work Experience	
<p>En Pointe Technologies</p> Executive Director IBM/VP Sales 01/1996 to Present	
<ul style="list-style-type: none"> • General contract ownership and client management support for Commercial and Government accounts. • Provide team management and direction for IBM Global Services including external clients and acquisition accounts. • Work closely with client teams and required En Pointe departments to define business requirements and establish seamless processes to meet mutual cost savings and efficiency objectives. • Negotiate with vendors on price, terms and conditions to ensure competitive terms and establish Special Bid prices with manufacturers. • Provide regular review through Quarterly Business Reviews, (QBR), report data and report card scores. Identify customer issues followed by resolution plan to increase customer satisfaction. • Maintain close communication with Customer Executive Management. 	

En Pointe SLED Resumes

Senior Account Executive/ Enterprise Accounts
12/1995

060/1993 to

- Responsible for the management, development and profitability of commercial accounts throughout US.
- Responsible for all enterprise companies.
- Focus on Account penetration and establishing eProcurement solution with Top 10 company accounts.
- Supervised and trained dedicated sales teams including Field Sales and Inside Sales.
- Implement Life Cycle Management solutions for all Hardware and Software sales to ensure maximum benefit to customer.
- Successfully grew account base to excess of \$150 million in annual sales.

ComputerLand

50 Park Ave.

San Jose, CA 95117

Field Sales Representative 10/1984 to 05/1993

- Direct sales to Fortune 1000 Companies in Silicon Valley.
- Focused solution sales for infrastructure and end user hardware and software.
- Major initiative to ensure Company IT standards within account base for cost and maintenance.
- Timely resolution to customer problems and regular communication.
- Provided optimal levels of support to a diverse clientele.

En Pointe SLED Resumes

Name	Imran Yunus
Title	Director – Government Sales
En Pointe Contact	1940 E. Mariposa El Segundo, CA 90245 Office Phone: 310-337-5908 Ext: 5908 Email: iyunus@enpointe.com
Summary	Over 25 years of sales and sales management experience provides Imran with comprehensive hands-on direct sales experience especially with governmental customers. His customers have purchased at least \$1.5M, per month, of technology related products and services over the past 25 years. His customers include the City of Los Angeles, the County of Los Angeles and the Los Angeles Department of Water and Power and Los Angeles World Airport.
Education	California State University Fullerton <ul style="list-style-type: none"> • MS Management Information systems • BS, Business Administration
Accomplishments	<ul style="list-style-type: none"> • Managed the City of Los Angeles Single Source Hardware and Services contract, for all City departments including, LAWA and DWP, for 20 years. • Nominated Supplier of the year by the City of LA and DWP • Qualified for Presidents club for customer satisfaction, for the past 20 years. • Instrumental in winning contracts with County of LA, County of Riverside, City and County of San Francisco, GSA Schedule, several CMAS and SLP contracts with the State of California, LAWA, Port of Los Angeles, LA DWP and many more. • Currently managing one of En Pointe’s most successful team, both in customer satisfaction and sales revenue. • Extremely well respected in the manufacturer community, work very closely with HP, IBM, Lenovo, Cisco Dell, Microsoft and many more.
Work Experience	
En Pointe Technologies Sales, LLC – May 1997 to Current Director of Sales	

En Pointe SLED Resumes

As a team leader Mr. Yunus conceptualizes and guides his sales team to execute innovative and integrated channel marketing programs for all routes to market with identified partners including events, digital marketing, social media, field marketing, media buys, content syndication, etc.

He provides strategic marketing direction by engaging with partners to understand business objectives and the ability to use that insight to build and execute marketing plans and strategies focused on qualified pipeline creation.

He engages customers and build awareness for En Pointe offerings while generating qualified leads, and driving new business.

He monitors, analyzes and reports performance against forecasts and past performance. Leverage results to increase success of future marketing programs.

He is a master at improving channel partner sales teams' functionality by developing enablement tools and effective communication methods in multiple geographies.

He has led his team the SLED team to year to year growth over the last two decades.

NovaQuest Information Systems - March 1992 to May 1997

Sr. Account Executive

Sold NovaQuest offerings while managing the sales and service pipeling.

Collaborated with company executives, setting product & solution offerings and sales & marketing strategies.

Developing and managing new accounts while maintaining and sustaining successful long-term relationships with key decision makers up to and including the "C" level.

Developing, maintaining, and leveraging strong relationships with OEM Partners and distributors.

ComputerLand: - December 1982 to February 1992

Account Executive

Growth leader in information technology sales.

En Pointe SLED Resumes

Name	Randy Everett
Title	Senior Account Executive- Government Sales
En Pointe Contact	Salt Lake City 801-617-0553 reverett@enpointe.com
Summary	Over 32 years of sales and sales management experience provides Randy with comprehensive hands-on direct sales experience especially with governmental customers in the State of Utah.
Accomplishments	<ul style="list-style-type: none"> • Managed the Salt Lake City Single Source Hardware, Software and Services contract, for all City Departments Public Safety, Mayors Office for 19 years. • Instrumental in winning contracts with State of Utah, Salt Lake County, Salt Lake City. • Worked closely with HP, IBM, Panasonic, Lenovo, Cisco Dell, Microsoft and many more for over 30 years.
Work Experience	
<p>En Pointe Technologies Sales, LLC - Oct 2001 to Current</p> <p>Senior Account Executive</p> <p>En Pointe provides computer hardware and software licensing products as well as a full range of I.T. services. We are the trusted advisor to thousands of I.T. organizations nationwide, including commercial enterprises, government agencies, and educational institutions.</p> <p>En Pointe is an experienced value-added reseller that provides its customers with complete technology solutions, including:</p> <p>Direct online access to an inventory of over \$2 billion of mainstream PC hardware, office supplies, peripherals, accessories, and software</p> <p>Real-time links to more than 40 supplier warehouses nationwide</p> <p>Optimized shipping via dozens of distribution points</p> <p>Dedicated account management and support teams</p> <p>The Electroregeneration Society - Jan 2009-Jan 2012</p> <p>Chief Operation Officer</p> <p>The Electroregeneration Society enriches lives through affordable access to technology by repurposing electronics, supporting technology education and developing community partnerships.</p>	

En Pointe SLED Resumes

This is a Non-profit that I sat on the board of directors as the COO and the treasurer.

Our three main goals are:

1. To keep as much electronic waste out of the landfills as possible, by refurbishing it if possible and responsibly recycling if not.
2. To place the refurbished equipment with non-profits in the state of Utah so that they will be able to enrich others lives with affordable access to technology.
3. Develop community partnerships with the IT community, to support the IT needs of non-profits.

Uintah Business Systems - January 1996 to July 2001

Connecting Point/Softshop - December 1983 to January 1996

Manager

En Pointe SLED Resumes

Name	Michelle Day-Wirth
Title	Account Executive Public Sector
En Pointe Contact info	Mday-wirth@enpointe.com Office 310-337-5299 / Mobile 702-875-5511
Summary	Passionate sales professional with long-term experience selling technology solutions (software, hardware, professional services) and building customer loyalty. Excited to help customers drive results through innovation and change.
Skills Inventory	<p>Sold leading technology solutions to Education (K-12 and Higher Ed), State and Local Government, and Healthcare customers for 20+ years.</p> <p>Managed ValuePoint software agreements for State of Nevada and New Mexico for past 2 ½ years.</p> <p>Championed and managed complex sales strategies and projects (server and desktop virtualization, server consolidation, data management, Microsoft infrastructure, and IT security initiatives) while engaging internal teams, customer teams and manufacturer resources throughout the process.</p> <p>Sold at senior/executive C levels and assisted customers with ROI and TCO benefits to help solve their business problems and support their vision.</p> <p>Managed hardware and software contracts for 5th largest school district for 20 years.</p> <p>Excited to learn and represent new technologies that can help customers and drive results through innovation and change.</p>
Certifications	<p>CA Technologies Mobile Device Management HDS (Storage) Sales Qualified Professional</p> <p>Microsoft Sales Competency Assessment for Systems Management Microsoft Sales Competency Assessment for Server Platforms</p> <p>Symantec Sales Expert Data Loss Prevention</p> <p>VMWare Sales Professional VSP5.5 VMware Sales Solutiontrack – Disaster Recovery</p>

En Pointe SLED Resumes

	<p>VMWare Desktop Virtualization Sales VMWare Infrastructure VirtualizationSales</p>
Work Experience	
<ul style="list-style-type: none"> ▪ En Pointe Technologies, El Segundo, CA, December 2011 – current Account Executive Public Sector <p>Emphasis on selling core solutions and professional services around Modern Data Center/Cloud Infrastructure, Messaging and Collaboration, IT Security, Systems and Storage, Systems and Service Management Networking and Communications</p> <ul style="list-style-type: none"> ▪ Zunesis, Las Vegas, NV, December 2008 – April 2011 Senior Account Manager <p>Sold IT infrastructure solutions and professional services to Public Sector, Education and Commercial Accounts.</p> <p>Helped define business strategy (sales strategy, marketing strategy, solutions focus) for sales district. Coordinated resources and personnel to support this strategy while leveraging team members' strengths and talents.</p>	
Specializations and Training	<p>HP Selling Strategies for Storage and Server Solutions Workshop Hewlett Packard ERATE training HP/Barry Rhein Associates – Selling through Curiosity Microsoft/SPI Solution Selling Xerox Peak Advanced Solutions – Docushare Sales Training</p>

En Pointe SLED Resumes

Name	John D. Gonzales
Title	Account Executive
En Pointe Contact	1613 Rusty Nail Loop Round Rock, Texas 78681 (512) 992-9952 JohnGonzales@Enpointe.com
Summary	<ul style="list-style-type: none"> • Highly motivated, ambitious, and results-oriented professional with a broad background in senior level sales positions. • Outstanding communication, presentation, and negotiation skills. • Excellent analytical, decision-making, and problem-solving abilities. • Successful in building long-term business relationships, and establishing an exceptional rapport with individuals on all levels. • Enthusiastic leader with the ability to supervise, train, and coach others in fast paced team environments. • Strong organizational and time management skills with attention to detail.
Education	TEXAS TECH UNIVERSITY , Lubbock, Texas Coursework in Civil Engineering and Political Science, Dean’s List
Work Experience	
<p>En Pointe Technologies Account Executive - 2015 to Present</p> <ul style="list-style-type: none"> • Manages SLED opportunities in Texas. <p>ENTEGRATECHNOLOGIES, INC., Austin, Texas General Manager – U.S. Defense & Government Programs</p> <ul style="list-style-type: none"> • Managed Federal Civilian, State & Local Government, & DoD accounts • Supervised 6 direct reports & a vertical specific marketing team • Developed market specific product with lead engineer • Worked closely with the Board of Directors & Investment group to educate the team on government business & sales strategies • Met with C-Level management teams across all government verticals <p>XPLORE TECHNOLOGIES, INC., Austin, Texas Director of Sales – U.S. Department of Defense</p> <ul style="list-style-type: none"> • Managed all Federal Civilian & DoD accounts, globally 	

En Pointe SLED Resumes

- Closed the single largest project in the history of the company, Army PM UAS (Unmanned Aerial Systems) totaling more than \$18m.
- Worked closely with the VP of Engineering & lead mechanical engineer to develop custom solutions for the advanced warfighter.
- Planned & implemented annual budgets for the entire Fed team.
- Accurately set quotas & expectations along with the executive team.
- 2010 - 2011 DELL, INC., Round Rock, Texas

Rugged Solutions Account Executive, Federal – U.S. Department of Defense

- Managed U.S. Navy, USMC, & U.S. Air Force accounts
- Served as technical subject matter rugged solutions expert for all direct DoD account teams.
- Grew Dell's rugged computing by 27% year over year.
- On-boarded new partners to complete Dell's rugged solutions portfolio, including Crystal Rugged Servers, Xplore Rugged Technologies, Two Technologies, & Jericho Defense Systems.
- Closed large rugged program contracts for USMC MCHS, U.S. Navy SPAWAR, Scott AFB - AMC, ROVER HQ – Pentagon, U.S Air Force AETC, & U.S. Air Force eTools program.

MPC-G, LLC, Austin, Texas

Regional Sales Manager, Federal - U.S. Navy (2007-2010)

- Managed a \$60 million Department of Defense U.S. Navy account, and generated weekly and quarterly forecasts.
- Traveled nationwide to attend upper Brass meetings with senior level Naval personnel including Executive Commanding Officers.
- Consulted with Civil Service CIO's, I.T. Directors, Network Managers, Network Engineers, and Network Administrators to determine technology needs.
- Collaborated with internal cross functional teams to sell all lines of business with an emphasis on storage servers (MPC-G, Hewlett Packard, and Hitachi).
- Managed the U.S. Navy's "Fast Attack" submarine rugged computing re-outfit (\$27 million contract).

Account Executive, Healthcare - promoted within nine months (2007)

- Consistently exceeded sales goals in the South Central U.S. region.
- Developed healthcare accounts including Christus Healthcare System, Children's Medical Hospital of Dallas, Doctors Hospital, Lubbock Heart Hospital, and Seton Medical Center.
- Managed the "Touch Screen All in One PC Offering", and developed storage solutions to meet customers' needs.

DELL, INC., Round Rock, Texas

Account Manager, Federal

- Served as a member of Dell's sales team managing the largest civilian federal account.
- Provided technical concept design to one of the nation's most secure networks.
- Involved in winning a blanket purchasing agreement totaling \$294 million.
- Successfully grew market share by 23%.
- Co-developed Dell's ongoing Vista Imaging Platform in 2006.

En Pointe SLED Resumes

Name	Pat Accimus
Title	Account Executive
En Pointe Contact	paccimus@endpointe.com Tel: 310-337-4578
Summary	25 years of IT Sales experience, specializing in SLED & Government sales. 14 years working for Microsoft. 4 plus years working with the WSCA - Naspo ValuePoint software contract. Covering The State of Alaska and Hawaii.
Certs	<ul style="list-style-type: none"> • Microsoft • VMware • IBM • HP 5
Work Experience	
<p>En Pointe Technologies October 2011 – Present (4 years 3 months) SLED/Federal Account Executive for NW region.</p> <p>En Pointe Technologies is a leading provider of Information Technology Products, Security Services and other Public Sector IT Support Services to SLED Government Agencies. Our unique business structure combined with our strong contract management and extensive technical background has enabled us to provide IT equipment and value added services along with the best qualified sales and technical support at the most competitive prices in the business today.</p> <p>En Pointe’s dedicated Public Sector team is focused on providing infrastructure and foundation solutions for the successful deployment of our Government and Education customer’s initiatives in Security, Virtualization, Cloud Computing, Green IT, Classrooms/Learning and more.</p> <p>Purchase products and IT solutions, and take advantage of our easy to use online ordering application, specialized staff, and our competitive government pricing. Our online ordering application makes it easy to purchase products either from our Contract schedules or alternative COTS products.</p> <p>Microsoft Corporations - Redmond September 1997 – September 2011 (14 years 1 month) Redmond</p> <p>Overarching responsibility for account development and management within the logistically complex and contractually-challenging government/public sector. Charged with building sustainable relationships, interfacing with C-level management, IT Directors and state CIOs to forge new contractual licensing agreements or upgrade existing contracts. Position involved extensive account maintenance, requiring frequent in-person visits with clients.</p>	

En Pointe SLED Resumes

Coordination of sales strategizing and tactics with field representative and technical specialists. Teamed-up on quarterly in-person sales and upgrade visits to key clients.

Recruiting clients' IT Directors to become MS product evangelists within their own organizations, equipping them with the tools and talking points necessary to make the internal sale--a strategy that effectively facilitates completion of transactional and contractual agreements.

Continually practices diligent account follow-up. Successful in presenting complex information in relatable terms, particularly as it relates to contractual and compliance adherence issues. Deep understanding of issues unique to government and public sector environments, and frequently negotiates with clients to amend contractual terms to allow the necessary flexibility (including the addition of non-appropriation clauses and good faith opt out clauses, etc.).

Inherited lowest revenue territory in FY03, turned around to highest revenue in SLG vertical in only two years, from 68% to 120% attainment and revenue growth of 300%.

Other key successes have included exceeding quota six years running with average YOY revenue growth of 15%; FY 07, 08, 09 & 11 winner of top industry vertical unit at Microsoft and member of 15-person team winning ATU district of the year; increasing EA seat coverage by 50,000 desktops in territory with annual revenue stream of \$11M.

SAS

January 1997 – January 2002 (5 years 1 month)

In Enterprise and Channel Sales, charged with driving adoption of Microsoft solutions within the "Breadth" account space. Worked closely with a virtual team of resources, partnering with outside sales representative and technical specialist in a consultative, solution-based sales approach.

Instrumental in selling clients on a philosophical shift in contractual licensing agreements, from the traditional one-by-one method to the "site license" approach. This allowed far greater simplicity, the blanketing of multiple deals under one contractual umbrella, and ultimately saved clients considerable revenue over five and six-year time frames.

Led a 552% growth rate during five-year tenure, from \$4.2M to \$23.2M revenue.

Established self and team as a trusted advisor across the client base, successfully closing 32 Enterprise Agreements and ensuring minimum of 80% accounts covered by Volume Licensing Agreements.

SAS INSTITUTE

Account Executive

SAS

January 1995 – January 1997 (2 years 1 month)

In a highly competitive market and largest revenue target in Western region (Northwest), responsible for customization and sales of software solutions and consulting packages to prospective and existing accounts.

Established impactful, collaborative relationships with clients' key decision makers. Designed, prepared and delivered customer presentations and RFPs. Consistently attained 110% of sales quotas. Led launch and rollout of a new Financial Solutions product line.

En Pointe SLED Resumes

Name	Oscar Munoz
Title	Account Executive
En Pointe Contact info	E-Mail: omunoz@endpointe.com Phone: 310-337-5907 Fax: 310-337-6175
Summary	University of California Los Angeles B.S. Physics
Skills Inventory	Strategy, Professional Services, CRM, Channel Partners, Partner Management, New Business Development, Solution Selling, System Integrators, Cloud Services.
Certifications	VMWare, Dell, HP, Symantec, EMC
Work Experience	
<p>1996 – 2015 – En Pointe - Account Executive</p> <p>Led the Los Angeles County team with an emphasis on customer service. Led LA County setting up their employees and family purchasing program.</p> <p>Lead generation across the Southern California.</p> <p>1991 – 1996 – CompUSA – Account Manager</p> <p>Sold computer systems.</p> <p>1989 – 1991 – UCLA – Teaching Assistant</p> <p>1984 – 1989 – Undergraduate studies CSULB</p>	
Specializations and Training	Client Solutions, Networking, Data Center, Virtualization, Security

En Pointe SLED Resumes

Name	Lance Pine
Title	Account Executive
En Pointe Contact	2175 Willow Lane Lakewood Colorado 80215 (720) 940-6233 lpine@enpointe.com
Summary	Results oriented sales executive with a proven 20+ year track record selling technology solutions to IT, infrastructure and datacenter decision makers. Experienced in the development and implementation of high impact sales strategies to commercial and public sector clients. Accomplished in developing new regions and jumpstarting static territories. A sales professional who holds himself personally accountable for results.
Certs	<ul style="list-style-type: none"> • HP-CISS • HP-3Par • NetApp • VMware-VSP 5.5
Work Experience	
<p>En Pointe Technologies</p> <p>Senior Account Executive/Regional Manager- Public Sector 2003--PRESENT</p> <p>Responsible for acquiring and managing corporate and public sector accounts in the Rocky Mountain Region. Oversee sales, sales process and sales execution, including customer facing presentations.</p> <p>Negotiated contract with CenturyLink, a fortune 500 company, for IT Products and Services.</p> <ul style="list-style-type: none"> • Resulting in over \$15 million of revenue to date. <p>Negotiated Software Contract with WSCA/NASPO State of Colorado</p> <ul style="list-style-type: none"> • Awarded \$2.1 million project with Jefferson County School District • Coordinated team on \$1 million project award from Cherry Creek School District <p>Developed strategies that secured contracts over time with:</p> <ul style="list-style-type: none"> • BP, First Data Corporation, Ball Corporation, National Institute of Health and General Dynamics. <p>Vendor relationship manager:</p> <ul style="list-style-type: none"> • HP, HDS, NetApp, Cisco, Dell, Microsoft, VMware and Symantec. 	

En Pointe SLED Resumes

Name	Doug Orman
Title	Account Executive
En Pointe Contact	dorman@endpointe.com Office: 866-457-1375 Ext.3551 Cell: 763-234-1941
Summary	32 years in sale in IT environment, working all level of management. Account manager in both commercial, public sector and healthcare. Effective communication skills to translate customer needs into service and products solutions. Excellent problem solving and communication skills. Excellent software licensing knowledge with all major publishers.
Education	Minnesota State University, Mankato BS, Computer Science and Marketing
Certs	<ul style="list-style-type: none"> • HP PSG and Enterprise product • VMware Sales Certification • Symantec Sales Certification • Microsoft Sales Certification
Work Experience	
<p>En Pointe Technologies</p> <p>Account Executive – 1997 to Present</p> <p>Over 20 years of experience in developing and managing long term customer relationships in the information technology market place. Assist customer in managing their IT needs in Software Licensing, Enterprise Networking /Storage, Security, Cellular data solutions and Services.</p> <p>Specialties:</p> <ul style="list-style-type: none"> • Comprehensive experience and training in the software licensing and security areas. • Software publishers include: <ul style="list-style-type: none"> ○ Microsoft ○ Symantec ○ Trend ○ McAfee ○ Citrix and many others. <p>Consult with customer on the most cost effective way to purchase and manage software licensing in their organization. Assist in negotiating the most favorable pricing and terms with the software publisher.</p> <p>Entex Information Services: Sales of IT products and services.</p>	

En Pointe SLED Resumes

Name	Donald Born
Title	Account Executive
En Pointe Contact	1940 E. Mariposa Ave, El Segundo, CA 90245 Ph: 310-337-6154 Ext. 5154 DBorn@Enpointe.com
Summary	Experienced sales professional. Strong knowledge of State and Local Government Information Technology with a successful sales background in computer hardware, software and services. Successful track record of generating revenue in highly competitive marketplaces and in retaining existing customers through exceptional customer service.
Skills Inventory	Go-to market strategies, Presales, Saas, Software, Hardware, Business Intelligence, Cloud Technologies.

Work Experience

En Pointe Technologies

Account Executive - State and Local Government

Responsible for selling hardware, software and services in public sector. Daily activities include responding to bids, RFP's, RFI's and creating unsolicited proposals. Work with En Pointe Professional Services, partners, manufacturers to deliver solutions in the public sector space. Work directly with customers to influence purchasing decisions and agreement terms.

December 2000 - September 2014

Microsoft Corporation

Account Executive - State and Local Government

Responsible for providing strategic business leadership, driving customer satisfaction, growing revenue and day-to-day account management activities. These activities included building and managing key relationships, monitoring deployment projects, engaging resources and leading a diverse virtual team as well as engaging with Microsoft's senior leadership team for Executive Sponsorship. I was responsible for teaming with Southern California local government customer's IT organizations, Microsoft Consulting Services and Premier Support to articulate a clear vision for implementing and supporting Microsoft technologies and solutions. I was also responsible for mobilizing all appropriate Microsoft partners and resellers to support customer interests while keeping Microsoft's long term interests in focus. Working with an Account Technology Strategist, I was responsible for developing and executing an overall account plan to retire and exceed quota. Additionally, I drove deployment of Microsoft's infrastructure products across all divisions of the

En Pointe SLED Resumes

account and ensured that line of business applications was developed on Microsoft's platform. I also developed formal case studies and press releases highlighting Microsoft-based solutions.

1995 - 2000

En Pointe Technologies

Account Executive - State and Local Government

Hired to plan and execute sales and marketing strategies for En Pointe Technologies for local government accounts. Responsible for selling hardware, software and services in public sector. Daily activities included managing an inside sales team, responding to bids, RFP's, RFI's and creating unsolicited proposals. Worked closely with En Pointe Professional Services to deliver services in the public sector space. Worked directly with customers to influence purchasing decisions and agreement terms.

1991 - 1995

CompUSA

Account Manager - Direct Sales

Managed local government and commercial accounts in Southern California. Began managing the Los Angeles County sales team in 1993. Secured the Los Angeles County approved vendor agreement for hardware, software and training and grew revenue each year.

Secured and managed reseller agreements with Dell, Cisco and others. Maintained licensing agreements with Microsoft, Lotus, WordPerfect, Novell and other industry standard software companies.

En Pointe SLED Resumes

Name	Bob O'Connor
Title	Account Executive
En Pointe Contact	Telephone: (310) 337-5202 e-mail: boconnor@enpointe.com
Summary	<p>Account Executive with consistent track record of success in sales and business development. Proven expertise in domestic and global marketing, strategic planning, and key account management.</p> <ul style="list-style-type: none"> ▪ 27 years experience providing information technology solutions to key customer accounts. ▪ Account Executive with En Pointe since February 2004. ▪ Manage over \$60M in contracts for high profile En Pointe government and commercial accounts including LADWP, Los Angeles World Airports (LAWA), Port of Los Angeles, County of Riverside, City National Bank and MUFG Union Bank. ▪ Extensive experience working with LADWP personnel and systems over the last 7 years managing 3-year Hardware Procurement contract #'s 47727, 47029-1 and current contract #47273E-5. ▪ Multiple contracts won from Los Angeles World Airports (LAWA) for providing IT
Training and Certifications	Multiple IT industry related strategic and consultative sales trainings; HP Accredited Sales Professional (ASP)
Education	Merrimack College – BS degree in Accounting
Work Experience	
<ul style="list-style-type: none"> ▪ Multiple technology start-ups involved in web-based solutions including content management and security - 2001 -2003 ▪ Axent Technologies - 1998 – 2000; sold enterprise security solutions; company was eventually sold to Symantec. ▪ Attachmate Corp – 1996 – 1998; marketed & sold web-to-enterprise and desktop-to-host business solutions 	

En Pointe SLED Resumes

Name	Bill Abrams
Title	Account Executive
En Pointe Contact info	Ph: 201-655-0251 babrams@enpointe.com
Summary Skills Inventory	<p>Highly skilled Information Technology professional with a 20 plus years experience in infrastructure, sales, management and data communications. Completion of health IT training from Columbia University, HIT Certificate program – Security specialty, AHIMA CCHIIM certified for Implementation Manager.</p> <p>Excellent verbal and written communication skills. Outstanding time management, organizational, and problem solving skills. Strong motivational and interpersonal skills.</p> <p>Training from Columbia University.</p>
Certifications	CHTS-IM
Work Experience	
<p><u>Government Accounts Manager</u> <u>Enpointe Technologies</u></p> <p>2010 – Present (5 years) New Jersey</p> <p>Negotiate software and services contracts with vendors including pricing and SOW's Execute process management for delivery of software and services Recommend software packages and provide evaluations of perpetual licenses vs cloud, SaaS, IaaS, and hosting services Monitor and control multi-state software supply contracts, assuring adherence to corporate guidelines, government compliance and budgetary restraints Manage vendor and customer relationships to expand depth of business sectors Oversee inside team of 10 people Training of new personnel Achievements: Improved processes efficiency resulting in contract value increases from \$3,000,000 to \$24,000,000 within 18 months Expert contract negotiator achieving win-win solutions for all parties Clearly communicate contract content to vendors and government agencies for mutual benefit</p>	

En Pointe SLED Resumes

resulting in trusted adviser status
 Started with 1 contract and 2 states and now supervise 2 contracts and 9 states

Director of NY Public Sector
Westwood (now Emtec)

August 1999 – November 2009 (10 years 4 months)

- Sold infrastructure, system integration, and computer maintenance packages
- Managed and expanded contracts with government, health and education entities
- Implemented business development and marketing initiatives, including trade show management
- Practiced consultative selling of IT Solutions for business problems
- Trained and managed sales staff
- Negotiated competitive contracts and implemented policies and procedures for successful execution
- Expanded vendor relationships, leveraged vendor programs to win business and increase profits

Achievements:

- Won and managed an \$800,000 software migration and hardware upgrade project for New York State Veterans Home
- Secured \$900,000 tablet project for the New York City Department of Health
- Closed and managed \$1,400,000 rollout for the New York District Attorney’s office
- Managed a \$1,300,000 project for the New York City Department of Transportation
- Won and held servicing agreements with the New York City Human Resources Administration
- Won a ten-year hardware and services agreement with the New York State Office of General Services

Senior Account Manager
Manchester Technologies

1986 – 1999 (13 years)

Wide area marketing of computer solutions to Fortune 1000 and medium size firms. Developed accounts for maximum dollar volume across a broad range of products. Manage all aspects of account development including cold calling, contact management, product recommendation, delivery schedule, and payment schedule. Specialties include design and implementation of networks and wide area communication systems

Specializations and Training

- HIT security basics
- ITIL basics
- Proficient in all aspects of Microsoft Office
- Consultative selling
- Vendor certifications
- VMware VSP5 and desktop virtualization 6
- Symantec BackupExec 2012 SSE and SSE+

En Pointe SLED Resumes

Name	Barb Grossman
Title	Account Executive
En Pointe Contact info	Email: bgrossman@enpointe.com Phone: 866-457-1377 Local Address: PO Box 16123 Minneapolis, MN 55416-0123
Summary	Joined En Pointe Minnesota as an AE in August 1997. We won our first State Prime vendor Enterprise Hardware Software and Services Contract in 2000 and have since won 3 additional State Contracts. Currently Manage three ValuePoint/NASPO contracts: Cisco Systems, HP Enterprise and HP Inc. for State of Minnesota
Skills Inventory	Collaboration with our internal resources and vendor partners has made En Pointe a trusted partner for the State of Minnesota, Cities, Counties and Schools in solving their business critical issues and requirements.
Certifications	VMWare, HP Enterprise and HP Inc., Microsoft, Intel, Apple, Cisco
Work Experience	
<p>En Pointe Technologies 1997-Present: Account Executive</p> <p>As an En Pointe Senior Sales Executive who concentrates on (State, Local Gov't & Higher Ed) Enterprise Market Sales function, Barbara sells IT Products and Professional Services to new and existing En Pointe SLED customers, as well as maintaining positive on-going relationships to meet evolving customer needs. She's an expert in developing business, responding to RFP's, developing proposals for presentation to customers, and selling Products and Services. She is supported a cross-functional teams from En Pointe's Marketing, Systems Engineering and Product Development team. She has excellent relationship building, negotiating, and technical skills to assist her clients.</p> <p>BusinessLand Sales Executive 1985-1991</p> <p>Led Businessland by articulating product benefits and advantages of Businessland's core sales message.</p> <p>Opened new accounts.</p> <p>Opened new sales territory which included pipeline development, territory planning, account planning, forecasting, quota attainment, sales presentations, and short term, midterm, long term opportunity management.</p> <p>Pickwick International Record Distributor: Account Executive</p> <p>French Teacher</p>	
Specializations and Training	Converged Infrastructure, Cloud Computing, Assistive Technology, Virtualization



**Request for Proposal
ADSPo 16-00005829**

Solution for:

Missy Mudry
State of Arizona,
100 N. 15th Avenue, Suite 201
Phoenix, Arizona 85007
Phone: 602.542.9125
MISSY.MUDRY@AZDOA.GOV

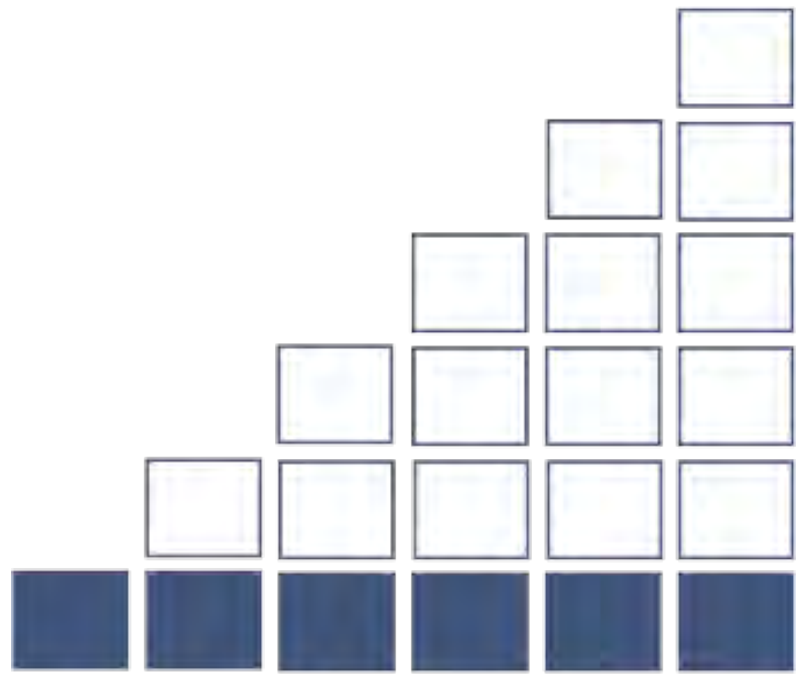
Presented By:

En Pointe Technologies Sales, LLC
1940 E. Mariposa Ave
El Segundo, CA 90245
Tel: (310) 337-5200
Website: www.enpointe.com

Contact:

Imran Yunus
Director of Government Sales
Office Phone: 310-337-5908
Email: iyunus@enpointe.com

Date: December 17, 2015



ATTACHMENT B RESPONSE TO SCOPE OF WORK METHODOLOGY

TABLE OF CONTENTS

ATTACHMENT B..... 1

ATTACHMENT B

1. Offeror shall describe its overall approach to providing solicited services. Include how Offeror plans to meet or exceed requirements of the Scope of Work and Terms and Conditions.

As the incumbent in the Value Point contract, En Pointe plans to continue to add value to all NASPO/Value Point Participants (NVPP) using the knowledge and experience that we've gained over the years servicing the current contract. We hold current NASPO Value Point contracts with HP, Cisco, and EMC. Recently we have upgraded our online system with SciQuest successfully. At the same time, we are actively expanding our offerings and streamlining our software services. En Pointe has grown as a company and are now part of PCM family of companies that includes, PCM and PCMG. This means we offer deeper relationships with OEMs and Software Publishers. We have advanced certifications with Tier 1 publishers and all three companies have 20+ years of experience as Value Added Resellers. We are constantly being awarded new state wide contracts and have a proven methodology for supporting city, county states, school districts and higher education institutions. With a world-class and experienced sales team, superior technology for procurement and an operations team well versed in government procurement, we will be able to not only answer all NVPP's questions but we'll be able to guide participants toward to right technology.

Our Value-Add under this contract includes but is not limited to:

- Experience managing On-boarding and transitioning of NASPO Value Point Participants
- eProcurement Online Ordering and Reporting Tool/Customer Website – AccessPointe
- Software Asset Management (SAM) Offerings
- License Tracking and Consulting
- Software Integrator LAR (SLAR) – Microsoft LSP.
- Trained and Dedicated Account Managers

The benefits of e-Connect:

En Pointe's experienced Software licensing team can either advise you or do the heavy lifting on ongoing management and administration of your SW licensing procurements.

- Strategy sessions help develop an understanding of NVPP's technology roadmaps
- Assist in negotiations with manufacturers and publishers.
- Planning, deployment, full or partial management and retirement of software publishers' technologies.

Communication Plan to Create Outreach to NASPO ValuePoint Participants

En Pointe will develop an operations set of guidelines and metrics specific to the needs of each NVPP. Our account managers measure deliverables and personnel using detailed reporting systems and scheduled conference calls (weekly) and when necessary monthly visits with designated NVPPs. We respond and deliver according to your expectations and adjust our operations accordingly. En Pointe will dedicate a Transition Manager to assist in defining key success criteria for both implementation and steady NVPP support. Upon contract award, these

resources will be assigned and will work with the NVP to finalize the Statement of Work, define participant's vision and continue to provide superior service.

OBJECTIVES: The well-trained and dedicated support Account Team will be primarily responsible for providing advice and knowledge of the software license products.

- Conduct account performance and service reviews on a periodic basis in accordance with the contractual requirements outlined in this RFP
- Coordinating OEM and contract related meetings, product demonstrations and product evaluations with the various NVP Departments/Agencies.
- Review work flow structure to ensure quality and efficiency for the NVPP's order processing.
- Communicating the NVP's goals, strategies, and policies to all members of the En Pointe account team
- Program impact/cost analysis
- Organization specific training for participants
- Proof of license reports
- Cost analysis reports and recommendations.
- Contract Compliance
- IT Best Practices Recommendations.
- Communicating the contractual pricing for all license contracts and other products to all users involved.
- Training for NVPP Purchasing on En Pointe's Web Tools

GOALS & TASKS:

- Develop regular/ongoing communications schedule.
- Develop communication review/approval process.
- Create a special email address & mailbox to send all approved communications and receive all community responses/questions.
- Develop inquiry response guidelines.
- Coordinate with OEM meetings, webinars, training and seminars

AUDIENCE:

- NVP Purchasing Staff
- Agency End Users (NVPP)
- IT Directors
- Others as Defined

TOOLS AND TIMETABLES:

Tools that will be utilized to communicate information to the NVP will include:

- Company Intranet
- Email
- PowerPoint presentations
- Conference Calls

The tools will be used in combination with each other for maximum communication affect and NVPP exposure.

Each State will have a designated experienced representative that will expertly guide participants through the complexities of software licensing, negotiation and tracking. Each participant will have access to knowledge experts at En Pointe whose sole mission is to circumnavigate licensing pitfalls and make procurement easier and more cost effective. They are led by a management team that constantly wants to ‘wow’ our customers with superior service and guidance. From on boarding, to implementation, to ordering, tracking, problem resolution, cost saving and technology road mapping our continued goal is to simplify the process for participants and expand our offerings to that the maximum amount of people can benefit from the NASPO Value Point Master Agreement.

2. Develop and Maintain Website. Describe the website to be established for a state.

2.1 Home page appearance and information;

En Pointe builds web pages announcing to the participants all the benefits of the En Pointe software procurement processes and tools. We currently create these types of webpages for states such as Alaska, Washington, Hawaii, and many more. En Pointe can design, publish and distribute co-branded marketing materials within first 90 days. We currently create Value Point newsletters that we send out to inform participating stakeholders of products and services that may be useful to their institution. En Pointe can customize the content of the web site, so it meets the requirements with information relative to the specifics of the contract. A well-designed link directory will be maintained that will be relevant and useful to the NVP and NVPP. The home page can be a welcome page for new users with links to how to contact the En Pointe Account team, contract details, news and information, and links to our eProcurement online ordering and catalog. We are currently integrated with SciQuest.



2.2 On-line tutorials:

Online tutorials will be provided that allows access to a wide range of detailed, useful and accessible information. As an example, on the Commonwealth of Massachusetts website, in the eProcurement link, we provide a link for a demo, with a demo user ID and password. Once on the site, there is an included user guide that takes the user through the features and use of the web site. We have included the user guide as an attachment to this section.

Web site, link to eProcurement tool/instructions:

<http://www.enpointe.com/massachusetts/eprocurement.asp>



The screenshot displays the AccessPointe e-Procurement portal for the State of Massachusetts. The page layout includes a header with the state seal and the En Pointe Technologies logo. A left-hand navigation menu lists options such as 'Home', 'Why En Pointe', 'Your Team', and 'e-Procurement'. Below the menu is a cityscape image. The main content area is titled 'AccessPointe, En Pointe's robust e-Procurement portal' and contains a descriptive paragraph about the portal's capabilities. A bulleted list of features follows, including Bundles, Software License Contracts, Workflow, Order Status & Asset Tracking, Contracted Pricing, Reports, Maintenance Module, and PunchOut Integration. A 'Demo' button is prominently displayed, accompanied by the URL 'www.accesspointe.com', the username 'MADemoUser', and the password 'enpointe'. Instructions for obtaining a login and a note about the demo user's access to discounted pricing are also present.

Once on the AccessPointe URL, users can sign in with a demo ID. Below is a screenshot of the demo that was set up for the Commonwealth of Massachusetts. We have provided the User Guide as an attachment. The evaluation team is able to sign on as a Demo User to this site. En Pointe is also able to create a flash demo of the site, should States desire that feature.

Instructions for self-paced demo.

Downloadable User Guide

Click the above icon to view the customized user guide.

Please refer to ATTACHMENT A_Qualifications_EnPointe_AccessPointe User Guide_2_2

2.3 Product catalog (include searchable fields, products to be included, how license information is provided);

En Pointe provides a catalog management system with a variety of flexible, modular and scalable features. En Pointe’s e-procurement system, AccessPointe helps create, communicate and enforce corporate standards with customized catalogs containing contracted pricing. Electronic Product Catalogs are transmitted and hosted behind your firewall using a variety of methods including: XML, cXML, EDI, TXT, DB, XLS, etc.

Catalog Support is a service En Pointe has provided to a large segment of our customers. Managing content and catalogs is a daily task at En Pointe. We have built comprehensive tools

utilizing complex processes that can filter, format, cleanse, and enhance data from any source and publish this data to any system capable of receiving it. En Pointe can provide an on-line catalog of available software with the following features:

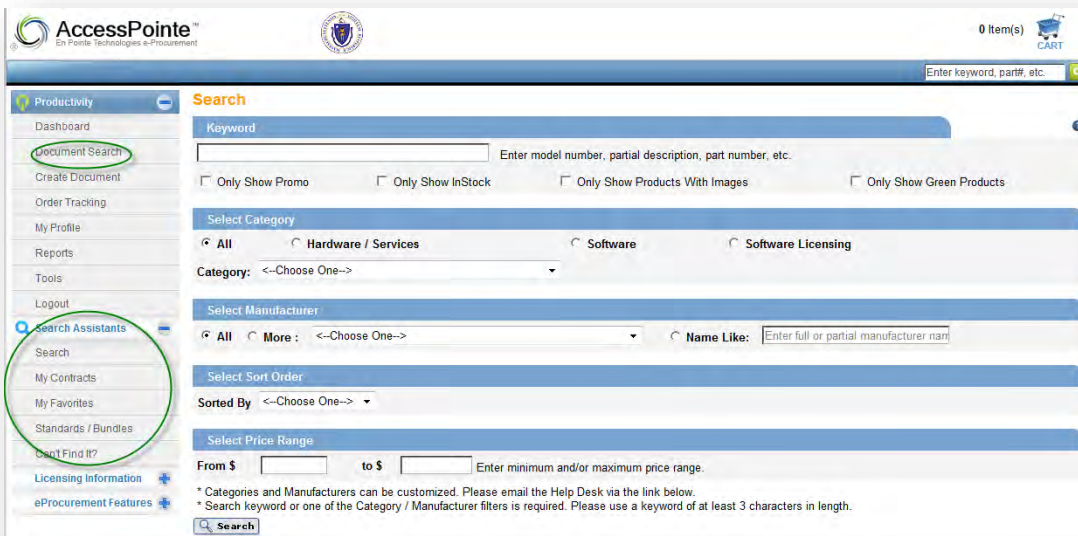
The ability to search VLA and Non-VLA products by various search options.

- Each State can have its own pricing in the Catalog if variation based on Publisher pricing
- Pricing rules can be updated at any time based on the NVPP policies.
- Catalog for each State includes only software which the reseller has not been restricted from selling by that State.
- The catalog will enforce the state's policy by restricting products from the catalog
- AccessPointe allows flexible management of each catalog
- AccessPointe allows ability to further restrict users to certain SW within a State

Searchable Fields:

Our Search Engines intelligently assist in finding products amongst a catalog of hundreds of thousands of products. NVPP can search for products using one of two methods, a basic keyword search where any keyword or phrase can be conveniently entered into the search box, and an Advanced Search option which allows for more complex requests. Advanced Search will allow for combinations of different criteria to be used for the result, as well as powerful filters that will help delineate non-desired results.

More details on searchable fields can be found in the Demo Guide.



Please refer to ATTACHMENT A_Qualifications_EnPointe_AP Features Benefits_2_3

2.4 Links:

En Pointe Technologies Sales, LLC
Accesspointe eProcurement Tool

www.enpointe.com
www.accesspointe.com

2.5 Downloadable standard reports. Include:

Standard Reports are available online, free of charge, as a subscription or on an ad-hoc basis that will be integrated to your custom website:

- Report of Outstanding Orders
- Detail Report by Manufacturer
- Detail Report by Customer PO#
- Detail Report by Ship To Location
- Raw Data File (all fields captured)
- Summary Totals by Product Name
- Sales and Backorder Report
- Summary Totals by Manufacturer
- Customer-Specific Price List
- Snapshot Report – graphical summary of purchase activity data
- License Consumption Report
- Purchase Activity Detail Report

En Pointe can create parent/child administrative rights. A State Contract Manager can pull standard and custom reports for the entire state and be provided admin rights for eligible entities. See the Demo guide for more details on how to create reports and report features in AccessPointe.

Sample Manual Report:

Invoice #	Inv Cr. Dt.	Doc #	Doc Date	Cust. PO #	Contract#	Req. Del. Dt.	Customer #	Customer Name	Item #
XXXXXX16	2/20/2015	XXX93247	2/18/2015	XXX51288	75018419	2/18/2015	100xxxx	Demo	10
XXXXXX17	2/20/2015	XXX93251	2/18/2015	XXX51290	75018419	2/18/2015	100xxxx	Demo	10
XXX94028	2/24/2015	XXX93065	2/17/2015	XXX51199	75028520	2/17/2015	100xxxx	Demo	10
XXX94029	2/24/2015	XXX93108	2/18/2015	XXX51226	75028520	2/18/2015	100xxxx	Demo	10
XXX94033	2/24/2015	XXX93230	2/18/2015	XXX51282		2/18/2015	100xxxx	Demo	10
XXX94030	2/24/2015	XXX93249	2/18/2015	XXX51289	75028520	2/18/2015	100xxxx	Demo	10
XXX94034	2/24/2015	XXX93432	2/19/2015	XXX51412	75028520	2/19/2015	100xxxx	Demo	10
XXX94032	2/24/2015	XXX93433	2/19/2015	XXX51411		2/19/2015	100xxxx	Demo	10
XXX94035	2/24/2015	XXX93497	2/19/2015	XXX51440		2/19/2015	100xxxx	Demo	10
XXX94036	2/24/2015	XXX93516	2/20/2015	XXX51488		2/20/2015	100xxxx	Demo	10
XXX94726	2/25/2015	XXX93638	2/20/2015	XXX51535		2/20/2015	100xxxx	Demo	10
XXX96046	2/27/2015	XXX93033	2/17/2015	XXX51187	75018419	2/17/2015	100xxxx	Demo	40
XXX96046	2/27/2015	XXX93033	2/17/2015	XXX51187	75018419	2/17/2015	100xxxx	Demo	30
XXX96047	2/27/2015	XXX93392	2/19/2015	XXX51398	75018419	2/19/2015	100xxxx	Demo	20
XXX96047	2/27/2015	XXX93392	2/19/2015	XXX51398	75018419	2/19/2015	100xxxx	Demo	10
XXX98484	3/5/2015	XXX93276	2/18/2015	XXX51293		2/18/2015	100xxxx	Demo	20

2.5.1 How information is controlled and sorted (e.g. what information LSCA can access):

Below is a sample of the type of information that can be controlled and sorted. Moreover we can customize the data to match what you require. The standard notifications are sorted by;

1. Customer Name
2. Manufacturer Name
3. En Pointe Purchase order number

4. En Pointe Sales order number
5. Expiring SKU (Part number of the expiring License. Can be one or many)
6. Expiring Part Description (explanation of expiring licenses)
7. Expiration Date (the date when part gets expired)
8. Renewal SKU (Part number of the new service)
9. Opportunity amount (The list price customer will pay to renew)
10. AE name (who has been assigned to the customer)

Key Services of Renewal Team:

1. Renewal Process Management
2. Random Renewal Opportunities
3. Upgrade Promotions
4. Renewal Outsourcing
5. Renewal Repository

Reporting is one of the most critical parts of the renewal process that shows the results of a complete renewal activities performed in a particular quarter. These reports help us guarantee on time renewals and help avoid late renewal fees which customers could possibly be charged.

2.5.2 How state Procurement Officer can obtain purchasing profile for Users and volume in State:

Since En Pointe is a Value Point contract holder, we maintain these purchasing profiles and we already are capable of giving profiles to NVPP officers who request them.

2.5.3 How an individual User can obtain only their information.

Reports can be tailored to have individual access. Our system is designed to give, and limit, access to information depending on the security level issued by administrators.

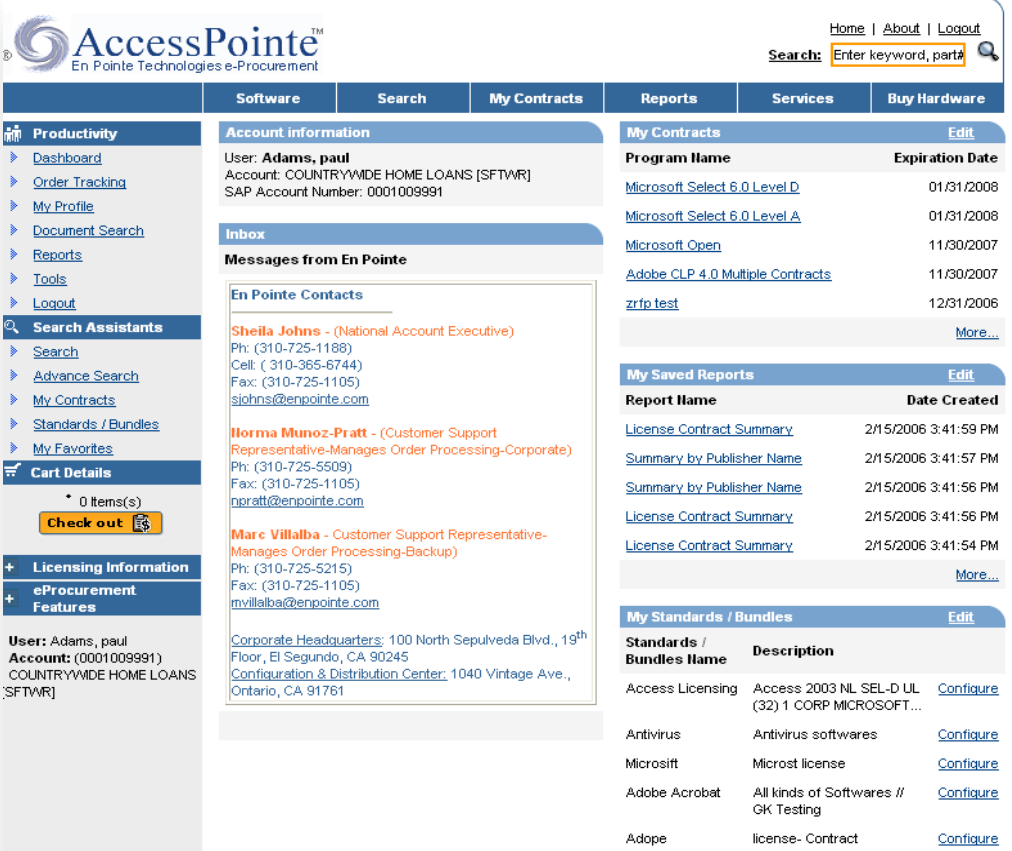
2.6 How website is monitored, kept current and accurate.

En Pointe and PCM's websites are updated continually on a daily basis. We have a 99.9% uptime and the only time we've been down in the past few years is once a year on a Sunday between midnight and 6am it has been down for maintenance but this scheduled in advance. En Pointe systems are electronically integrated with key suppliers via EDI and are updated continuously on a daily basis.

3. Describe your Company's method for tracking software licenses and ensuring that Participating States receive timely notifications of renewals or are advised of volume agreement opportunities or vulnerabilities, etc.

Our license tracking software works by actively maintaining all licensing agreements customers have with software publishers (both contractual agreements as well as transactional software volume discount agreements). This enables us to ensure customers are purchasing products in compliance with any agreements they have, and prevents accidental quotes and/or orders for products at prices outside of any agreement terms. Because every license is individually recorded against a customer-specific agreement, we can easily track license purchases for customers and record them against contractual milestones to assist customers in recognizing how to take best

advantage of any agreements they have entered into. The below screenshot shows a summary of the various Publisher contracts and standard reports.



The screenshot displays the AccessPointe e-Procurement interface. The top navigation bar includes links for Home, About, and Logout, along with a search bar. The main content area is divided into several sections:

- Account information:** User: Adams, paul; Account: COUNTRYWIDE HOME LOANS [SFTWR]; SAP Account Number: 0001009991.
- Inbox:** Messages from En Pointe.
- En Pointe Contacts:**
 - Sheila Johns - (National Account Executive): Ph: (310-725-1188), Cell: (310-365-6744), Fax: (310-725-1105), sjohns@enpointe.com
 - Norma Munoz-Pratt - (Customer Support Representative-Manages Order Processing-Corporate): Ph: (310-725-5509), Fax: (310-725-1105), npratt@enpointe.com
 - Marc Villalba - Customer Support Representative-Manages Order Processing-Backup): Ph: (310-725-5215), Fax: (310-725-1105), mvillalba@enpointe.com
- Corporate Headquarters:** 100 North Sepulveda Blvd., 19th Floor, El Segundo, CA 90245
- Configuration & Distribution Center:** 1040 Vintage Ave., Ontario, CA 91761
- My Contracts:** A table listing contracts with columns for Program Name and Expiration Date.

Program Name	Expiration Date
Microsoft Select 6.0 Level D	01/31/2008
Microsoft Select 6.0 Level A	01/31/2008
Microsoft Open	11/30/2007
Adobe CLP 4.0 Multiple Contracts	11/30/2007
zrfp test	12/31/2006
- My Saved Reports:** A table listing reports with columns for Report Name and Date Created.

Report Name	Date Created
License Contract Summary	2/15/2006 3:41:59 PM
Summary by Publisher Name	2/15/2006 3:41:57 PM
Summary by Publisher Name	2/15/2006 3:41:56 PM
License Contract Summary	2/15/2006 3:41:56 PM
License Contract Summary	2/15/2006 3:41:54 PM
- My Standards / Bundles:** A table listing standards/bundles with columns for Standards / Bundles Name and Description.

Standards / Bundles Name	Description
Access Licensing	Access 2003 NL SEL-D UL (32) 1 CORP MICROSOFT...
Antivirus	Antivirus softwares
Microsoft	Microst license
Adobe Acrobat	All kinds of Softwares // GK Testing
Adope	license- Contract

3.1 The standard sort-able data fields established for these records.

The standard notifications are sorted by; 1. Customer Name 2. Manufacturer Name 3. EnPointe Purchase order number 4. EnPointe Sales order number 5. Expiring SKU (Part number of the expiring License. Can be one or many) 6. Expiring Part Description (explanation of expiring licenses) 7. Expiration Date (the date when part gets expired) 8. Renewal SKU (Part number of the new service) 9. Opportunity amount (The list price customer will pay to renew) 10. AE name (who has been assigned to the customer)

3.2 The information tracked on behalf of Participating States.

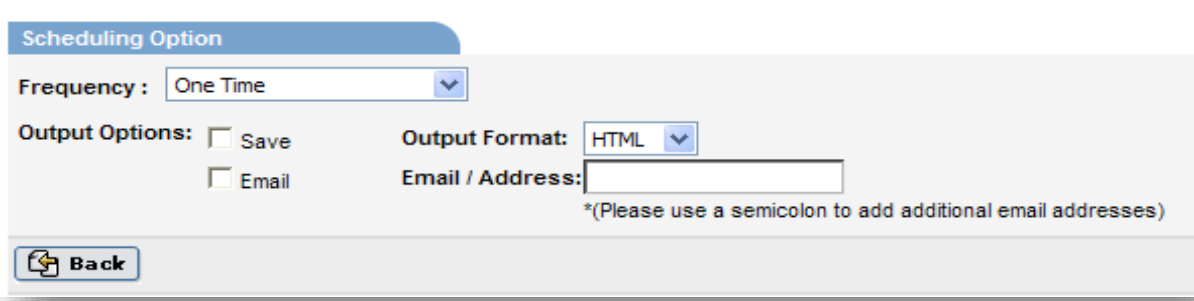
En Pointe's order tracking features will provide you visibility through the entire procurement process. Our solution provides our internal order status, invoice information, as well as real-time shipping status via integration links to all the major carriers, allowing us to show the exact location of every order and status of each license. Furthermore, we provide best in class data availability to include individual license numbers. Our solution even provides proof of delivery by pulling up the signature of the individual who signed for any products which need physical delivery.

Our license tracking works by actively maintaining all licensing agreements the states have with software publishers (both contractual agreements as well as transactional software volume discount agreements). This enables us to ensure that you are purchasing products in compliance with any agreements you have, and prevents accidental quotes and/or orders for products at prices outside of any agreement terms. Because every license is individually recorded against a customer-specific agreement, we can easily track license purchases and record them against contractual milestones to assist you in recognizing how to best take advantage of any agreements you have entered into.

3.3 How reminders of significant dates or volume plateaus are triggered. Include how your Company, as a partner with the Participating State, communicates with the State to ensure no deadlines are missed or opportunities unexplored.

En Pointe has a redundant systems that works both electronically with our e-procurement tool that is set to notify clients and our software tracking teams who work behind the scenes to makes sure that our Account Executives have current information to better support the states in their licensing options. Account Executives are notified via system generated notifications early enough so they can inform participants of up-coming renewal and pending volume plateaus. This will ensure that no deadlines are missed or opportunities unexplored. Reminders can be sent in a variety of formats, such as HTML, PDF, Excel, etc.

4. Describe your method Participating State receives documentation of Proof of License



Scheduling Option

Frequency : One Time

Output Options: Save Output Format: HTML

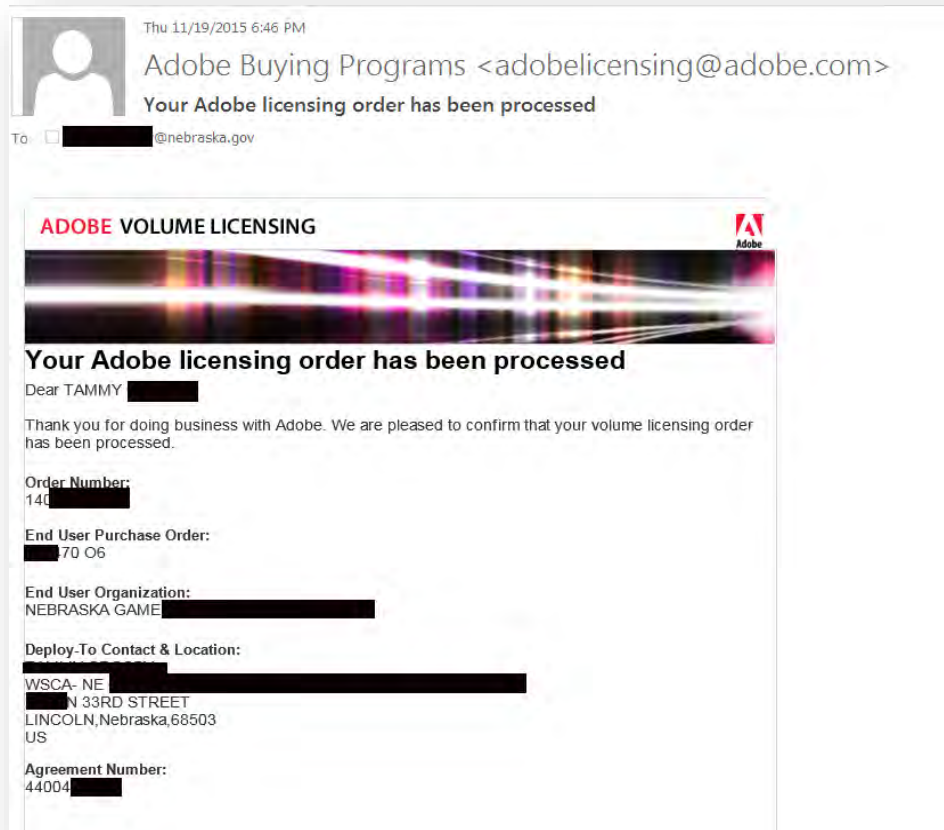
Email Email / Address: _____

*(Please use a semicolon to add additional email addresses)

Back

4.1 Describe process for providing Proof of License to a buyer.

When we receive the customer's Purchase Order our Customer Support Representative (CSR) places the order in our system through SAP to our vendors. The order is then confirmed by the vendor electronically and the product is shipped directly to the customer. Shipment confirmation is sent to purchasing who then closes the order and adds shipping information in case of POD requests. Customer is then electronically invoiced and all licensing proof of purchase data is recorded in AccessPointe our e-Procurement tool. Proof of purchase documentation requests can then be satisfied quickly through inquiry into the AccessPointe account database. En Pointe will provide (or facilitate through the publisher) a proof of license certificate that will substantiate Proof of Purchase for each type of license purchased under this contract. En Pointe receives automatic copies of most vendors' licenses. We maintain a database and send a copy to the customer. These License Certificates contain all the necessary information to show proof of ownership. Please see our sample Proof o License notification below:



4.2 Method of retaining back-up copies of Proof of License. How quick duplicate provided.

En Pointe maintains all customer agreements with proof of delivery/proof of purchase against each order in our ERP SAP system. This system allows us to provide you a real-time depository of software license information such as key-codes, software assurance benefits, etc. Because every license is individually recorded against a NVPP specific agreement, we can easily track license purchases for customers and record them against contractual milestones to assist customers in recognizing how to best take advantage of any agreements they have entered into. Every publisher has a different process in providing certificates of license. Some vendors (i.e. Publishers) will send us a copy of the certificate that we store, others send the certificate directly to the customer and do not copy us, but will resend upon our request with proof of invoice, and still others store the certificates on a website that the customer only has direct access too. The process is done quickly and we have a 24 hour turnaround time.

4.3 Describe how your Company partners with a State to demonstrate accuracy of licensing information to a publisher (aka a "True Up").

Our proactive AEs have extensive enterprise experience with publisher reps. They are well versed in true up policies, anniversary date adjustments and not to exceed pricing rules. En Pointe has a professional methodology for advising our clients on the best practices for software acquisition, license management true up and reporting available in the market. We also offer world class Software Asset Management services which use the following protocol:



They also provide:

- Publisher management including scheduling and presentation management
- License Program Analysis and Comparisons
- Pro-active notifications of renewals and contract expirations
- Budget Planning and Forecasting
- Compliance Reviews and Audit Consulting
- Subscription-based and Ad-Hoc Reporting
- Self-Service P&A (Procurement & Administration), Ordering and Reporting
- Software Asset Management

We can clearly differentiate En Pointe from its competitors in the areas of Account Executive knowledge, software pricing and rebates, the use of technology and commitment to service and long term vendor relationships. Our experienced staff, robust infrastructure and our customer-specific processes are the key factors that differentiate En Pointe in the marketplace.

5. Reports

5.1 Describe standard reports which can be generated for a State (other than downloadable reports addressed earlier). Provide sample reports.

En Pointe has a variety of purchase activity reports available to participants via the web, electronically (through email), and/or directly from your En Pointe account team. Our reports can track buying at every level and break down spend by division, parent, ship-to location, etc., to give you a clear view of your purchasing patterns.

Custom Sample Report													
2015													
Customer Name	Address	City	Zip code	Customer PO	Order Date	Invoice Number	Invoice Date	Vendor	Manufacturer P/N	Product Description	Unit Price	Quantity	Total Price
WSCA-HI Office of Council Services	200 S High St Room #703	Waikuku	96793	15-999	6/23/2015	92942418	7/1/2015	KEMP Technologies Inc.	EB-2200	1YR 10X5 BASIC SUP EXT OR RNWL FOR LM-22	\$646.64	2	\$1,293.28
WSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	Q47082-2322	6/25/2015	92942407	7/1/2015	Microsoft	021-10112	Office Standard Media	\$20.15	1	\$20.15
WSCA-HI-DEPT OF TRANSPORTATION	79 South Nimitz Highway	Honolulu	96813	60727173	6/25/2015	92942421	7/1/2015	Microsoft	P73-06344	Windows Server Standard 2012R2 Media	\$20.15	1	\$20.15
WSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	Y45927 - 384	6/30/2015	92942405	7/1/2015	Microsoft	3YF-00294	Office Mac/LIC	\$41.28	5	\$206.40
WSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	Y45927 - 384	6/30/2015	92942405	7/1/2015	Microsoft	021-10282	Office/LIC	\$41.28	2	\$82.56
WSCA-HI-Dept.Business,Econo.Dev.&Tou	PO Box 2359	Honolulu	96804-2359	00014780	6/30/2015	92942426	7/1/2015	Microsoft	P73-06309	Windows Server/LIC	\$570.00	13	\$7,410.00
WSCA-HI Fire Department	636 S St	Honolulu	96813	D-HFD-15028	6/30/2015	92942416	7/1/2015	Microsoft	79P-04712	OFFICE PROFESSIONAL PLUS/LIC	\$328.20	43	\$14,112.60
WSCA-HI Fire Department	636 S St	Honolulu	96813	D-HFD-15028	6/30/2015	92942416	7/1/2015	Microsoft	D86-05323	Visio Standard/LIC	\$161.04	27	\$4,348.08
WSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	S38958-940I	6/30/2015	92942406	7/1/2015	Microsoft	3YF-00294	Office Mac/LIC	\$41.28	1	\$41.28
WSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	S38958-940I	6/30/2015	92942406	7/1/2015	Microsoft	79P-04691	OFFICE PROFESSIONAL PLUS/LIC	\$51.00	10	\$510.00
WSCA-HI CITY AND COUNTY OF HONOLULU	650 SO KING ST 4TH FLOOR	HONOLULU	96813	O-DT-150234	6/30/2015	92942404	7/1/2015	Microsoft	79P-04712	OFFICE PROFESSIONAL PLUS/LIC	\$328.20	38	\$12,471.60
WSCA-HI Fire Department	636 S St	Honolulu	96813	25202133	7/1/2015	92942417	7/1/2015	Microsoft	79P-04712	OFFICE PROFESSIONAL PLUS/LIC	\$328.20	5	\$1,641.00
CITY AND COUNTY OF HONOLULU	650 SO KING ST 4TH FLOOR	HONOLULU	96813	E-ESD-13019	3/25/2014	92943033	7/2/2015	Kronos Incorporated	YORKFORCEaaS/SU	Kronos SaaS Hosting Subscription	\$2,528.40	1	\$91,022.40
WSCA-HI County of Hawaii	25 Aupuni Street	Hilo	96720	04338R.023	6/24/2014	92943031	7/2/2015	Microsoft	269-05623	Office Professional/LSA	\$521.52	725	\$378,102.00
WSCA-HI Office of Council Services	200 S High St Room #703	Waikuku	96793	15-707	6/27/2014	92943026	7/2/2015	Microsoft	UTS-00008	OFFICE365 PG3 SHRDSVR PERUSER/LSA	\$428.40	28	\$11,995.20

Generated Reports

For reporting requirements not covered by our standard or premium reports, En Pointe can generate customized reports to capture any customer-specific data management field in any

format that meets your needs. Our reporting module makes your life easy; 3 - Way PO Matching Report, Detail Report by Customer PO, Detail Report by Ship to location, Invoice Summary, License Contract Summary, Order Confirmation Report, Outstanding Orders by Account, Previous Purchase History Report, Product Totals by Publisher/Manufacturer, Product Totals by Quantity.

Please refer to ATTACHMENT B_Methodology_EnPointe_Reports

5.2 Describe on-line, real time, reporting capabilities using established reports:

Premium Reports

Our reports can be generated with 100 points of data. The following Premium reports are available: License Consumption Report, Maintenance Accumulation Report, Global Report, Total Sales by Month, Purchase Activity Detail Report, Summary Mfg. Total by Dollars, By Manufacture, Product, Product Totals by Description, Units Shipped/Units Returned, Sales Orders Report, Customer Contract Listing, Cost Savings, Return Activity, Publisher Account Guide.

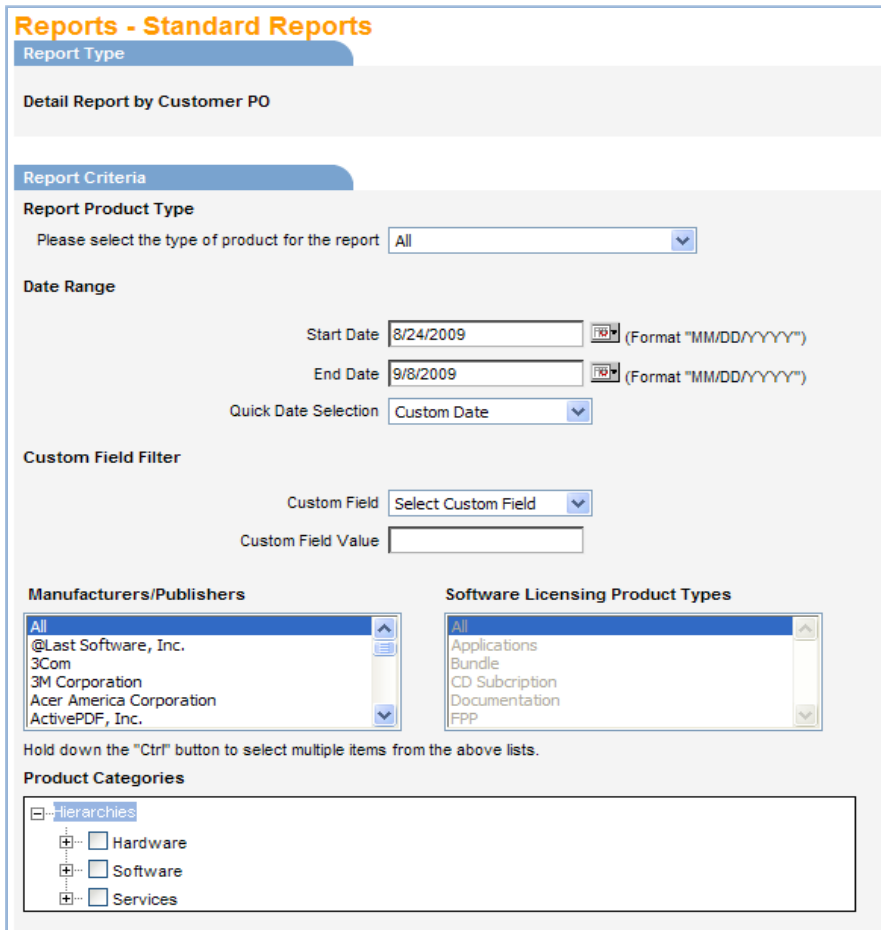
5.2.1 Standard Reports. Provide sample reports.

Standard Reports

Standard Reports are available online via a secure login utilizing En Pointe's AccessPointe. Report of Outstanding Orders, Purchase History, Detail Report by Publisher, Detail Report by Customer PO#, Raw Data File (all fields captured), Summary Totals by Product Name, Summary Totals by Publishers, Customer-Specific Price List, Snapshot Report – graphical summary of purchase activity data, Purchase Activity Detail Report can be provided as Standard reports.

5.2.2 Reports that can be generated by the LSCA.

Our reporting tool is robust and customizable.



Reports - Standard Reports

Report Type

Detail Report by Customer PO

Report Criteria

Report Product Type
Please select the type of product for the report: All

Date Range
Start Date: 8/24/2009 (Format "MM/DD/YYYY")
End Date: 9/8/2009 (Format "MM/DD/YYYY")
Quick Date Selection: Custom Date

Custom Field Filter
Custom Field: Select Custom Field
Custom Field Value:

Manufacturers/Publishers
All, @Last Software, Inc., 3Com, 3M Corporation, Acer America Corporation, ActivePDF, Inc.

Software Licensing Product Types
All, Applications, Bundle, CD Subscription, Documentation, FPP

Hold down the "Ctrl" button to select multiple items from the above lists.

Product Categories
Hierarchies:
Hardware
Software
Services

5.2.3 Reports that can be generated by the Participating State. Provide sample reports.

All states can use our reporting tool.

AccessPointe™
EN Poins, Technologies & Resources

Data View

Reports - Standard Reports

Report Criteria

- Report Product Type : All
- Report Type : Snapshot Report (nav)
- Date Range : From 1/1/2011 to 12/31/2011
- Custom Field :
- Manufacturers/Publishers : All
- Software Licensing Product Types : All
- Product Categories : All

Report Detail

Global Stats

Total Spending Stats	Amount
Total Amount Spent	\$1,806,257
Total Returns	\$0
Percent Returns	\$0
Average Order Amount	\$5,581
Total Unique Brands	\$45

Date Range: Jan 1, 2011 To Dec 31, 2011

	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
Spending/Month	\$10,895	\$11,520	\$11,774	\$10,595	\$21,195	\$54,054	\$9,418	\$31,465	\$293,920	\$6,547	\$915,359	\$9,727
Number Of MFR/Month	6	13	13	10	14	7	6	12	14	7	7	9
Number Of Orders/Month	18	28	22	25	19	12	12	22	27	17	13	18

Date Range: Jan 1, 2010 To Dec 31, 2010

	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10
Spending/Month	\$0	\$0	\$0	\$0	\$7,163	\$10,967	\$38,433	\$5,655	\$3,975	\$10,916	\$81,469	\$155,064
Number Of MFR/Month	0	0	0	0	10	5	4	7	7	10	6	6
Number Of Orders/Month	0	0	0	0	18	7	6	11	11	16	13	13

Back | Email Report | Print | Schedule Report

Save As: HTML | Report Name: | Save In My Reports | Save

5.2.4 Reports that can be generated by the User agency. Provide sample reports.

All user agencies can use our reporting tool.

Reports - Standard Reports

Report Type

Select Report Type :

- 3-Way PO Matching Report
- 3-Way PO Matching Report
- Detail Report by Customer PO
- Detail Report by Ship To Location
- Invoice Summary
- License Contract Summary
- Outstanding Orders by Account**
- Previous Purchase History
- Product Totals by Publisher/Manufacturer
- Product Totals by Quantity
- Purchase Activity Detail Report
- Purchase Summary by Billing Location
- Purchases by Contract
- Quote Summary Report
- Raw Data File
- Requisition Summary Report
- Snapshot
- Summary by Publisher/Manufacturer Name
- Top Publisher/Manufacturer Summary
- Total Sales by Year and Month

5.3 Custom Reports” as an optional service to Participating States, should State determine to utilize this service? (See Section 3: Scope of Work, 3.7.3 Custom Reports)

Yes, En Pointe has a system of reporting that is available online 24/7. Each participant will be capable of defining their reports that they need. Reports are a value add service provided by En Pointe.

6. Describe Company works with State and publisher to maximize the State’s value:

6.1 Working with a State and a publisher to assist the State in managing their volume or enterprise license agreements.

En Pointe provides simplified license management with a single agreement, predictable software costs, and spread payments. Software Assurance is included. Volume licensing of software makes it easier and more affordable to run software on multiple computers and devices within your organization. By acquiring software licenses through En Pointe and publisher’s volume licensing programs, you receive customized purchasing options and improved software management. A comprehensive maintenance offering ensures the most protection for your software investment through the benefits of Software Assurance. This offering combines the latest software plus phone support, partner services, training, and IT tools.

En Pointe will work with publishers to tailor its programs to meet the needs of NVPP Areas for consideration:

- The size and type of your organization (government entity or educational institution)
- The products you want to use and license now and within next 3 years
- The way in which you want to use those products and the various user types

Other considerations for example include: states, public schools and cities that have specific annual funding that is tied to a budget cycle. Enterprise Agreements should begin and renew within the budget cycle to prevent issues with on time renewals and anniversary true ups.

6.2 Working with a State and publisher to maximize...total sales volume from a State and its cooperative partners to ensure best value to all State’s.

En Pointe can manage your pricing using a variety of methods such as; Competitive Bid Orchestration: With line of site on over 3000 customers, En Pointe can assist participants with the orchestration of competitive bids to ensure better than fair market values. Special Bid Management: Through the utilization of manufacturer special bid and registration processes. Deal Registration, Competitive Price Audits and Asset Tracking per Volume Commitments which enables participants to run accurate purchase history reports utilizing AccessPointe. We also have Price Drop Notifications, by utilizing AccessPointe, En Pointe can setup price drop notifications on all of participant’s standards.

6.3 Working with a publisher to maximize the leverage created by the total sales volume overall resulting from this contract.

En Pointe merger with PCM makes our buying power even stronger to negotiate with publishers to maximize sales discounts for volume purchases. We are actively working toward this goal to bring more value to NASPO Value Point at the moment. En Pointe always negotiates better pricing for their customer on an ongoing basis through our understanding of all offers and pricing programs.

6.4 Working with State and publisher to obtain the best quote on a high volume purchase.

En Pointe as a PCM company enjoys the deepest discounts offered by publishers. It is our standard practice for our exemplary customer service to ask for even additional discount on large purchases and pass those discounts to our customers. It's imperative that participants don't buy too few licenses and miss volume discounts or too many and end up with shelfware – software that sits unused. We recommend you negotiate as an enterprise rather than by department. We look for reallocation possibilities.

6.5 Company uses historical purchase information to provide targeted assistance to State.

En Pointe is an incumbent NASPO Value Point VAR and already has historical procurement data from States. En Pointe can benefit you in many ways, maintaining the historical purchases and carefully managing this data, this includes; better forecast your annual software budget and manage costs, gain greater control over your product upgrade cycle, effectively plan for new software deployments, and ensure good corporate governance.

6.6. How maintenance support is to be made available.

Most publishers offer maintenance and support for their products in a sku-based format. En Pointe is as an authorized resellers for these skus. If a current publisher offers maintenance we will include this information during the quote so that participants can decided whether they wish to procure the maintenance during the quoting process.

6.7 Describe how training regarding the installation of products and use of products will be made available and how to obtain best value from it.

As we mentioned En Pointe has many certified service professionals who are fully authorized to install, upgrade, repair and train on all major publisher and we have many free options from our AE's and Webinar group. .

- **On-Site Training** - One to one training can be arranged as well as classroom environment training.
- **Off-Site Training**- En Pointe is certified by all major software titles. We can offer off-site training in any software capacity.
- **Webinar Training**: En Pointe has a full team of training personnel who run webinars hosted by top software publishers. We currently provide this training to all NASPO Value Point Customers.

Depending on the scope of the training, En Pointe provides most basic training to get our customer up and running with our partners and for more in-depth need we have a variety of options from professional sku's from publishers to outside training vendors.

7. A significant aspect of this service is to be Value-Added Services.

7.1 Describe complexities related to enterprise license agreements (e.g. Microsoft EA, Adobe CLP, etc.). How you assist customers (first time customers) through this process and knowledgeable about the agreements once they are complete?

At En Pointe the process begins with an initial planning session or "On Boarding" meeting, where participants and other IT stakeholders will be introduced to the dedicated En Pointe team and receives an overview of our product and services. With your En Pointe Account Executive and the entire virtual team involved, we'll discuss how En Pointe can best assist you in managing and administering your project. We'll also explore your objectives, goals and timelines for deploying the technologies in which you've invested. By establishing this long term, proactive relationship, we'll be better able to assist you throughout the term of the contract and the lifecycle of the products included in it.

More specifically, we know that managing software licensing contracts is complex. Tracking what you have purchased, what you own, and what you are using can be an overwhelming task. Our software specialists help you understand what your stakeholders are licensed for and what you are entitled to. We explain Licensing in the simple terms. We proactively work with you to deploy your purchases and make you aware of the ever changing licensing agreements that may provide you hard dollars savings.

Pre-Contract

- Review of existing software platform, buying trends and comprehensive cost analysis
- Technology planning, roadmap sessions, long-term budget planning and forecasting
- Contract interpretation and simplification
- Proposal of quantifiable software and satisfaction assurance
- SAM assist to lay the foundation for best practices

In-Contract (Training/Management)

- Facilitate Software Assurance Benefit activation
- Site training and benefit administration
- Provide customized departmental trainings
- Manage subscriptions: Add all new users and subscription benefits
- Manage subscriptions: Add all new users, assign appropriate subscriptions/benefits, transfer/modify current subscriptions, send monthly user report

In-Contract (Processes)

- Set-up AccessPointe and implement EA tracking system
- Plan for deployments/migrations
- Provide License harvesting and audit consulting
- Track to SAM processes for yearly True-up
- Schedule subscription based/ad-hoc reporting
- Monthly Newsletter

Post-contract

We provide highest level of customer satisfaction and account coverage. En Pointe achieves this by assigning a single point of contact, (SPOC) that acts as a Relationship Manager for the overall contract, including internal team management and escalation. An experienced team of Software Account Specialists will be leveraged for this contract. En Pointe will also provide a full support team that will be knowledgeable around all areas of the engagement between our two organizations.

- Education Account Managers
- An Inside Sales Team to support each region
- A Dedicated Educational Support line
- Customer Support Team for order status and pre/post sales
- Software License Specialist assigned to support the account team

There will always be a live person to take the calls from 8:00 am to 8:00 pm EST available on this 1-800 number ready to support any caller. Email and telephone queries and request for quotes will be responded within four hours in addition to real-time quote-formulation, order-placing and order tracking capabilities available around the clock through En Pointe's e-Procurement solution.

- Enterprise Agreement /software assurance ROI summary
- SLA scorecard breakdown and vendor performance overview
- Technology initiatives and roadmap analysis
- Asset management support and assistance with license transfers
- Proactive contract re-negotiations with software vendor

We also initiate planning session or "On Boarding" meeting, where participants and other IT stakeholders will be introduced to the dedicated En Pointe team and receives an overview of our product and services. With your En Pointe Account Executive and the entire virtual team involved, we'll discuss how En Pointe can best assist you in managing and administering your project. We'll also explore your objectives, goals and timelines for deploying the technologies in which you've invested. By establishing this long term, proactive relationship, we'll be better able to assist you throughout the term of the contract and the lifecycle of the products included in it. Strategy discussion sessions help develop an understanding of your technology roadmap and allow En Pointe to keep you informed of offerings and promotions targeted to your specific needs. In many cases, we can assist in negotiations with manufacturers and publishers for project-related purchases.

7.2 Describe how you handles transitioning customers from an account manager with whom they have built a relationship to an account manager who is new to them?

En Pointe Vice President of Government Sales, Aaron Rosenberg and our Director of Government Sales Imran Yunus have decades of experience in Public Sector Sales and between the two of them they have created a team of highly effective Account Executives. Imran has been working for En Pointe for over 20 years and the team he has built mostly have decades of experience as Account Managers. All of our AEs have an incredible amount of experience in SLED contracting. These AEs are backed up by just as qualified Inside Sales Teams who cover individual territories. Account Executives manage contracts, and are directly supported by these ISRs. This team helps train new hires while supporting those fellow employees who are out on vacation, or are taking sick leave, or are promoted. In those rare times when an AE retires or resigns this support team is fully capable of stepping in and making sure participants feel little to no impact of the change while a new experience Account Manager is brought in to build on the existing relationship with participants.

7.2.1 How do you ensure that all of the customers' needs are met?

We ensure that customers' needs are met by being proactive in our outreach to NVPPs, engaging with them, learning their needs and providing agnostic advice that helps them make the correct choices. Your account executive will work hand in hand with participants to be sure that their business has had a full assessments of their licensing portfolio. We make sure they are in complete compliance with our Compliance Reviews. We teach them the importance of Contract Management and then we oversea each and every implementation to make sure it's

going smoothly. We then make sure that participants have complete Lifecycle Support and show them the importance of Software Subscription Management particularly when it comes to the new models of licensing such as SaaS, (Adobe Creative Cloud, Office 365) and of course we make sure that they are reporting and tracking those licenses so that they are getting the utmost value from their investments.

7.2.2 ensure new account manager is given the resources necessary to be successful

En Pointe Account Executives have a wealth of resources at their disposal to help support participants. They have:

- Upper Management
 - Direct reports for each region.
 - A director of government sales
 - Vice President of Government Sales
 - VPs of Marketing, Sales, Operations, CFOs, CIOs and many more.
 - President of En Pointe – Michael Rapp who guides our Account Executives.
- Fellow Account Executives
 - State leaders who service similar accounts
 - Professional Services Representatives who are subject matter experts in technologies we offer.
- Inside Sales Teams
 - Inside Sales Representatives who support their efforts.
 - Licensing teams
- Brand Managers
 - All major brands including Microsoft, Cisco, Citrix, Adobe, etc.
- Operations Teams
- Financing
- Marketing Teams
 - Events Teams
 - Web Teams
 - Email Marketing
 - Social Networking
 - Digital Signage
 - CRM
 - Diversity Team
 - Campaign Teams
 - Webinar Teams

We hold classes and training weekly and each year we have a National Sale Meeting where our sales force spends an entire week learning all the latest technology and offerings from OEMs and publishers. It is then expected that this knowledge will be used to give our customers up to moment updates on all our partners' offerings.

7.3 Describe training available for contract and best value from it, other than on-line tutorials.

When En Pointe was awarded the current Value Point software VAR contract, many of the participant state IT departments had several questions regarding the use of the contract. En Pointe held onsite trainings, as well as conference calls to describe the contract in detail and how

it can be used. These trainings included the value that this contract brings to participants and how procurements are made easier under this contract. We will continue this practice with new participants as needed.

7.4 Explain Value-Added services your Company will make available whether they are to be provided at no cost. If there are costs, identify these costs on the Pricing Sheet.

En Pointe's Infrastructure Optimization Assessments, can help you develop an actionable roadmap for optimizing your IT infrastructure and platform, or help you identify projects that can lead to immediate cost savings. This assessment will provide:

- A customized IT roadmap delivering more pages of personalized technical analysis for your organizations unique needs, structure and future.
- A cost savings analysis providing a personalized overview of your IT infrastructure and platform to identify opportunities for your organization. This will also stack rank your IT maturity against your competitors and organizations of like-size.
- Once the Assessment is completed you may qualify for free services to conduct a proof of concept on Virtualization, Windows/Office migrations, System Management, LYNC and Exchange implementations to name a few.
- Installation Consulting

As an En Pointe customer, NVP participants will have access to additional benefits, events and resources. Additionally, we send out newsletters, tip sheets, and hold IT Expos on featured products to complement the free events we host. Recently we gave a presentation on Microsoft Azure to a packed house of IT professionals.

8. Explain how your Company will:

8.1 Retain publisher certification levels and improve on them.

En Pointe is constantly working on certification levels from a company perspective, account executive level and engineering levels. We have reached the top of many certification levels which is shown by our gold, platinum, and LSP levels with major publishers. These did not come easy we had to work hard and build business units to achieve many of our levels and now that we've partnered with PCM both teams have seen their levels increase and we will be vigilant in attaining even higher levels in the future so we can give NVPPs even better coverage.

8.2 Work to reduce costs to obtain publisher products?

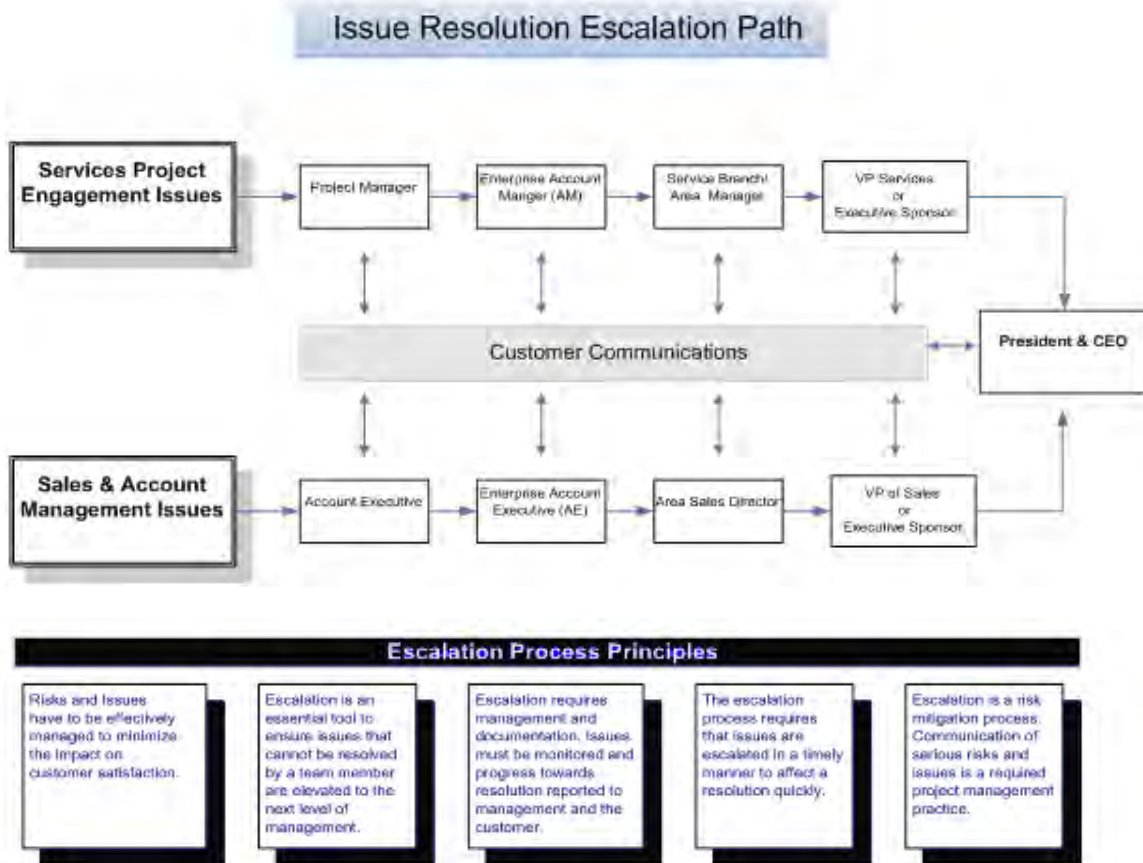
One of the benefits of our merger with PCM was to achieve additional certifications and to grow to a size that would mean our voice was heard by large manufacturers. This has worked so far. We also see sizable cost savings in the future as companies migrate to a cloud based procurement cycle.

8.3 How does your Company respond to customer complaints and service issues?

The En Pointe Account Executive along with your Project Manager are the main point of contact for all aspects of this relationship. The AE's role as the lead sales executive is maintenance of the relationship throughout this engagement. There will also be day-to-day project management and service management personnel who are responsible for specific service deliverables. En Pointe also involves our senior management to ensure that you have direct contact with the decision makers of our company.

En Pointe keeps our top management close to our clients. We believe in allowing our resources in the field to make as many decisions as possible for the well-being of our customer base. We also believe that it is important that when customers need issues escalated, the escalation path provides a timely resolution to their issue by involving executive management as quickly as possible.

8.4 What is your Company's escalation process?



9. Problem Resolution

9.1 Scenario 1: Describe at least one recent situation where your Company made a major error that resulted in dire consequences for a customer. Detail the error and what changes your Company has made to avoid repeating the error in the future. In this situation, the problem is not solved in time to take care of the customer, and the customer is likely lost.

When we first began to service WSCA we had difficulty with the New Mexico COCP situation. The state of NM signed the PA with En Pointe not fully understanding the impacts of the Microsoft COCP process and how it would impact their educational institutions. In order to change reseller's an entity must sign called a Change of Chanel Partner Form. Microsoft mandates a specific waiting period for Change of Channel Partner form requests. This allows the current reseller to close out all existing invoices. The COCP and the PA was signed by the State of NM at the same time. The contract with their current LAR had already expired and En Pointe legally was unable to transact Microsoft Education orders due to the mandated waiting period. Microsoft, nor the past reseller were willing to amend the COCP contract terms for the State of NM. Therefore, all state educational institutions were unable to procure software for their upcoming school year. They were required to come up with additional methods of procuring during the

mandatory waiting period from Microsoft. On all PA's both education and SLG it is a requirement to disclose in writing, the mandatory waiting period to all parties to ensure there is always a contract in place for procurement up until the time the COCP becomes active with the new reseller. The New Mexico school systems got caught up in the middle of a "dark" ordering period which prevented them from ordering MSFT products on time for the start of school. This was a small disaster for them. The Account Executive was replaced by one of our more experienced representatives, Michelle Day-Wirth. We realized we need an education specialist who would have realized this problem with initiating the CoCP. Ms Day-Wirth proactively solved the issue but we lost licensing business. This rule by Microsoft has subsequently been changed to the relief of many LSPs as we were not the only LAR that was affected by this situation.

9.2 Scenario 2: Describe at least one recent situation where your Company made a major error that had potential dire consequences for a customer. Detail the error and what was done to correct the situation. To what lengths did your Company go to take care of the customer? What changes (if any) did your Company make to avoid repeating the error in the future? In this situation, the problem is solved in time to take care of the customer, and the customer is likely not lost.

En Pointe has had challenge getting accurate and timely quotes NM State Records and Center Archives for their Records Management System which was provided by a large software publisher. Our customer was very frustrated we risked that they might have a lapse in support. En Pointe understood that this is an important solution for this customer. They had invested a lot of time and money into this solution and they have thousands of valuable documents stored in the software. Our Account Executive proactively led multiple conference calls with OEMs, Software Publishers, and our distributor to find a solution. We reached out to the customer's CIO to give us a chance to improve our customer service and provided him a plan as to how we would accomplish this. Since then we proactively work with the manufacturer, publisher and the customer for their renewals anticipating the challenges. We communicate often and we saved our relationship with the CIO. We have had very positive reports from the CIO this year and last since after this situation. Here's the CIO's comment, "*...Dear, Michelle, Thanks for checking in on me things are going much smoother since you got involved. It is now a pleasant experience dealing with En Pointe as you know I was not happy in previous dealings. I appreciate you following up on my requests. Please feel free to share this e-mail with your supervisor as you have really turned things around for the New Mexico division redacted."*

10. Product Return Process: Describe the proposed product return process:

10.1 Scenario 1: Product was ordered. The order was filled and shipped correctly. After the order was accepted, AP ordered wrong product and wants returns.

If a customer orders the wrong product for any reason, the return of such product may be possible if:

- The customer follows the RMA procedure and time lines outlined below; and
 - The vendor or manufacturer approves the return under their applicable return policies.
1. Customer must contact En Pointe within seven (7) calendar days of receipt of product. En Pointe's Customer Service Center will provide the customer with a case number.

Contact information:

- **PHONE CONTACT:** call your local salesperson.
- **WRITTEN CONTACT:**
 - En Pointe Customer Service Center
 - Mon. through Fri., 8 AM to 5 PM Pacific Std. Time

- RMARequests@enpointe.com
- 2. When contacting En Pointe, the customer should be prepared to provide:
 - a. Customer name, contact name, voice and fax number, e-mail address.
 - b. Customer Purchase Order (PO) number
 - c. Reason for return using categories which En Pointe Customer Service will provide to you.
 - d. Part number, description, quantity
 - e. Condition of original packaging
- 3. En Pointe seeks approval of return from vendor and/or manufacturer and notifies customer. If the return is approved, En Pointe will provide the customer a Return Material Authorization (RMA) number, along with instructions by fax or e-mail for proper shipment of return product. RMA numbers are valid for seven (7) calendar days from date of issuance. If the return is not approved, then En Pointe cannot accept the return and the customer keeps the product.
- 4. Customer must ship return product per provided instructions within 24 hours of receiving an RMA number from En Pointe. Unless customer is otherwise authorized in writing by En Pointe, purchase must be returned in its original box and packaging, and with all warranty cards, software, manuals and accessories. Any variance from these conditions could result in delay or forfeiture of a credit or exchange. En Pointe generally pays for shipping of eligible returns other than returns due to customer error. For customer error returns, customer pays for shipping and insurance in "as new" condition.
- 5. Vendor and/or manufacturer determine partial, full or no credit for return. En Pointe refunds customer as appropriate upon receipt of vendor credit.

Example: Following our internal procedures as follows:

The State of Utah ordered Microsoft Office Standard Edition when the end user needed Microsoft Office Professional Edition. En Pointe facilitated the return of the standard edition and processed the correct order so that the end user was able to get the preferred software.

10.2 Scenario 2: Product was ordered. After the order was accepted, AP discovered the product delivered did not match the product that was ordered. AP would like to return the product.

When it was determined that a vendor had shipped the wrong product to our very good customer En Pointe stepped in and made sure that our customer obtained credit for the product and then the correct product was reissued.

11. SVAR Performance - Describe the process to be used to track and document the SVAR's performance, to include "Cost Savings" achieved, under this Contract. See Section 3: SOW, Items 3.5.3 and 3.5.4.

How En Pointe negotiates and reports on cost saving for our clients.

- Understanding customers' IT infrastructure requirements today and six years from now
- Track all licenses through our license management software system.
- Ability to transfer that information into cost-saving licensing scenarios
- Quarterly Business Reviews helps us better understand customer requirements as projects change based on market needs
- Having historical information enables us to provide cost-effective ways to acquire the newest products when projects come to fruition

- Offering negotiation tips on “how to” based on our experience with similar and larger size customers
- Below is an example of an analysis summary sheet where we have gathered data on a customer’s spend, types of spend, and any nuances of their spend: and saved a customer almost \$3,000,000 for a Microsoft Renewal.

MICROSOFT RENEWAL - SAVINGS SUMMARY - \$2.7MM				
Date				
Opening year - Closing Year - ORIGINAL BASELINE - EA	(Microsoft LAR: XYZ)		Purchase Period	Comments:
(Normal EA Contract)	Year 1	3 Year		(Data Source: ePro Financials & Pipeline Data)
Original CPS Baseline	\$ 4,014,963.73	\$ 12,044,891.19	YEAR X	* YEAR X PO's
Additional Products		\$ 75,308.76	YEAR Y	* YEAR Y PO's
Supplemental CPS		\$ 256,388.82	YEAR Y	* YEAR Y PO's - SharePoint Enterprise CALs
Supplemental CPS		\$ 895,389.60	YEAR Y	* YEAR Y PO's - System Center DPM & Mgt. Suite
True-up - YEAR Y		\$ 126,382.00	YEAR Y	* YEAR Y - Pipeline True-up - Add'l Product Licenses
Additional Products		\$ 2,177.88	YEAR Y	* YEAR Y PO's - Add'l Product Licenses
True-up - YEAR Z		\$ 887,924.58	YEAR Z	* YEAR Z PO's - True-up, incl \$663K for Windows Svr Entr
Total Cost	\$ 4,014,963.73	\$ 14,288,462.83		
YEAR Z - NORMAL BASELINE RENEWAL & TU:	(Microsoft LAR: XYZ)		Comments:	
(True Baseline - Assuming Normal EA Renewal):	Year 1	3 Year		
EA SA Renewal - Prior to True-up & True-down	\$ 4,632,613.68	\$ 13,897,841.04	* Re-aligned the Pipeline qty's & costs to reflect qty's owned prior to true-up and true-down adjustments. Showed the true-up adjustment separately.	
Australia Renewal & Add'l License & SA	\$ 108,512.24	\$ 325,536.72		
Additional License & SA For MACs - Select	\$ 37,460.00	\$ 112,380.00	* Increased the quantities back to the original quantities owned for the items that were reduced for Pipeline as a result of the ECI enrollment.	
Total EA Renewal	\$ 4,778,585.92	\$ 14,335,757.76	* Re-sized the costs to reflect the true 2011 baseline - assuming a normal SA renewal.	
EA True-up	\$ 388,615.50	\$ 388,615.50		
Total Renewal + True-up Cost	\$ 5,167,201.42	\$ 14,724,373.26		
YEAR Z - ADJUSTED BASELINE RENEWAL & TU:	(New Microsoft LAR: EnPointe)		Negotiated New Contract Rights:	
(After Negotiations & EA Reconfiguration):	Year 1	3 Year	True-Down Rights:	
EA - SA Renewal	\$ 2,727,601.03	\$ 8,182,803.09	* Right to true-down Enterprise Products if desktops/users decrease by more than 10%.	
Australia Renewal & Add'l License & SA - EA	Included	Included	* True-down adjustment up to a max. of 25% of total qualified desktops and/or users.	
Additional Licenses & SA For MACs - Select **	\$ 37,460.00	\$ 112,380.00		
ECI New Enrollment - EA	\$ 326,808.72	\$ 980,426.16	* True-down prior to first anniversary date (i.e., allowed within first year only).	
EAP New Enrollment - EA	\$ 794,964.00	\$ 2,384,892.00	Premier Support:	
Total EA Renewal	\$ 3,886,833.75	\$ 11,660,501.25	* Right to utilize Premier Support at no add'l charge if support is needed for non-enterprise products where SA was not renewed.	
EA True-up	\$ 388,615.50	\$ 388,615.50		
Total Renewal + True-up Cost	\$ 4,275,449.25	\$ 12,049,116.75		
Total Savings (\$) - Normal vs. Adjusted :	\$ 891,752.17	\$ 2,675,256.51	Cost Savings Basis - (19% Total Savings):	
Key Highlights:				
* Excess licenses in place as a result of server consolidation & previous method of counting licenses (4:1) to ensure compliance for backup.			ECI Enrollment - (Integrates Windows Server Opr Ctr, Sys Ctr Srvr Mgt & Forefront Security):	
* Previous LAR missed an opportunity during YEAR Z true-up to enroll us in the ECI licensing program to help reduce the cost of the EA, and take advantage of per processor licensing and unlimited virtualized instances.			* Also stepped up Windows Enterprise to Data Center Suite. Provides unlimited virtualized instances, lowers EA costs vs. individual purchases, need only count processors in datacenter, provides 100% SA coverage, & TU costs are lower.	
* We could have avoided \$200K during YEAR Z true-up had ECI been executed.			Additional Discount off Level D Pricing:	
* Previous LAR, delivered little value-add. We awarded new LAR to EnPointe. EnPointe is a Microsoft software solutions providers, advisor, and licensing experts, who has demonstrated their ability to deliver cost-effective ideals and solutions, while providing oversight to prevent over-licensing by MS. EnPointe also provider of across software technologies. Can leverage to reduce costs.			* Negotiated X% discount off CPS pricing from YEAR X. Negotiated away Microsoft price increase that was due to bill for the EA for the YEAR Z renewal.	
			* Negotiated to hold TU pricing for new products flat. Negotiated away increase.	
			EAP Enrollment - (Migrated SA for SQL Server, SharePoint Server, & Visual Studio):	
			* Lowers costs to true-up each year vs. normal renewal. 40% Savings on new licenses.	
			* \$250K per year unlimited problem resolution support.	
			Free Consulting Dollars:	
			* Negotiated \$X in free consulting dollars with Microsoft.	

*For some Publishers we are including PCM LOAs. As Being a wholly owned subsidiary of PCM, Inc these LOAs are valid for En Pointe Technologies Sales LLC.

** For a few smaller publishers we are in process of obtaining Letter of Authorization and will share with States as soon as we obtain them.



Adobe Systems, Incorporated
345 Park Avenue
San Jose, CA 95110-2704
Phone 408.536.6000
Fax 408.537.6000

April 20, 2015

To Whom It May Concern:

EnPointe Technologies Sales LLC is an Adobe Systems Inc. Gold level partner, which allows En Pointe Technologies Sales, LLC to procure Adobe Systems Inc. volume licensing programs to Corporate, Education and Government customers through our authorized distribution partners. Such authorization is effective until March 2, 2016 unless earlier terminated or mutually extended by the parties.

Sincerely,

A handwritten signature in black ink, appearing to read 'Alex Duffus'.

Alex Duffus
Sr Channel Account Manager
Adobe Systems Incorporated



Citrix Partner Authorization Letter

Americas

April 17, 2015

En Pointe Technologies Sales, LLC
18701 S Figueroa St
Gardena, CA 90248-4506
USA

To Whom It May Concern,

This letter is to confirm that En Pointe Technologies Sales, LLC, Org ID 23613100, of Gardena, CA is a Platinum Citrix Solution Advisor and is authorized by Citrix to resell all Citrix Products as well as associated maintenance from March 1, 2015 through February 29, 2016.

Regards,

A handwritten signature in black ink that reads "Donna Buffett".

Donna Buffett
Director, Americas Inside Channel and Operations
Citrix Systems, Inc.



Microsoft Corporation
3 Park Plaza, Suite 1800
Irvine, CA 92614

Dealer ID#:

April 6, 2015

Re: En Pointe Technologies Sales, LLC, a Microsoft Licensing Solution Provider (LSP), with headquarter at 18701 S. Figueroa Street, Gardena, CA 90248 (Tax ID 47-3335712)

To Whom It May Concern:

This letter is to confirm that prior to December 1, 2009 all the way up to the present, EN POINTE TECHNOLOGIES SALES, LLC has held the following MS authorizations:

- LAR (Large Account Reseller) - allowing EN POINTE to offer the Microsoft Select volume licensing program to end customers in the Commercial and state and local government (SLG) sectors
- ESA (Enterprise Software Advisor) - allowing EN POINTE to service and support Microsoft Enterprise Agreements
- ADR (Authorized Direct Reseller) – allowing EN POINTE to offer Microsoft Open Value Agreements
- AER (Authorized Education Reseller) - allowing EN POINTE to offer Microsoft academic products to education customers
- Gold Competencies including but not limited to Volume Licensing, Cloud Productivity, Software Asset Management, Messaging, Communications and Collaboration and Content

Sincerely,

Michael

Michael Nash

Partner Sales Executive

Microsoft Corporation | 3 Park Plaza, Suite 1800, Irvine, CA 92614

☎ 949.608.4014 | 📞 949.433.6366 | ✉ minash@microsoft.com



December 7, 2015

To Whom It May Concern,

This letter is to verify that the following company is currently a member of the PartnerNet Program and authorized to sell Novell products.

En Pointe Technologies LLC
1940 East Mariposa Ave
El Segundo CA 90245

You may also confirm this information on the Partner Locator at the following URL
<https://www.partneretprogram.com/>.

If you have questions or need additional verification please contact the PartnerNet Help Desk at PartnerNet-Americas@novell.com or 800-828-3362.

Regards,

Lona Bullard
PartnerNet Program Specialist
lbullard@novell.com
801.861.2279



En Pointe Technologies Sales, LLC

18701 South Figueroa Street

Gardena, California 90248

Subject: Confirmation of Symantec Partner Program Membership Enrollment

To Whom It May Concern,

This serves to confirm that En Pointe Technologies Sales, LLC is a current member of the Symantec Partner Program (SPP), and has been since 1/29/2002.

En Pointe Technologies Sales, LLC has met the membership requirements of a Symantec Platinum Partner tier partner, is in good standing, and holds the following Symantec Competency memberships, recognizing their demonstrated proficiency in the below solution and delivery areas, and as published on the [Partner Locator](#):

Archiving - Expert	Data Security - Principal
Endpoint Security - Expert	Dynamic Storage and Continuity - Principal
Mid-Market Backup and Recovery - Expert	eDiscovery - Principal
Mobility - Expert	Endpoint Management - Principal
Security Monitoring and Management - Expert	Enterprise Backup and Recovery - Principal
	Gateway Security - Principal

En Pointe Technologies Sales, LLC has rights to advertise its status as a partner under the SPP, provided that any such rights and obligations are carried out in accordance with, including but not limited to, the SPP Agreement entered into between Symantec Corporation and En Pointe Technologies Sales, LLC, and any additional, applicable policies or guidelines contained on the Symantec PartnerNet Portal.

Confirmation is as of today's date, 4/17/2015

Thank you,

John Emard

Sr. Director, NAM Channel Operations & Programs

NAM Sales and Marketing Organization

Symantec Corporation



May 1, 2015

To Whom It May Concern:

Please be advised that En Pointe Technologies Sales, LLC is an active and compliant partner in VMware's Reseller Partner Program. En Pointe has been a member in good standing since December 2007.

Please contact me directly if any additional information is required to support En Pointe's response to your RFP.

Regards,

Daniel Brodeur

Senior Director, Corporate Reseller & Distribution Partners
VMware
(630) 215-8529
dbrodeur@vmware.com



November 3, 2010

To whom it may concern:

This is to certify that PC Mall is an authorized Ai Squared Dealer in the United States. As such, they may sell, service and warranty our software products, ZoomText, ZoomText Express and ZoomText Large-Print Keyboard. Our products are made and distributed at our location in Manchester Center, Vermont, USA.

Regards,

Catherine T. Gettel
Ai Squared
Dealer Network Manager
cgettel@aisquared.com
(802) 362-3612 x114



Via Email

November 24, 2015

Imran Yunus
Director SLED Sales
En Pointe Technologies Sales LLC.
Email: iyunus@enpointe.com

This letter confirms that En Pointe Technologies is an authorized reseller of Alliance products and services.

Sincerely,

DocuSigned by:
Lisa Gifford
BFC012A7A24B4B4

Lisa Gifford
Director, Corporate Strategy



APPLE CONFIDENTIAL

07/09/15

PCM LOGISTICS LLC, PCM SALES INC, PC MALL GOV INC, CLUBMAC INC AND EN POINTE
TECHNOLOGIES SALES LLC
1940 E MARIPOSA AVE
EL SEGUNDO, CA 90245
Contract ID# 2302

Dear Apple Government Reseller,

Please find attached a "Letter of Authorization", as proof of your acceptance and participation in the Apple Government Reseller Program. This letter confirms your association with Apple through the life of your contract and can be used when responding to government bids and other inquiries as needed and for business reasons only. You are welcome to make copies of this form, but please do not alter the form in any way or utilize for mass marketing, such as press releases, e-mails or website postings.

Thank you again for partnering with Apple to provide excellent products and services to our government customers. Should you have questions or comments related to this new marketing enhancement, or the program in general, please contact the Apple Government Reseller Team at gov_reseller@apple.com.

Sincerely,
US Contracts Operations
Apple Inc.

Apple Inc
US Contracts Operations
1 Infinite Loop, MS 318-6QPS
Cupertino, CA 95014
contracts@apple.com



705 5th Avenue South
Suite 1100
Seattle, WA 98104

800.872.2829 (Toll-Free)
206.217.7100 (Phone)

www.attachmate.com

April 8, 2015

En Pointe Technologies
C/O Tahreem Rasool
18701 S. Figueroa Street
Gardena, CA 90248-4506

RE: 2015 Authorization Letter for Indirect Reseller

To Whom It May Concern:

Please be advised that for the calendar year 2015, En Pointe is authorized as an indirect reseller to sell the following in the United States through Attachmate's authorized Distributor(s): licenses, maintenance, and "Consultant on Demand" services for Attachmate emulation products.

Best regards,

A handwritten signature in black ink, appearing to read 'Mikula' or similar, written in a cursive style.

Marilyn Mikulka
Attachmate Corporation
North America Channel Manager

**Autodesk, Inc.
United States**

**111 McInnis Parkway
San Rafael CA 94903
www.autodesk.com
info@autodesk.com
PHONE 415 507 5000
FAX 415 520 2131**

December 7, 2015

En Pointe Technologies Sales, LLC
Attn: Mr. Herbert Goss
1940 East Mariposa Avenue
El Segundo, CA 90245

Dear Mr. Goss:

Thank you for your inquiry in regard to the request for issuance of a standard authorization letter. We are glad to take this opportunity to provide you with this letter outlining the following information: En Pointe Technologies Sales, LLC has current Volume Channel Partner Agreements with Autodesk, Inc. as a Level 2 DMR and is a bronze partner for the United States, effective Feb 1, 2015. Additional information can be found in your Program Guide for FY16.

The products that En Pointe Technologies Sales, LLC is authorized to sell are on the VCP price list located in Autodesk's Partner Center which En Pointe's Autodesk specialist has access to. Any changes to the price list will be communicated and made available in Partner Center and Autodesk Channel News.

Should you have any questions about this letter, please do not hesitate to contact Susan Altenbach, Partner Manager at Autodesk, at Susan.Altенbach@Autodesk.com.

Thank you for your support in selling Autodesk products and services.

Sincerely,

Kirk Givens
Senior Manager, Channel Sales
Autodesk, Inc.

Hewlett-Packard Company
3000 Hanover St
Palo Alto, CA 94304
USA

hp.com



May 11, 2015

En Pointe Technologies Sales LLC
18701 S Figueroa St
Gardena, CA, 90248-4506

To whom it may concern:

En Pointe Technologies Sales LLC is an HP Authorized Partner in the US, which includes access to all commercial products – not requiring additional authorization and includes all Open products from an authorized HP US Commercial Distributor, for resale to end user customers in the USA.

En Pointe Technologies Sales LLC holds the following additional authorizations:

HP Enterprise Storage [PLs: 3Z, 4F, LJ, LK, and LM]
HP Business Critical Servers [PLs: TX, 23, TQ, and TR]
HP Enterprise Networking [I6]
HP Enterprise Storage XP PL: LN
Superdome [PL TX/T2]
HP Qualified Software [PLs: TW 33 4Y 6F 87 9N 9Q CM D9 FC FM TE TF U3 VE]
HP Autonomy Data Protector [PL LH]
HP Autonomy eDiscovery & Info Archiving [PL B5]
HP Autonomy Enterprise Content Mgmt [PL D0]
Fortify
Tipping Point
Qualified Supplies Partner Program

En Pointe Technologies Sales LLC has been an HP ServiceOne Enterprise Group (EG) and Printing & Personal Systems (PPS) Delivery Partner since 7/15/2003

HP ServiceOne EG and PPS Delivery Partners are authorized to deliver warranty and HP Care Pack Services on HP Personal Systems (such as HP Business PCs or HP Commercial Notebooks), HP Imaging & Printing products (such as HP LaserJet shared printers or HP DesignJet large format printing), Industry Standard Servers, HP Storage and Networking products, provided that the technicians performing the Services hold the appropriate service and/or solution qualifications.

HP Point of Contacts for Partner Authorization verification are listed below:
Adriana Mejias : HPCContractsComplianceSupport@hp.com / 1-888-629-6914
Jason Holgreen: HPCContractsComplianceSupport@hp.com / 1-888-629-6914

Customers can also locate or confirm partners through the HP Partner Locator at <http://www8.hp.com/us/en/storefinder/index.do>

Sincerely,

A handwritten signature in black ink, appearing to read 'Adriana Mejias', written over a horizontal line.

Adriana Mejias.
Hewlett-Packard Company
Americas Partner Contracts and Compliance



April 6, 2015

En Pointe Technologies Sales, LLC
18701 S. Figueroa Street
Gardena, CA 90248-4506
Dealer ID# 595711897

Re: En Pointe Technologies Sales, LLC: Dell Authorized Reseller and
Certified Premier Partner

This letter is to confirm that En Pointe Technologies Sales, LLC is a Dell
Authorized Reseller and Premier Certified Partner and is authorized to resell
Dell products and services to Dell public sector and end user customers
throughout the U.S. En Pointe Technologies Sales, LLC is in "good standing"
within the Dell PartnerDirect program.

Warm regards,

A handwritten signature in black ink, appearing to read "Jeffrey Flowers".

Jeffrey Flowers
Channel Account Director
Dell | Global Commercial Channels
Mobile: + 614.330.0680
Email: Jeffrey_Flowers@Dell.com





12/10/2015

En Point Technologies Sales LLC

18701 S. Figueroa Street

Gardena, CA 90248

Subject: NASPO ValuePoint Bid #ADSP0 16-00005829

To whom it may concern,

This letter is to certify that En Point Technologies Sales LLC is an authorized reseller of Barracuda Networks hardware and related services to companies, entities, and education and state/local agencies. This letter is valid for the duration of the contract.

My contact information is as follows:

3175 Winchester Blvd

Campbell, CA 95008

acannon@barracuda.com

703-743-9068

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Andrea Cannon".

Andrea Cannon

Director, Public Sector Channel Sales

3175 Winchester Blvd
Campbell, California 95008
United States
Phone: +1 408 342 5400



December 7, 2015

Re: Letter of Authorization

To Whom It May Concern:

This is to confirm that as of the date of this letter, PCM Inc. & its subsidiaries is an Authorized Distributor of Bomgar Corporation ("Bomgar") software and services in the United States. PCM Inc. and its subsidiaries have the rights to sell, support, and offer training and professional services on Bomgar products.

If you have any questions, please do not hesitate to contact me for further information.

Yours respectfully,

Mike Sell
Director of Strategic Alliances
Bomgar Corporation
msell@bomgar.com
770-407-1820



520 Madison Avenue
22nd Floor
New York, NY 10022
T +1 800 225-5224
+1 212 310 6222
ca.com

November 20, 2015

To Whom It May Concern:

This letter confirms that as of the date hereof, EnPointe Government, Inc. ("Reseller") is authorized by CA, Inc. ("CA") to resell certain of CA's products and services to government customers in the United States. This letter of acknowledgement does not include any authorization by CA for Reseller to make claims, representations or commitments on behalf of CA other than CA's standard product specifications and associated warranties available from CA. Any other claims, representations, or warranties by Reseller are solely the responsibility of Reseller.

Sincerely,

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

Tina Ratcliff
Sr. Director, Financial Contracts
CA, Inc.



LETTER FOR CHANNEL PURCHASING

Date: May 8, 2015
To: Whom It May Concern
Bid Number or Project Name: NA

Cisco Systems, Inc. ("Cisco") hereby confirms that, as of the date of this letter, EN POINTE TECHNOLOGIES SALES, LLC is a Gold certified Cisco channel partner and that Cisco and EN POINTE TECHNOLOGIES SALES, LLC have entered into an agreement for the purchase and resale of Cisco Products and/or Services ("Agreement").


This means that EN POINTE TECHNOLOGIES SALES, LLC has complied with the Cisco certification procedure and is duly authorized to purchase and resell Cisco products in US as well as negotiate the terms and conditions of support and maintenance services on Cisco products, including warranties, in accordance with the terms and conditions of such Agreement.

Furthermore, EN POINTE TECHNOLOGIES SALES, LLC is specialized in the following Cisco technologies:

- Advanced Borderless Network Architecture Specialization;
- Advanced Collaboration Architecture Specialization; and
- Advanced Data Center Architecture Specialization

Please note that the present confirmation is not permanent, and that the status of Cisco's authorized channel is reviewed on a regular basis. This information is accurate as of the date appearing at the top of this certificate.

If you need any additional information, please do not hesitate to contact Gerald Hines at gehines@cisco.com.


Brian Fukuhara, V.P., Finance

Cisco Systems, Inc.



December 8, 2015

Delia A. Walters, State Procurement Supervisor
State of Arizona, State Procurement Office
100 N. 15th Avenue, Suite 201
Phoenix, Arizona 85007

Subject: CONFIRMATION OF BMC SOFTWARE INC. RESELL STATUS

Dear Ms. Walters:

This letter serves to confirm that:

En Pointe Technologies Sales, LLC, 18701 S Figueroa St, Gardena, CA 90248 USA

En Pointe Technologies Sales, LLC has the right to resell certain BMC Products to The State of Arizona, State Procurement Office for the NASPO ValuePoint Cooperation Purchasing Program (NASPO ValuePoint).

This letter is issued only to confirm the above mentioned and cannot be disclosed to third parties and/or interpreted or used by addressee or any third party for any other purpose.

If you require further information, please do not hesitate to contact Pam Johansen at Partner_Network@bmc.com

Yours sincerely,

A handwritten signature in black ink that reads 'Pam Johansen'.

Pam Johansen, MSOD
Senior Director, World Wide Channel Operations
BMC Software Inc.



Computronix (U.S.A.), Inc.
3900 S. Wadsworth Blvd., Suite 510
Lakewood, CO 80235
720-962-6300
www.computronix.com
dean.sargent@computronix.com

RE: PCM Inc. & it's subsidiaries

To Whom It May Concern:

As of December 8, 2015, PCM Inc. & it's subsidiaries including such as En Pointe Technologies Sales LLC.) is authorized by Computronix (U.S.A.), Inc., allowing PCM and its subsidiaries , to offer Computronix Software and Services to end customers. Such authorization is effective as of February 8, 2013 and continues through January 31, 2017, unless earlier terminated or mutually extended by the parties.

Sincerely,

Dean Sargent

Dean Sargent
Business Development Manager
Computronix (U.S.A.), Inc.



November 18, 2015

PCM Inc.
1940 E. Mariposa Ave
El Segundo, CA
90245

Letter of Vendor authorization

This is to certify that PCM Inc. and its subsidiaries are an authorized Corel Partner. This authorization was effective as of January 1st, 2011 and is automatically renewed on an annual basis.

PCM is authorized to resell all Corel Products and is authorized to resell Corel products to Government, Academic and Charitable organizations. PCM is also authorized to sell to customers utilizing the Government and Academic Licensing Program SKUs and pricing.

This authorization covers all of North America.

Sincerely,



Rick Cochrane

National Account Manager
Corel, WinZip, Roxio and Pinnacle
1600 Carling Avenue, Ottawa, ON K1Z 8R7 Canada
t 888-267-3548b | f (613) 759-8748

Double-Take[®]

by Vision Solutions[®]

15300 Barranca Parkway
949 253-6500
www.visionsolutions.com

RE: En Pointe Technologies Sales, LLC

To Whom It May Concern:

As of December 9, 2015 En Pointe Technologies Sales, LLC (En Pointe) is authorized by Vision Solutions, allowing En Pointe, to offer Double-Take HA/DR and Migration Solutions to end customers. Such authorization is effective as of March 13, 2013 and continues through December 31, 2018, unless earlier terminated or mutually extended by the parties.

Sincerely,

Eva Ullmann

Eva Ullmann
Regional Channel Manager
Vision Solutions



April 8, 2015

To Whom It May Concern:

This letter is to confirm that pursuant to the Authorized Reseller Marketing Support Agreement between EMC Corporation ("EMC") and "En Pointe Technologies Sales", En Pointe Technologies Sales is currently authorized to resell EMC equipment, software licenses, and associated maintenance services, as purchased from an EMC authorized distributor.

Sincerely,

A handwritten signature in black ink that reads "Daragh King". The signature is written over a horizontal line.

Daragh King
Manager – Americas Partner Support Center
EMC Corporation
55 Constitution Blvd.
Franklin, MA 02038



February 26, 2015

ESET, LLC
610 West Ash Street, Suite 1700
San Diego, CA 92101

PCMG
1940 E Mariposa Avenue
El Segundo, CA 90245

To Whom It May Concern:

ESET, LLC d/b/a ESET North America is a security software limited liability company with offices in San Diego, California.

This letter is to confirm that ESET, LLC d/b/a ESET North America and PCMG have been business partners since June 22, 2007 and PCMG is authorized by ESET, LLC d/b/a ESET North America to resell ESET products.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerald Choung", written over a horizontal line.

ESET, LLC d/b/a ESET North America
Gerald Choung
VP of Sales

ESET North America
610 W. Ash Street, Suite 1700
San Diego, CA 92101

PHONE 619.876.5400
FAX 619.876.5845
WEB www.eset.com



December 9, 2015

RE: En Pointe Technologies Sales, LLC

To Whom It May Concern:

As of December 9 2015, En Pointe Technologies Sales, LLC (En Pointe) is authorized by HEAT Software USA Inc., allowing En Pointe, to offer HEAT's software to end customers. Such authorization is effective as of April 29, 2010 and continues through April 29, 2016 , unless earlier terminated or mutually extended by the parties.

Sincerely,

A handwritten signature in black ink, appearing to read "Catherine Cherubino".

Catherine Cherubino
Vice President of Alliances & Channels
HEAT Software USA Inc.
Catherine.Cherubino@heatsoftware.com



December 10, 2015

Imran Yunus
Director SLED Sales
En Pointe Technologies Sales, LLC.

Dear Mr. Yunus:

This correspondence confirms that En Pointe Technologies Sales, LLC. is authorized to resell Infor software to public sector entities, pursuant to the Public Sector Reselling Agreement between the parties, having an Effective Date of October 18, 2013.

If you have any further questions regarding Infor's partner programs, please feel free to contact Bill Rao, Channel Account Manager, at either (586) 219-0717 or via email William.Rao@infor.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Lindsay Pritchard", written in a cursive style.

Lindsay Pritchard
Associate General Counsel

December 9, 2015

Hamza Ellahi
Vendor Manager
PCM Inc.
1940 E. Mariposa Avenue, El Segundo, CA 90245

Subject: Reseller Letter of Authorization for NASPO (National Association of State Procurement Officials) RFP

Dear Mr Ellahi.:

This Letter of Authorization (“LOA”) is a one-time authorization between Information Builders, Inc. (“IBI”) with its principal place of business at Two Penn Plaza, New York, New York 10121-2898 and PCM Inc. (“PCM”) with a place of business at 1940 E. Mariposa Avenue, El Segundo, CA 90245 to allow PCM to resell certain IBI software and related InfoResponse Services (“Products”) to the NASPO (National Association of State Procurement Officials) in accordance with the terms, conditions and provisions set forth in this LOA. As of the date of issuance of this letter, PCM is in good financial standing with IBI.

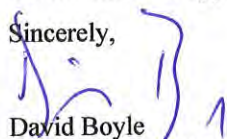
This letter does not authorize PCM to sublicense any IBI Products but allows PCM to take orders for and resell the IBI licenses. PCM understands the terms conditions and provisions of any licensing arrangement shall be governed solely by the IBI licensing documents between IBI and end user customer and that any warranties or representations for the Products will be between IBI and end user customer. IBI does not assume any liability for PCM’s actions under this LOA.

PCM agrees that it shall:

1. provide as part of its RFP response that in the event of a potential award any resale arrangements shall be governed solely by the applicable IBI licensing agreements, such as Master Software License Agreements, Riders, IBI EULA, etc.
2. ensure that any resale of the Products will conform to the applicable IBI licensing documents provided by IBI to PCM and that any negotiations of licensing terms will be handled by IBI directly with the end user;
3. promptly remit to IBI all amounts due and owing in accordance with the licensing agreements between end user and IBI;
4. not require IBI to execute any PCM Direct Supplier Agreement or any other agreement in order to conduct business pursuant to or relating to this letter of authorization;

Please confirm your agreement and acknowledgement by signing and returning a copy of this LOA. Immediately upon receipt, we will issue an appropriate letter for your inclusion with your RFP response.

Sincerely,



David Boyle
Vice President, Sales Operations

Agreed and accepted:

PCM Inc.

By _____
Authorized signature

Type name/title Date

Cc: J. Whelehan- IBI
T. Grilli-IBI

Shafique, Madiha

From: Klietz, Sam <Sam.Klietz@intermedix.com>
Sent: Tuesday, December 15, 2015 12:55 PM
To: Shafique, Madiha
Cc: Yunus, Imran; Jacobs, Erin
Subject: RE: INTERMEDIX EMSYSTEMS Reseller LOA

I authorize En Pointe to resell Intermedix Solutions. The authorization should take into account the possible exclusion of some products and services depending on the specific quote request.

1. Manufacturer POC name and alternate for verification: Sam Klietz (Alternate: Erin Jacobs erin.jacobs@intermedix.com)
2. Manufacturer POC mailing address: 111 W Pleasant Street, suite 202
3. Manufacturer POC telephone number: 414-721-9731
4. Manufacturer POC email address – sam.klietz@intermedix.com
5. Manufacturer POC fax number: 414-721-9631
6. If available, a Re-seller Identifier

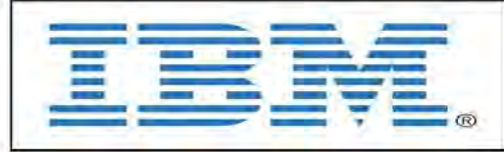
Regards,

Sam Klietz
Senior Vice President – Business Development

intermedix

Office: 414.721.9731 | Mobile: 414.688.7192
sam.klietz@intermedix.com | www.intermedix.com

The information contained in this message is confidential and may be privileged and/or protected under law. If you received this message in error, please notify us immediately by forwarding a copy to compliance@intermedix.com and delete the original message and any attachments.



Partner Address: IBM Corporation, 1 New Orchard Road, Armonk, New York 10504-1722

Phone #: 800-426-4968

Website: <http://www.ibm.com/us/en/>

Email: <http://www.ibm.com/contact/us/en/>

Dealer ID#: Agreement # 1061711

RE: En Pointe Technologies Sales, LLC

To Whom It May Concern:

As of **5/8/2015**, En Pointe Technologies Sales, LLC (En Pointe) is authorized by IBM, allowing En Pointe, to offer Partner's Programs, Software, Hardware etc. to end customers. Such authorization is effective as of **5/8/2015** and continues through **12/31/2015**, unless earlier terminated or mutually extended by the parties.

Sincerely,

David Hall

Representative's Name: David Hall

Title: Field Solution Sales

Company name: Tech Data Corporation



December 9, 2015

To Whom It May Concern:

This letter is to confirm that PCM Inc. & its subsidiaries including En Pointe is currently an Authorized Reseller of ICM Conversions and can purchase direct from ICM.

ICM does not have multiple certification levels – simply the Authorized Reseller status. There are no limitations regarding what ICM products PCM Inc. & its subsidiaries including En Pointe is authorized to resell.

Manufacturer POC:

John Harrington – harringtonj@icmconv.com 480-269-9304

Kristin Macedo – kristinm@icmconv.com (alternate) 480-269-9301

Manufacturer POC mailing address:

4320 E Cotton Center Blvd, Ste 106
Phoenix, AZ 85040

Fax: 602-678-1985
Phone: 602-678-1978

Sincerely

A handwritten signature in black ink, appearing to read 'John Harrington', is written over a horizontal line.

John Harrington
President



Kronos Incorporated
297 Billerica Road
Chelmsford, Massachusetts 01824

(978) 250-9800
Fax (978) 367-5900
www.kronos.com

December 9, 2015

Delia A. Walters, State Procurement Supervisor
State of Arizona, State Procurement Office
100 N. 15th Avenue, Suite 201
Phoenix, AZ 85007

Re: Resale Authorization Letter

Dear Ms. Walters,

This letter is to confirm that En Pointe Technologies Sales LLC in El Segundo, CA is an authorized Kronos Reseller and is able to resell Kronos Incorporated products as well as the resale of associated maintenance and professional services.

A handwritten signature in blue ink, appearing to read "John O'Brien".

John O'Brien
Sr. Vice President, Global Sales
Kronos Incorporated



Wednesday, November 18, 2015

To whom it may concern,

This letter is to confirm that En Pointe Technologies, with a principal place of business at 18701 S. Figueroa Street, Gardena, CA 90248 is currently a Expert Solution Reseller in the LANDesk channel programs and in good standing. As such, En Pointe is an authorized partner of LANDesk Software.

If you have any questions regarding this letter or the LANDesk reseller programs, please contact me directly at +1 (801) 208-1628.

Best regards,

A handwritten signature in black ink, appearing to read "Reza Parsia".

Reza Parsia
Director, Americas Channel
Reza.parsia@landesk.com
(801) 208-1628 phone
(801) 361-4048 mobile



Transforming
the Desktop™

3600 Mansell Road, Suite 200, Alpharetta, GA 30022 www.liquidwarelabs.com 678-397-0450

December 8, 2015

To Whom It May Concern,

This letter is to confirm that En Pointe Technologies Sales LLC, is an authorized Liquidware Labs, Inc. reseller and is able to resell Liquidware Labs, Inc. products as well as associated maintenance.

Sincerely,

A handwritten signature in black ink, appearing to read "CA", written over a light blue circular watermark.

Chris Akerberg
President and COO



December 4, 2015

PCM Inc. (a/k/a "En Pointe Technologies"), and its authorized subsidiaries
1940 E Mariposa Ave
El Segundo, CA 90245
Attn: Sean Mollet, Vice President of Product Management, Purchasing

Telephone: 310-354-5600 x54081
Fax: 310-258-2309

Re: Resale of Micro Focus Products

To Whom it May Concern,

PCM Inc. and its authorized subsidiaries are authorized to purchase, receive standard warranty support and to resell products from Micro Focus

If you have further questions, please contact Rachel Frost, your Micro Focus product sales representative at rachel.frost@microfocus.com.

Regards,

A handwritten signature in black ink, appearing to read "Courtney L. Wood".

Courtney L. Wood
N.A. Senior Corporate Counsel
Micro Focus (US), Inc.
301-838-5180 Phone
301-838-5034 Fax
Courtney.Wood@microfocus.com

Shafique, Madiha

From: Steven Love <steven.love@mindjet.com>
Sent: Tuesday, December 8, 2015 4:11 PM
To: Shafique, Madiha
Cc: Jason Han
Subject: MINDJET LOA Information

Hi Madiha,

Please see the information you requested below:

1. Manufacturer POC name and alternate for verification:

Main POC: Steven Love

Alternate: Jason Han

2. Manufacturer POC mailing address:

Mindjet LLC

1160 Battery Street East, 4th Floor

San Francisco, CA 94111

3. Manufacturer POC telephone number:

925-452-6511

4. Manufacturer POC email address:

Steven.love@mindjet.com

5. Manufacturer POC fax number:

415.229.4201

6. If available, a Re-seller Identifier:


Steven O. Love

Account Executive , MindManager at Mindjet

Office 925-452-6511 or 415-229-4231

4750 Willow Rd, 2nd Floor, Pleasanton, CA 94588

See what's new: [MindManager 2016](#) and [MindManager Enterprise 2016](#)

 NETOP®
Remote Control

November 19, 2015

Madiha Shafique
En Pointe Technologies
1940 E. Mariposa Avenue
El Segundo, CA 90245

To Whom It May Concern:

As of November 2008, En Pointe Technologies Sales, LLC (En Pointe) is authorized by Netop Tech Inc. (Netop), allowing En Pointe to offer Netop's software products to end customers. Such authorization is effective as of November 2008 and continues on an annually recurring basis unless terminated by the parties.

Sincerely,



Sam Heiney
Product Solutions Director
sahe@netop.com



Shafique, Madiha

From: Ayub, Akbar
Sent: Thursday, November 19, 2015 8:08 AM
To: Ellahi, Hamza
Cc: Khan, Yasir
Subject: FW: Nuance-Dragon LOA

LOA of Dragon (Nuance).

Regards,

Akbar Ayub | Partner Specialist | En Pointe Technologies
Office: 310-337-5200
Office Ext: 2756

From: Tucker, Paul [<mailto:Paul.Tucker@nuance.com>]
Sent: Thursday, November 19, 2015 4:57 AM
To: Ayub, Akbar <akbarayub@enpointe.com>
Cc: Kreth, Aimee <Aimee.Kreth@nuance.com>
Subject: Nuance-Dragon LOA

To whom it may concern,

This email is to confirm PCM Inc. and its subsidiaries are Authorized Reseller of Nuance® Dragon® Speech Recognition products and services. PCM Inc. and its subsidiaries have successfully completed technical certification training courses and sales certification training courses offered by Nuance Communications, Inc. and they are authorized to purchase, sell, train and support the following:

- * Nuance® Dragon® Professional Group
- * Nuance® Dragon for Mac
- * Nuance® User Management Center
- * Nuance® Maintenance & Support Services
- * Nuance® Training Services

Please feel free to contact me with any questions.

Paul Tucker
Eastern Regional Manager
Dragon NaturallySpeaking
Nuance Communications, Inc.
Mobile : (978) 727-6703
paul.tucker@nuance.com



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This certifies that

En Pointe Technologies Sales LLC

has achieved the level

ORACLE **Gold
Partner**

Joel Borella
Group Vice President,
Partner Enablement



This annual partnership is
currently valid until

13-Sep-2016



892 Ross Drive, Sunnyvale, CA 94089 USA
Tel: +1.408.517.4710
Fax: +1.408.517.4711
www.proofpoint.com

November 20, 2015

PCM Inc.

1940 E. Mariposa Ave.
El Segundo, CA 90245
United States

Re: Reseller Authorization

To Whom It May Concern:

By this letter, Proofpoint Inc., confirms that PCM Inc. and its subsidiaries are an authorized distributor of Proofpoint products/or services within the United States and is in good standing as of November 20, 2015. **PCM Inc. and its subsidiaries** are authorized to sell Proofpoint products and services, as well as market and support those same products and services in the United States.

Proofpoint products and services are made available to end user solely pursuant to a Proofpoint Customer Agreement.

Regards,

Brian Kroneman
Director of Channel Programs & Operations



RSA Security LLC.
174 Middlesex Turnpike
Bedford, MA 01730
Tel 781 515 5000
<http://www.emc.com/rsa>

Date: Apr.30.2015

Greetings:

En Pointe Technologies Sales, LLC is a Authorized Partner in the RSA SecurWorld™ Program.

RSA SecurID is available for open distribution. Even if En Pointe Technologies Sales, LLC has a relationship with an RSA Authorized Distributor, En Pointe Technologies Sales, LLC will still be able to purchase and resell SecurID-related products from any RSA Authorized Distributor.

Additionally, En Pointe Technologies Sales, LLC is authorized to purchase and resell the following RSA product lines: Authentication Manager/SecurID, Access Manager, Adaptive Directory, Federated Identity Manager, Certificate Manager, Data Protection Manager, Identity Management and Governance, IPV (Adaptive Authentication, Cybercrime Intelligence, Fraud Action), Web Threat Detection, Security Analytics, Registration Manager, Key Recovery Manager, Validation Manager, Archer, DLP and ECAT.

All related RSA products and services are governed by the RSA Shrink-Wrap License Agreement.

Please accept this as a fully executable authorization letter.

Best Regards,
RSA SecurWorld Team

November 23, 2015

Email Transmittal: akbarayub@endpointe.com

Mr. Akbar Ayub
Vendor Manager
PCM, Inc. & its Subsidiaries
1940 E. Mariposa Avenue
El Segundo, CA 90245

Letter of Authorization

Dear Mr Ayub:

This letter serves as authorization to include Referentia Systems Incorporated and the information below in your proposal response to NASPO for the Software Value-Add Reseller program, and with any State Participating Addendums.

The following information is offered in this regard:

- Manufacturer POC Name and Alternate for Verification:
 - POC: Jill Takaezu Harper; Alternate: Nelson Kanemoto
- Manufacturer POC Mailing Address:
 - Referentia Systems Incorporated
 - 155 Kapalulu Place, Suite 200
 - Honolulu, HI 96819
- Manufacturer POC Email Address:
 - contracts@referentia.com; jtakaezu@referentia.com; nkanemoto@referentia.com
- Manufacturer POC Fax Number:
 - 808-423-1960

We thank you for this opportunity to continue our association and look forward to being of support in another proposal effort and, hopefully, a follow-on resultant Contract to provide software reseller support to PCM.

Please contact me any time I may be of further assistance.

Sincerely,



Faith W. Ka'upu
Contracts Manager

E-cc: Nelson Kanemoto
Jill Takaezu Harper



SAP America, Inc.
3999 West Chester Pike
Newtown Square, PA 19073
T 610.661.1000

Dec 11, 2015

En Pointe Technologies Sales, LLC
18701 S Figueroa St
LOS ANGELES, CA 90248

RE: En Pointe Authorization Letter

To Whom It May Concern:

SAP Inc., as the manufacturer/publisher of SAP, Sybase, BusinessObjects and Crystal branded products and solutions verifies En Pointe Technologies Sales, LLC ("Reseller") is a Reseller Partner in North America under the Authorized Reseller Program, and as such will supply reseller with sufficient quantities of the Authorized Products listed below, subject to the ongoing reseller/manufacture relationship between the reseller and SAP Inc.

Authorized Products:

SAP Crystal Reports
SAP Crystal Server
SAP Crystal Dashboard Design
SAP BusinessObjects BI Suite
SAP BusinessObjects Platform
SAP BusinessObjects Edge
SAP Lumira
SAP Predictive Analytics
SAP Sybase Adaptive Server Enterprise
SAP Sybase IQ
SAP SQL Anywhere
SAP PowerDesigner
SAP Data Services
SAP Afaria
SAP Mobile Platform

List of En Pointe Technologies Sales Authorizations and applicable regions:
United States

Sincerely,

Lee Smith
SAP
Director – Distribution North America
Global Partner Organization

SOPHOS

Sophos Inc
3 Van de Graaff Drive, 2nd Floor
Burlington, MA 01803
USA

Tel 781 494 5800
Toll Free 888-767-4679
Fax 781 494 5802

November 18, 2015

Greetings:

This letter confirms that **En Pointe Technologies Sales, LLC** is currently authorized by Sophos, Inc. as a partner to purchase Sophos products and services through Sophos authorized distributors, for resale to the agencies, including institutions of higher education.

All related Sophos products and services are governed Sophos End User License agreement License Agreement.

Please accept this as a fully executable Letter of Agency for your purposes.

Respectfully submitted,
Sara Cloutier
NA Channel Sales Coordinator



250 Brannan Street, 2nd Floor, San Francisco, CA 94117

December, 9th 2015

To Whom It May Concern,

This letter confirms that PCM Inc. & it's subsidiaries is authorized to sell Splunk products and services. This letter of authorization is subject to the terms of the Splunk Reseller agreement. Splunk has a right to terminate the agreement at any time.

Regards,

A handwritten signature in black ink, appearing to read "Dave Henley".

Dave Henley
SLED Partner Account Manager
E: dhenley@splunk.com
C: 832-444-4371

Alternate Contact:
Chris Bradford
E: cbradford@splunk.com
C: 703-969-8766

Shafique, Madiha

From: Scott Howard <scott.howard@statseeker.com>
Sent: Monday, November 23, 2015 4:17 PM
To: Shahid, Asma
Subject: Letter of Authorization: PCM Inc. & its subsidiaries

To whom this may concern:

Please be advised that PCM Inc. & its subsidiaries (hereafter "PCM") are an authorized **"Active Reseller"** for Statseeker Inc. This authorization commenced on November 23, 2015 and is in effect until close of business on February 22, 2016 unless earlier terminated or extended by the parties.

"**Active Reseller**" status authorizes PCM to resell all Statseeker products and services to end user organizations throughout the United States and Canada.

Best regards

Statseeker
every port, every minute, everywhere.

Scott Howard | Regional Sales Manager
m +1 (250) 361-7517 | www.statseeker.com
f +1 (866) 812-9944

3492 Rancho Diego Circle
El Cajon, CA 92019
t +1 (619) 858-4999 x1827
toll free (844) STATSKR (844-782-8757) x1827

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November 23rd, 2015

En Pointe Technologies Sales, LLC
18701 S. Figueroa Street
Gardena, CA 90248
USA

To Whom It May Concern:

En Pointe Technologies Sales, LLC is an authorized reseller of TechSmith products for corporate, government, and educational programs. En Pointe Technologies Sales, LLC is authorized to sell all TechSmith products, not limited to, but including Snagit, Camtasia Studio, Camtasia for Mac, Camtasia Relay, and Morae. En Pointe Technologies Sales, LLC has acted as a reseller of TechSmith's software sales for electronic download, boxed, and volume license programs to serve their customers needs. For any further questions, please feel free to contact us.

Sincerely,

A handwritten signature in blue ink, appearing to read "Lars Grosspietsch".

Lars Grosspietsch

Channel Account Manager | TechSmith Corporation
Office # | 517.381.2300 x110 | Cell # | 517.898.6714



303.276.7300 FAX
800.723.0182 FAX

Tripwire, Inc. | 101 SW Main Street, Suite 1500 | Portland, Oregon 97204 | USA

tripwire.com

December 10, 2015

To Whom It May Concern:

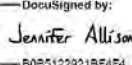
Tripwire, Inc. distributes its products through a two-tier distribution system:

- Tripwire distributes to authorized distributors
- The distributors may resell the products to resellers of their choice.

Westcon Group is an authorized distributor of Tripwire products.

As of December 8, 2015, Westcon Group confirmed to Tripwire that En Pointe Technologies Sales LLC was an authorized reseller in good standing.

Sincerely,

DocuSigned by:

B0B5122921B74F4

Jennifer Allison
Director of Legal Services

To Whom It May Concern:

Please be advised that PCM, EnPointe and PCMG are active and compliant Premier Corporate Reseller partners in Trend Micro's Reseller Partner Program. PCM and PCMG have been members and in good standing since 2007. PCMG, EnPointe and its parent company PCM are allowed to resell all Trend Micro products in all 50 states.

Thank you!
Maranda McElvany



Maranda McElvany | Channel Manager
225 E. John Carpenter Freeway, suite 1500
Irving, TX 75062
Office: 817-569-8913 | Mobile: 817-449-4677

We are <http://www.anti-virus.com>
Smart, simple, security that fits.
<http://www.trendmicro.com>

More small businesses trust Trend Micro
with their data than any other provider.

[See Why >>](#)





70 West Madison Street
312-995-5748
www.trustwave.com
smorganegg@trustwave.com

RE: En Pointe Technologies Sales, LLC

To Whom It May Concern:

As of December 9, 2015, 2015, En Pointe Technologies Sales, LLC (En Pointe) is authorized by Trustwave, allowing En Pointe, to offer Partner's Programs, Software, Hardware etc. to end customers. Such authorization is effective as of April 8, 2014 and is current, unless earlier terminated or mutually extended by the parties.

Sincerely,

Scott Morganegg

Scott Morganegg
Sales Executive
Trustwave



Tenable Network Security, Inc.
7021 Columbia Gateway Drive, Suite 500
Columbia, MD 21046

December 7, 2015

En Pointe Technologies Sales, Inc.
18701 S Figueroa Street
Gardena, CA 90248

RE: Authorization Letter

To Whom It May Concern:

As of the date of this letter, Tenable Network Security, Inc. ("Tenable"), as the manufacturer/publisher of Tenable-branded products and solutions, verifies that En Pointe Technologies Sales, Inc., a wholly-owned subsidiary of PCM Corporate, ("Reseller") is authorized to resell Tenable's products. As such, Tenable will supply Reseller with sufficient quantities of its products, subject to the ongoing reseller/manufacture relationship between Reseller and Tenable.

Sincerely,

A handwritten signature in blue ink, appearing to read "John C. Huffard, Jr.", written over a faint, illegible printed name.

John C. Huffard, Jr.
President

December 15, 2015

UltraBac Letter of Authorization

RE: En Pointe Technologies Sales, LLC

To Whom It May Concern:

As of December 15, 2015, En Pointe Technologies Sales, LLC (En Pointe) is authorized by UltraBac Software to offer UltraBac's backup and disaster recovery software products through the WSCA NASPRO Software VAR RFP vehicle. En Pointe agrees that before submitting any offer, quote or bid, that UltraBac will be consulted in advance and provided all necessary end-user details about the intended use of software to verify that the UltraBac products fully comply with end-user expectations and requirements. Upon positive verification, UltraBac will provide written authorization for each new opportunity based solely on the information provided by En Pointe that approves or disapproves the intended use of UltraBac Software Products.

During the term of this *Letter of Authorization*, En Pointe may purchase approved software products at a price to be determined by the opportunity and the time of order.

En Pointe will be solely responsible for the fitness of products sold unless UltraBac is provided the opportunity to consult directly with the end-user before purchase to verify that the proposed products will meet or exceed customer expectations. En Pointe is expressly prohibited from making any claims or warranties to software operation or function other than what is published on UltraBac's website or is provided in writing by request from a Corporate Officer. Such authorization is effective as of December 8, 2015 and continues through May 8, 2016, unless earlier terminated or mutually extended by the parties.

Sincerely yours,

Morgan Edwards

President & CEO

ULTRABAC
SOFTWARE

15015 Main Street

Bellevue, WA 98007

425-644-6000



December 11, 2015

To: NASPO ValuePointe Contract

I am writing this letter of authorization to confirm that En Pointe is authorized to sell Vormetric products via a one off agreement.

If you have any questions or concerns please feel free to contact me.

Mike Coffield

Mike Coffield
VP, WW Channel Operations
Vormetric, Inc.
Phone: 224-622-0072
Email: mcoffield@vormetric.com





Websense, Inc.
110900-A Stonelake Blvd, 3rd Floor
Austin, Texas 78758
tel +1 958-320-8000
fax + 858-468-2950
www.websense.com

23 April 2015

En Pointe Technologies Sales, LLC
18701 S. Figueroa St.
Gardena, CA 90248

**Re: En Pointe Technologies Sales, LLC ("En Pointe")
Status as a Websense Authorized Reseller**

To Whom It May Concern:

This letter certifies that, as of the date of this letter, En Pointe is an authorized reseller of Websense, Inc. ("**Websense**"). As such, En Pointe is approved to sell Websense products and solutions to end users under the terms and conditions of the Websense Subscription Agreement.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Hagan".

James Hagan
CFO
Websense, Inc.

- Here are the LOAs for "non-listed publishers"



2214 University Park Drive, Okemos MI
517-336-2530
www.agatesoftware.com
tpearl@agatesoftware.com
Dealer ID# 112732

RE: En Pointe Technologies Sales, LLC

To Whom It May Concern:

As of 2011, En Pointe Technologies Sales, LLC (En Pointe) is authorized by Agate Software Inc., allowing En Pointe, to offer the IntelliGrants Program along with Hosting and Professional Services to end customers. Such authorization is effective as of 2011 and continues through 2020, unless earlier terminated or mutually extended by the parties.

Sincerely,

A handwritten signature in blue ink, appearing to read "Tim Pearl".

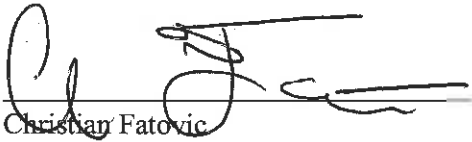
Tim Pearl
President
Agate Software

November 24, 2015

To Whom It May Concern:

Please allow this letter to serve as notice that, as of date of this letter, En Pointe Technologies Sales, LLC ("En Pointe") is an authorized Value Added Reseller of AvePoint, Inc. ("AvePoint"). As a Value Added Reseller, AvePoint has authorized En Pointe to resell AvePoint's software licenses, support and professional services to end-user customers. Such authorization has been effective as of April 24, 2013 and there is currently no end date to the partnership.

Sincerely,



Christian Fatovic
SVP of Sales
AvePoint, Inc.

Shafique, Madiha

From: Peter Concannon <Peter.Concannon@acronis.com>
Sent: Thursday, November 19, 2015 1:38 PM
To: Fuller, Toya
Subject: En Pointe Technologies LLC - Authorized Partner

To whom it may concern,

The purpose of this letter is to confirm that En Pointe Technologies, LLC is a bona fide partner of Acronis International, GmbH and as such is directly authorized to bid on government contracts. En Pointe Technologies LLC is authorized to resell, or otherwise provide Acronis' products.

Should you have any questions regarding this matter, please do not hesitate to contact John Downey at john.downey@acronis.com.

Sincerely,
Acronis International GmbH

Peter Concannon | Partner Account Manager
Acronis, Inc | 1 Van de Graaf Drive, Suite 301, Burlington, MA 01803
Desk – (781) 782-9070
Mobile - (978) 394-6282





April 27, 2015

EnPointe Technologies Sales LLC
18701 S Figueroa St
Gardena, CA 90248
Attn: Taheem Rasool

RE: 2015 Authorization Letter

Dear Sir or Madam:

CommVault Systems, Inc. ("CommVault") as the manufacturer of CommVault-branded products and solutions, hereby confirms that EnPointe Technologies Sales LLC is a Channel Partner authorized to act as a reseller of the full line of CommVault products within the United States.

Reseller is not authorized to agree to any terms or conditions on behalf of CommVault, and all products are sold subject to the terms of CommVault's end user license and limited warranty agreement.

Best regards,

Scott A. Little
Vice President, Sales



100 East Davie Street
Raleigh, North Carolina 27601
Phone # 919-754-3700
Website: <http://www.redhat.com>

Dealer ID#

RE: En Pointe Technologies Sales, LLC

To Whom It May Concern:

As of 4/1/15, En Pointe Technologies Sales, LLC (En Pointe) is authorized by Red Hat Inc., as an Advanced Business Partner in the United States and Canada.

En Pointe is authorized to sell Red Hat and JBoss products or services that are available through distributors in the US and Canada. Such authorization is effective as of 4/1/15 and continues through 4/1/18, unless earlier terminated or mutually extended by the parties.

Sincerely,

A handwritten signature in black ink that reads "Mark Enzweiler".

Mark Enzweiler
SVP, Global Partners & Alliances
919-754-4370



May 15, 2015

To whom it may concern:

This letter confirms that En Pointe Technology Sales, LLC , headquartered at 18701 S. Figueroa Street in Gardena, CA, is an official Google Chromebooks Reseller.

If you have any questions, you can contact me at alisonsuzuki@google.com.

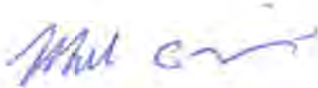
Regards,
Alison

Alison Suzuki
Strategic Partner Manager, Google for Education

NetApp will provide Standard Pricing for Products made available for inclusion on the Contract. NetApp's Standard Pricing provides a small incremental discount to the pricing offered through NetApp's WSCA pricing (inclusive of applicable fees). Please contact your distributor for more details on Standard Pricing. Note that Registered Pricing may be available for selected sales opportunities completed under the Contract following award provided that all the Registration criteria are met for the opportunity. NetApp reserves the right to cancel this letter of authority, either in whole or in part, upon thirty (30) days written notice.

Manufacturers Name:	NetApp, Inc.
Point of Contact:	Harry Franks, SLED Sales Operations Manager
Alternate Point of Contact:	Mark Wroniewicz, US Public Sector Sales Operations Manager
Address:	495 E. Java Drive, Sunnyvale, CA 94089, USA
Telephone:	408-822-6000
Fax:	703-918-7301
NetApp Dun and Bradstreet No:	80-205-4742

Sincerely,



Mark Wroniewicz
Sales Operations Manager

April 10, 2015

To Whom It May Concern:

On behalf of the Global NextWave Partner Programs team at Palo Alto Networks, this is to inform you of the partnership between Palo Alto Networks, Inc. and:

En Pointe Technologies
Gardena, CA

En Pointe Technologies is classified as a **Platinum** level partner in the Palo Alto Networks NextWave Partner Program.

Thank you,

Raegen Raymond-Brunker
Global Channel Operations Specialist
NextWave Partner Programs Team

Quantum Corporation
949-856-7800
www.Quantum.com

RE: En Pointe Technologies Sales, LLC

To Whom It May Concern:

As of May 15, 2015, En Pointe Technologies Sales, LLC (En Pointe) is authorized by Quantum Corporation, allowing En Pointe, to offer Quantum's Programs, Software, Hardware etc. to end customers. Such authorization is effective as of May 15 2015 and continues through May 15, 2020, unless earlier terminated or mutually extended by the parties.

Sincerely,

A handwritten signature in black ink, appearing to read 'S. Burrows', with a long horizontal line extending to the right.

Stephen Burrows
VP, NA Channel Sales
Quantum



Tenable Network Security, Inc.
7021 Columbia Gateway Drive, Suite 500
Columbia, MD 21046

December 7, 2015

En Pointe Technologies Sales, Inc.
18701 S Figueroa Street
Gardena, CA 90248

RE: Authorization Letter

To Whom It May Concern:

As of the date of this letter, Tenable Network Security, Inc. ("Tenable"), as the manufacturer/publisher of Tenable-branded products and solutions, verifies that En Pointe Technologies Sales, Inc., a wholly-owned subsidiary of PCM Corporate, ("Reseller") is authorized to resell Tenable's products. As such, Tenable will supply Reseller with sufficient quantities of its products, subject to the ongoing reseller/manufacturer relationship between Reseller and Tenable.

Sincerely,



John C. Huffard, Jr.
President



1759 Wehrle Drive
Williamsville, NY 14221

DISTRIBUTOR AUTHORIZATION FORM

Date: *Monday, November 23, 2015*

End User:

Reseller: *PCM Inc. & it's subsidiaries - Hardware and Software*

Street Address: *1940 E. Mariposa Avenue*

City, State & Zip Code: *El Segundo, CA 90245*

Contact Name: *Asma Shahid*

Phone Number: *310-337-5200*

Email Address: AShahid@Enpointe.com

Fax Number:

Reseller is authorized to purchase, receive standard warranty support and to resell products from manufacturers listed below. This is not a commitment of product availability. Manufacturer's purchasing restrictions and authorizations may apply. For clarification as to depth and or requirements of manufacturer authorizations for Reseller account and upon ordering, Reseller should contact their Ingram Micro account representative.

Manufacturers:

See Attached pdf for reference of manufacturers.

GOVT AGENCIES: For confirming of product authorizations through **Ingram Micro, Inc.**, please contact:

W. Charles Graf, Program Manager

716.633.3600



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

365 SERVICES	FLUKE NETWORKS CORE SERVICES	ODYSSEY TOYS
3D SYSTEMS	FLUKE NETWORKS HW-RSERVICES	OFF-GRID SOLUTIONS
3DCONNEXION - COMPUTER ACCESSORIES	FLUKE NETWORKS VISUAL	OGIO - CASES
3M - OPTICAL SYSTEMS DIVISION	FLUKE NETWORKS VISUAL - SERVICES	OKIDATA - ACCESORIES
3M - WORKSPACE SOLUTIONS	FORESCOUT TECHNOLOGIES	OKIDATA - DOT MATRIX
3M TOUCH SCREEN	FORTINET	OKIDATA - PRINTERS
3M VISUAL SYSTEMS DIVISION	FORTINET ACCESSORIES	OKIDATA DOT MATRIX ACCESSORIES
4SIGHT	FORTINET BUNDLE RENEWAL & SERVICES	OKIDATA INTL SUPPLIES
4XEM	FORTINET MID & HIGH END APPLIANCES	OKIDATA SERVICES
5 NINE SOFTWARE	FORTINET NFR	OKIDATA SUPPLIES
AAXA-PROJECTORS	FORTINET SME PRODUCTS	OKLAHOMA SOUND CORP
ABBYY USA SOFTWARE HOUSE INC	FORTINET TRAINING & PRO SERVICES	OKLAHOMA SOUND CORP - DS
ABBYY USA SOFTWARE HOUSE INC - LIC	FORTINET UCC SERVICES	OLYMPUS
ABSOLUTE LICENSE	FOXIT SOFTWARE	OMNITRON SYSTEMS
ACCELL	FRAMEWORKS SYSTEMS ENGINEERING	ONKYO-HOME AUDIO/VIDEO
ACCESS HARDWARE SUPPLY	FRONTIER SECURE	OPEN TEXT INC
ACECAD	FUGOO-PERSONAL /PORTABLE	OPENGEAR
ACER - SERVERS	FUJIFILM - DIGITAL	OPLINK
ACER - TABLETS	FUJIFILM - FILM	OPTOMA
ACER (LA)	FUJITSU COMPUTER PRODUCTS	OPTOMA AUDIO
ACER ACCESSORY	FUJITSU CONSUMABLES	OPTOMA PROAV
ACER AMERICA - DESKTOPS	FUJITSU IMAGING (SCANNERS)	ORION AMERICA-TELEVISIONS
ACER AMERICA - DISPLAYS	GAMEVICE	OTTERBOX
ACER AMERICA - NOTEBOOKS	GEAR HEAD-COMPUTER	OTTERBOX B2B - 10002972
ACER AMERICA - OPTIONS	GEFEN	OTTERBOX LA
ACER AMERICA - PROJECTORS	GEIST	OVERLAND - V3
ACER- CHROME PRODUCTS	GENEVA	OVERLAND STORAGE
ACER- THIN CLIENTS	GENOVATION	OZOBOT
ACER WARRANTIES & SERVICES	GETWIRELESS	PALO ALTO AUDIO DESIGN
ACRONIS - ACCESS	GIANT INTERNATIONAL	PANASAS
ACRONIS - CONSUMER	GIGABYTE	PANASONIC - HEADPHONES
ACRONIS - PHYSICAL	GIZMAC ACCESSORIES	PANASONIC ACCESSORIES
ACRONIS - RENEWALS	GLOBAL MARKETING PARTNERS	PANASONIC ARBITRATORS
ACRONIS - VIRTUAL	GLOBAL MARKETING PARTNERS - IMCE	PANASONIC BATTERY
ACRONIS CLOUD	GLOBALSCAPE INC	PANASONIC BROADCAST



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

ACTELIS NETWORK INC	GN NETCOM	PANASONIC FLAT PANEL DISPLAYS
ACTIONTEC	GN NETCOM MOBILE	PANASONIC PANABOARDS
ACTIVATIONDESK	GODIRECT	PANASONIC PHYSICAL SECURITY
ACTIVEPDF	GOOGLE CHROME FOR EDU	PANASONIC POS
ACTON	GOOGLE CHROME FOR WORK	PANASONIC PRINTERS AND SUPPLIES
ADAPTEC - EMERGING PRODUCTS & ACC	GOOGLE CHROMEBOX FOR MEETINGS	PANASONIC PROJECTORS
ADAPTEC - RAID	GORILLADIGITAL	PANASONIC PROJECTORS - PRO AV
ADDON	GOSCAN	PANASONIC SCANNERS
ADDONICS	GRAF & LANTZ CASES	PANASONIC TELECOM
ADESSO	GRANDTEC USA	PANASONIC TOUGH BOOKS
ADOBE	GREEN ONIONS SUPPLY	PANASONIC WARRANTIES
ADOBE ACADEMIC TLP	GREENAIR	PANASONIC WARRANTY
ADOBE CLOUD SERVICES	GUILLEMOT-VIDEO GAME	PANASONIC-CAMERAS
ADOBE CLP ACAD BOX MEDIA	GUNNAR OPTIKS	PANASONIC-MEDIA
ADOBE CLP COMM ENTERPRISE LISC	HAMILTON BEACH - SMALL APPLIANCES	PANASONIC-PERSONAL CARE
ADOBE CLP COMMERCIAL	HAUCK	PANASONIC-SMALL APPLIANCES
ADOBE CLP GOVT	HAUPPAUGE	PANDUIT
ADOBE CLP-EDU LICENSING	HAVIS	PARA SYSTEMS DBA MINUTEMAN UPS
ADOBE COMMERCIAL TLP	HAWKING	PARAMETRIC SOUND
ADOBE ENTERPRISE ACAD LICS	HEALTH SECURITY SOLUTIONS	PARROT
ADOBE ENTERPRISE GOVT LICS	HECKLER DESIGN	PATHWAY INNOVATIONS AND TECHNOLOGIE
ADOBE GOVT TLP	HEWLETT PACKARD - WORKSTATION OPTNS	PCAMERICA
ADOBE STUDENT TEACHER BOX	HGST - ACTIVE ARCHIVE	PEERLESS ET
ADOBE VIP ACADEMIC LICS	HGST - BRANDED	PEERLESS INDUSTRIES
ADOBE VIP COMMERCIAL LICS	HGST - EMBEDDED	PELICAN FLASHLIGHTS
ADOBE VIP GOVT LICS	HGST - ENTERPRISE	PELICAN PRODUCTS- CASES
ADONIT	HGST - FULFILLMENT	PENGUIN COMPUTING
ADTRAN - BLUESOCKET	HGST - IMSOURCING	PENPOWER
ADTRAN - NETVANTA IPT	HGST - MOBILE	PENTAX - RICOH IMAGING
ADTRAN - NETVANTA UC	HGST - SERVER	PERLE SYSTEMS
ADTRAN - PHONES	HGST - SINGLE	PHILIPS - MONITORS
ADTRAN ACCESSORIES F	HGST - SSD	PHILIPS PROJECTORS - XS COMMERCE
ADTRAN ACES E	HGST - VIRIDENT	PHILIPS SPEECH PROCESSING
ADTRAN CABLES G	HID GLOBAL - FARGO ELECTRONICS	PIONEER PRO
ADTRAN GENERAL HARDWARE A ACN	HIGHPOINT TECHNOLOGIES	PIVOT3



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

ADTRAN GENERAL HARDWARE REFURB	HIPERWALL	PLANAR DIGITAL SIGNAGE
ADTRAN MV	HITACHI PROJECTORS	PLANAR SYSTEMS INC.
ADTRAN NETVANTA INTERNETWORKING B K	HITACHI PROJECTORS PROAV	PLANAR TOUCH SCREENS
ADTRAN PROCLOUD	HONEYWELL LATIN AMERICA	PLANON
ADTRAN REFURB OTHER	HONEYWELL MOBILITY	PLANTRONICS INC
ADVANING	HONEYWELL PRINTERS	PLANTRONICS MOBILE
ADVENTURE LABS	HONEYWELL SCANNING	PLUGABLE TECHNOLOGIES
AIC	HONEYWELL SERVICES	PLUSTEK
ALERATEC	HONEYWELL SOFTWARE	PNY MEMORY
ALEVA NATURALS	HONEYWELL SOTI	PNY QUADRO
ALLIED - NET.COVER	HONEYWELL SUPPLY CHAIN PRODUCTS	PNY VIDEO GRAPHICS
ALLIED TELESIS BOX	HOSA-PRO SOUND	POCOYO
ALURATEK INC	HP - IMSOURCING	POIN2 LAB
AMAZON.COM	HP- IMSOURCING DS	POLYCOM - IMSOURCING
AMBIR TECHNOLOGY	HP INC LA - IPG PRINTER LASER	POLYCOM - IMSOURCING DS
AMC	HP INC LA - IPG SUPPLIES	POLYCOM - INGRAM CPO DS
AMC OPTICS	HP INC. - CHROMEBOOKS	PORTSMITH
AMD	HP INC. - CONSUMER ENTRY	POWA POS
AMD (LA)	HP INC. - CONSUMER MONITOR	POWERMAX
AMER.COM	HP INC. - CONSUMER PRODUCTS	PREMIER MOUNTS
AMERICAN BATTERY	HP INC. - CTO	PREMIERTEK
AMPED WIRELESS	HP INC. - DESK JETS	PRIMERA TECHNOLOGY (PRINTERS)
AMPLIVOX SOUND SYSTEMS	HP INC. - DIGITAL SIGNAGE	PRINTRONIX - ALL OTHER
AMSTRON	HP INC. - DIRECT CONNECT	PRINTRONIX - LINE MATRIX
AMZER	HP INC. - INK SAP	PRINTRONIX - PRINT CART
ANONABOX	HP INC. - INTL (SAP)	PRINTRONIX - THERMAL
ANTEC	HP INC. - IPG CAREPACKS	PRINTRONIX/TALLYGENICOM LINE MATRIX
ANTHRO	HP INC. - IPG MFP	PRINTRONIX/TALLYGENICOM MEDIA
AOC	HP INC. - LASER ACCESSORIES	PROMISE - WARRANTY
AOPEN - SOLUTIONS	HP INC. - LASER JET TONERS	PROMISE TECHNOLOGY
APANI NETWORKS	HP INC. - LASER JETS	PROOFPOINT - SECURITY
APC - IMSOURCING	HP INC. - MEDIA SAP	PSION LA
APG	HP INC. - NSB COMPLEX SPECIAL	PSION LA - 2A
APG - CONTAINER/SP	HP INC. - NSB DESKTOPS	PTC
APPLE - APPLE CARE SERVICES	HP INC. - NSB DISPLAYS	PULSE SECURE



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

APPLE - EOL SYSTEMS	HP INC. - NSB MOBILE WKS	PULSE SECURE - LICENSING
APPLE - SYSTEMS	HP INC. - NSB NOTEBOOKS	PULSE SECURE - PROSERVICES
APPLE CTO (LA)	HP INC. - NSB OPTIONS	PULSE SECURE - RENEWALS
APPLE CTO SYSTEMS	HP INC. - NSB THINCLIENTS	PULSE SECURE - SUPPORT
APPLE CTO SYSTEMS - STOCK	HP INC. - NSB WORKSTATIONS	PYLE - PRO SOUND
APPLE IPADS	HP INC. - OFFICEJET PRO/ENT X	PYLE AUDIO - HOME A/V
APPLE IPODS AND APPLE TV	HP INC. - PLOTTERS	PYLE-CAR AUDIO/VIDEO
APPLE MINI IPADS	HP INC. - POS -AMO	PYRAMID TIME SYSTEMS
APPLE OPTIONS	HP INC. - POS- CTO BDL	QJO INC
APPLE WIRELESS ACCESSORIES	HP INC. - POS- NON SMARTBUY	QLOGIC
APPLECARE WARRANTY	HP INC. - POS -OEM	QLOGIC FABRICCACHE
APPOSITE	HP INC. - POS -SMART BUY PERI	QLOGIC-SERVICES
APPROVED MEMORY CORP.	HP INC. - POS- SMARTBUY	QNAP
APPSENSE - LICENSING	HP INC. - POS- SVS WRNTY	QNAP WARRANTIES
APPSENSE - TRAINING	HP INC. - PPS LICENSING	Q-SEE
APRICORN MASS STORAGE	HP INC. - PROBOOK B	QUANTUM - DLT
AQUATIC SAFETY CONCEPTS	HP INC. - PSG CAREPACKS	QUANTUM - DOT HILL
ARCSERVE	HP INC. - SB DESKTOP DISPLAYS	QUANTUM - RENEWALS
ARCSERVE - APPLIANCES	HP INC. - SB DESKTOP OPTIONS	QUANTUM ACCS (SSG)
ARCSERVE - MSP	HP INC. - SB DESKTOPS	QUANTUM AUTOLOADERS (SSG)
ARISTA NETWORKS HARDWARE	HP INC. - SB MOBILE WKS	QUANTUM MEDIA AND TAPES
ARISTA NETWORKS STOCKING	HP INC. - SB MOBILITY	QUANTUM P-SERIES (SSG)
ARKON	HP INC. - SB NOTEBOOK OPTIONS	QUANTUM SERVICES (SSG)
ARMORACTIVE DIRECTSHIP	HP INC. - SB NOTEBOOKS	QUANTUM SOFTWARE
ARUBA - CARE	HP INC. - SB THINCLIENTS	QUARK LICENSING
ARUBA - CENTRAL	HP INC. - SB WORKSTATION DISPLAYS	QVS
ARUBA - INSTANT	HP INC. - SB WORKSTATION OPTIONS	RAIN DESIGN
ARUBA - LICENSING/SOFTWARE	HP INC. - SB WORKSTATIONS	RARITAN - DC TRACK
ARUBA - NON INSTANT	HP INC. - SCANNERS	RARITAN - POWER
ARUBA - RENEWALS	HP INC. - SERVICES (SAP)	RARITAN COMPUTER
ASANTE	HP INC. - SMARTBUY PSG	RARITAN POWER IQ
ASUS - CHROMEBOOK	HP- INGRAM CPO DS	RAZER - GAMING
ASUS - COMPONENTS	HPE - ARCSIGHT	RED HAT (LICENSE)
ASUS - DISPLAY	HPE - ARUBA	RED HAT ALLIANCE TRAINING
ASUS - GAMING NOTEBOOK	HPE - BCS	RED HAT RHX



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

ASUS - MOTHERBOARDS	HPE - BLADE OPTIONS	RED HAT-JBOSS
ASUS - NOTEBOOK ACCESSORIES	HPE - BLADE SERVERS	RED HAT-RHEV
ASUS - NOTEBOOKS	HPE - BUSINESS CLASS STORAGE	RED PLANET
ASUS - SYSTEMS	HPE - CAREPACKS	REDBEAM
ASUS - TABLETS	HPE - DAYONE CYCLICAL BILLING	REFLEXION NETWORKS
ASUS - VGA ATI	HPE - ESOFTWARE	RELAMPIT
ASUS - VGA NVIDIA	HPE - IP TELEPHONY	RELIABRAND
ASUSTOR	HPE - MEDIA 7A	REPLAY XD - PHOTO VIDEO
AT&T	HPE - NETWORKING OTHER	RES - RSP SERVICES
AT&T WIRELESS	HPE - PROLIANT SERVERS	RES PROFESSIONAL SERVICES
ATDEC	HPE - SERVER OPTIONS	RES RENEWALS
ATEN TECHNOLOGIES	HPE - SERVER SMART BUY	RETROSPECT - LICENSING
ATLANTIC-PERSONAL & PORTABLE	HPE - SERVICE RENEWALS	REVO
ATTACHMATE - VPA	HPE - SERVICES CONTRACTS	REVO AMERICA
ATTO TECHNOLOGY	HPE - SWITCHING	REVOLABS
AUDIO TECHNICA -PRO SOUND	HPE - TIPPINGPOINT	RF-LINK HOME AUDIO/VIDEO
AUDIO VIDEO FURNITURE	HPE - TOP OF RACK	RICOH LASER (PRINTERS)
AUDIOVOX-SATELLITE RADIO	HPE - VISTA	RICOH PROJECTORS
AUTODESK EMPTY	HPE - WLAN	RICOH SUPPLIES
AUTODESK E-TAIL VIRTUAL	HPE LA - ISS	ROAD MICE
AUTODESK MEDIA KIT	HPE LA - PROCURVE	ROBERT BOSCH TOOL - DREMEL
AUTODESK RETAIL BOX	HPE LA - STORAGE	ROCCAT INC
AUTODESK RETAIL VIRTUAL	HYPERSIGN	ROCKY MOUNTAIN-KAT
AUTODESK VAR COMMERCIAL	I/O MAGIC CORP	ROCSTOR
AUTODESK VCP COMMERCIAL NON ACE	I3INTERNATIONAL	ROCSTORAGE - DS
AUTODESK VCP GOVERNMENT	IBM - BRANDED VMWARE	ROSEWILL
AVAYA - IMSOURCING	IBM - ENTERPRISE STORAGE	ROYAL SOVEREIGN INTERNATIONAL
AVER INFORMATION	IBM - IMSOURCING	RSA - ADAPTIVE AUTHENTICATION
AVERATEC INC	IBM - INGRAM CPO DS	RSA - ARCHER
AVERMEDIA	IBM - MID RANGE STORAGE	RSA - NETWITNESS
AVG BOX	IBM - POWER SYSTEM	RSA - PDP - G
AVG GOV	IBM - PURE SYSTEMS SERVICES	RSA SECURITY ANALYTICS
AVG LICENSE	IBM - SERVICE ELITE PAYMENTS	RSA - SERVICES
AVG OEM	IBM - SERVICEELITE CONTRACTS	RSA - SERVICES & CONSULTING
AVG-ED	IBM EDGE	RSA ENVISION



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

AVOCENT - CYCLADES	IBM EDUCATION	RSA SECURITY
AVOCENT - PROAV	IBM- ENTRY LEVEL STORAGE	RSA SECURITY - DLP
AVOCENT - PROAV MAINTENANCE	IBM GARS-CLOUD BLUE	RSA SECURITY - OPEN
AVOCENT - SECURE PRODUCTS	IBM- IMSOURCING DS	RSA SECURITY HARDWARE
AVOCENT AND CYCLADES SERVICES	IBM ISS	RTA PRODUCTS
AVOCENT DIGITAL PRODUCTS	IBM LABOR CONTRACTS	SABRENT
AVOCENT HUNTSVILLE CORP.	IBM LABOR PSS	SAKAR KIDS
AVOCENT SOFTWARE & MAINTENANCE	IBM MANAGED SECURITY SERVICES	SAMSUNG - AV ACCESSORIES
AVTEQ	IBM PCDPS	SAMSUNG - CONSUMER TABLETS
AVUE	IBM PURE FLEX SYSTEMS CTO & CUSTOM	SAMSUNG - CONSUMER TV
AXIOM	IBM SOFTWARE - COGNOS	SAMSUNG - DI
AXIS COMMUNICATION INC	IBM SOFTWARE - IM - DATA MGMT	SAMSUNG - DI ACCESSORIES
AXIS ELICENSING	IBM SOFTWARE - LOTUS MSGNG & COLL	SAMSUNG - PRO AV
AXTON TECHNOLOGIES	IBM SOFTWARE - LOTUS PORTAL	SAMSUNG - SD MEMORY
AZDEN-PRO SOUND	IBM SOFTWARE - SAAS PARTIAL BILLING	SAMSUNG - SSD MEMORY
AZEND GROUP CORP	IBM SOFTWARE - SS & UC	SAMSUNG - TABLET ACCESSORIES
B+B SMARTWORX (IMC NETWORKS)	IBM SOFTWARE - TIV - AUTOMATION	SAMSUNG - WARRANTIES
BABY	IBM SOFTWARE - TIV - ENT AST MGMT	SAMSUNG- HOME APPLIANCE
BARCO	IBM SOFTWARE - TIV - SEC & COMP MGM	SAMSUNG HOSPITALITY LCD
BATTERY TECHNOLOGY	IBM SOFTWARE - TIV - STRG MGMT	SAMSUNG INFORMATION SYSTEMS
BELKIN	IBM SOFTWARE - VN - INFOSPHERE	SAMSUNG LARGE FORMAT
BELKIN - CABLES	IBM SOFTWARE - W/S -BPM	SAMSUNG MEMORY
BELKIN - KVM	IBM SOFTWARE - W/S -CORE	SAMSUNG MOBILITY
BELKIN - WEMO	IBM SOFTWARE DOC/MEDIA	SAMSUNG NOTEBOOKS
BELKIN MOBILE	IBM SOFTWARE- FILENET	SAMSUNG PRINTER CONSUMABLES
BELKIN-LINKSYS REFURB	IBM SOFTWARE LEV	SAMSUNG PRINTER HARDWARE
BELLO - HOME AV	IBM SOFTWARE -RATIONAL	SAMSUNG TABLET
BEM WIRELESS	IBM SOFTWARE SMARTER CITIES	SAMSUNG TABLETS LA
BENQ	IBM SOFTWARE VN SUPPORT PROVIDER	SAMSUNG WARRANTIES AND SERVICES
BENQ PROAV	IBM SPSS ENTERPRISE	SAMSUNG WLAN
BIC-HOME AUDIO/VIDEO	IBM SPSS STATISTICS	SAMSUNG WLAN - LICENSES AND SERVICE
BITDEFENDER	ID TECH	SAMSUNG-DAV
BIXOLON	IDEAL IND-CUSTOM INSTALL	SAMSUNG-GALAXY GEAR 2
BIXOLON AMERICA	IGEL	SANDISK
BLACK BOX CARTS	IJSS	SANDISK AAFES



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

BLACK BOX CORPORATION	IM CHOICE ADVANTAGE - GOVED	SANDISK BULK
BLACKBERRY	IM CHOICE ADVANTAGE - TECH SUPPORT	SANDISK CORPORATION
BLACKBERRY 12 VAS	IM ENGRAVING	SANDISK LA
BLACKBERRY ACCESSORIES	IM MOBILITY TEST SUB 2	SANDISK MOBILE
BLACKBERRY GOVERNMENT SALES	IMAGE MECHANICS	SANDY LISA
BLACKBERRY GOVT 12 VAS	IMATION CORPORATION - COMMERCIAL	SANGEAN-PERSONAL & PORTABLE
BLISSLIGHTS	IMATION CORPORATION - CONSUMER	SANS DIGITAL
BLITZCAST NETWORK INC	IMATION IRONKEY	SAP - DATABASE & TECHNOLOGY
BLU-BRIGHTPOINT	IMCE SERVICES	SAP BUSINESS OBJECTS
BMC SOFTWARE	IMPULSE POINT DIRECTSHIP	SAP BUSINESS OBJECTS LICENSING
BMC-NUMARA LICENSING	IMSOURCING	SAPPHIRE
BODYGUARDZ	IMSOURCING - DS	SATO - CLASS 20
BOICE ENTERPRISES INC.	IMSOURCING - NSP	SATO - CLASS 30
BOSCH SECURITY AL	IMSOURCING - SAMSUNG	SATO - CLASS 35
BOSCH SECURITY AUDIO	INCIPIO	SCALA
BOSCH SECURITY VIDEO	INFOCUS	SCALE COMPUTING
BOSS AUDIO-CAR AUDIO/VIDEO	INFOCUS PROAV	SCANNX - HARDWARE
BOX INC	INFOLOCK TECHNOLOGIES	SCANNX - LICENSING
BRACKETRON	INFORMA SOFTWARE	SCANSAFE SERVICES LLC/CISCO
BRAIN CENTER AMERICA	INFORMA SOFTWARE DIRECT SHIP	SCHNEIDER ELECTRIC IT - CONTAINER
BRAINBOXES	INFOSONIC - VERYKOOL LA	SCHNEIDER ELECTRIC IT - DIRECT SHIP
BRANDED LOGISTICS	INFRASCALE INC DIRECT SHIP	SCHNEIDER ELECTRIC IT - WARRANTY
BRAWN CONSULTING	INGENICO	SCHNEIDER ELECTRIC IT USA
BRETFORD MANUFACTURING	INGRAM - CPO SYSTEMS DS	SCHNEIDER ELECTRIC IT-ISX DELL ONLY
BRICKCOM	INGRAM CPO DELL	SDI TECHNOLOGIES-PERSONAL & PORTABL
BRIGHT COMPUTING	INGRAM CPO HP	SDJ TECHNOLOGIES - MONSTER
BRIGHTPOINT NA	INGRAM CPO IBM	SEAGATE - DATA RECOVERY
BRIGHTSIGN	INGRAM CPO LENOVO	SEAGATE - ESG
BROTHER INT L (SUPPLIES)	INGRAM CPO - OPTIONS DS	SEAGATE - ESG SINGLE
BROTHER INTERNATIONAL	INGRAM CPO POLYCOM	SEAGATE - IMSOURCING
BROTHER INTL (PRINTERS)	INGRAM CPO CISCO	SEAGATE - IMSOURCING DS
BROTHER MOBILE - MEDIA	INGRAM CPO OPTIONS	SEAGATE - INGRAM CPO DS
BROTHER MOBILE SOLUTIONS	INGRAM CPO SEAGATE	SEAGATE - NSG
BROTHER MOBILE SOLUTIONS - MEDIA	INGRAM CPO SYSTEMS	SEAGATE - NSG SINGLE
BROTHER MPRINT HARDWARE	INGRAM MICRO CONTENT CREATION SERVI	SEAGATE - PSG



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

BROTHER PJ6 HARDWARE	INGRAM MICRO GLOBAL TRAINING	SEAGATE - PSG SINGLE
BROTHER RJ4 HARDWARE	INGRAM MICRO SERVICES LLC	SEAGATE - RETAIL
BROTHER WARRANTY AND PRINTER MOUNTS	INGRAM MICRO TRAINING - CISCO	SEAGATE - SAMSUNG
BUFFALO AMERICAS - CONSUMER NAS	INGRAM MICRO TRAINING - JUNIPER	SEAGATE (LA) MAXTOR PDTS
BUFFALO AMERICAS - DAS	INGRAM MICRO TRAINING - MICROSOFT	SEAGATE CSS
BUFFALO AMERICAS - NETWORKING	INGRAM MICRO TRAINING - OTHER	SEAGATE LA EXTERNAL
BUFFALO AMERICAS INC	INGRAM MICRO TRAINING - VMWARE	SEAGATE LACIE
BUSLINK MEDIA	INGRAM MICRO TRAINING HP	SECURE CHANNELS INC DIRECT SHIP
C2G	INNODESIGN INC.	SEH TECHNOLOGY
C2G - AUDIO UNLIMITED	INNOVATION FIRST / RACK SOLUTIONS	SEIKI LLC
C2G - AV LINE	INTEGRATED ARCHIVE SYSTEMS	SEIKO INSTRUMENTS
C2G - BULK	INTEL	SENECA DATA
C2G - DIGITAL SIGNAGE	INTEL - DESKTOP TRAY CPU	SENNHEISER
C2G - KVM & NETWORKING	INTEL - ESG	SHARP AQUOS/CONSUMER WARRANTY
C2G CUSTOM	INTEL - IMSOURCING	SHARP ELECT - LARGE FORMAT DISPLAYS
C2G TRANSCEIVERS	INTEL - IMSOURCING DS	SHARP WARRANTIES
CA - APPLOGIC	INTEL - MOTHERBOARDS	SHARPER IMAGE
CA - CLOUD	INTEL - NETWORKING	SHORETEL - SPECIAL
CA - ERWIN	INTEL - SERVER CPU	SHUTTLE COMPUTER
CA - NIMSOFT MONITOR	INTEL - SERVER CPU -TRAY	SIGNAGELIVE
CAD AUDIO	INTEL - SPARES/ACCESSORIES	SIIG INC
CALERO SOFTWARE	INTEL - SSD	SIIG-PROAV
CALRAD	INTEL COMPUTE STICK	SILEX TECHNOLOGY
CANARY COMMUNICATIONS	INTEL -EXP (LA)	SIMA-PHOTO VIDEO
CANON	INTEL NETWORKING - QLOGIC/INFINIBAN	SKB PRODUCTS - SGC
CANON - ACCESSORIES	INTEL NUC MOTHERBOARDS	SKYKICK
CANON COMPUTER (SUPPLIES)	INTEL RAID	SKYTEX TECHNOLOGY
CANON COMPUTER SYS. INC.	INTEL SERVER LA	SMART
CANON LASER - CONSUMABLES	INTEL TRAY LA	SMK (GYRATION/MOVEA)
CANON USA - PRINTERS	INTERMEC ACCESSORIES	SMK-LINK
CANON USA - SCANNERS	INTERMEC DESKTOP PRINTERS	SMS AUDIO - HEADPHONES
CANON WARRANTIES	INTERMEC GSA	SOCKET MOBILE
CANON-PHOTO VIDEO	INTERMEC INDUSTRIAL PRINTERS	SOCKET MOBILE - ACCESSORIES
CAPSA - RUBBERMAID HEALTHCARE	INTERMEC MEDIA	SOCKET MOBILE - WARRANTY & SERVICES
CASE LOGIC-PERSONAL & PORTABLE	INTERMEC MOBILE PRINTERS	SOLARFLARE COMMUNICATION



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

CASIO ECR-COMPUTER	INTERMEC MOBILITY	SOLERATEC
CASIO-COMPUTER	INTERMEC NETWORKING	SOLIDFIRE
CASIO-TELEVISIONS & PROJECTORS	INTERMEC PRODUCT LINKS	SONICWALL - HARDWARE
CBT SUPPLY	INTERMEC RFID	SONICWALL - NSA HARDWARE
CCX CORPORATION	INTERMEC SCANNING	SONICWALL - NSA LICENSING
CENOIRE	INTERMEC SERVICES	SONICWALL - SOFTWARE
CHAMBERLAIN	INTERMEC SOFTWARE	SONICWALL NFR AND HA PRODUCTS
CHANNEL SOURCES	INTUIT	SONNET TECHNOLOGIES
CHANNEL SOURCES - BUSINESS LOGIC CO	INTUIT - DC/POS BUNDLES	SONOS INC.
CHECK POINT SOFTWARE	INTUIT ACADEMIC	SONY - DI VIRTUAL WARRANTIES
CHECK POINT-CAT SS	INTUIT- DC/POS LICENSING	SONY ELECTRONICS
CHECKPOINT	INTUIT POS HW BUNDLES	SONY -MEDIA
CHELSIO COMMUNICATIONS	INTUIT QUICKBOOKS DESKTOP SOFTWARE	SOPHOS MAINT SUPPORT
CHERRY	INTUIT QUICKBOOKS POS SW + HW BUNDL	SOPHOS MM ENT NON UTM
CHERRY GOVERNMENT	INTUIT STANDALONE POS HW PERIPHERAL	SOPHOS MM ENT UTM
CHERRY HEALTHCARE	IOGEAR	SOPHOS PRO SERVICES
CHIEF	ION-PRO SOUND	SOPHOS SMB NON UTM
CHIP PC	IOSAFE	SOPHOS SMB UTM
CHIP PC DIRECTSHIP	IOSAFE DIRECT SHIP	SOURCEFIRE
CISCO - ASR9K	IPCONFIGURE	SPARKLE POWER
CISCO - CCW LEARNING CREDITS	IRIS	SPECO OBSERVATION/SECURITY
CISCO - CCW MULTI YEAR	ISONAS	SPRACHT
CISCO - CDW ONLY MULTIYEAR SMARTNET	ISTARUSA	STADIA MEDIA LLC
CISCO - CISCO CCW SERVICES	ITSENCLUSURES DIRECTSHIP	STAR MICRONICS
CISCO - EDELIVERY	IVIDEON GROUP	STAR MICRONICS LA
CISCO - EDELIVERY BORDERLESS NTRKS	IVINA	STAR MICRONICS NC_NR
CISCO - EDELIVERY DATA CENTER	JAEGA SOFTWARE	STAR MICRONICS SPARES
CISCO - FUSIONSTORM	JARDEN	STAR MICRONICS-SVC
CISCO - HW APP NETWRK SERVICES	JATON	STARTECH.COM
CISCO - HW CABLES AND TRANSCEIVERS	JAWBONE	STEELSERIES
CISCO - HW DATA CENTER SWITCHING	JC TECHNOLOGIES	STEREN-CUSTOM INSTALL
CISCO - HW DIRECT SHIP	JELCO	STORIX
CISCO - HW HIGH END ROUTERS	JNL-BOUNTY HUNTER	SUMMER INFANT
CISCO - HW NETWORK MGMT/IOS	JNL-NIGHT OWL OPTICS	SUPERMICRO
CISCO - HW NEXUS	JUNIPER - CONFIGURATIONS	SUPERMICRO COMPUTER INC



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

CISCO - HW OPTICAL NETWORKING	JUNIPER - IMSOURCING DS	SUPERSONIC INC.
CISCO - HW ROUTERS - HR	JUNIPER - TRAPEZE	SURGEX
CISCO - HW ROUTERS L/M	JUNIPER 500/5000	SWAIVE
CISCO - HW SECURITY	JUNIPER ACCESS CONTROL	SWANN
CISCO - HW STORAGE	JUNIPER APAC SUPPORT	SWANN PROFESSIONAL
CISCO - HW SWITCHES CHS	JUNIPER CONTENT SUBS AND FUNK SBR	SYBA
CISCO - HW SWITCHES DT	JUNIPER CTP	SYMANTEC
CISCO - HW TAA	JUNIPER EMEA SUPPORT	SYMANTEC - ACADEMIC
CISCO HW TANDBERG VIDEO	JUNIPER ENTERPRISE ROUTING	SYMANTEC - APPLIANCE
CISCO - HW UNIFIED COMM	JUNIPER EX SERIES SWITCHING	SYMANTEC - LOGISTICS
CISCO - HW UNIFIED COMM RESTRICTED	JUNIPER FIREWALL VPN	SYMANTEC - OEM
CISCO HW VIDEO	JUNIPER H/E SW SRX BRANCH SRX LIC	SYMANTEC - OFFICEMAX/FRY S
CISCO - HW VOICE REFURB	JUNIPER IDP	SYMANTEC - VERISIGN LICENSING
CISCO - HW WIRELESS	JUNIPER NETWORKING	SYMANTEC AUTHORIZED EXPRESS CORP
CISCO - HW WIRELESS REFURB	JUNIPER NEW SUPPORT	SYMANTEC CLOUD SERVICES
CISCO - IMSOURCING	JUNIPER PRO SERVICES	SYMANTEC ENTERPRISE TRAINING
CISCO - IMSOURCING DS	JUNIPER RENEWALS	SYMANTEC EXPRESS LICENSING (CORP)
CISCO - IRONPORT SERVICE	JUNIPER SECURE ACCESS LICENSING	SYMANTEC EXPRESS LICENSING- ACAD
CISCO - IRONPORT SUBSCRIPTION	JUNIPER SECURE ACCESS PRODUCT	SYMANTEC EXPRESS LICENSING- GOV T
CISCO - IRONPORT TAKEOVER	JUNIPER SPI	SYMANTEC- EXSP LICENISNG PROGRAM
CISCO - MERAKI	JUNIPER WLAN LICENSES	SYMANTEC- INSTALLMENT
CISCO - PROAV	JUNIPER WX HARDWARE	SYMANTEC MEDIA
CISCO - SMALL BUSINESS PRO	JUNIPER-IMSOURCING	SYMANTEC RETAIL
CISCO - SMART CARE	JVC-CAMERAS	SYMANTEC REWARDS LICENSING PROGRAM
CISCO - SOURCEFIRE	JVC-HEADPHONES	SYMANTEC SPECIAL PROGRAMS
CISCO - SV ISV1	KANGURU	SYMANTEC TRAINING/TECH SUPPORT
CISCO - SV - SMART CARE	KANGURU DIRECT SHIP	SYMANTEC/AMAZON
CISCO - SV - SMART CARE TAKE OVER	KASPERSKY - BOX	SYMANTEC-SEP. CLOUD. ML
CISCO - SV DIRECT SHIP	KASPERSKY - CONSUMER LICENSING	SYMBOL - ALL OTHER
CISCO - SV PACKAGE SERVICES	KASPERSKY - LIC/MAINT	SYMBOL ADC - 1C
CISCO - SV PROMO	KB COVERS	SYMBOL DC - IA
CISCO - SV SMS-3	KEMP - DS	SYMBOL IMC - 3RD PARTY
CISCO - TAKEOVER ENTERPRISE SKUS	KEMP TECHNOLOGIES	SYMBOL IMC - CONFIGURED TERMINALS
CISCO - TAKEOVER SMS DOLLAR BASED	KENSINGTON TECHNOLOGY - MOBILE	SYMBOL IMC - ISERV SERVICES
CISCO - UCS	KENSINGTON TECHNOLOGY - PROAV	SYMBOL IMC-8580/8590 & OEM SCANNERS



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

CISCO - UCS BTO	KENSINGTON TECHNOLOGY - SECURITY	SYMBOL IMC-PERIPHERAL & ACCESSORIES
CISCO - UNIFIED COMM DS	KENSINGTON TECHNOLOGY GROUP	SYMBOL IMC-SW LICs AND MAINTENANCE
CISCO CCW SERVICES	KEYTRONIC	SYMBOL MC - 1A
CISCO DIGITAL MEDIA	KIDCO	SYMBOL MC - 1A D/S
CISCO- INGRAM CPO DS	KIDS	SYMBOL MC - 1B
CISCO LA - EDELIVERY	KINGSTON	SYMBOL RF - 1A
CISCO LA - SERVICES	KINGSTON - VALUE RAM	SYMBOL SV - 3A
CISCO SMALL BUSINESS 2	KINGSTON DIGITAL MEDIA LA	SYMBOL SV - 3B
CISCO SMALL BUSINESS 3	KINGSTON MOBILE	SYMBOL WI - 1D
CISCO SMARTNET PSS SHARED SUPPORT	KINGSTON PROPETARY (LA)	SYMBOL WI - 1E
CISCO WEBEX SAAS	KINGSTON SSD	SYMBOL WLAN - 1F
CISCO-HP	KINGSTON TECHNOLOGY DT & NOTEBOOKS	SYMBOL WLAN - 1F D/S
CISCO-SCANSAFE CCW	KINGSTON TECHNOLOGY FLASH	SYMBOL-MOTOROLA LA
CITRIX - ACCESS GATEWAY	KINGSTON TECHNOLOGY SERVER	SYNOLOGY
CITRIX - CALC	KINIVO	T1 VISIONS
CITRIX - CLOUDSTACK	KLIPSCH	TABLET EXPRESS
CITRIX - CSP	KOBO INC.	TANDBERG / EXABYTE - SSP
CITRIX - ESSENTIALS XENSERVER	KOCASO(GLOBAL PCT&S)	TANDBERG DATA - LTO
CITRIX - KAVIZA	KODAK - EMA SERVICES	TANDBERG DATA CORP
CITRIX - MISC	KODAK MA SERVICES	TANGENT
CITRIX - NETSCALER	KODAK SCANNERS	TARGUS
CITRIX - TRAINING	KOFAX	TARGUS MOBILE
CITRIX - WORKSPACE SUITE	KONFTEL	TECHNO SOURCE
CITRIX - XENAPP FUNDAMENTALS	KONICA MINOLTA - SUPPLIES	TEKLYNX
CITRIX - XENMOBILE	KONICA MINOLTA PRINTING	TEK-REPUBLIC
CITRIX COURSEWARE BOOKS	KOSS-HEADPHONES	TELSTAR
CITRIX WANSCALER	KT&C	TELY LABS
CITRIX XENAPP	KURIO	TENABLE NETWORK
CITRIX XENDESKTOP	LACIE - PROFESSIONAL	TENABLE NETWORK - RENEWAL
CLARITY-TELECOM	LACIE - SERVICES	TENABLE SECURITY CENTER NEW
CLEARONE	LANCOPE INC	TENABLE TRAINING
CMS PRODUCTS	LANCOPE INC. - MAINT AND SUPPORT 3Y	TENABLE-SECURITY CENTER RENEWAL
COBRA	LANCOPE INC. - SRVC AND TRAINING	TIC
COCOON INNOVATIONS	LANCOPE INC.- MAINT AND SUPPORT	TICKERCOM
COGNITIVE	LANDESK - SHAVLIK PRODUCTS	TIMBUK2 - CASES



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

COGNITIVE- MEDIA AND ACCESSORIES	LANTRONIX	T-MOBILE
COLEMAN-OUTDOOR	LANTRONIX DEVICE NETWORKING	TMS
COM TRADE LIC SUPPORT	LANTRONIX SERVICES	TOFFEE INTERNATIONAL PTY LTD
COMNET	LAVU INC.	TOP & TECH
COMODO SECURITY SOLUTIONS	LEAP MOTION	TOPAZ SYSTEMS
COMODO SECURITY SOLUTIONS DS	LENOVO - DESKTOP OPTIONS	TOSHIBA - BTO
COMPREHENSIVE CABLE	LENOVO - DESKTOPS	TOSHIBA - IMSOURCING
COMPULOCKS	LENOVO - INGRAM CPO DS	TOSHIBA - NOTEBOOK ACCESSORIES
COMPUTER SECURITY PRODUCT	LENOVO - MONITORS	TOSHIBA - SERVICES
COMQUIP COMMUNICATIONS	LENOVO - PRO AV	TOSHIBA HARD DRIVES
COMTRADE 3-YEAR SUPPORT	LENOVO - SERVER OPTIONS	TOSHIBA RETAIL
COMTRADE USA	LENOVO - THINKPAD OPTIONS	TOSHIBA SYSTEMS
COMTREND	LENOVO - THINKPADS	TOSHIBA TABLETS
COMTROL CORP.	LENOVO - THINKSERVER CORPORATE	TOTAL TRAINING
CONAIR HOSPITALITY	LENOVO - THINKSERVER TS	TOUCHSYSTEMS
CONAIR-B STOCK	LENOVO - X86 BLADES	TOYS
CONAIR-CUISINART	LENOVO - X86 BRANDED VMWARE	TP LINK
CONAIR-PERSONAL CARE	LENOVO - X86 EXPRESS 1&2 SOCKET	TPG
CONAIR-TRAVEL SMART	LENOVO - X86 MS SOFTWARE	TRADE KREATIVE SOLUTIONS GROUP - KI
CONAIR-WARING PRO	LENOVO - X86 POST WARRANTY SUPPORT	TRANSCEND
CONDUSIV TECHNOLOGIES	LENOVO - X86 PURE SYSTEMS	TRANSCEND LAT
CONDUSIV TECHNOLOGIES GOVT LICENSE	LENOVO - X86 PURE SYSTEMS SERVICES	TRANSITION NETWORKS
CONDUSIV TECHNOLOGIES LICENSING	LENOVO - X86 REMOTE TECH SUPPORT	TREND MICRO - ACAD / GOVT
CONFIG 1	LENOVO - X86 SERVER 1&2 SOCKET	TREND MICRO - BOX
CONFIG 6	LENOVO - X86 SERVER OPTIONS	TREND MICRO - DEEP SECURITY
CONNECTPRO	LENOVO - X86 SERVERS	TREND MICRO - HARDWARE APPLIANCE
CONTEX - SPARE PARTS	LENOVO - X86 SERVICE PAQS	TREND MICRO - LICENSING
CONTEX A/S	LENOVO - X86 SERVICEELITE CONTRACTS	TREND MICRO - PREMIUM SUPPORT
CONVERGENCE	LENOVO - X86 SERVICES	TREND MICRO MAINTENANCE
COOLER MASTER USA	LENOVO - X86 XSERIES STORAGE	TREND MICRO S1
CORE BTS INC	LENOVO CUSTOM TP AND DT	TRENDNET - BUSINESS CLASS
COREL	LENOVO IDEACENTRE	TRIDENT CASE
COREL - ACADEMIC PRODUCT	LENOVO IDEAPAD	TRIPLETT TOOLS & METERS
COREL - GOVT	LENOVO PC LA	TRIPLETT--BYTE BROS
COREL LICENSING ACADEMIC	LENOVO RETAIL OPTIONS	TRIPP LITE



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

COREL LICENSING COMMERCIAL	LENOVO SERVICES	TRIPP LITE - PRO AV
CORSAIR VALUE SELECT	LENOVO- SOFTWARE	TRIPPLITE
CORSAIR XMS	LENOVO STORAGE CORPORATE	TROY JAMES BOYS
CORTADO	LENOVO STORAGE SERVICES	TRYTEN
CP TECHNOLOGIES	LENOVO STORAGE TOPSELLER	TURTLE BEACH SYSTEMS
CRADLEPOINT	LENOVO THINKSERV SERVICES	TWELVE SOUTH
CRADLEPOINT - ARC	LENOVO THINKSTATIONS	UBIQUITI NETWORKS
CRADLEPOINT - WARRANTIES	LENOVO TOPSELLER DT	ULTRALIFE BATTERIES
CRU	LENOVO TOPSELLER THINKSTATION	UNCAGED ERGONOMICS
CTL CORP	LENOVO TOPSELLER TP	UNIDEN - OBSERVATION & SECURITY
CTL DIRECT SHIP	LEUPOLD	UNIDEN 2-WAY RADIO
CURTIS INTL.	LEXIBOOKS	UNIFORM INDUSTRIAL CORPORATION
CYBER ACOUSTICS	LEXMARK - BPD SUPPLIES	UNIGUEST
CYBER POWER SYSTEMS DS	LEXMARK - SERVICES	UNIRISE USA
CYBERDATA	LEXMARK PARTS	UNITECH
CYBERLINK DIRECT SHIP	LEXMARK PRINTERS	UNITECH - ALL ACCESSORIES
CYBERLINK USA (CSDC)	LEXMARK SUPPLIES	UNITECH - ALL TERMINALS
CYBERNET	LG - EW2	UNITECH AMERICA LA/MEX
CYBERPOWER SYSTEMS USA	LG - NETWORK ATTACHED STORAGE	UNYPOS INTERNATIONAL
CYGNETT	LG COMMERCIAL PRODUCTS	UPLOGIX
DA-LITE	LG DIGITAL/AUDIO/VIDEO	UPPER DESK INC.
DANE ELEC-MEMORY/BLANK MEDIA	LG ELECTRONICS	URBAN FACTORY
DANNY P	LG HOSPITALITY	US ROBOTICS - ACCESSORIES
DASCOM	LG WARRANTIES	US ROBOTICS - BRANDED DESKTOP
DATA LOCKER	LIEBERT - CUSTOM SKU/NON-EDI	UTILITY ASSOCIATES
DATACOMM-CUSTOM INSTALL	LIEBERT - EP1	V2 TECHNOLOGIES DIRECT SHIP
DATACORE	LIEBERT - EP1 WARR/SERV	V7
DATACORE SERVICES	LIEBERT - LES PRODUCTS	V7 AUDIO
DATALOGIC	LIEBERT - SOFTWARE	V7 HUBS AND CARD READER
DATALOGIC ADC - CLASS 1	LIEBERT - SP1	V7 KEYBOARDS & MICE
DATALOGIC ADC - CLASS 10	LIEBERT - SP1 WARR/SERV	V7 LCD MONITORS
DATALOGIC ADC - CLASS 12	LIFENSOUL	V7 MEMORY
DATALOGIC ADC - CLASS 2	LIFEPROOF	V7 MOBILITY ACCESSORIES
DATALOGIC ADC - CLASS 4	LINKSYS	V7 MOUNTS AND STANDS
DATALOGIC ADC - CLASS 5	LOGIC CONTROLS	V7 NOTEBOOK CARRYING CASES



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

DATALOGIC ADC - CLASS 6	LOGITECH - COMPUTER ACCESSORIES	V7 POWER
DATALOGIC ADC - CLASS 7	LOGITECH (LA)	V7 PROJECTORS
DATALOGIC ADC - CLASS 8	LOREX-OBSERVATION/SECURITY	V7 SCREEN FILTERS
DATALOGIC ADC - CLASS 9	LUMENS INTEGRATION INC.	V7 SECURITY ACCESSORIES
DATALOGIC ADC - INACTIVE	M & A TECHNOLOGY	V7 TONER
DATALOGIC ADC - NOCP	M&S ACCESSORY NETWORK	V7 WEB CAMS
DATALOGIC ADC -CLASS 11	MACALLY PERIPHERALS	V7-BATTERIES
DATAMATION	MAD CATZ-VIDEO GAME	V7-CABLES
DATAMAX - E CLASS PRINTERS	MAGLITE	V7G-REFURBISH
DATAMAX - LA E-CLASS	MAGTEK	VALKEE OY
DATAMAX - LA I-CLASS	MAGTEK - MSR READERS	VANGUARD
DATAMAX - M/I/H/W/MP CLASS	MAGTEK NR	VAULT LOGIX
DATAMAX - S-CLASS	MAKERBOT	VEEAM - CLOUD
DATAMAX LA - TPPP	MAKERBOT ACC	VEEAM SOFTWARE
DATAMAX- LA FIOSP	MARINER SOFTWARE	VEEAM SOFTWARE - LATAM
DATAMAX MEDIA	MAX CASES	VEEAM SOFTWARE - RNWL
DATAMAX-EXT REWINDERS AND MCL SW	MAX CASES DS	VEEAM SUPPORT
DATAMAX-PORTABLE PRINT AND ACCESS	MAXELL	VERBATIM CORPORATION
DATAMAX-SPARE PARTS AND SERVICES	MAXELL - BATTERIES	VERIFONE
DATARAM	MAXELL-HEADPHONES	VERITAS BACKUPEX - RENEW
DATASTOR	MCAFFEE NETWORK SECURITY GHE	VERITAS BACKUPEX NEW
DBL	MCAFFEE PREMIUM SUPPORT AND SERVICES	VERITAS- BOX
DECODED	MCAFFEE RETAIL (LA)	VERITAS BUYING PROGRAMS - NEW
DELL - AVOCENT	MCAFFEE RETAIL BOXED PRODUCT	VERITAS BUYING PROGRAMS - RENEWAL
DELL - AVOCENT WARRANTY	MCAFFEE SECURITY MGMT CORP	VERITAS EXSP
DELL - FEDERAL	MCAFFEE SECURITY MGMT GHE	VERITAS HARDWARE
DELL - IMSOURCING	MCKLEIN COMPUTER CASES	VERITAS SPECIAL PROGRAMS
DELL - IMSOURCING DS	MECAM LLC	VERS
DELL - INGRAM CPO DS	MEDIPLAY	VICTORINOX SWISS ARMY INC.
DELL (LA)	MELISSA & DOUG	VIEWSONIC
DELL CHROMEBOOKS	MELLANOX - INGRAM CPO DS	VIEWSONIC DISPLAYS
DELL CTO	MELLANOX SW	VIEWSONIC LFD
DELL ESG CTO	MELLANOX TECHNOLOGIES	VIEWSONIC PROAV
DELL FEDERAL	MERAKI - LEGACY	VIEWSONIC VA
DELL KACE	MERU - ACCESSORIES	VIEWZ



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

DELL LATITUDE	MERU - PRODUCT	VINPOWER DIGITAL DIRECTSHIP
DELL MONITORS	MERU - SUPPORT	VIOLIN MEMORY
DELL- NETWORKING	METAL WARE - NESCO	VISION SYSTEMS - GEOVISION
DELL OPTIPLEX	METRA-CAR AUDIO/VIDEO	VISIONEER (SCANNERS)
DELL PERIPHERALS	METROPOLITAN VACUUM CLEANER CO	VISIONEER SCANNERS
DELL PRECISION	MICRO FOCUS (PREVIOUSLY NETMANAGE)	VISIONTEK
DELL PRINTER ACCESSORIES	MICRON	VISUAL LAND
DELL PRINTERS	MICRON CONSUMER PRODUCTS GROUP	VISUAL LAND DIRECT SHIP ONLY
DELL PROJECTORS	MICRONET	VIVITEK
DELL SERVERS	MICROSEMI FTD	VIVOTEK
DELL SOFTWARE	MICROSEMI POE SYSTEMS	VIZIO
DELL SOFTWARE - RENEWAL	MICROSOFT	VIZIO - HOME AV
DELL- SOFTWARE CTO	MICROSOFT - OPEN VALUE OFFICE365 E	VIZIO - WARRANTIES
DELL- STORAGE	MICROSOFT - OPEN VALUE OFFICE365 M	VMWARE - FEDERAL
DELL TABLETS	MICROSOFT / TOSHIBA	VMWARE - FEDERAL RENEWAL
DELL THIN CLIENT HARDWARE	MICROSOFT CAMPUS AGREEMENT	VMWARE - FEDERAL SUPPORT
DELL VOSTRO	MICROSOFT- ESD	VMWARE - LICENSING
DELL WARRANTIES	MICROSOFT HARDWARE	VMWARE - VCHS
DIALOGIC - BUNDLED PRODUCT	MICROSOFT LICENSING GE	VMWARE LICENSING
DIALOGIC (US) INC	MICROSOFT MENTOR MEDIA	VMWARE RENEWAL
DIALOGIC (US) INCBOX	MICROSOFT OFFICE PKC	VMWARE VSPP
DIAMOND MULTIMEDIA	MICROSOFT OPEN ACADEMIC	VOXX - ACCESSORIES
DIGI INTERNATIONAL	MICROSOFT OPEN BUSINESS 500+POINTS	VPN DYNAMICS
DIGITAL INN-AV CARE & MEDIA STORAGE	MICROSOFT OPEN CHARITY	VSN MOBIL
DISTINOW	MICROSOFT OPEN GOVERNMENT	VS-NETWORKS
DISTINOW - SVA	MICROSOFT- OPEN OFFICE365 E	VTECH
D-LINK BUSINESS PRODUCTS SOLUTIONS	MICROSOFT- OPEN OFFICE365 M	VULCAN ELECTRONICS
D-LINK SERVICE & MAINTENANCE	MICROSOFT OPEN VALUE 250 ANNUITY	VULCAN ELECTRONICS- DIRECT SHIP
D-LINK SYSTEMS INC	MICROSOFT OPEN VALUE 250 FULL PAY	VUPOINT SOLUTIONS
DOCKETPORT.COM	MICROSOFT OVS-ES PROGRAM ACAD	VXI
DOCUSIGN	MICROSOFT SCHOOL AGREEMENT	WACOM
DOD TECH	MICROSOFT- SPLA LICENSING	WACOM ACADEMIC
DOTWORKZ	MICROSOFT SURFACE	WAHL APPLIANCES
DOUBLESIGHT DISPLAYS	MICROSOFT SURFACE ACCESSORIES	WARRENTech-WARRANTEES
DOUBLESIGHT DISPLAYS DIRECTSHIP	MICROSOFT SURFACE WARRANTY	WASP BARCODE TECHNOLOGIES



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

DPI/GPX-PERSONAL & PORTABLE	MICROSOFT WWF	WASP FAST START/SILVER PARTNERS
DRAPER	MIDLAND-2 WAY RADIOS	WASP GOLD PARTNERS
DRAPER - DS	MILESTONE SYSTEMS	WASP PLATINUM PARTNERS
DREAMBABY	MILESTONE-SANUS	WATCHGUARD - RENEWALS
DROBO	MIMIO	WATCHGUARD - VIRTUAL SOLUTIONS
DUVOICE	MIMIO DIRECTSHIP	WATCHGUARD SERVICES
DYMO	MIMO MONITORS	WATCHGUARD SOHO & SOFTWARE
DYMO CORPORATION	MIO PHYSICAL	WATCHGUARD SOHO SERVICES
DYNASCAN	MIRACLE BUSINESS	WATCHGUARD TECHNOLOGIES
EATON	MITAC-MAGELLAN	WATCHGUARD TECHNOLOGIES INC
EATON - DIRECT SHIP	MIZCO-HEADPHONES	WATCHGUARD XTM HARDWARE
EATON LA	MMF	WATCHGUARD XTM LICENSING
ECO STYLE	MOBILE EDGE	WAVE SYSTEMS
ECOMASTER TECHNOLOGY	MOBOTIX	WAVE SYSTEMS - SAFEND
EDGE TECH	MOFF INC.	WAVELINK
EDGE TECH CORPORATION	MOTA	WD - CUSTOM
EECOLOR	MOTIO INC	WEBSense SERVICES
EIZO INC	MOTOROLA	WEBSense TRITON HARDWARE
EIZO INC.	MOTOROLA/SYMBOL SV-3B (LA)	WEBSense TRITON SOFTWARE
EIZO PHYSICAL SECURITY	MS LA FPP	WEBSense TRITON SUPPORT
ELECTRIC-SPIN	MS LA HARDWARE	WEBTRENDS - LICENSING
ELEMENT CASE	MS LA OPEN BUSINESS	WEDGE NETWORKS-DIRECT SHIP
ELEXA - LEVELMOUNT	MS LA OPEN VALUE SUSCRIPTION	WEIGH-TRONIX
ELGATO SYSTEMS	MS OPEN AZURE	WESTERN DIGITAL - SMB
ELITE SCREENS	MS OV AZURE	WESTERN DIGITAL - AV
ELITE SCREENS DIRECTSHIP	MS- OV LVL D ANNUITY OPTION	WESTERN DIGITAL - AV SINGLE
ELLI AND NOOLI	MS OV LVL D FULL PAY OPTION	WESTERN DIGITAL - DESKTOP
ELO	MS- OV2.0 ANNUITY OPTION	WESTERN DIGITAL - IMSOURCING
ELO - ALL-IN-ONE ELITE	MS- OV2.0 FULL PAY OPTION	WESTERN DIGITAL - LICENSES
ELO - ALL-IN-ONE SYSTEMS	MS SPLA	WESTERN DIGITAL - NETWORKING
ELO - PRO AV	MSE	WESTERN DIGITAL - RETAIL
ELO - PRO AV ELITE	MSI COMPUTER	WESTERN DIGITAL- IMSOURCING DS
ELO - TOUCHSCREENS	MSI COMPUTER - NOTEBOOKS	WESTERN DIGITAL LA
ELO- ACCESSORIES	MS-OPEN VALUE SUBSCRIPTION	WESTERN DIGITAL-DESKTOP SINGLE
ELO WARRANTIES & SERVICES	MULTI-TECH SYSTEMS	WESTERN DIGITAL-ENTERPRISE



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

ELUNEVISION	MULTI-TECH WARRANTIES	WESTERN DIGITAL-ENTERPRISE SINGLE
ELUNEVISION DS	MW PRODUCTS - MOUNTS	WESTERN DIGITAL-MOBILE
EMBARCADERO LICENSING	MX LOGIC	WESTERN DIGITAL-MOBILE SINGLE
EMBARCADERO LICENSING ACADEMIC	NADY-PRO SOUND	WHISTLER-CAR AV
EMC - INGRAM CPO DS	NAMSUNG-DUAL-CAR A/V	WHITECANYON SOFTWARE
EN POINT TECHNOLOGIES	NANOTECH ENTERTAINMENT	WIDGETEER INC.
EN POINTE TECHNOLOGIES SALES LLC	NAVORI INC	WINE ENTH-SMALL APPLIANCES
ENABLE - IT	NCH SOFTWARE	WINNOV
E-NABLER	NCR - SUPPLIES	WINSTON INTERNATIONAL DIRECTSHIP
ENERGIZER	NCR PRINTERS	WONDER WORKSHOP
ENERGIZER-BATTERIES	NCR REALPOS-CLOSED	WORKSPOT
ENET	NCR REALPOS-OPEN	WORRYFREE GADGETS
ENET - COPPER CABLES	NCS TECHNOLOGIES INC.	WOVENMEDIA
ENET - DIRECT ATTACH CABLES	NEC DISPLAY SOLUTION -LARGE FORMAT	WOWWEE
ENET - FIBER CABLES	NEC DISPLAYS	WYSE LICENSING & SERVICES
ENET - MEDIA CONVERTORS	NEC PROJECTORS	WYSE TECHNOLOGY (WINTERM)
ENET - MEMORY	NEC PROJECTORS PROAV	X1 DISCOVERY
ENET - TRANSCEIVERS	NEC WARRANTIES AND SERVICES	XEROX - COLOR PRINTERS
ENGENIUS	NERO SOFTWARE	XEROX - MONO PRINTERS
ENGENIUS TECH VAR	NEST LABS	XEROX A3
ENMOTUS INC	NETAPP US FOR PR	XEROX ESERVICES
ENSCONCE DATA TECHNOLOGY-DIRECT SHI	NETGEAR - BASIC CBU	XEROX SUPPLIES
EP MEMORY	NETGEAR BUSINESS CLASS	XEROX SUPPLIES (LA)
EPADLINK	NETGEAR CONSUMER	XEROX SUPPLIES A3
EPIPHAN SYSTEMS	NETGEAR SERVICES	XFX
EPSON	NETIQ - INFRASTRUCTURE MGMT	XIAMEN - TRAVEL TEK TABLETS
EPSON - ACCESSORIES	NETIQ - SECURITY MANAGEMENT	XIRRUS
EPSON - DOT MATRIX	NETIQ- VOIP	YCAM
EPSON - EXTENDED SERVICE PLAN	NETIQ-FEDERAL	YES TO
EPSON - INK JETS	NETPATIBLES	YUJIN ROBOT INC.
EPSON - PHOTO IMAGING	NETPATIBLES DS	ZAGG
EPSON - PHOTO PRINTERS	NEW POTATO TECHNOLOGIES	ZAGG INC - IFROGZ
EPSON - PROJECTOR ACC & HOME ENT	NEXGEN STORAGE	ZCOVER
EPSON - PROJECTORS	NEXGEN STORAGE - SUPPORT	ZEBRA - 105 SERIES
EPSON (SS-MET)	NEXSAN	ZEBRA - CUSTOM MEDIA



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

EPSON LA - SUPPLIES	NEXSAN- SPARE PARTS	ZEBRA - DESKTOP
EQUINOX PAYMENTS	NICELABEL	ZEBRA - HC 100 SERIES
EREPLACEMENT	NIGHT OWL	ZEBRA - KIOSK PRINTERS
ERGOGUYS	NIGHT OWL - OBSERVATION & SECURITY	ZEBRA - KIOSK PRINTERS MEDIA
ERGOTECH	NIXEUS TECHNOLOGY	ZEBRA - MEDIA
ERGOTRON	NORAZZA-AV CARE & MEDIA STORAGE	ZEBRA - MOBILE
ERGOTRON HEALTHCARE	NOVELL	ZEBRA - PAX
ERGOTRON SERVICES	NOVELL - ALA/SLA	ZEBRA - RFID
ESET - DESLOCK	NOVELL - FEDERAL	ZEBRA - SERVICES
ESET - INITIAL	NOVELL - MAINT RENEWAL STANDARD	ZEBRA - SPARE PARTS
ESET - RENEWALS	NOVELL - MEDIA	ZEBRA - WRISTBANDS MEDIA
ESET - SUPPORT	NOVELL - MLA	ZEBRA - XI SERIES
ESHIELDS - ISHIELDS	NOVELL - NSPP (OEM)	ZEBRA - Z SERIES
ETYMOTIC RESEARCH	NOVELL - SERVICES	ZEBRA - ZT200 SERIES
EVERSUN	NOVELL - VLA LICENSING	ZEBRA (LA) DESKTOP
EVGA	NOVELL-NS LIC EDU	ZEBRA /SYMBOL DC-1A (LA)
EVOLIS	NOVELL-NS LIC NPG	ZEBRA CARD - RFID/UHF/OTHER CARDS
EVUTEC	NOVELL-RP MAINT EDU	ZEBRA CARD - UPGRADE KITS
EXACQ ILLUSTRATION	NOVELL-RP MAINT NPG	ZEBRA CARD C SERIES YMCKO
EXACQ TECHNOLOGIES	NOVELL-RS MAINT EDU	ZEBRA CARD CATEGORY A
EXAGRID	NOVELL-RS MAINT NPG	ZEBRA CARD CATEGORY B
EXCEPTIONAL 3D INC	NOVELL-VLA LIC EDU	ZEBRA CARD PRINTERS
EXTREME (LA)	NOVELL-VLA LIC NPG	ZEBRA CARD SPARE PARTS
EYE-FI - MEMORY	NSP - IMSOURCING DS	ZEBRA INTL - MOBILE
EZ DUPE-COMPUTER	NUANCE - ACADEMIC LICENSING	ZEBRA/SYMBOL ALL OTHER(LA)
EZNEX INC	NUANCE - CORP LICENSING	ZEBRA/SYMBOL MC-1B (LA)
F5 - BIG	NUANCE - DRAGON MEDICAL BOX	ZEBRA/SYMBOL WI-1F (LA)
F5 RENEWALS	NUANCE - DRAGON MEDICAL LICENSING	ZEBRA/SYMBOL WI-1F D/S (LA)
FABRIQUE	NUANCE - GOVT LICENSING	ZEBRACARD - VALUE LINE
FELLOWES	NUANCE COMMUNICATIONS	ZEBRACARD (ELTRON)
FILEMAKER	NUANCE DOCUMENT IMAGING - BOX	ZENTERA SYSTEMS
FILEMAKER INC. ACADEMIC	NUANCE DOCUMENT IMAGING - LIC	ZERODESKTOP DBA NCOMPUTING
FILEMAKER INC. ED VLA	NUMARK-PRO SOUND	ZHONE TECHNOLOGIES INC
FILEMAKER INC. VLA	NUTANIX	ZHONE TECHNOLOGIES SERVICES
FIN ROBOTICS	NUTONE-CUSTOM INSTALL	ZINGARR- TABLETS



DISTRIBUTOR AUTHORIZATION FORM

Manufacturers:

FITBUG

FLUKE NETWORKS

FLUKE NETWORKS - AIRMAGNET

FLUKE NETWORKS CORE

NVIDIA

NXG-MOBILE ACCESSORIES

OBIHAI TECHNOLOGY

OCZ STORAGE SOLUTIONS

ZOMM

ZOOM TELEPHONICS

ZOOMSWITCH

ZOTAC

ZUBIE

ZYXEL



April 21, 2015

En Pointe - Hardware
18701 S Figueroa St
Gardena CA 90248-4506

Re: Letter of Authorization

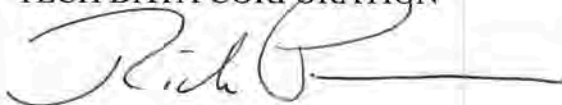
To Whom It May Concern:

To the extent that (i) En Pointe - Hardware ("Customer") is a manufacturer authorized to purchase products distributed by Tech Data Corporation ("Tech Data") (provided such vendor authorization requirement applies), (ii) so long as Customer remains in good credit standing with Tech Data (as determined solely by Tech Data), (iii) to the extent Customer does not exceed its credit limits, and (iv) as long as Tech Data maintains a distribution relationship with such manufacturers, Customer may purchase products, for resale, from Tech Data under Tech Data's standard Terms and Conditions of Sale for any vendors listed on the below attached Tech Data Vendor Line Card.

Please note: Tech Data DOES NOT make warranties or representations for the products it distributes. Any and all warranties and representations, if any, are granted solely by the manufacturer.

Please contact me if you have any questions.

Sincerely yours,
TECH DATA CORPORATION



4/21/15

Richard Pereira
Vice President, U.S. Sales



The Difference in Distribution™

Tech Data Vendor Line Card

3Dconnexion, Inc.	Learnquest
3M Stationary and Office Supplies	Lenovo, Inc.
3M Specialty Displays and Projection Business Unit	Lexar Media, Inc.
A&D Engineering, Inc.	Lexmark International, Inc.
Absolute Software Corporation	LG Electronics U.S.A., Inc.
Acer America Corporation	Liebert Corporation
Acosta Training	Lifesize Communications, Inc.
Acoustic Arc International	Life-Works
Acumen Management, Inc	Logical Maintenance Solutions, Inc.- Service Support
Adaptec, Inc.	Logitech, Inc.
Adara Networks	Loop1 Systems
Adesso	MakerBot Industries, LLC
Add-On Computer Peripherals, LLC	Maddsales
Adobe Systems, Inc.	Marware, Inc. dba Marblue
Advanced Digital Information Corporation	Maxell Corporation
Alienware Corporation	McAfee, Inc.
Allied Telesis, Inc	Meebox, Inc.-ISCS
Altigen Communications, Inc	Meet Me in the Cloud LLC
Ambir Technology	Mellanox Technologies, Inc.
AnythingIT, Inc.	Mentor Media USA Supply Chain Management, Inc.
Apogee, Inc. d/b/a Kanex	Micro Focus
Apple Computer Inc. (Software)	Micrografx, Inc.
Apple Computer, Inc. (Systems)	Micron Consumer
Aprima Medical Software, Inc.	Microsoft
Apriva	Microsoft Channel (LA)
ArcServe, LLC	Microsoft Channel (US)
Arvato Digital Services LLC	Microsoft OEM Channel (LA)
Astra Data, Inc. d/b/a In Win Development, Inc.	Microsoft OEM Channel (US)
ASUS Computer International	Minicom Advanced Systems, Inc.
AT&T	Minicom Digital Signage, Inc.
Atto	Mitel Networks, Inc.
Autodesk, Inc.	Mitsubishi Digital Electronics America, Inc.
Avocent Huntsville	MOBI Wireless Management, LLC-
Axiom Memory Solutions	TDMobility
Axis Communications, Inc.	ModusLink Corporation
Bancroft Technology Group	Motorola Mobility, Inc.
Barco, Inc	NCP Network Communication Products
Battery Technology, Inc.	MTM Technologies, Inc
Belkin International, Inc	NDS Surgical Imaging, Inc.
Beyond Trust, Inc.	NEC Corporation of America
	NEC Display Solutions of America, Inc.
	NetEffect, Inc.

Biometric Associates	Netgear, Inc.
BitDefender LLC	NetIQ
BitTitan, Inc.-StreamOne	Netlan Technology Center, Inc.
BlackBerry	Network Associates, Inc. (Latin America)
BlockMaster AB	NetX Information Systems, Inc.-Education
Blue Microphones	New Horizons Computer Learning Centers, Inc.
Brawn Consulting, LLC.	Night Owl SP, LLC
Bretford Manufacturing, Inc.	Nortel Networks, Inc.
Brightstar	Novell, Inc.
Brocade Communications Systems, Inc.	Nuance Communications, Inc.
Brother International Corporation	NVIDIA Corporation
Buffalo Americas, Inc.	OCZ Technology Group, Inc.
CA, Inc.	Oki Data Americas, Inc.
Cables To Go	Olympus Imaging America, Inc
Canon USA Inc.	One Stop Systems, Inc.
Cbeyond, Inc.	OnForce, Inc.
Celio Technology Corp	Open Text, Inc.
Centon Electronics	Oracle America, Inc.
Check Point Software	Orion America
Chief Manufacturing, a division of Milestone AV Technologies LLC	Overland Storage, Inc.
Ciena Communications, Inc.	PANASONIC SYSTEM COMMUNICATIONS COMPANY OF NORTH AMERICA
Cisco Systems, Inc. et al	Panduit Corporation
ComQi	Parallels, Inc.
Control Corporation	Peerless Industries, Inc.
Conduv Technology	Philips Accessories and Computer Peripherals, a division of Philips Electronics North American Corp.
Corel Corporation	POSDATA, A Business Unit of Control Solutions, Inc.
CTA Digital, Inc.	Pivot3, Inc.
Cyber Power Systems (USA), Inc	Planar Systems, Inc.
Dell Marketing USA LP	Plantronics, Inc.
Dell World Trade L.P.	PNY Technologies, Inc.
Dialogic Corporation	Promise Technology, Inc.
Digi International, Inc.	Proxicast
Digitech Systems, Inc.	PureWRX, Inc.
DKO International, Inc.	Qlogic Corporation
Double-Take Software, Inc.	Quality Computer Accessories, Inc.
EarthLink, Inc.	Quantum
Eaton Corporation	Quattro, Inc.
eBryIT, Inc.	Quintum Technologies, Inc.
Eco Style Trend Cases, LLC dba Eco Style	Raritan, Inc.
Eizo, Inc.	Red Hat, Inc.

Electronic Systems Protection, Inc.	Ricoh Corporation
Elitegroup Computer Systems, Inc.	Rise Vision, Inc.
EMC Corporation	Rosewill, Inc.
Emerson	Samsung Electronics America, Inc.
Emulex Corporation	Samsung Electronics Latinoamerica Miami, Inc.
Encover, Inc.	Sanford L.P., an operating division of Newell Rubbermaid, Inc
Envision Peripherals, Inc.	SAP America, Inc.
Epson America, Inc.	Schneider Electric IT Corporation
Epson Latin America, Inc.	Seal Shield, LLC.
eReplacements, LLC	Seismic LLC
Ergotron, Inc.	Sharp Electronics America (SDSCA)
Evault, Inc.	Sharp Electronics Corporation (ISG)
Extreme Networks, Inc.	Sharp Electronics Corporation (LCD TV)
Fast Lane Consulting and Education Services, Inc.	SIIG, Inc.
FileMaker, Inc.	Skyline Computer Corporation
Fortinet, Inc.	Small Dog Electronics, Inc.
Fujitsu America, Inc. (ENTERPRISE)	Smart Source, Inc.
Fujitsu America, Inc. (MOBILE)	Solarwinds.net, Inc.
Fujitsu Computer Products of America, Inc.	Sonic Solutions
Gardant Technologies, Inc.	Sonicwall
Gecko Gear	Sony Creative Software, Inc
Get Wireless	Sony Electronics Inc.
Global Knowledge Network, Inc.	Sony Latin America, Inc.
Global Marketing Partners, Inc.	Sony Mobile Communications
GlobalNet Training Solutions	Sony Recording Media and Energy Latin America
Good Technology Corp.	Speech Processing Solutions USA, Inc.
Google, Inc	Spring Path, Inc.
Grabba	Sprint
Gresso, LLC	SquareTrade, Inc.-Services
Griffin Technology, Inc.	Stack IQ
Hewlett-Packard Company	StarTech.Com USA LLP
Hewlett-Packard Company (Tipping Point Products)	STEALTHbits Technologies, Inc.- (StreamOne)
High Wire Networks	Stephen Gould
Hitachi America, Ltd.	STM Bags, LLC.
HTC	Super Micro Computer, Inc.
Hyundai America Corporation	Superna Busniess Consulting
I/O Magic Corporation	Swiftage ACT! LLC
IBM Corporation	Symantec Corporation
	Symantec Corporation (Availability Products)
	Symantec Limited
	T-Mobile

Imagine Communications Corp	Tandberg Data Corp.
InFocus Corporation	Targus, Inc.
Infonic Document Management, LLC	Tech 2000, Inc.
Information Network	Tech Sherpas
Technology Group, Inc	Technocel
Innoco Technology Group, Inc	TechTurn, Ltd. (Services)
Innovation Computers	Tely Labs
Intel Americas, Inc.(Latin America)	Telovations, Inc.
Intel Corporation	Thule Organization Solutions, Inc. dba Case Logic
International Laser Group (ILG)	Toshiba America Information Systems, Inc.
Intuit, Inc	Transcender
iNut Limited	Transition Networks, Inc.
iolo Technologies, Inc.	Tree Zero Paper
iOmounts, LLC	Trend Micro, Inc.
Ipcelerate	TrendNet
IP Commerce, Inc.	Trendware International, Inc. aka Trendnet
Ipswitch, Inc.	Tripp Lite
Istore Victoria, Inc.	Tulsat Corporation
IP Trade Networks Corporation	U.S. Robotics Corporation
iTeam, Inc.	United Digital Technologies
JAMF Software, LLC	United Training Corporation
JEHE Technology, Inc.-(Smart Stock agreement)	Unitek, Inc.
Jison Casr USA Limited	Unitrends, Inc.
Kaspersky Lab, Inc.	Xinuos, Inc.
Kensington Technology Group, a division of ACCO Brands, Inc.	USA.NET, Inc.
Keywest Technology, Inc.	Vasco Data Security, Inc.
Kingston Digital	VCE Company
Kingston Technology Company	Verbatim Americas, LLC.
KIS Software	Verigent LLC.-Service Support
Knowledge Key Associates, Inc	Verizon Network Integration Corp.
Koda Cases, Inc.-ISCS	Vetrans Engineering & Professional Services
Kodak Alaris, Inc.	videoNEXT, Inc.
Kofax Image Products	ViewSonic Corporation
Konica Minolta Business Solutions USA, Inc.	Vigilar, Inc
Konica Minolta Printing Solutions, U.S.A., Inc.	Virtual Iron Software
Kramer Electronics, USA, Inc.	Visioneer, Inc.
LaCie, Limited	Vision Solutions
Lantronix Corporation	VMware, Inc.
Lava Computer MFG, Inc.	VXL Instruments Limited
	Wasp Technologies - Informatics
	WatchGuard Technologies, Inc. [Firebox Product]
	Webroot Inc.
	Western Digital Technologies, Inc.



The Difference in Distribution™

Learn iT!, Inc.
Learn.com, Inc.

Westlake Training and Development
West Tech Solutions, LLC-ISCS
Wide River, LLC- Services
Wyse Technology
Xerox Corporation
Xi3 Corporation-ISCS
Xobni
ZAGG, Inc.
Zimbra, Inc.
Zoom Telephonics, Inc.
ZyXel Communications, Inc.

November 19, 2015

To Whom It May Concern,

Subject: Confirmation of Veritas Partner Force Program Membership Enrollment

This serves to confirm that PCM dba En Pointe Technologies Sales, LLC located at: 1940 E. Mariposa Avenue, El Segundo, California 90245, is a current member of the Veritas Partner Force Program (VPF), and has been since October 6, 2015.

PCM dba En Pointe Technologies Sales, LLC has met the membership requirements of a Veritas Platinum tier partner, is in good standing, and holds the following Veritas Competency membership/s, recognizing their demonstrated proficiency in the below solution and delivery areas, and as published on the [Partner Locator](#).

Archiving – Expert
Enterprise Backup and Recovery – Expert
Mid-Market Backup and Recovery - Expert
Dynamic Storage and Continuity – Principal

PCM dba En Pointe Technologies Sales, LLC. has rights to advertise its status as a partner under the VPF, provided that any such rights and obligations are carried out in accordance with, including but not limited to, the VPF Agreement entered into between Veritas Technologies LLC and PCM dba En Pointe Technologies Sales, LLC, and any additional, applicable policies or guidelines contained on the Veritas [PartnerNet Portal](#).

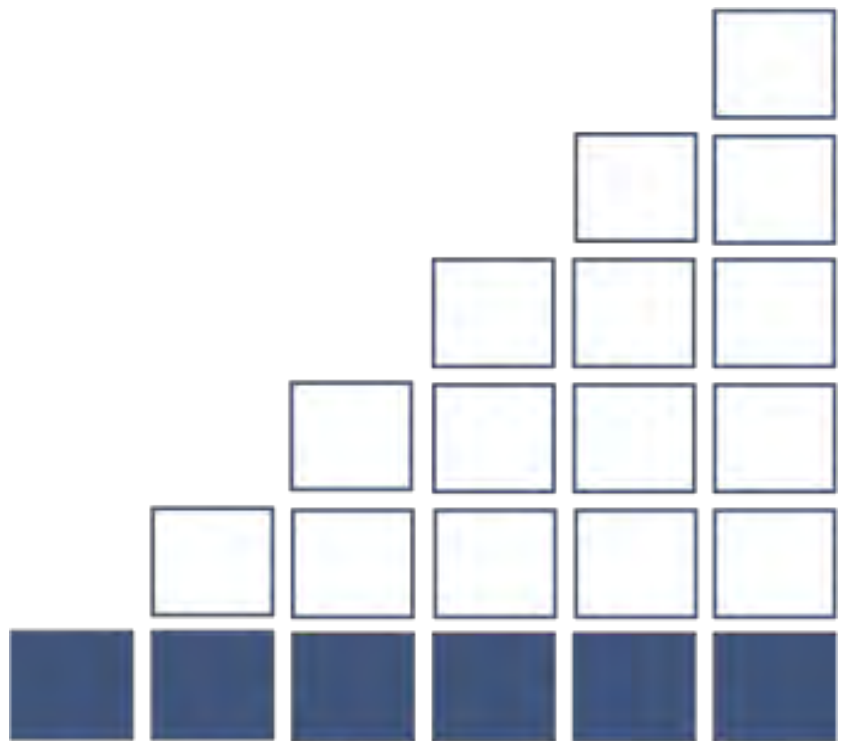
Confirmation is as of today's date, November 19, 2015.

Sincerely,



John Emard
Sr. Director
Global Channel Operations & Programs
Veritas Technologies LLC
John.emard@Veritas.com

En Pointe Reporting Capabilities



En Pointe Technologies Sales, LLC

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EXECUTIVE SUMMARY

En Pointe has a variety of detailed reports which are all customizable to include specific need of our clients. Our reports can be sorted by authorized users and allow them to view information in any manner they choose. These reports will provide snapshots to the customer by affiliate, location and (or) your entire organization. Stakeholders may access reports for their specific location and can be automatically e-mailed to the requestor. Administrators may access the reports, 24 hours a day, 7 days a week, via a secure login utilizing En Pointe’s AccessPointe.

Reports will also be provided by means of your En Pointe Account Manager or inside account team as required in the terms. Our reporting tools are both intuitive and powerful utilizing excel file formats, scheduling engines, and the ability to customize every aspect of your report. Your Account Executive uses these reports to ensure compliance and the entire system makes it very easy for him to help your organization to always be audit ready.

Reporting is fundamental to our project methodology and we will customize our reports to meet your criteria stated above. Our E-procurement system is providing reports and hassle-free e-procurements services to our customers nationwide.



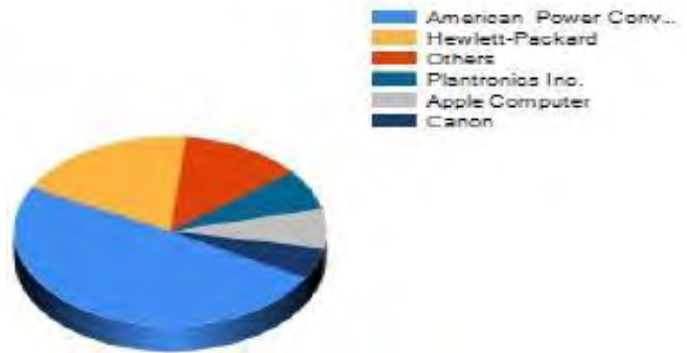
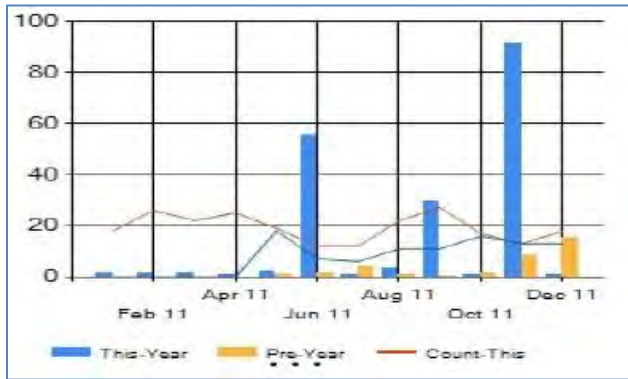


State of California	County of Riverside	City of Los Angeles	County of Los Angeles
Customer Since 1999	Customer Since 1996	Customer Since 1995	Customer Since 1995
State of Alabama	County of San Francisco	State of Minnesota	State of Utah
Customer Since 1998	Customer Since 2005	Customer Since 1997	Customer Since 1998
State of New Jersey	State of Massachusetts	State of Maine	State of North Carolina
State of North Dakota	State of New York	State of Rhode Island	State of Vermont

Reporting

Manage purchases, save time and take control of your account with AccessPointe's robust and easy to use reporting engine.

- Use standard reports for instant access to order and account history
- Summarized and detailed reports available
- Download reports in your favorite format on your computer or save them in your AccessPointe profile to retrieve them later, as per your convenience
- Ability to apply filter options to pull out only the desired data
- Share reports with your colleagues using Send Email option
- Get your reports in your mailbox using scheduling feature
- Print them instantly without leaving the page
- Customize your report to exclude unwanted columns, if needed
- View comparative statistics



Date Range Jan 1, 2011 To Dec 31, 2011												
	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
Spending/Month	\$10,695	\$11,520	\$11,774	\$10,585	\$21,195	\$554,054	\$9,416	\$31,465	\$293,920	\$6,547	\$915,359	\$9,727
Number Of MFR/Month	6	13	13	10	14	7	6	12	14	7	7	9
Number Of Orders/Month	18	26	22	25	19	12	12	22	27	17	13	18

EN POINTE REPORTING CAPABILITIES

En Pointe has a variety of purchase activity reports available via the web, electronically (through email), and/or directly from your En Pointe account team. Our reports can track buying at every level and break down spend by division, parent, ship-to location, etc., to give you a clear view of your purchasing patterns.

Standard Reports

Standard Reports are available online via a secure login utilizing En Pointe's AccessPointe.

- Report of Outstanding Orders
- Purchase History
- Detail Report by Publisher
- Detail Report by Customer PO#
- Raw Data File (all fields captured)
- Summary Totals by Product Name
- Summary Totals by Publishers
- Customer-Specific Price List
- Snapshot Report – graphical summary of purchase activity data
- Purchase Activity Detail Report

Premium Reports

En Pointe offers additional reports for customers who would like to track licenses, maintenance consumption, or view non-standard purchase activity. The following Premium reports are available:


- License Consumption Report
- Maintenance Accumulation Report
- Global Report
- Total Sales by Month
- Purchase Activity Detail Report
- Summary Mfg. Total by Dollars
- PAR by Mfg./Product
- Product Totals by Description
- Units Shipped/Units Returned
- Sales Orders Report
- Customer Contract Listing
- Cost Savings
- Return Activity
- Publisher Account Guide

Custom Reports

For reporting requirements not covered by our standard or premium reports, En Pointe can create customized reports to capture any customer-specific data management field in any format that meets your needs. Custom reports may or may not be fee based depending on the complexity and manual effort required to create and distribute the report.

Our robust reporting applications provide a number of branding, dashboard configurations, customer fields (line item and header) and feature personalization. En Pointe can provide multiple profiles for users, and tailor each user profile to meet specific needs. Such custom features include capture of Business Unit Number, Cost Center Number, and Compliance Point Value.

Below are some of the examples of our reports.

							
Detail Report By Customer PO For Period: Aug 24, 2005 To Sep 8, 2009							
Customer PO: DUBWSVRM-0905 HUSSNAIN Order Number: 150000289 Order Date: 09/09/2005 Cost Center: Code:							
Invoice Number	Invoice Date	Enpointe Part #	Mfg Part #	Part Description	Unit Price	Quantity	Sales Amount
191014546	09/19/2005	EP1970166	P73-00156	Windows Server Standard 2003 VOL CD AE 32-Bit Win ALL	\$21.00	1	\$21.00
191024667	09/27/2005	EP1970166	P73-00156	Windows Server Standard 2003 VOL CD AE 32-Bit Win ALL	\$21.00	1	\$21.00
Total For DUBWSVRM-0905 HUSSNAIN:							\$21.00
Customer PO: FRWSVRM-0905 MELLERAUD GOMES Order Number: 150000290 Order Date: 09/09/2005 Cost Center: Code:							
Invoice Number	Invoice Date	Enpointe Part #	Mfg Part #	Part Description	Unit Price	Quantity	Sales Amount

Snapshot

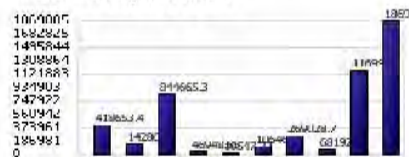
For Period: Aug 24, 2005 To Sep 8, 2009

Top 10 Publishers/Manufacturers (Based on net sales)					Top 10 Products (Based on net sales)					
Rank	Publisher/Manufacturer	Quantity	Total Sales	%Total Sales	Rank	Mfg Part ID	Product Description	Quantity	Total Sales	%Total Sales
1	Microsoft Corp.	2374	\$315,585.96	25.51%	1	021-06293	Office 2003 NL SEL-B UL (32) 1 CORP	432	\$124,679.52	10.08%
2	IBM	1546	\$196,294.14	15.86%	2	H05-00175	Sharepoint Portal CAL Device MC LSA SEL-B-2Y (1/1)AE (NT) CORP	1200	\$97,824.00	7.91%
3	VMware, Inc.	28	\$153,131.25	12.38%	3	VINB8X2U-P-SSS-C	VIN BLADE SERVER LICENSE PACK 24X7 SUPPORT/SUB 1CORP	6	\$81,119.28	6.56%
4	Symantec Corporation	14580	\$135,384.35	10.94%	4	VIN-B-8X2U-CE	VIN BLADE SERVER LIC PACK VIRTUAL NODE FOR 8 RACK PRICING NL 1 (Win)CORP	2	\$54,937.94	4.44%
5	Adobe Systems INC.	316	\$67,427.31	5.45%	5	10499855	PCANYWHERE HOST ONLY 11.5 UPGRADE LICENSE SPA F ENGLISH (ALL WINDOWS) 1USR CORPORATE	2038	\$53,456.74	4.32%
6	VERITAS SOFTWARE	88	\$53,883.53	4.35%	6	E00PCLL-H	INFORMIX DYNAMIC SERVER ENTERPRISE EDITION CONCESSION RENEWAL MAINT 1.84 POINTS	104	\$35,187.36	2.84%
7	Trend Micro	26001	\$43,148.56	3.49%	7	E1CS6LL-LEVEL H	NOTES WITH COLLABORATION USER MAINT RENEWAL PPA LEVEL H	1075	\$31,669.50	2.56%
8	Macrovision Corporation	17	\$41,871.69	3.38%	8	184566.MTSS	Attachmate Maintenance and Technical Support Sub MC AE (NON) 1 CORP	1000	\$31,610.00	2.55%
9	WRQ	1000	\$31,610.00	2.55%	9	110150	Diskeeper Pro 9.0 NL AE (WIN) 1 CORP	1741	\$31,129.08	2.52%
10	Diskeeper Corporation International	1741	\$31,129.08	2.52%	10	10499856	PCANYWHERE HOST & REMOTE 11.5 UPGRADE LICENSE SPA F ENGLISH (ALL WINDOWS) 1 USR CORPORATE	521	\$29,123.90	2.35%
Total:					Total					
					8119 \$570,737.32 46.13%					

Sales By Month

Month	Sales	Quantity
Jan	\$418,653.40	105.00
Feb	\$142,862.64	121.00
Mar	\$844,665.33	130.00
Apr	\$46,948.65	60.00
May	\$19,547.22	38.00
Aug	\$106,462.45	29.00
Sep	\$269,028.66	198.00
Oct	\$68,192.53	93.00
Nov	\$1,169,946.70	97.00
Dec	\$1,869,805.33	85.00
Total:	\$4,956,112.91	956

Sales By Month

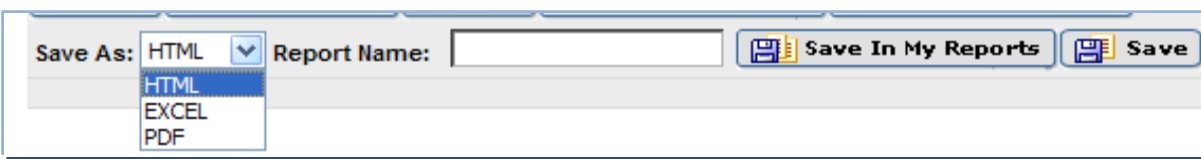
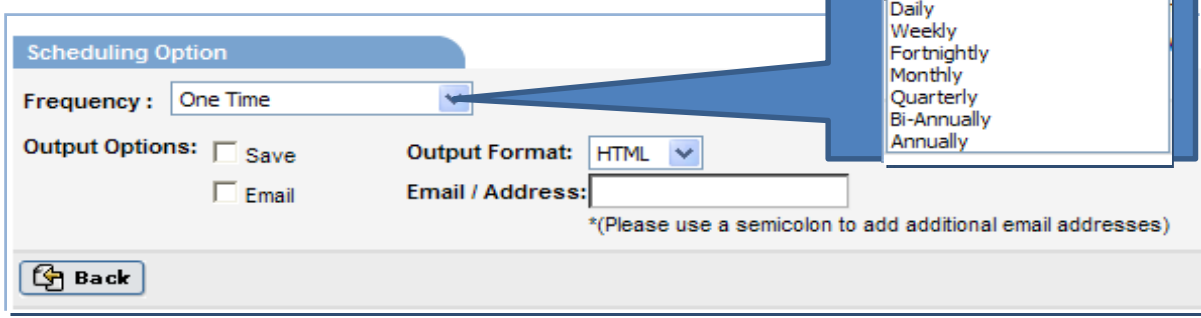
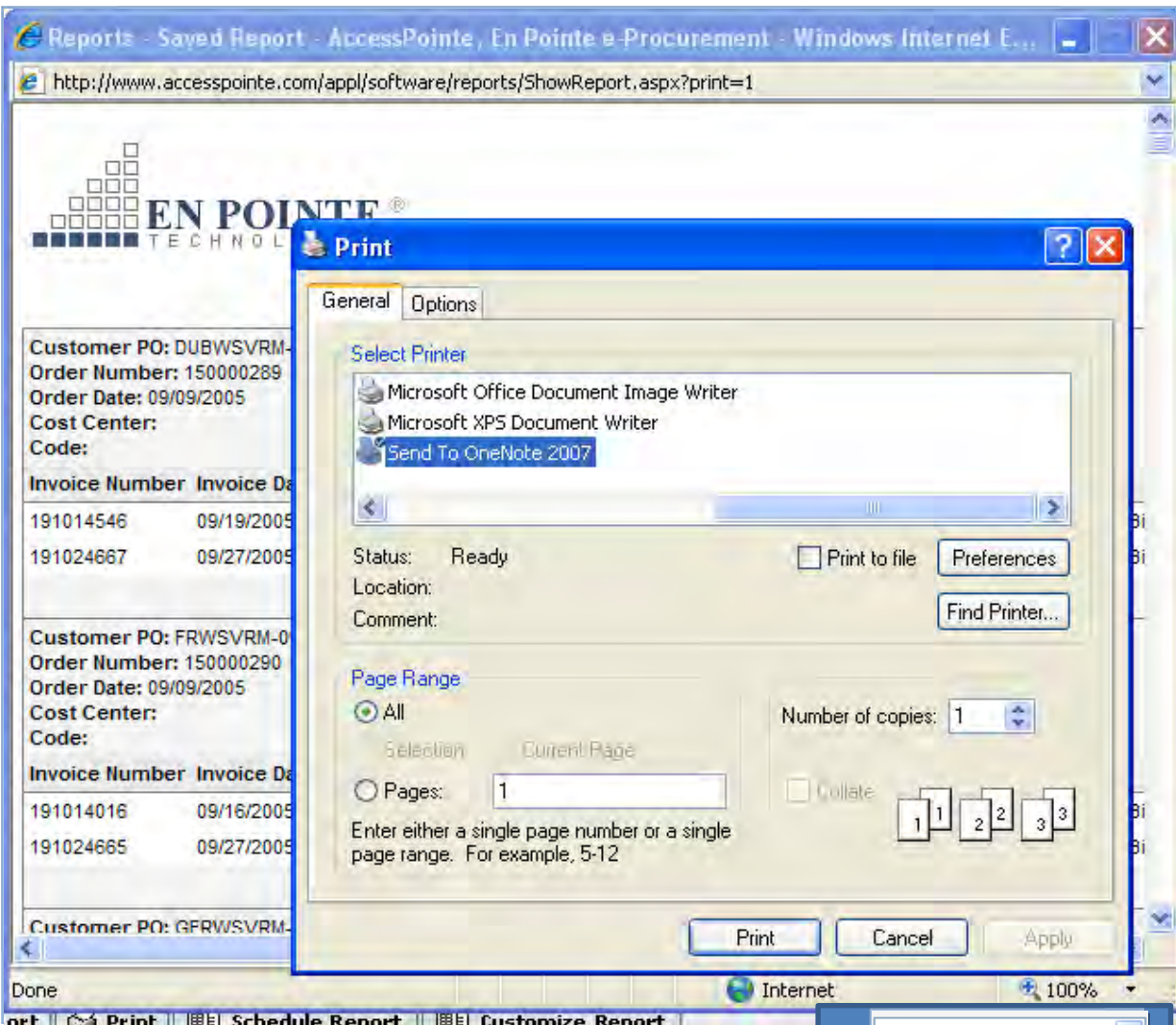


Total Sales By Year and Month

For Period: Aug 24, 2005 To Sep 8, 2009

Year	Month	Quantity	Total Sales
2005	August	126	\$54,237.44
	September	2924	\$112,474.44
	October	7303	\$30,552.21
	November	10587	\$308,824.41
	December	28257	\$245,820.41
2006	January	1573	\$97,204.08
	February	61	\$32,551.85
	March	61	\$17,161.91
	April	93	\$19,944.81
	May	41	\$14,267.27
Total For 2006		1829	\$181,129.92
Report Total :		51026	\$933,038.83

Reporting Output Options



Send Email

Send Email

To:*
Use semicolon between multiple addresses

From:*

Subject:*

Comments: Enter comments to be included in email below:

Here's the purchase history of our different offices.

Thanks
XYZ

(*)Denotes required fields(s).

MANUAL REPORTS

We have standard reports available on our E-procurement solution and from our ERP solution we can generate custom report with up to as many data elements as you need. Please see the following screenshot for the sample reports of AccessPointe and a sample manual report run in our ERP system.

Sample Manual Reports:

Invoice #	Inv Cr. Dt.	Doc #	Doc Date	Cust. PO #	Contract#	Req. Del. Dt.	Customer #	Customer Name	Item #
XXXXXX16	2/20/2015	XXX93247	2/18/2015	XXX51288	75018419	2/18/2015	100xxxx	Demo	10
XXXXXX17	2/20/2015	XXX93251	2/18/2015	XXX51290	75018419	2/18/2015	100xxxx	Demo	10
XXX94028	2/24/2015	XXX93065	2/17/2015	XXX51199	75028520	2/17/2015	100xxxx	Demo	10
XXX94029	2/24/2015	XXX93108	2/18/2015	XXX51226	75028520	2/18/2015	100xxxx	Demo	10
XXX94033	2/24/2015	XXX93230	2/18/2015	XXX51282		2/18/2015	100xxxx	Demo	10
XXX94030	2/24/2015	XXX93249	2/18/2015	XXX51289	75028520	2/18/2015	100xxxx	Demo	10
XXX94034	2/24/2015	XXX93432	2/19/2015	XXX51412	75028520	2/19/2015	100xxxx	Demo	10
XXX94032	2/24/2015	XXX93433	2/19/2015	XXX51411		2/19/2015	100xxxx	Demo	10
XXX94035	2/24/2015	XXX93497	2/19/2015	XXX51440		2/19/2015	100xxxx	Demo	10
XXX94036	2/24/2015	XXX93516	2/20/2015	XXX51488		2/20/2015	100xxxx	Demo	10
XXX94726	2/25/2015	XXX93638	2/20/2015	XXX51535		2/20/2015	100xxxx	Demo	10
XXX96046	2/27/2015	XXX93033	2/17/2015	XXX51187	75018419	2/17/2015	100xxxx	Demo	40
XXX96046	2/27/2015	XXX93033	2/17/2015	XXX51187	75018419	2/17/2015	100xxxx	Demo	30
XXX96047	2/27/2015	XXX93392	2/19/2015	XXX51398	75018419	2/19/2015	100xxxx	Demo	20
XXX96047	2/27/2015	XXX93392	2/19/2015	XXX51398	75018419	2/19/2015	100xxxx	Demo	10
XXX98484	3/5/2015	XXX93276	2/18/2015	XXX51293		2/18/2015	100xxxx	Demo	20

Material #	Mfg Part #	Mfg Name	Categories	Product Type	Short Desc
00000000060399652	D86-05323	Microsoft		New License	Visio Standard 2013 New License Select P
00000000060411654	C5E-01150	Microsoft		New License	VStudio Professional 2013 New License Se
00000000060395751	65195271AD01A00	Adobe Systems Inc.		Upgrade License	Acrobat Pro TLPLLevel1 Upgrade License U
00000000060395750	65196715AD01A00	Adobe Systems Inc.		Upgrade License	Acrobat TLPLLevel1 Upgrade License Unive
EP3501015	SNAG01-12	TechSmith Corporation			Techsmith Com Snagit Box 1 User
00000000060395749	65197414AD01A00	Adobe Systems Inc.		New License	Acrobat TLPLLevel1 New License Universal
00000000060395749	65197414AD01A00	Adobe Systems Inc.		New License	Acrobat TLPLLevel1 New License Universal
EP3564328	WZ19STDMLDVD	Corel Corporation			WinZip 19 Standard Mediakit Most Current
EP3225817	CAMS01-8	TechSmith Corporation			TechSmith Camtasia Studio8 F/Windows FPP
EP3501015	SNAG01-12	TechSmith Corporation			Techsmith Com Snagit Box 1 User
EP3501015	SNAG01-12	TechSmith Corporation			Techsmith Com Snagit Box 1 User
00000000060399603	076-05292	Microsoft		New License	Project 2013 New License Select Plus-Lev
00000000060399652	D86-05323	Microsoft		New License	Visio Standard 2013 New License Select P
00000000060399603	076-05292	Microsoft		New License	Project 2013 New License Select Plus-Lev
00000000060399652	D86-05323	Microsoft		New License	Visio Standard 2013 New License Select P
EP3579192	RCRNXT3MLMBAM	Corel Corporation			CREATOR NXT 3 ML FPP

Long Desc	Hierarchy	Program	Cntrt Lvl
Visio Standard 2013 New License Select Plus-Level D Single Language (Non-Specific OS) Single License Corporate	05	Select Plus	Level D
VStudio Professional 2013 New License Select Plus-Level D Single Language (Non-Specific OS) Single License Corporate	05	Select Plus	Level D
Acrobat Pro TLPLLevel1 Upgrade License Universal English 11.0 Multi-platform Single User Corporate	05100	TLP	Level1
Acrobat TLPLLevel1 Upgrade License Universal English 11.0 Windows Single User Corporate	05100	TLP	Level1
Techsmith Com Snagit Box 1 User FPP Most Current CD Rom American English (Non-specific OS) 1 User Corporate	05200		
Acrobat TLPLLevel1 New License Universal English 11.0 Windows Single User Corporate	05100	TLP	Level1
Acrobat TLPLLevel1 New License Universal English 11.0 Windows Single User Corporate	05100	TLP	Level1
WinZip 19 Standard Mediakit Most Current DVD Multilingual (Windows) 1 User Corporate	05		
TechSmith Camtasia Studio8 FWindows FPP 8.0 CD Rom American English (Windows) 1 User Corporate	05150		
Techsmith Com Snagit Box 1 User FPP Most Current CD Rom American English (Non-specific OS) 1 User Corporate	05200		
Techsmith Com Snagit Box 1 User FPP Most Current CD Rom American English (Non-specific OS) 1 User Corporate	05200		
Project 2013 New License Select Plus-Level D Single Language (Non-Specific OS) Single License Corporate	05	Select Plus	Level D
Visio Standard 2013 New License Select Plus-Level D Single Language (Non-Specific OS) Single License Corporate	05	Select Plus	Level D
Project 2013 New License Select Plus-Level D Single Language (Non-Specific OS) Single License Corporate	05	Select Plus	Level D
Visio Standard 2013 New License Select Plus-Level D Single Language (Non-Specific OS) Single License Corporate	05	Select Plus	Level D
CREATOR NXT 3 ML FPP Most Current DVD Multilingual (Windows) 1 User Corporate	05		

OS Env	Ver	Language	# of Users	Maintenance	Media	Q - Ord	Q - Div	Unit Price
Non-Specific OS	2013	Single Language	Single License	Not Applicable		1	0	\$ 172.00
Non-Specific OS	2013	Single Language	Single License	Not Applicable		1	0	\$ 343.00
Muti-platform	11.0	Universal English	Single User	Optional		1	1	\$ 190.00
Windows	11.0	Universal English	Single User	Optional		1	1	\$ 133.00
Non-specific OS	Most Current	American English	1 User		CD Rom	1	1	\$ 44.00
Windows	11.0	Universal English	Single User	Optional		1	1	\$ 285.00
Windows	11.0	Universal English	Single User	Optional		1	1	\$ 285.00
Windows	Most Current	Multilingual	1 User		DVD	1	1	\$ 38.00
Windows	8.0	American English	1 User		CD Rom	1	1	\$ 253.00
Non-specific OS	Most Current	American English	1 User		CD Rom	1	1	\$ 44.00
Non-specific OS	Most Current	American English	1 User		CD Rom	1	1	\$ 44.00
Non-Specific OS	2013	Single Language	Single License	Not Applicable		1	0	\$ 388.00
Non-Specific OS	2013	Single Language	Single License	Not Applicable		1	0	\$ 172.00
Non-Specific OS	2013	Single Language	Single License	Not Applicable		1	0	\$ 388.00
Non-Specific OS	2013	Single Language	Single License	Not Applicable		1	0	\$ 172.00
Windows	Most Current	Multilingual	1 User		CD Rom	1	1	\$ 77.00

Ext Price	Ship ID	S.Address	S.Street	S.City	S.State	S.Zip	Ship To Party No	Sold To Name	Sold To Address	Sold To City	Sold To State	Sold To ZIP
\$ 172.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 343.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 190.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 133.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 44.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 285.00	5700001	Demo	Demo	Demo	Demo	45242	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 285.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 38.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 253.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 44.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 44.00	5700001	Demo	Demo	Demo	Demo	92618	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 388.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 172.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 388.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 172.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150
\$ 77.00	5700001	Demo	Demo	Demo	Demo	90501	5700001	Demo Customer	Demo Address	TORRANCE	CA	Demo-1150

AccessPointe - Standard Reports

Reports - Standard Reports

Report Type

Detail Report by Customer PO

Report Criteria

Report Product Type

Please select the type of product for the report

Date Range

Start Date (Format "MM/DD/YYYY")

End Date (Format "MM/DD/YYYY")

Quick Date Selection

Custom Field Filter

Custom Field

Custom Field Value

Manufacturers/Publishers

- All
- @Last Software, Inc.
- 3Com
- 3M Corporation
- Acer America Corporation
- ActivePDF, Inc.

Software Licensing Product Types

- All
- Applications
- Bundle
- CD Subscription
- Documentation
- FPP

Hold down the "Ctrl" button to select multiple items from the above lists.

Product Categories

- Hierarchies
 - Hardware
 - Software
 - Services

Our reporting module makes your life easy.

- 3 - Way PO Matching Report
- Detail Report by Customer PO
- Detail Report by Ship to location
- Invoice Summary
- License Contract Summary
- Order Confirmation Report
- Outstanding Orders by Account
- Previous Purchase History Report
- Product Totals by Publisher/Manufacturer
- Product Totals by Quantity

Reports - Standard Reports

Report Type

Select Report Type :

- 3-Way PO Matching Report
- 3-Way PO Matching Report
- Detail Report by Customer PO
- Detail Report by Ship To Location
- Invoice Summary
- License Contract Summary
- Outstanding Orders by Account
- Previous Purchase History
- Product Totals by Publisher/Manufacturer
- Product Totals by Quantity
- Purchase Activity Detail Report
- Purchase Summary by Billing Location
- Purchases by Contract
- Quote Summary Report
- Raw Data File
- Requisition Summary Report
- Snapshot
- Summary by Publisher/Manufacturer Name
- Top Publisher/Manufacturer Summary
- Total Sales by Year and Month

We also have dynamic reporting tools.

- Purchase Activity Detail Report
- Purchase Summary by Billing Location
- Purchase by Contract
- Raw Data File
- Requisition Summary Report
- Snapshot
- Summary by Publisher/Manufacturer Name
- Top Publisher/Manufacturer Summary
- Total Sales by Year and Month

Purchase By Product Type



Bundle	\$267,767.68	21.64 %
License	\$362,538.35	29.30 %
Maintenance	\$269,713.60	21.80 %
Others	\$337,306.76	27.26 %
Total:	1237326	100.00%

Reports - Standard Reports

Report Criteria

Report Product Type : All
 Report Type : Detail Report by Customer PO
 Date Range : From 8/24/2005 to 9/8/2009
 Custom Field :
 Manufacturers/Publishers : All
 Software Licensing Product Types : All
 Product Categories : All

Report Detail

Cost Center:
Code:

Invoice Number	Invoice Date	Enpointe Part #	Mfg Part #	Part Description
191014546	09/19/2005	EP1970166	P73-00156	Windows Server Standard 2003 VOL CD AE 32-Bit Win ALL
191024667	09/27/2005	EP1970166	P73-00156	Windows Server Standard 2003 VOL CD AE 32-Bit Win ALL
Total For				

Customer PO: FRWSVRM-0905 MELLERAUD GOMES
 Order Number: 150000290
 Order Date: 09/09/2005
 Cost Center:
Code:

Invoice Number	Invoice Date	Enpointe Part #	Mfg Part #	Part Description
191014016	09/16/2005	EP1970166	P73-00156	Windows Server Standard 2003 VOL CD AE 32-Bit Win ALL
191024665	09/27/2005	EP1970166	P73-00156	Windows Server Standard 2003 VOL CD AE 32-Bit Win ALL
Total For FRWSVRM				

Customer PO: GERWSVRM-0905 KAMMANN
 Order Number: 150000291
 Order Date: 09/09/2005
 Cost Center:

Save As: Report Name:



Data View



Reports - Standard Reports

Report Criteria

Report Product Type : All
 Report Type : Snapshot Report (new)
 Date Range : From 1/1/2011 to 12/31/2011
 Custom Field :
 Manufacturers/Publishers : All
 Software Licensing Product Types : All
 Product Categories : All

Report Detail

Global Stats

Total Spending Stats	Amount
Total Amount Spent	\$1,886,257
Total Returns	\$0
Percent Returns	\$0
Average Order Amount	\$5,581
Total Unique Brands	545

Date Range Jan 1, 2011 To Dec 31, 2011

	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	Aug 11	Sep 11	Oct 11	Nov 11	Dec 11
Spending/Month	\$10,695	\$11,520	\$11,774	\$10,585	\$21,195	\$354,054	\$9,418	\$31,465	\$293,820	\$6,547	\$915,359	\$9,727
Number Of MFR/Month	6	13	13	10	14	7	6	12	14	7	7	9
Number Of Orders/Month	18	26	22	25	19	12	12	22	27	17	13	18

Date Range Jan 1, 2010 To Dec 31, 2010

	Jan 10	Feb 10	Mar 10	Apr 10	May 10	Jun 10	Jul 10	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10
Spending/Month	\$0	\$0	\$0	\$0	\$7,161	\$10,997	\$38,439	\$5,655	\$3,975	\$10,916	\$81,469	\$155,064
Number Of MFR/Month	0	0	0	0	10	5	4	7	7	10	6	6
Number Of Orders/Month	0	0	0	0	18	7	6	11	11	16	15	13

Save As: Report Name:

ASSET MANAGEMENT REPORTS - ACCESSPOINTE

ContractID	EnrollmentNumber	MasterAgreementNumber	Publisher	TotalQuantity	TotalSalesAmount
75018xxx	6229794		Microsoft	7	\$ 14,670.84
75018xxx	4960985		Microsoft	16	\$ 4,746.12
75020xxx	4400325764		Adobe Systems Inc.	45	\$ 25,713.71
75020xxx	4400331470		Adobe Systems Inc.	370	\$ 8,916.39
75024xxx	PPA# 194433 -3274413		IBM	1	\$ 404.75
75025xxx	EA#114103141		VMware, Inc.	71	\$ 49,428.30
75026xxx	TLP-WSCA		Corel Corporation TechSmith Corporation	2	\$ 38.40
75026xxx	VLP		Corporation	4	\$ 377.17
75027xxx	0266B3EEAD438E4FAECA		Adobe Systems Inc.	2	\$ 1,075.80

ContractID	PartDescription	PoolDescription	Quantity	SalesAmount
75018xxx	SQL SERVER STANDARD CORE Most Current Version Enterprise Enterprise-Additional Product Level D Year 2 (Prepaid) All Languages (Non-SpecificS	Bundle	4	\$ 12,738.00
75018xxx	Windows Server Most Current Version Enterprise Enterprise-True Up LevelD Year 2 (Prepaid) All Languages (Non-Specific OS) Single License Gov	Bundle	3	\$ 1,932.84
75018xxx	SQL SERVER DEVELOPER 2014 New License Select Plus-Level D Single Language (Non-Specific OS) Single License Corporate	License	1	\$ 23.64
75018xxx	VStudio Professional 2013 New License Select Plus-Level D Single Language (Non-Specific OS) Single License Corporate	License	12	\$ 3,859.20
75018xxx	VStudio Team Foundation Svr Usr CAL 2013 New License Select Plus-Level D Single Language (Non-Specific OS) Single License Corporate Design & Web Prem CLP5.0 Level2 Upgrade License Universal English	License	3	\$ 863.28
75020xxx	6.0 Multi-platform Government Single User	License Upgrade	4	\$ 1,908.34
75020xxx	DESIGN STANDARD 6.0 New License CLP5.0-Level2 Universal English (Muti-platform) Single User Government	License	2	\$ 2,168.26
75020xxx	DESIGN STANDARD CLP5.0 Level2 New License Universal English 6.0 Muti-platform Government Single User	License	12	\$ 13,092.85
75020xxx	DESIGN STANDARD CLP5.0 Level2 Upgrade License Universal English 6.0 Muti-platform Government Single User	License Upgrade	12	\$ 3,947.56
75020xxx	FrameMaker CLP5.0 Level2 New License Universal English 12.0 Windows Government Single User	License	1	\$ 871.54
75020xxx	InDesign CLP5.0 Level2 New License Universal English 8.0 Muti-platformGovernment Single User	License	4	\$ 2,371.08
75020xxx	Photoshop CLP5.0 Level2 New License Universal English 13.0 Muti-platform Government Single User	License	1	\$ 583.34
75020xxx	Photoshop CLP5.0 Level2 Upgrade License Universal English 13.0 Muti-platform Government Single User	License Upgrade	1	\$ 166.24
75020xxx	Photoshop Elements CLP5.0 Level2 New License Universal English 12.0 Muti-platform Government Single User	License	4	\$ 302.25
75020xxx	Premiere Elements CLP5.0 Level2 New License Universal English 12.0 Muti-platform Government Single User	License	4	\$ 302.25
75020xxx	Acrobat Pro 11.0 New License Enterprise Agreement-Level2 Universal English (Windows) 2000+ User Government	License	13	\$ 1,362.27
75020xxx	Acrobat Pro Any Version New Maintenance Enterprise Agreement-12 Month Maint Level 2 (Prepaid) Universal English (Windows) 2000+ User Govern	Maintenance	13	\$ 275.08
75020xxx	Acrobat Pro Any Version Renewal Maintenance Enterprise Agreement-12 Month Maint Level 2 (Prepaid) Universal English (Windows) 2000+ User Go	Maintenance	344	\$ 7,279.04
75024xxx	RATL REQUISITE PRO FLOAT Most Current Maint Reinstate-Renewal Passport Advantage-Lvl GV 12 Month Reinstate Mnt (Pre Paid) American English (Maintenance	1	\$ 404.75

75025xxx	VCenter Svr 5.0 Production Maint Renewal VMWARE-1 Year (Prepaid) American English (Multiplatform) 1 User Corporate	Maintenance	3	\$ 3,432.06
75025xxx	VSphere Desktop Most Current Production Maint Renewal VMWARE-1 Year (Prepaid) American English (Multiplatform) 100 User Corporate	Maintenance	4	\$ 5,953.68
75025xxx	VSphere Ent Plus 5.0 Production Maint Renewal VMWARE-1 Year (Prepaid) American English (Multiplatform) 1 User Corporate	Maintenance	38	\$ 30,269.18
75025xxx	VSphere Std 5.0 New License VMWARE-Not Applicable American English (Windows) 1 User Corporate	License	7	\$ 5,642.56
75025xxx	VSphere Std 5.0 Production Maint Renewal VMWARE-1 Year (Prepaid) American English (Multiplatform) 1 User Corporate	Maintenance	12	\$ 2,070.16
75025xxx	VSphere Std 5.0 Production Maint VMWARE-1 Year (Prepaid) American English (Multiplatform) 1 User Corporate	Maintenance	7	\$ 2,060.66
75026xxx	WINZIP STANDARD Most Current New License Corel Transactional Lic Prog-Aor Single User/ Multilingual (Windows) 1 User Corporate	License	2	\$ 38.40
75026xxx	CAMTASIA STUDIO Most Current Maintenance Techsmith VLP-1YR (Prepaid) American English (Windows) 1 Corporate	Maintenance	1	\$ 61.25
75026xxx	CAMTASIA STUDIO Most Current New License Techsmith VLP-Not Available American English (Windows) 1 User Corporate	License	1	\$ 245.06
75026xxx	SNAGIT 12.0 New License Techsmith VLP-Not Available American English (Windows) 1 User Government	License	2	\$ 70.86
75027xxx	Creative Cloud Sub Most Current Subscription VIP - Value Incentive Plan-12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Mult	Maintenance	1	\$ 753.12
75027xxx	InDesign Most Current Subscription VIP - Value Incentive Plan-12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Multi-platform	Maintenance	1	\$ 322.68



Reporting Module



- 3 - Way PO Matching Report
- Detail Report by Customer PO
- Detail Report by Ship To location
- Invoice Summary
- License Contract Summary
- Order Confirmation Report
- Outstanding Orders by Account
- Previous Purchase history Report
- Product Totals by Publisher/Manufacturer
- Product Totals by Quantity

Reports - Standard Reports

Report Type

Select Report Type :

3-Way PO Matching Report

3-Way PO Matching Report

Detail Report by Customer PO

Detail Report by Ship To Location

Invoice Summary

License Contract Summary

Outstanding Orders by Account

Product Totals by Publisher/Manufacturer

Product Totals by Quantity

Purchase Activity Detail Report

Purchase Summary by Billing Location

Purchases by Contract

Raw Data File

Requisition Summary Report

Snapshot

Snapshot Report (new)

Summary by Publisher/Manufacturer Name

Top Publisher/Manufacturer Summary

Total Sales by Year and Month

Top 5 Manufacturers

Manufacturer	Count	Total Spending
American Power Conversion	80	\$33,092
Hewlett-Packard	27	\$12,717
Pantronix Inc.	28	\$4,613
Apple Computer	5	\$4,544
Canon	34	\$3,635

- Purchase Activity Detail Report
- Purchase Summary by Billing Location
- Purchase by Contract
- Raw Data File
- Requisition Summary Report
- Snapshot New
- Summary by Publisher/Manufacturer Name
- Top Publisher/Manufacturer Summary
- Total Sales by Year and Month

INVOICING REPORTS

En Pointe customers are electronically invoiced through Accesspointe that comes with the reporting tools and invoice reports. En Pointe can also provide one consolidated invoice report according to the requirements of the customer. Online invoicing history by customer is also available through our system, and can be generated into a PDF document. Please refer to the following screenshot for our sample invoice report:



En Pointe Technologies Sales

Phone: (310)337-5200
 Fax: (310)258-2309
 Website: www.enpointe.com

Invoice

Please ACH Payment in US Dollars To:
 Bank of America
 ABA# 122000030
 Acct#/Name: 1453331104/En Pointe Technologies Sales

Please Remit Payment in US Dollars To:
 En Pointe Technologies Sales
 P.O. Box 740545
 Los Angeles, CA 90074-0545

Customer Account Number:

Billing Address Attn : Accounts payable
Ship-To Party Address
Sold-to Party Address


Information	
Invoice Number	07/23/2015
Document Date	
Purchase Order No.	
Payment Due Date	08/17/2015
End User Contact	
Purchase Order Date	07/16/2015
Sales Order Number	
Payment Terms	Net 25
Billing Date	07/23/2015
Salesperson	Terrell Polk
<p>***** SAVE TIME & MONEY. Receive your invoices electronically via EDI, E-mail, XML or Fax. Email your request to CreditCustomerCareCenter@enpointe.com or call 310-337-5200. We can set you up today! *****</p> <p>*To avoid late charges of 1.5% per month, pls pay by due date. *F.O.B Destination supersedes terms on reverse.</p>	

Invoice Details						Page: 1 of 1
Item	Mfg Part# / Mfg Name/Material Description	Tax	Quantity	Unit Price	Amount	
0010	Z0QX/ imac - intel quad core i7 (4.0ghz) - 8gb (2 x 4gb) ram - 512gb flash s torage - amd radeon r9 m290x 2gb gddr5 - 27 inch with display E-Waste Recycling(EWR) Fee	253.72 4.00	1EA 4.00	2,819.15		
0020	Z0QX/ imac - intel quad core i5 (3.5ghz) - 8gb (2 x 4gb) ram - 512gb flash s torage amd radeon r9 m290x 2gb gddr5 - 27 inch with retina display E-Waste Recycling(EWR) Fee	228.98 4.00	1EA 4.00	2,544.21		
					Sub Total	\$
					Freight	\$
					Handling Charge	\$
					Amount subject to sales tax	\$
					Sales tax-State	\$
					Sales tax-Local	\$
					Total Taxes	\$
					EWR Fee	\$
					Total amount....	\$

All software, updates, maintenance and licensed products are delivered electronically unless expressly denoted as tangible media or CD on the invoice description. This invoice is subject to En Pointe's standard terms and conditions available at www.enpointe.com/invoice-terms

DETAILED REPORTS

AccessPointe can also generate report showing total quantities purchase from inception of contract of different invoice numbers.

							
Detail Report By Customer PO For Period: Aug 24, 2005 To Sep 8, 2009							
Customer PO: DUBWSVRM-0905 HUSSNAIN Order Number: 150000289 Order Date: 09/09/2005 Cost Center: Code:							
Invoice Number	Invoice Date	Enpointe Part #	Mfg Part #	Part Description	Unit Price	Quantity	Sales Amount
191014546	09/19/2005	EP1970166	P73-00156	Windows Server Standard 2003 VOL CD AE 32-Bit Win ALL	\$21.00	1	\$21.00
191024667	09/27/2005	EP1970166	P73-00156	Windows Server Standard 2003 VOL CD AE 32-Bit Win ALL	\$21.00	1	\$21.00
Total For DUBWSVRM-0905 HUSSNAIN:							\$21.00
Customer PO: FRWSVRM-0905 MELLERAUD GOMES Order Number: 150000290 Order Date: 09/09/2005 Cost Center: Code:							
Invoice Number	Invoice Date	Enpointe Part #	Mfg Part #	Part Description	Unit Price	Quantity	Sales Amount

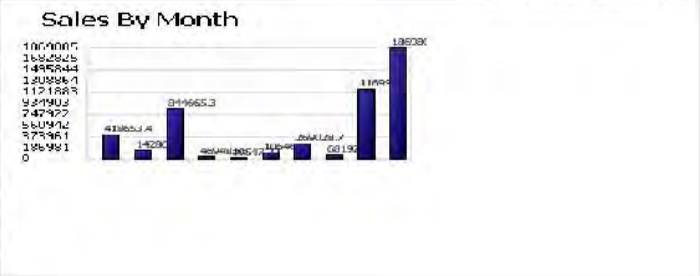
Snapshot

For Period: Aug 24, 2005 To Sep 8, 2009

Top 10 Publishers/Manufacturers (Based on net sales)					Top 10 Products (Based on net sales)					
Rank	Publisher/Manufacturer	Quantity	Total Sales	%Total Sales	Rank	Mfg Part ID	Product Description	Quantity	Total Sales	%Total Sales
1	Microsoft Corp.	2374	\$315,585.96	25.51%	1	021-06293	Office 2003 NL SEL-B UL (32) 1 CORP	432	\$124,679.52	10.08%
2	IBM	1546	\$196,294.14	15.86%	2	H05-00175	Sharepoint Portal CAL Device MC LSA SEL-B-2Y (1/1)AE (NT) CORP	1200	\$97,824.00	7.91%
3	VMware, Inc.	28	\$153,131.25	12.38%	3	VINB8X2U-P-SSS-C	VIN BLADE SERVER LICENSE PACK 24X7 SUPPORT/SUB 1CORP	6	\$81,119.28	6.56%
4	Symantec Corporation	14580	\$135,384.35	10.94%	4	VIN-B-8X2U-CE	VIN BLADE SERVER LIC PACK VIRTUAL NODE FOR 8 RACK PRICING NL 1 (Win)CORP	2	\$54,937.94	4.44%
5	Adobe Systems INC.	316	\$87,427.31	5.45%	5	10499855	PCANYWHERE HOST ONLY 11.5 UPGRADE LICENSE SPA F ENGLISH (ALL WINDOWS) 1USR CORPORATE	2038	\$53,466.74	4.32%
6	VERITAS SOFTWARE	88	\$53,883.53	4.35%	6	E00PCLL-H	INFORMIX DYNAMIC SERVER ENTERPRISE EDITION CONCESSION RENEWAL MAINT 1.84 POINTS	104	\$35,187.36	2.84%
7	Trend Micro	26001	\$43,148.56	3.49%	7	E1CS6LL-LEVEL H	NOTES WITH COLLABORATION USER MAINT RENEWAL PPA LEVEL H	1075	\$31,669.50	2.56%
8	Macrovision Corporation	17	\$41,871.69	3.38%	8	184566.MTSS	Attachmate Maintenance and Technical Support Sub MC AE (NON) 1 CORP	1000	\$31,610.00	2.55%
9	WRQ	1000	\$31,610.00	2.55%	9	110150	Diskeeper Pro 9.0 NL AE (WIN) 1 CORP	1741	\$31,129.08	2.52%
10	Diskeeper Corporation International	1741	\$31,129.08	2.52%	10	10499856	PCANYWHERE HOST & REMOTE 11.5 UPGRADE LICENSE SPA F ENGLISH (ALL WINDOWS) 1 USR CORPORATE	521	\$29,123.90	2.35%
Total:					Total					
47691 \$1,069,465.87 86.43%					8119 \$570,737.32 46.13%					

Sales By Month

Month	Sales	Quantity
Jan	\$418,653.40	105.00
Feb	\$142,862.64	121.00
Mar	\$844,665.33	130.00
Apr	\$46,948.65	60.00
May	\$19,547.22	38.00
Aug	\$106,462.45	29.00
Sep	\$269,028.66	198.00
Oct	\$68,192.53	93.00
Nov	\$1,169,946.70	97.00
Dec	\$1,869,805.33	85.00
Total:	\$4,956,112.91	956



Total Sales By Year and Month
For Period: Aug 24, 2005 To Sep 8, 2009

Year	Month	Quantity	Total Sales
2005	August	126	\$54,237.44
	September	2924	\$112,474.44
	October	7303	\$30,552.21
	November	10587	\$308,824.41
	December	28257	\$245,820.41
2006	January	1573	\$97,204.08
	February	61	\$32,551.85
	March	61	\$17,161.91
	April	93	\$19,944.81
	May	41	\$14,267.27
	Total For 2006		1829
Report Total :		51026	\$933,038.83

RENEWAL REPORTING

Reporting is one of the most critical parts of the renewal process that shows the results of a complete renewal activities performed in a particular quarter. The Business Analysis Report (BAR), which is the most valuable, determines total potential renewal per quarter. In addition, a weekly report is also prepared which manages the number of opportunities sent and followed up per week along with the progress of each renewal opportunity.

Renewal Reporting helps in generating a projection of the potential business through Renewals in the upcoming 90 days and more for coming year.

Below is a sample of the type of information En Pointe manages. Moreover, the information is customizable to match your requirements.

The standard notifications are sorted by:

1. Customer Name
2. Manufacturer Name
3. En Pointe Purchase order number
4. En Pointe Sales order number
5. Expiring SKU (Part number of the expiring License. Can be one or many)
6. Expiring Part Description (explanation of expiring licenses)
7. Expiration Date (the date when part gets expired)
8. Renewal SKU (Part number of the new service)
9. Opportunity amount (The list price customer will pay to renew)
10. AE name (who has been assigned to the customer)

Key Services of Renewal Team:

1. Renewal Process Management
2. Random Renewal Opportunities
3. Upgrade Promotions
4. Renewal Outsourcing
5. Renewal Repository

En Pointe understands the need for tracking software licenses and ensuring that all the contracted participants are receiving timely notifications and renewals of all Volume Licensing Agreements. To complete this our Account Managers work with the end users to ensure compliancy with active and early communication. Our backend reporting system works proactively to ensure end users can easily track and maintain license Agreements.

Our license tracking works by actively maintaining all licensing agreements customers have with software publishers (both contractual agreements as well as transactional software volume discount agreements). This enables us to ensure customers are purchasing products in compliance with any agreements they have, and prevents accidental quotes and/or orders for products at prices outside of any agreement terms. Because every license is individually recorded against a customer-specific agreement, we can easily track license purchases for customers and record them against contractual milestones to assist customers in recognizing how to take best advantage of any agreements they have entered into. The below screenshot shows a summary of the various Publisher contracts and standard reports.

AccessPointe™
En Pointe Technologies e-Procurement

Home | About | Logout
Search:

Software	Search	My Contracts	Reports	Services	Buy Hardware
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Productivity

- Dashboard
- Order Tracking
- My Profile
- Document Search
- Reports
- Tools
- Logout

Search Assistants

- Search
- Advance Search
- My Contracts
- Standards / Bundles
- My Favorites

Cart Details

0 Items(s)
Check out

Licensing Information

eProcurement Features

User: Adams, paul
Account: (0001009991)
COUNTRYWIDE HOME LOANS [SFTWR]
[SFTWR]

Account information

User: **Adams, paul**
Account: COUNTRYWIDE HOME LOANS [SFTWR]
SAP Account Number: 0001009991

Inbox

Messages from En Pointe

En Pointe Contacts

Sheila Johns - (National Account Executive)
Ph: (310-725-1188)
Cell: (310-365-6744)
Fax: (310-725-1105)
sjohns@enpointe.com

Norma Munoz-Pratt - (Customer Support Representative-Manages Order Processing-Corporate)
Ph: (310-725-5509)
Fax: (310-725-1105)
npratt@enpointe.com

Marc Villalba - Customer Support Representative-Manages Order Processing-Backup)
Ph: (310-725-5215)
Fax: (310-725-1105)
mvillalba@enpointe.com

Corporate Headquarters: 100 North Sepulveda Blvd., 19th Floor, El Segundo, CA 90245
Configuration & Distribution Center: 1040 Vintage Ave., Ontario, CA 91761

My Contracts Edit

Program Name	Expiration Date
Microsoft Select 6.0 Level D	01/31/2008
Microsoft Select 6.0 Level A	01/31/2008
Microsoft Open	11/30/2007
Adobe CLP 4.0 Multiple Contracts	11/30/2007
zrfp test	12/31/2006

[More...](#)

My Saved Reports Edit

Report Name	Date Created
License Contract Summary	2/15/2006 3:41:59 PM
Summary by Publisher Name	2/15/2006 3:41:57 PM
Summary by Publisher Name	2/15/2006 3:41:56 PM
License Contract Summary	2/15/2006 3:41:56 PM
License Contract Summary	2/15/2006 3:41:54 PM

[More...](#)

My Standards / Bundles Edit

Standards / Bundles Name	Description	
Access Licensing	Access 2003 NL SEL-D UL (32) 1 CORP MICROSOFT...	Configure
Antivirus	Antivirus softwares	Configure
Microsift	Microst license	Configure
Adobe Acrobat	All kinds of Softwares // GK Testing	Configure
Adope	license- Contract	Configure

Renewal Notification:

En Pointe provides pro-active notifications of renewals and contract expirations as part of our SW Account Management program. We maintain a dedicated renewals team that tracks all expirations, renewals and provides notification to your account management team 90 days in advance. If we determine a need for a pre-90 day notification, the SLA with the renewal team will be modified and set to an earlier period between 120 and 180 days as required.

Our Renewal Team ensures accuracy and timely delivery of information to the customers by converting the data into useful information. The team understands the importance of time for every tier involved in the process by making sure that all the relevant and pertinent information flows through the channel. Our team is equipped with the necessary skill set that is required to meet customer satisfaction. Support dimension covers customer services and management of services for the customers so that they face no problem in getting the required Services. Moreover, Renewal Reporting helps in generating a projection of the potential business through Renewals in the upcoming 90 days and more for the coming year.

Below is a sample of the type of information that we can send. Moreover we can customize the data to match what you require.

Cust Name	Mfr name	Contract#	PO#	Exp Sku/Service Description	Qty	Exp Date	Expiring Sku/Service	Program Description
	VMware, Inc.	75006864	6051809	VIRTUAL CENTER MNGMT SVR FR INFRA\MNT	1	10/31/2009	VI-VCMS-P-SSS-C-8M	VMWare
	VMware, Inc.	75006864	6051809	INFRASTRUCTURE 3 ENTERPRISE\MNT	1	10/31/2009	VI-ENT-P-SSS-C-8M	VMWare
	VMware, Inc.	75006864	6051809	INFRASTRUCTURE 3 ENTERPRISE\MNT	3	10/31/2009	VI-ENT-P-SSS-C-7M	VMWare
	VMware, Inc.	75006864	6051809	INFRASTRUCTURE 3 ENTERPRISE\MNT	1	10/31/2009	VI-ENT-P-SSS-C-4M	VMWare
	VMware, Inc.	75006864	6051809	VMOTION\MNT	3	10/31/2009	VI-VMOT-P-SSS-C-1M	VMWare
	VMware, Inc.	75006864	6051809	INFRASTRUCTURE 3 STANDARD\MNT	1	10/31/2009	VI-STD-P-SSS-C-23M	VMWare
	VMware, Inc.	75006864	6051809	INFRASTRUCTURE 3 STANDARD\MNT	1	10/31/2009	VI-STD-P-SSS-C-7M	VMWare
	VMware, Inc.	75006864	6051809	INFRASTRUCTURE 3 STANDARD\MNT	1	10/31/2009	VI-STD-P-SSS-C-2M	VMWare
	VMware, Inc.	75006864	6051809	INFRASTRUCTURE 3 STANDARD\MNT	1	10/31/2009	VI-STD-P-SSS-C-1M	VMWare
	VMware, Inc.	75005423	6056713	INFRASTRUCTURE 3 STANDARD\MNT	1	31-Dec-09	VI-STD-P-SSS-C	VMWare

Key Services of Renewal Team:

1. Renewal Process Management
2. Random Renewal Opportunities
3. Upgrade Promotions
4. Renewal Outsourcing
5. Renewal Repository

General Notifications & Product Awareness:

We receive regular product announcements, anniversary dates, safety information and notifications, product compatibility information, new product highlights, pre-loads, product end-of-life and alliances information on all products from our publishers. The purpose is to

communicate to the end users of future product directions, discuss how it will affect your current standards and illustrate the migration from current platforms to future products several months in advance. Product announcement notifications generally start about 4 months prior to end of production or any product lead time issues (i.e. Constraint, manufacturers defect, etc.) and products are flagged in En Pointe's system with the appropriate status. We will be able to alert you when there are any product announcements so we can assist in product transition decisions or alternative product acquisitions. In addition, your En Pointe account team will have regular meetings with partners to discuss roadmap and product transitions. Quarterly updates on roadmap can be delivered to you via reporting/meetings where evaluation products can be provided to your technical evaluation teams.

ON-DEMAND REPORTING

For reporting requirements not covered by our standard or premium reports, En Pointe can create customized reports to capture any customer-specific data management field in any format that customer needs.

Our robust reporting applications provide a number of branding, dashboard configurations, customer fields (line item and header) and feature personalization. En Pointe can provide multiple profiles for users, and tailor each user profile to meet specific needs. Such custom features include capture of Business Unit Number, Cost Center Number, and Compliance Point Value.



Reports - Customized Reports

Selected Fields

Report Type
Detail Report by Customer PO

Report Criteria

Available Fields

Selected Fields
Customer PO #
Total Sales Amount
Order Number
Mfg Part #
Part Description
Unit Price
Quantity

Report Product Type
Please select the type of product for the report: Managed Software Licensing

Floating Date Range
Quick Date Selection: Last Full Year

Custom Field Filter
Custom Field: Select Custom Field
Custom Field Value:

Manufacturers/Publishers
ACTIVESTATE
Adobe Systems INC.
ALTIRIS
Apple Computer
Application Techniques Inc.

Software Licensing Product Types
Applications
Bundle
Subscription
Documentation
FPP

Hold down the "Ctrl" button to select multiple items from the above lists.

Depiction of online reporting structure

APPENDIX B EN POINTE QUARTERLY BUSINESS REVIEW_6_6

Section #1: 2015 1st Half Performance vs. 2016 1st Half Performance

- Total GMD/Revenue/Service Revenue with Y/Y Growth
- Top 10 Vendor Mix and % GMD contribution (please also include Y/Y vendor growth)

Section #2: 2016 1st Half Performance vs. Annual 2016 Business Review Territory Plan

- GMD Results compared to GMD call
- Top 10 Target Accounts Results
- Strategic vendor targets (Adds) results
- Vendor Trainings Cert Results
- Top 5 Customer Account Profiles Results
 - Y/Y GMD Growth
 - Strategic wins inside the account

Account Losses or challenges

Section #3: 2016 2nd Half Territory Plan

- 2016 2nd Half GMD Call by Customer
- Customer Account opportunities and risk
- Top 10 Target Prospect Accounts
- Strategic vendor targets (Adds)
- Vendor Trainings (Commit to Certs!)
- Engineering engagement motion and commit
- Key Hardware and Software Renewals (Complete Renewal Spreadsheet)

Section #4: Weekly Activity Goals

- Customer Meetings
- Prospects Meetings
- Engineering/Specialist Meetings
- Mfg / Publisher Meetings
- Opportunities Added
- Deal Registrations
- Walk-ins

Total Sales by Month

Year	Month	Quantity	Total Sales
2015			
	January	1	\$10000
	February	1	\$10000
	March	1	\$10000
	April	1	\$10000
	May	1	\$10000
	June	1	\$10000
	July	1	\$10000
	August	1	\$10000
	September	1	\$10000
	October	1	\$10000
Total For 2015		150	\$10000
Report Total :		150	\$10000

Total Sales by Hardware Spend

Hardware Stats					
Top 5 Manufacturers			Top 5 Hardware Categories		
Mfg	Count	Total Spending	Category	Count	Total Spending
Kingston	60	\$10000	Flash Memory	60	\$10000
Apple Computer	8	\$10000	Power Adapters & Chargers	6	\$10000
Lexar Media, Inc.	10	\$10000	USB Flash Drives	10	\$10000
En Pointe Technologies	1	\$10000	CD-ROM Drives	2	\$10000
StarTech.com	2	\$10000	Keyboard	2	\$10000

Total Sales by Software Spend

Software Stats						
Publisher	Count	Total Spending		Type	Count	Total Spending
Adobe Systems Inc.	25	\$10000		Maintenance	19	\$10000
Nuance Communications	39	\$10000		FPP	39	\$10000
Dell Software Inc.	1	\$10000		License	26	\$10000
TechSmith Corporation	17	\$10000		Bundle	1	\$10000
The Omni Group	2	\$10000		Hosted Subscription	1	\$10000

Top Publisher / Manufacturer Summary

Publisher/Manufacturer	Quantity	Total Sales
Adobe Systems Inc.	25	\$10000
Nuance Communications	39	\$10000
Kingston	60	\$10000
Dell Software Inc.	1	\$10000
TechSmith Corporation	17	\$10000
Apple Computer	8	\$10000
Lexar Media, Inc.	10	\$10000
IDM Computer Solutions, Inc.	2	\$10000
En Pointe Technologies - Ontario	1	\$10000
StarTech.com	2	\$10000
Report Total :	167	\$10000

Summary by Publisher / Manufacturer Name

Publisher/Manufacturer	License	Maintenance	Lic & Mi Bundles	Shrink Wrap	Others	Total Sales
Adobe Systems Inc.	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000
Apple Computer	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000
Dell Software Inc.	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000
En Pointe Technologies - Ontario	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000
IDM Computer Solutions, Inc.	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000
Kingston	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000
Nuance Communications	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000
StarTech.com	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000
TechSmith Corporation	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000
The Omni Group	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000
Report Total :	\$10000	\$10000	\$10000	\$10000	\$10000	\$10000

Product totals by publisher/manufacturer

EP Part #	Product Description	Product Type	Mfg Part #	Quantity	Total Sales
Adobe Systems Inc.					
60424513	Acrobat Pro DC Any Version Subscription VIP - Value Incentive Plan-12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Multi-pla	Maintenance	65234080BA01A12 9		\$10000
60418047	Creative Cloud Teams Sub Most Current Renewal Subscription VIP - Value Incentive Plan-1 Year Level 1 12 Months (Prepaid) Multi NorthAmerican	Maintenance	65227494BA01A12 6		\$10000
60395748	Acrobat Pro TLPLLevel1 New License Universal English 11.0 Muti-platformSingle User Corporate	License	65195512AD01A005		\$10000
60418031	Acrobat Pro Any Version Subscription VIP - Value Incentive Plan-1 Year Level 1 8 Months (Prepaid) Multi NorthAmerican Language (Multi-platfo	Maintenance	65234080BA01A12 3		\$10000
60421025	Acrobat Pro Any Version Subscription VIP - Value Incentive Plan-1 Year Level 1 7 Months (Prepaid) Multi NorthAmerican Language (Multi-platfo	Maintenance	65234080BA01A12 1		\$10000
Total for Publisher/Manufacturer: Adobe Systems Inc.				25	\$10000

Product Totals by Quantity

Mfg Part #	Product Description	Product Type	Quantity	Total Sales	Mfg Part #	Product Description	Product Type	Quantity	Total Sales
DTSE9H/64GB	64GB USB 2.0 DataTraveler SE9 - Metal Casing	Others	30	\$832.65	SVUSBPOWER	StarTech.com - Power Adapter (External)	Others	2	\$10000
DTSE9H/64GB	64GB USB 2.0 DataTraveler SE9 - Metal Casing	Others	30	\$724.80	65234080BA01A12	Acrobat Pro DC Any Version Subscription VIP - Value Incentive Plan-12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Multi-pla	Maintenance	2	\$10000

License Contract Summary

Contract ID:			
Enrollment #:55254910A0006			
Publisher: Adobe Systems			
Master Agreement #:			
Acrobat Pro Any Version Subscription VIP - Value Incentive Plan-1 Year Level 1 7 Months (Prepaid) Multi NorthAmerican Language (Multi-platfo	Maintenance 6		\$10000
Acrobat Pro Any Version Subscription VIP - Value Incentive Plan-1 Year Level 1 8 Months (Prepaid) Multi NorthAmerican Language (Multi-platfo	Maintenance 9		\$10000
Acrobat Pro Any Version Subscription VIP - Value Incentive Plan-1 Year Level 1 9 Months (Prepaid) Multi NorthAmerican Language (Multi-platfo	Maintenance 6		\$10000
Acrobat Pro DC Any Version Subscription VIP - Value Incentive Plan-12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Multi-pla	Hosted Subscription 2		\$10000
Acrobat Pro DC Any Version Subscription VIP - Value Incentive Plan-12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Multi-pla	Maintenance 9		\$10000
Acrobat Pro DC Any Version Subscription VIP - Value Incentive Plan-12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Multi-pla	Media 1		\$10000
Total For Adobe Systems Inc. :		33	\$10000
Report Total :		59	\$10000

Purchases by Contract Detail

Customer PO #	Order #	Part ID	Mfg Part ID	Product Description	Unit Price	Quantity	Total Sales
Contract ID:							
Enrollment #:							
Publisher:							
Master Agreement #:							
20539	50300407	60414890	SNAG01-12-E	SNAGIT 12.0 New License Techsmith VLP-Not Available American English (Multiplatform) 1 User Corporate	\$10000	1	\$10000
20539	50300407	60414890	SNAG01-12-E	SNAGIT 12.0 New License Techsmith VLP-Not Available American English (Multiplatform) 1 User Corporate	\$10000	1	\$10000
20729	50300907	60414890	SNAG01-12-E	SNAGIT 12.0 New License Techsmith VLP-Not Available American English (Multiplatform) 1 User Corporate	\$10000	1	\$10000
20729	50300907	60414890	SNAG01-12-E	SNAGIT 12.0 New License Techsmith VLP-Not Available American English (Multiplatform) 1 User Corporate	\$10000	1	\$10000
20731	50300917	60414890	SNAG01-12-E	SNAGIT 12.0 New License Techsmith VLP-Not Available American English (Multiplatform) 1 User Corporate	\$10000	1	\$10000
20731	50300917	60414890	SNAG01-12-E	SNAGIT 12.0 New License Techsmith VLP-Not Available American English (Multiplatform) 1 User Corporate	\$10000	1	\$10000
20854	50301245	60414890	SNAG01-12-E	SNAGIT 12.0 New License Techsmith VLP-Not Available American English (Multiplatform) 1 User Corporate	\$10000	2	\$10000
20854	50301245	60414890	SNAG01-12-E	SNAGIT 12.0 New License Techsmith VLP-Not Available American English (Multiplatform) 1 User Corporate	\$10000	2	\$10000
21919	50305219	60424513	65234080BA01A12	Acrobat Pro DC Any Version Subscription VIP - Value Incentive Plan- 12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Multi-pla	\$10000	1	\$105.08

22049	50306219	60421025	65234080BA01A12	Acrobat Pro Any Version Subscription VIP - Value Incentive Plan-1 Year Level 1 7 Months (Prepaid) Multi NorthAmerican Language (Multi-platfo	\$10000	1	\$105.08	
22049	50306219	60424513	65234080BA01A12	Acrobat Pro DC Any Version Subscription VIP - Value Incentive Plan-12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Multi-pla	\$10000	1	\$105.08	
22550	50308728	60424513	65234080BA01A12	Acrobat Pro DC Any Version Subscription VIP - Value Incentive Plan-12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Multi-pla	\$10000	1	\$74.25	
22550	50308728	60424513	65234080BA01A12	Acrobat Pro DC Any Version Subscription VIP - Value Incentive Plan-12 Month Maint Level 1 (Prepaid) Multi NorthAmerican Language (Multi-pla	\$10000	1	\$74.25	
Total For 75101951:								\$10000
Report Total :								\$10000

Custom Non Web Based Report Example

Costum Sample Report

2015													
Customer Name	Address	City	Zip code	Customer PO	Order Date	Invoice Number	Invoice Date	Vendor	Manufacturer P/N	Product Description	Unit Price	Quantity	Total Price
VSCA-HI Office of Council Services	200 S High St Room #703	Wailuku	96793	15-959	6/23/2015	92942418	7/11/2015	KEMP Technologies Inc.	EB-2200	1YR 100% BASIC SUP EXIT OR RMVL FOR LM-22	\$846.64	2	\$1,233.28
VSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	PO47082-2323	6/25/2015	92942407	7/11/2015	Microsoft	021-1012	Office Standard Media	\$20.15	1	\$20.15
VSCA-HI-DEPT OF TRANSPORTATION	79 South Nimitz Highway	Honolulu	96813	60727173	6/25/2015	92942421	7/11/2015	Microsoft	P73-06344	Windows Server Standard 2012R2 Media	\$20.15	1	\$20.15
VSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	Y45927-384	6/30/2015	92942405	7/11/2015	Microsoft	3YF-00294	Office MacLIC	\$41.28	5	\$206.40
VSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	Y45927-384	6/30/2015	92942405	7/11/2015	Microsoft	021-10282	OfficeLIC	\$41.28	2	\$82.56
VSCA-HI-Dept.Bizness.Econo.Dev.&Tou	PO Box 2359	Honolulu	96804-2359	00014780	6/30/2015	92942426	7/11/2015	Microsoft	P73-06309	Windows ServerLIC	\$570.00	13	\$7,410.00
VSCA-HI Fire Department	636 S St	Honolulu	96813	D-HFD-15028	6/30/2015	92942416	7/11/2015	Microsoft	79F-04712	OFFICE PROFESSIONAL PLUSLIC	\$328.20	43	\$14,112.60
VSCA-HI Fire Department	636 S St	Honolulu	96813	D-HFD-15028	6/30/2015	92942416	7/11/2015	Microsoft	D86-05323	Visio StandardLIC	\$161.04	27	\$4,348.08
VSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	S38956-94DI	6/30/2015	92942406	7/11/2015	Microsoft	3YF-00294	Office MacLIC	\$41.28	1	\$41.28
VSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	S38956-94DI	6/30/2015	92942406	7/11/2015	Microsoft	79F-04691	OFFICE PROFESSIONAL PLUSLIC	\$510.00	10	\$5,100.00
VSCA-HI CITY AND COUNTY OF HONOLULU	850 SO KING ST 4TH FLOOR	HONOLULU	96813	IO-DIT-150234	6/30/2015	92942404	7/11/2015	Microsoft	79F-04712	OFFICE PROFESSIONAL PLUSLIC	\$328.20	38	\$12,471.60
VSCA-HI Fire Department	636 S St	Honolulu	96813	25021033	7/11/2015	92942417	7/11/2015	Microsoft	79F-04712	OFFICE PROFESSIONAL PLUSLIC	\$328.20	5	\$1,641.00
CITY AND COUNTY OF HONOLULU	850 SO KING ST 4TH FLOOR	HONOLULU	96813	D-ESD-13018	3/25/2014	92943033	7/12/2015	Kronos Incorporated	KORIFORCESaaS	Kronos SaaS Hosting Subscription	\$2,528.40	1	\$3,102.40
VSCA-HI County of Hawaii	25 Aupuni Street	Hilo	96720	1043381R023	6/24/2014	92943031	7/12/2015	Microsoft	269-05623	Office ProfessionalLSA	\$521.52	725	\$378,102.00
VSCA-HI Office of Council Services	200 S High St Room #703	Wailuku	96793	15-707	6/27/2014	92943026	7/12/2015	Microsoft	U75-00008	OFFICE365 P3 SHRDSYR PERUSERLSA	\$428.40	28	\$119,952.00
VSCA-HI County of Hawaii	25 Aupuni Street	Hilo	96720	R1022590	6/19/2015	92943030	7/12/2015	Adobe Systems Inc.	65258634AC02A00	Acrobat Pro DC LIC	\$294.94	2	\$589.88
VSCA-HI Hawaii House of Representat	415 S Bernetania Street Room 028	Honolulu	96813	2014-053	6/19/2015	92943028	7/12/2015	Microsoft	CY2-00093	Windows Enterprise for SA w/MDOPLSA	\$113.76	550	\$62,568.00
VSCA-HI Hawaii House of Representat	415 S Bernetania Street Room 028	Honolulu	96813	2014-053	6/19/2015	92943028	7/12/2015	Microsoft	269-12442	OFFICE PROFESSIONAL PLUSLSA	\$257.76	550	\$141,768.00
VSCA-HI Hawaii House of Representat	415 S Bernetania Street Room 028	Honolulu	96813	2014-053	6/19/2015	92943028	7/12/2015	Microsoft	V06-01072	CORE CAL UserSA	\$111.24	550	\$61,182.00
VSCA-HI HOME LANDS	PO BOX: 1879	Honolulu	96805	1502111	6/28/2015	92943025	7/12/2015	Adobe Systems Inc.	65258634AF01A00	Acrobat Pro DC LIC	\$367.14	10	\$3,671.40
VSCA-HI HOME LANDS	PO BOX: 1879	Honolulu	96805	1502111	6/28/2015	92943025	7/12/2015	Adobe Systems Inc.	65267361AF00A00	Acrobat Pro DC Media	\$16.65	1	\$16.65
VSCA-HI HOME LANDS	PO BOX: 1879	Honolulu	96805	1502111	6/28/2015	92943025	7/12/2015	Microsoft	P73-06344	Windows Server Standard 2012R2 Media	\$20.15	1	\$20.15
VSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	Q46904-2306	6/29/2015	92943010	7/12/2015	Adobe Systems Inc.	65258634AB03A00	Acrobat Pro DC LIC	\$71.54	10	\$715.40
VSCA-County of Maui-Finance Div Cla	200 SO High Street 2nd Floor	Wailuku	96793	326070	6/30/2015	92943036	7/12/2015	Adobe Systems Inc.	65258634AC02A00	Acrobat Pro DC LIC	\$294.21	1	\$294.21
VSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	V44526-7206	6/30/2015	92943011	7/12/2015	Adobe Systems Inc.	65258634AB03A00	Acrobat Pro DC LIC	\$71.54	12	\$858.48
VSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	PR48951-33E1	6/30/2015	92943012	7/12/2015	Adobe Systems Inc.	65258634AB03A00	Acrobat Pro DC LIC	\$71.54	1	\$71.54
VSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	V010251-7271	6/30/2015	92943013	7/12/2015	Adobe Systems Inc.	65258634AB03A00	Acrobat Pro DC LIC	\$72.00	1	\$72.00
VSCA-County of Maui-Finance Div Cla	200 SO High Street 2nd Floor	Wailuku	96793	326008	6/30/2015	92943039	7/12/2015	IPSwitch	NM-6E-JI-0160	WhatsUp Gold Premium 500 New Devices LIC	\$3,794.52	1	\$3,794.52
VSCA-HI-DEPT OF EDUCATION	601 KAMOKILA BLVD STE 409	KAPOLEI	96707	PR48291-288F	6/30/2015	92943014	7/12/2015	Adobe Systems Inc.	65230990BB04A12	Creative Cloud SubMNT	\$193.46	30	\$4,783.80
VSCA-HI-Dept.Bizness.Econo.Dev.&Tou	PO Box 2359	Honolulu	96804-2359	15630	6/30/2015	92943040	7/12/2015	Adobe Systems Inc.	65208810BC01A12	Creative Cloud SubMNT	\$539.26	1	\$539.26
VSCA-HI-Dept.Bizness.Econo.Dev.&Tou	PO Box 2359	Honolulu	96804-2359	15630	6/30/2015	92943040	7/12/2015	Adobe Systems Inc.	65259084AC02A00	Acrobat Pro DC UPG	\$131.31	64	\$8,403.84

QUOTE & INVOICES

Software Quote



En Pointe Technologies Sales
 1940 E. Mariposa Ave
 El Segundo, CA 90245
 Main (310) 337-5200
 www.enpointe.com

En Pointe Contact

Branch Office:

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 1940 E Mariposa Ave
 El Segundo CA 90245
 Ph: 310-337-5955
 Fax: 310-258-2301

Customer Contact (626) [REDACTED]	Customer Notes
Shipping Address Panda Restaurant Group Inc 1683 Walnut Grove Ave Rosemead CA 91770 USA	Purchase Order Details PO# PO Date 11/03/2015 Customer # [REDACTED] Delivery Date 11/03/2015 Delivery Terms FOB Destination Payment Terms Net 25 Gross Weight LB Ship Via BW Best Way-3 to 7 days
Sold-to Address Panda Restaurant Group Inc 1683 Walnut Grove Ave Rosemead CA 91770 USA	

QUOTATION

30158504

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Created
11/03/2015

Expires
11/17/2015

Created By

Item	Material / Mfg Part # Mfg Name	Description	Avail	Unit Price \$	Qty	Ext Price \$
10	1799829 Citrix Systems, Inc.	1799829 <i>Citrix XenDesktop Platinum Edition Concurrent User User Count: 25.</i> <i>LA000143946250688: Citrix XenDesktop Platinum Edition Concurrent User LA000143946250688: Citrix Branch Repeater VPX 45 Mbps LA000143946250688: Citrix Repeater Plugin. LA000143946250688: Citrix Access Gateway Universal License</i> <i>Citrix XenDesktop Platinum Edition Concurrent User User Count: 25.</i> <i>LA000185969541527: Citrix XenDesktop Platinum Edition Concurrent User LA000185969541527: Citrix Repeater Plugin LA000185969541527: Citrix Access Gateway Universal License LA000185969541527: Citrix Branch Repeater VPX 45 Mbps</i> <i>Citrix XenDesktop Platinum Edition Concurrent User User Count: 50.</i> <i>LA000185968500938: Citrix XenDesktop Platinum Edition Concurrent User LA000185968500938: Citrix Repeater Plugin LA000185968500938: Citrix Access Gateway Universal License LA000185968500938: Citrix Branch Repeater VPX 45 Mbps</i>	3-5 days*	10,000.00	1	10,000.00

*Shipping time is approximate. Actual delivery times may vary. Contact your sales rep for more details.

For our standard and promo price terms and conditions, please visit www.enpointe.com/terms and www.enpointe.com/promo respectively.

En Pointe can provide same day shipment for over \$2 billion worth of Computer products from thousands of manufacturers/publishers.

With over 250,000 available SKU's, finding the right product and tracking your orders is easy with our E-procurement tool, www.accesspointe.com.

Sub Total	\$	10,000.00
EWR Total	\$	0.00
Freight Total	\$	0.00
Taxable Amount	\$	0.00
Sales Tax - State	\$	0.00
Sales Tax - Local	\$	0.00
Total Taxes	\$	0.00
Total Amount	\$	10,000.00

Customer Acceptance

A Signature and submission of this quotation by you, ("Customer"), will hereby serve as authorization for En Pointe Technologies Inc to purchase the above referenced goods and/or services.

Further, Customer agrees to pay all invoices related to this order according to the terms and conditions specified by En Pointe Technologies Inc, which are available at www.enpointe.com/invoiceterms.asp.

Name _____ PO Number _____

Email _____ Signature _____

Phone _____ Date _____

Hardware Invoice



En Pointe Technologies Sales

Phone: (310)337-5200
 Fax: (310)258-2309
 Website: www.enpointe.com

Invoice

Please ACH Payment in US Dollars To:
 Bank of America
 ABA# 122000030
 Acct#/Name: 1453331104/En Pointe Technologies Sales

Please Remit Payment in US Dollars To:
 En Pointe Technologies Sales
 P.O. Box 740545
 Los Angeles, CA 90074-0545

Customer Account Number:

Billing Address Attn : Accounts payable
Ship-To Party Address
Sold-to Party Address

Information	
Invoice Number	07/23/2015
Document Date	
Purchase Order No.	
Payment Due Date	08/17/2015
End User Contact	
Purchase Order Date	07/16/2015
Sales Order Number	
Payment Terms	Net 25
Billing Date	07/23/2015
Salesperson	Terrell Polk
<p>SAVE TIME & MONEY. Receive your invoices electronically via EDI, E-mail, XML or Fax. Email your request to CreditCustomerCareCenter@enpointe.com or call 310-337-5200. We can set you up today!</p> <p><i>*To avoid late charges of 1.5% per month, pls pay by due date. *F.O.B Destination supersedes terms on reverse.</i></p>	

Page: 1 of 1

Item	Mfg Part# / Mfg Name/Material Description	Tax	Quantity	Unit Price	Amount	
0010	Z0QX/ imac - intel quad core i7 (4.0ghz) - 8gb (2 x 4gb) ram - 512gb flash s storage - amd radeon r9 m290x 2gb gddr5 - 27 inch with display E-Waste Recycling(EWR) Fee	253.72 4.00	1EA 4.00	2,819.15		
0020	Z0QX/ imac - intel quad core i5 (3.5ghz) - 8gb (2 x 4gb) ram - 512gb flash s storage amd radeon r9 m290x 2gb gddr5 - 27 inch with retina display E-Waste Recycling(EWR) Fee	228.98 4.00	1EA 4.00	2,544.21		
					Sub Total	\$
					Freight	\$
					Handling Charge	\$
					Amount subject to sales tax	\$
					Sales tax-State	\$
					Sales tax-Local	\$
					Total Taxes	\$
					EWR Fee	\$
					Total amount ...	\$

All software, updates, maintenance and licensed products are delivered electronically unless expressly denoted as tangible media or CD on the invoice description. This invoice is subject to En Pointe's standard terms and conditions available at www.enpointe.com/invoice-terms

Software Invoice

EN POINTE
TECHNOLOGIES

En Pointe Technologies Sales
1940 E. Mariposa Ave,
El Segundo, CA 90245

Phone: (310)337-5200
Fax: (310)258-2309
Website: www.enpointe.com

Invoice

Please ACH Payment in US Dollars To: Please Remit Payment in US Dollars To: Customer Account Number:
 Bank of America En Pointe Technologies Sales 8016718
 ABA# 1220 [REDACTED] P.O. Box 740545
 Acct#/Name: 14 [REDACTED] /En Pointe Technologies Sales Los Angeles, CA 90074-0545

Billing Address
Attn : Accounts payable

Pand [REDACTED]
1683 [REDACTED]
Rose [REDACTED]

Information

Invoice Number 93 [REDACTED]
Document Date 11 [REDACTED]
Purchase Order No. AC [REDACTED]
Payment Due Date 12/25/2015

Purchase Order Date 11/24/2015
Sales Order Number [REDACTED]
Payment Terms Net 25
Billing Date 11/30/2015
Salesperson Ashk [REDACTED]

.....
SAVE TIME & MONEY. Receive your invoices electronically via EDI, E-mail, XML or Fax. Email your request to CreditCustomerCareCenter@enpointe.com or call 310-337-5200. We can set you up today!

 * To avoid late charges of 1.5% per month, pls pay by due date.
 * F.O.B Destination supersedes terms on reverse.

Ship-To Party Address

Pand [REDACTED]
1683 [REDACTED]
Rose [REDACTED]

Sold-to Party Address

Pand [REDACTED]
1683 [REDACTED]
ROSE [REDACTED]
USA

Page: 1 of 3

Item	Material# / Part# / Mfg Name / Material Description	Tax	Quantity	Unit Price	Amount
0010	AAA-03438[12]/AAA-03438 Microsoft exchange cal device most current version client access license sa mpsa -level d - coterminous option (annual) non-specific (non-specific os)	0.00	14	11	1,540
0020	AAA-03743[12]/AAA-03743 Microsoft exchange enterprise server most current version software assurance mos a-level d - coterminous option (annual) non-specific (non-specific os)	0.00	68	68	4,608
0030	AAA-03789[12]/AAA-03789 Microsoft windows server cal device most current version client access license e mpsa-level d - coterminous option (annual) non-specific (non-specific	0.00	24	4	1,200
0040	AAA-03591[01]/AAA-03591 Microsoft windows datacenter svr most current version software assurance mpsa-le vel d - coterminous option (annual) single language (non-specific os)	0.00	1	1,035	1,035
0050	AAA-03874[12]/AAA-03874 Microsoft windows remote desktop svcs dev cal mpsa client access license sa lev el d - coterminous option annual non-specific non-specific os per dev	0.00	2	17	34
0060	AAA-03438[12]/AAA-03438 Microsoft exchange cal device most current version client access license sa mpsa -level d - coterminous option (annual) non-specific (non-specific os)	0.00	2,30	10	24,000

***** This invoice is subject to En Pointe's standard terms and conditions available at www.enpointe.com/terms *****



**Request for Proposal
ADSPo 16-00005829
Attachment C – Cost Proposal
Narrative**

Solution for:

Missy Mudry

State of Arizona,
100 N. 15th Avenue, Suite 201
Phoenix, Arizona 85007

Phone: 602.542.9125

MISSY.MUDRY@AZDOA.GOV

Presented By:

En Pointe Technologies Sales, LLC

1940 E. Mariposa Ave

El Segundo, CA 90245

Tel: (310) 337-5200

Website: www.enpointe.com

Contact:

Imran Yunus

Director of Government Sales

Office Phone: 310-337-5908 Ext: 5908

Email: iyunus@enpointe.com

Date: December 17, 2015

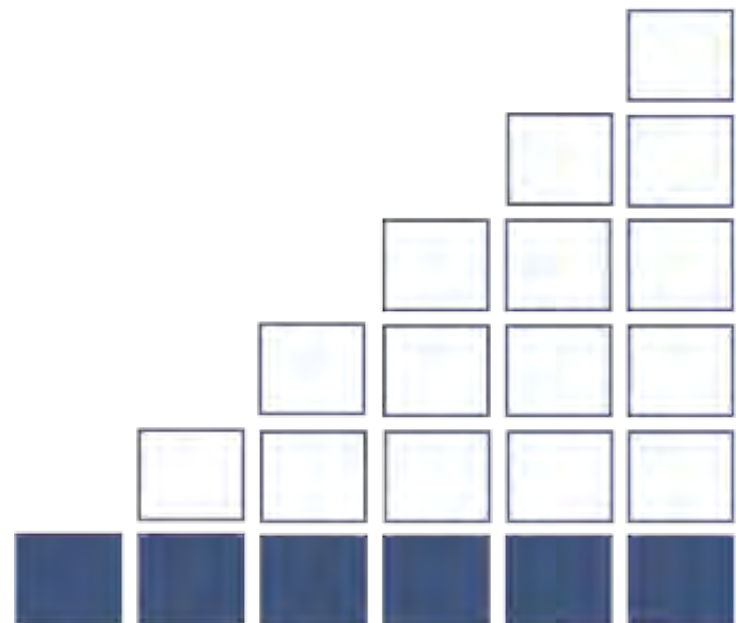


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COST PROPOSAL NARATIVE

Our cost plus structure offered in Attachment C1 includes the NASPO ValuePoint fee of .25%. Any State administration fees will be added in the participating state addendums offered to individual states.

Service rates offered are not to exceed rates.

ATTACHMENT C1 - PRICING SUBMISSION SHEET

NASPO VALUEPOINT

SOFTWARE VALUE-ADDED RESELLER (SVAR)

PUBLISHERS

MARKUP/DOWN

Proposer must be certified as a direct reseller for all Key Itemized publishers. Direct reseller certification is preferred for Other Itemized publishers

The price to Authorized Purchaser (AP) is calculated using the following formula: "Reseller Cost" + ("Reseller Cost" x "Markup/down")

KEY ITEMIZED	PUBLISHERS	MARKUP/DOWN
KEY ITEMIZED	ADOBE	0.25%
	CITRIX	0.25%
	MICROSOFT	0.00%
	NOVELL	0.25%
	SYMANTEC	0.25%
	VMWARE	0.50%
OTHER ITEMIZED	AI SQUARED	0.50%
	AIRWATCH MOBILE DEVICE MANAGEMENT VMWARE	0.50%
	ALLIANCE ENTERPRISES	0.50%
	APPLE	0.50%
	ATTACHMATE – MICROFOCUS	0.50%
	AUTODESK	0.50%
	AUTONOMY – HP	0.25%
	BAKBONE – DELL	0.25%
	BARRACUDA	0.75%
	BOMGAR REMOTE SOFTWARE	0.50%
	CA TECHNOLOGIES	0.25%
	CISCO	0.25%
	COMPUTRONIX USA	0.50%
	COMPUWARE	0.75%
	COREL	0.50%
	DOUBLETAKE	0.75%
	EMC	0.25%
	ENCHOICE	0.75%
	ESET	0.75%
	ESRI	0.25%
	FREEDOM SCIENTIFIC	0.50%
	GUARDIAN EDGE – SYMANTEC	0.25%
	GW MICRO	0.25%
	IBM	0.25%
	ICM CONVERSIONS	0.75%
	INFOR	0.75%
	INTERMEDIX EMSYSTEMS	0.75%
	HP	0.50%
	HUMANWARE	0.50%
	INFORMATION BUILDERS	0.50%
	KRONOS SOFTWARE	0.50%
	LANDESK	0.50%
	LASERFISCHE	0.50%
LIQUIDWARE STATUSPHERE	0.50%	
MICROFOCUS INC	0.50%	
MINJET	0.50%	
MPS	0.50%	

PROPOSER INSTRUCTIONS:

Enter a percentage markup or markdown for each line in column D. This is the markup/down at which proposer is offering to provide the stated publishers' titles. Percentages may be listed to two decimal points.

ATTACHMENT C1 - PRICING SUBMISSION SHEET

NASPO VALUEPOINT

SOFTWARE VALUE-ADDED RESELLER (SVAR)

MQSOFTWARE – BMC SOFTWARE	0.50%
NCIRCLE	0.25%
NETOP	0.50%
NUANCE	0.50%
ORACLE	0.75%
OSAM	0.50%
PASSPORT	0.50%
PATCHLINK	0.50%
PROOFPOINT	0.75%
RSA SECURITY	0.75%
REFERENCIA SYSTEMS	0.50%
SAP AMERICA	0.75%
SAS	0.50%
SOLUTIONS SOFTWARE	0.75%
SOPHOS	0.75%
SPLUNK SOFTWARE	0.75%
STASEEKER NETWORK INFRASTRUCTURE MONITORING	0.75%
STELLENT – ORACLE	0.75%
SUNGUARD	0.75%
SYBASE	0.75%
TECHSMITH	0.75%
TREND MICRO	0.75%
TRUSTWARE	0.75%
ULTRABAC	0.75%
VORMETRIC	0.75%
WEBSense	0.75%
any other non-listed publisher	1.25%

ATTACHMENT C2 - PRICING SUBMISSION SHEET - SERVICES
NASPO VALUEPOINT
SOFTWARE VALUE-ADDED RESELLER (SVAR)

Service being Offered as a Separate Charge	Rate	Unit of Measure
Sr. Software Solutions Architect	220	Per hour
Solution Software Architect	175	Per hour
Sr. Consultant	150	Per hour

Instructions:

1. Under Column A. **Service being Offered as a Separate Charge** - State the name of the Service and provide a description of the Service.
2. Under Column B. indicate Rate
3. Under Column C. indicate Unit of Measure (e.g. Per Hour, Per Project, Per Month, etc.)



Request for Proposal ADSP0 16-00005829

Solution for:

Missy Mudry

State of Arizona,
100 N. 15th Avenue, Suite 201
Phoenix, Arizona 85007

Phone: 602.542.9125

MISSY.MUDRY@AZDOA.GOV

Presented By:

En Pointe Technologies Sales, LLC

1940 E. Mariposa Ave

El Segundo, CA 90245

Tel: (310) 337-5200

Website: www.enpointe.com

Contact:

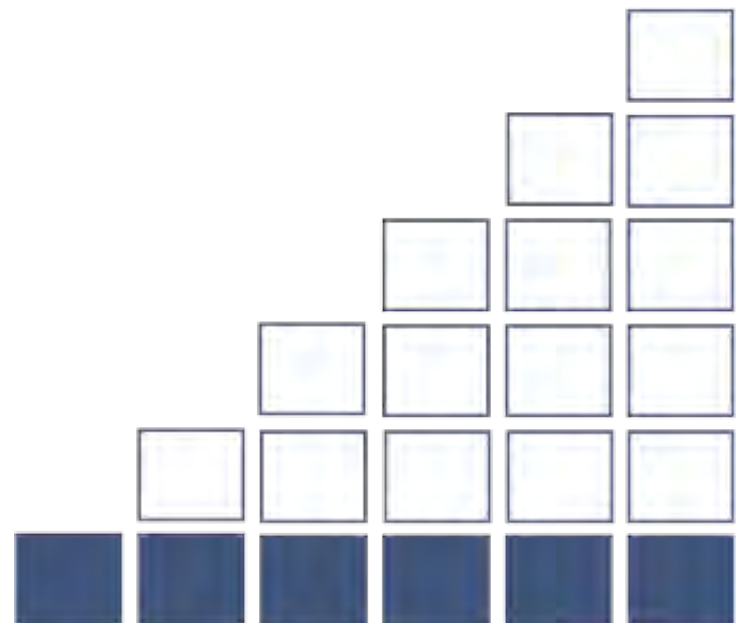
Imran Yunus

Director of Government Sales

Office Phone: 310-337-5908 Ext: 5908

Email: iyunus@enpointe.com

Date: December 17, 2015



En Pointe Technologies Sales, LLC

EXECUTIVE SUMMARY

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EXECUTIVE SUMMARY

En Pointe is pleased to respond to the State of Arizona, State Procurement Office in furtherance with NASPO ValuePoint, request for proposal for Software Value-Added Reseller (SVAR) Services.

Our relationship with NASPO ValuePoint commenced many years ago with the inaugural WSCA-NASPO solicitation. Over the years, we have successfully partnered with 100s of agencies across various NASPO ValuePoint (formerly WSCA) participating states. En Pointe has made a significant investment in our resources and infrastructure to provide the members of NASPO a streamlined, effective and successful experience.

As we look forward to 2016 and beyond, our commitment to the public sector and to NASPO has never been stronger. With our recent acquisition by PCM, En Pointe has been able to significantly extend its reach, breadth and scale. We are able to support NASPO customers through 30+ local offices and with over 1000s service engineers across the USA, which will effectively support NASPO's current and future clients as we help expand its footprint across all 50 states and territories. Our cadre of highly credentialed, certified and trained engineers will provide NASPO clients with the local attention they deserve and appreciate, regardless of location.

Software is OUR Competency

With over 20 years as a SVAR, En Pointe has set the standard for the industry. We represent all major publishers and hold the highest credentials, certifications and designations to support the full lifecycle of software assets from contract launch to exploring software licensing options and finding the software solution that best meets the current and future needs of the customer all the way through software asset retirement.

Our dedicated Software Solutions teams have an average tenure of 10+ years supporting and understanding the intricate and sometimes byzantine world of software licensing, including needs analysis and delivering personalized solutions that eliminate the guesswork usually associated with software licensing, thereby ensuring public dollars are spent judiciously and with optimization.

In addition to maintaining the highest credentials with our publisher community, En Pointe prides itself on its dedication to service and detail. For example, in addition to winning numerous VAR of Year and Partner of Year awards, En Pointe has been bestowed the honor by Microsoft of winning Award of Operational Excellence an unprecedented seven years in a row. The Operational Excellence award is given to the Microsoft LAR/LSP with exemplary credentials and the demonstrated ability to provide clients value and superior customer service in the complex ecosystem of Microsoft licensing.

Public Sector is OUR Experience

En Pointe supports 100s of State and Local agencies across the United States. We truly understand the unique pressures facing the Public Sector. State and Local governments are being

forced to reduce costs, yet increase the level of services provided to citizens, encourage innovation and stimulate economic growth and sustainability. With one of the largest dedicated Public Sector practices in the USA, En Pointe is able to provide NASPO clients the best of both worlds, being an industry-leading SVAR and understanding the unique needs and challenges facing State and Local governments. In fact in 2013, En Pointe was awarded the coveted “IT Supplier of the Year” by APS (Arizona Public Service Company) for our “superior customer service” and “commitment to providing value” to our clients.

Recognizing the unique needs of the public sector, En Pointe provides additional support offerings like Service Desk and Help Desk support. This includes 24x7x365 service coverage to address the broad spectrum of proprietary software support, escalation and resolution. We stand shoulder to shoulder with each of Public Sector clients.

NASPO is OUR Focus

En Pointe has dedicated and fully allocated teams to supporting NASPO ValuePoint. In fact, to exemplify our dedication to NASPO, we are pleased to offer numerous NASPO Value participating states as our customer references. En Pointe has made a significant investment building the necessary infrastructure to ensure NASPO clients are afforded great value when working with En Pointe, this includes an acute focus on software acquisition and management. As such, to support NASPO clients, En Pointe maintains the highest level of strategic partnerships with all top tier publishers and distributors. We have also made significant investments in our eProcurement systems to ensure streamlined and efficient order management, tracking, licensing management and ERP integration. For example, En Pointe effectively supported and integrated with 3rd party systems like SciQuest, which was being piloted for NASPO’s eMarket Center program.

As a SVAR, En Pointe offers a world-class suite of Value-Added Services, including but not limited to:

- A consultative approach to understanding license entitlements (volume licensing evaluation)
- A vast array of tools for software asset management (SAM)
- Comprehensive licensing expertise, research and contract reviews (financial analysis and benchmarking)
- Assessment and recommendations of procurement options and cost analysis

En Pointe remains fully committed to provide the greatest value and superior service to NASPO ValuePoint members. We truly appreciate our partnership and the success we have experienced together. We look forward to continuing our collaboration and cooperation with NASPO ValuePoint. On behalf of En Pointe, we would like to thank the State of Arizona, State Procurement Office and the greater NASPO ValuePoint community for your continued trust and investment in this partnership. We are thankful for the opportunity to continue to work side-by-side in supporting State & Local agencies and to provide services, support and true value for their constituencies and citizens.