



School Board of Leon County, Florida
District Term Contract
DTC-25-1004

Chromebook Procurement and Services

This Contract is between the School Board of Leon County, a public school district within Leon County, Florida, with offices at 2757 West Pensacola Street, Tallahassee, FL 32304 (District), and United Data Technologies, Inc., (Contractor) located at 2900 Monarch Lakes Blvd., Suite 300, Miramar, Florida 33027. The District and Contractor are collectively referred to herein as "Parties," and individually as a "Party." All capitalized terms shall have the meaning assigned to them in the Contract unless otherwise defined here.

The Contractor responded to the District's Request for Proposals, No: RFP 253-2024, Chromebook Procurement and Services. The District has accepted the Contractor's Proposal and enters into this Contract in accordance with the terms and conditions of RFP 253-2024, Chromebook Procurement and Services.

Accordingly, and in consideration of the mutual promises contained in the Contract, the Parties agree as follows:

I. Scope of Work

The services and/or commodities to be provided by the Contractor pursuant to this Contract are defined in RFP 253-2024, Chromebook Procurement and Services, and all Addenda which are referenced and incorporated herein. The vendor's proposal is attached as Exhibit B. This Contract serves as a master agreement, with individual purchases being made via purchase orders (POs).

II. Contract Term

The initial term of the Contract is for four (4) years. The initial Contract term shall begin on March 26, 2024, or on the last date on which it is signed by all Parties, whichever is later.

III. Renewal Terms

The District and the Contractor may renew the Contract in whole or in part, for a renewal term not to exceed one (1) year, or portions thereof, upon mutual agreement of the Parties as set forth in the Contract.

IV. Contract

This Contract, together with the following attached documents (Exhibits), sets forth the entire understanding of the Parties and supersedes all prior agreements, whether written or oral, with respect to such subject matter.

All Exhibits attached to this Contract are incorporated in their entirety and form as part of this Contract. The Contract has the following Exhibits:

- a) Exhibit A: RFP 253-2024, Chromebook Procurement and Services and all Addenda;
- b) Exhibit B: United Data Technologies, Inc., response to RFP 253-2024, Chromebook Procurement and Services; and
- c) Exhibit C: United Data Technologies, Inc., cost proposal.

In case of conflict, the documents shall have priority in the order listed:

- a) The District Term Contract;
- b) Exhibit A: RFP 253-2024, Chromebook Procurement and Services and all Addenda;
- c) Exhibit B: United Data Technologies, Inc., response to RFP 253-2024, Chromebook Procurement and Services; and
- d) Exhibit C: United Data Technologies, Inc., cost proposal.

V. Amendments

No oral modifications to this Contract are acceptable. All modifications to this Contract must be in writing and signed by both Parties, except changes to Section VII., below. Any future amendments of the Contract, which alter the definition of the services, shall define the services in the same format as Exhibit A.

Notwithstanding the order listed in Section IV, amendments issued after Contract execution may expressly change the provisions of the Contract. If an amendment expressly alters the Contract, then the most recent amendment will take precedence.

VI. Contract Notices

Contract notices may be delivered by email to the Contractor's designated contact person as prescribed in Section VII.

VII. Contract Management

The District employee who is primarily responsible for maintaining the Contract Administration file is:

Shelly Kelley, Coordinator
Office of the General Counsel
Leon County Schools
3397 West Tharpe Street
Tallahassee, FL 32303
Telephone (850) 488-1206
Email: kelleys2@leonschools.net

The District's Contract Manager is:

Justin Williamson, Director, Computer Applications
520 S. Appleyard Dr.
Tallahassee, FL 32304
850-487-7205
Email: williamsonj@leonschools.net

The District may appoint a different Contract Administrator or Manager, which will not require an amendment to the Contract, by sending written notice to the Contractor. Any communication to the District relating to the Contract shall be addressed to the District's Contract Manager, or designee.

The Contractor has assigned the following individual(s) to serve as the designated contact person for this Contract:

Primary Contact:

Antolin Cossio, Vice-President, Major Accounts
United Data Technologies, Inc.
2900 Monarch Lakes Blvd., Suite 300
Miramar, FL 33027
Telephone: (954) 308-5100
Email: tcossio@udtonline.com

All questions and customer service issues concerning this Contract shall be directed to the Contractor's designated contact person(s), above. It will be the designated contact person's responsibility to coordinate with necessary District personnel, as required, to answer questions and resolve issues. The Contractor must provide written notice to the District's Contract Manager, or designee, if a new employee is designated as the contact person for this Contract.

VIII. Termination

A. Termination for Convenience

This Contract may be terminated by either Party at will upon no less than 180 calendar days' written notice, unless a shorter period of time is mutually agreed upon by both Parties. The Board's sole obligation shall be to reimburse the Contractor for those goods or services shipped and accepted by the Board up to the date of termination, and costs incurred by the Contractor for unfinished goods, which are specifically manufactured for the Board and which are not standard products of the Contractor, as of the date of termination. In no event shall the Board be responsible for the loss of anticipated profit. Notice shall be delivered by certified mail (return receipt requested), by another method of delivery whereby an original signature is obtained, or in person with proof of delivery.

B. Termination for Cause

If a breach of this Contract occurs by the Contractor, the District may terminate the Contract for cause. The District choose to provide, at its exclusive option, an opportunity for the Contractor to cure the breach for cause within 30 calendar days upon written notice of the deficiency by the District. Any breach of this Contract which is still left uncured by the Contractor after the District has elected to provide 30 calendar days to cure (remedy) the breach, may result in the District's termination of this Contract upon 24 hours written notice by the District. If the District does not elect to afford an opportunity for the Contractor to cure a breach (e.g. instances of egregious Contractor conduct or other Contractor actions which may be harmful to the District), the District may immediately terminate this Contract for cause, upon 24 hours' written notice to the Contractor, as described in this section. Notice shall be delivered by certified mail (return receipt requested), in person with proof of delivery, or by another method of delivery whereby an original signature is obtained.

C. Termination for Unauthorized Employment

Violation of the provisions of Section 274A of the Immigration and Nationality Act shall be grounds for unilateral cancellation of this Contract.

D. Termination for Lack of Funds

In the event the funds to finance this Contract become unavailable, the District may terminate the Contract upon no less than 24 hours' notice, in writing, to the Contractor. Notice shall be delivered by

certified mail (return receipt requested), in-person with proof of delivery, or by another method of delivery whereby an original signature is obtained. The District shall be the final authority as to the availability of funds.

E. Contract Termination Requirements

If at any time, the Contract is cancelled, terminated, or otherwise expires, and a Contract is subsequently executed with a contractor other than the Contractor or service delivery is provided by the District, the Contractor has the affirmative obligation to assist in the smooth transition of Contract services to the subsequent provider. This includes, but is not limited to, the timely provision of all Contract-related documents, information, and reports, not otherwise protected from disclosure by law to the replacing party.

IX. Assignment

The Contractor shall not sell, assign, or transfer its responsibilities or interests under this Contract to another party without prior written approval of the District's Contract Manager, or designee. The District shall, at all times, be entitled to assign or transfer its rights, duties, and obligations under this Contract to another governmental agency or special district of the State of Florida upon providing written notice to the Contractor.

X. Subcontracts

The Contractor is fully responsible for all work performed under this Contract. The Contractor may, upon receiving written consent from the District's Contract Manager, or designee, enter into written subcontract(s) for performance of certain obligations under this Contract. No subcontract shall relieve the Contractor of any responsibility for the performance of its contractual duties. All payments to subcontractors shall be made by the Contractor.

It is understood and agreed that the District shall not be liable to any subcontractor for any expenses or liabilities incurred under the subcontract and that the Contractor shall be solely liable to the subcontractor for all expenses and liabilities under this Contract. All subcontractors are subject to the same background check requirements as are referenced in Exhibit A.

XI. Price Adjustments

Any price decrease effectuated during the Contract period by reason of market change or special sales offered to other customers shall be passed on to the District. This shall also apply to all in-place equipment on a rent or lease plan. Price increases are not accepted, unless otherwise stated. All prices are firm and shall be held for the duration of the Contract term. The District may, at its sole discretion, review a request from the Contractor for an equitable adjustment in Contract pricing if pricing or supply availability is affected by extreme or unforeseen conditions in the marketplace, outside of the Contractor's control. Requests shall be submitted to the District's Contract Manager along with justification and backup information, as necessary, such as a letter from a manufacturer regarding price increases. The District will consider the request and respond within 30 days. The Contractor shall continue to fill orders at the current Contract pricing until a decision has been made.

XII. Additions/Deletions

During the term of the Contract, the District reserves the right to add or delete the number of commodities or services, when considered to be in its best interest. Pricing shall be comparable to amounts awarded.

XIII. Other Conditions

A. Public Records

The Contractor agrees to (a) keep and maintain public records required by the Board to perform the service; (b) upon request from the Board's custodian of public records, provide the Board with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Florida Statute; (c) ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term and following completion of the Contract if the Contractor does not transfer the records to the Board; and (d) upon completion of the Contract, transfer, at no cost to the Board all public records in possession of the Contractor, or keep and maintain public records required by the Board to perform contractual obligations. If the Contractor transfers all public records to the Board upon completion of the Contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public record disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Contract, then the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the Board, upon request, in a format that is compatible with its information technology systems. The Board may unilaterally terminate the Contract for refusal by any Contractor to allow public access to all documents, papers, letters, or other material made, or received by the Contractor in conjunction with the Contract unless the records are exempt from Section 24(a) of Art. I of the State Constitution and either Section 119.07(1), F.S. or Section 119.071, F.S. Additionally, the Contractor may be subject to penalties under Section 119.10, F.S.

If the Contractor has questions regarding the application of Chapter 119, Florida Statutes, to the Contractor's duty to provide public records relating to this Contract, contact the custodian of public records at:

**Leon County Schools
ATTN: Julie Jernigan
2757 West Pensacola Street
Tallahassee, Florida 32304
Telephone: (850) 487-7177
Email: jerniganj@leonschools.net**

B. Disputes

Any dispute concerning performance of the terms of this Contract shall be resolved informally by the Contract Managers. Any dispute that cannot be resolved informally shall be reduced to writing and delivered to the District's Divisional Director of Business Services or designee. The District's Divisional Director of Business Services, or designee, shall decide the dispute, reduce the decision to writing, and deliver a copy to the Parties, the Contract Managers and the District's Contract Administrator.

C. Notices

All notices required or permitted by this Contract shall be given in writing and by hand-delivery or email to the respective Parties. All notices by hand-delivery shall be deemed received on the date of delivery and all notices by email shall be deemed received when they are transmitted and not returned as undelivered or undeliverable. Both Parties may change their contact information and Contract Manager by written notice given to the other Party as provided above.

D. Insurance

The Contractor agrees to provide adequate insurance coverage on a comprehensive basis and to hold such insurance at all times during the existence of this Contract. The Contractor accepts full responsibility for identifying and determining the type(s) and extent of insurance necessary to provide reasonable financial protection for the Contractor and the District under this Contract. At a minimum this coverage shall include general liability coverage no less than \$1 million per occurrence and \$2 million in aggregate. Upon the execution of this Contract, the Contractor shall furnish the District's Contract Manager, or designee, written verification of such insurance coverage. Such coverage may be provided by a self-insurance program established and operating under the laws of the State of Florida. The District reserves the right to require additional insurance where appropriate.

If the Contractor is a state agency or subdivision as defined in Section 768.28, F.S., the Contractor shall furnish the District, upon request, written verification of liability protection in accordance with Section 768.28, F.S. Nothing herein shall be construed to extend any Party's liability beyond that provided in Section 768.28, F.S.

E. Employee Status

This Contract does not create an employee/employer relationship between the Parties. It is the intent of the Parties that the District and Contractor are independent contractors under this Contract and neither is the employee of the other for all purposes, including, but not limited to, the application of the Fair Labor Standards Act minimum wage and overtime payments, Federal Insurance Contribution Act, the Social Security Act, the Federal Unemployment Tax Act, the provisions of the Internal Revenue Code, the State Workers Compensation Act, and the State unemployment insurance law.

F. Force Majeure

Neither Party shall be liable for loss or damage suffered as a result of any delay or failure in performance under this Contract or interruption or performance resulting directly or indirectly from acts of God, fire, explosions, earthquakes, floods, water, wind, lightning, civil or military authority, acts of public enemy, war, riots, civil disturbances, insurrections, strikes, or labor disputes.

G. Available Funding

The District's performance and obligation to pay for goods and services under this Contract are contingent upon available annual funding. The costs of services paid under any other Contract or from any other source are not eligible for reimbursement under this Contract.

H Scrutinized Companies Contractor Certification

The Contractor certifies they are not listed on the Scrutinized Companies that Boycott Israel list, created pursuant to Section 215.4725, F.S., and they are not currently engaged in a boycott of Israel. If the resulting Contract exceeds \$1,000,000.00 in total, (not including renewal years), the Contractor certifies that they are not listed on either the Scrutinized Companies with Activities in Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List created pursuant to Sections 215.473, F.S., and 215.4725, F.S., and further certifies they are not engaged in business operations in Cuba or Syria. Pursuant to Sections 287.135(5), F.S., and 287.135(3), F.S., the Contractor agrees the District may immediately terminate the resulting Contract for cause if the Contractor is found to have submitted a false certification or if the Contractor is placed on the Scrutinized Companies with Activities in Sudan list, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or has engaged in business operations in Cuba or Syria during the term of the resulting Contract. Any company that submits a bid or proposal for a Contract, or intends to enter into or renew a Contract with an agency or local governmental entity for goods or services, of any amount, must certify that the company is not participating in a boycott of Israel.

CONTRACTOR:
UNITED DATA TECHNOLOGIES, INC.,

Antolin Cossio
Antolin Cossio (Mar 26, 2024 09:08 EDT)
Authorized Representative

VP, SLED

Title

26/03/24

Date

SCHOOL BOARD OF LEON COUNTY, FL

Laurie L Cox
Laurie Lawson Cox, Board Vice-Chair

3/26/2024
Date

Rocky Hanna
Rocky Hanna, Superintendent

3/27/24
Date

EXHIBIT A

Request for Proposals (RFP)



Chromebook Procurement and Services

RFP 245-2024

RFP Released: December 4, 2023

Deadline for Questions*: December 13, 2023

Proposals Due*: 2:00 p.m. on January 5, 2024

June Kail

Procurement Officer

Leon County Schools

Purchasing Department

3397 West Tharpe Street

Tallahassee, Florida 32303

*Timeline subject to change. Changes will be communicated through an addendum to this RFP (see Section 1.8)

RFP Timeline

Steps in the RFP process	Date and Time	Location (if applicable)
Release of RFP	December 4, 2023	District Website https://www.leonschools.net/Page/4411 DemandStar https://www.demandstar.com
Written Questions Due	December 13, 2023	Submit to: June Kail, Procurement Officer Subject: RFP 245-2024 Chromebook Procurement and Services Email: purchasing@leonschools.net
Anticipated Posting of Answers to Submitted Questions	December 18, 2023	District Website https://www.leonschools.net/Page/4411 DemandStar https://www.demandstar.com 17
Sealed Proposals Due and Opened	January 5, 2024 @ 2:00 pm	Submit to: Leon County Schools Purchasing Department Attn: June Kail, Procurement Officer RFP 245-2024 Chromebook Procurement and Services 3397 W. Tharpe Street Tallahassee, FL 32303* <small>*Also the location for the Response Opening</small>
Evaluation Team Meeting	January 8, 2024	Leon County Schools Purchasing Department 3397 W. Tharpe Street Tallahassee, FL 32303
Anticipated Date the District will Advertise its Notice of Board Decision	February 5, 2024	District Website https://www.leonschools.net/Page/4411 DemandStar https://www.demandstar.com

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SECTION 1: Key information



1.1 Quick Facts

The School Board of Leon County, Florida, (hereinafter referred to as the “District”), is requesting sealed proposals from interested, available, and qualified firms to provide Chromebooks and associated services to the District.

- a. The use of capitalization (such as Proposer) denotes words and phrases with special meaning as defined in [Section 5, Definitions](#).
- b. All dates and times reflect Eastern Time (Tallahassee, Florida) unless otherwise indicated.
- c. The District reserves the right to perform, or cause to be performed, the services herein described in any manner it sees fit, including, but not limited to, award of other contracts, utilization of existing State or governmental contracts, public purchasing cooperatives, or to perform the work with its own employees.



1.2 Proposer Qualifications

Proposers shall maintain a permanent place of business, have adequate finances, and sufficient personnel to perform the services of this Contract.

- a. Proposer shall have a minimum of five (5) years continuous experience successfully implementing and providing distribution, support, and maintenance services of comparable technology to clients of a similar size and scope as LCSB;
- b. Proposer shall have experience successfully implementing and providing distribution, support, and maintenance services of comparable technology to at least three (3) accounts of a similar size and scope as the District, preferably in the public sector;
- c. Proposer shall have the capacity and infrastructure to provide concurrently configuration, installation, and technical support for Chromebooks across 47 school locations and other facilities.



1.3 How to Contact Us (Procurement Rules and Information)

- a. All questions related to this RFP must be made in writing, via email, to the Procurement Officer listed below. Questions will only be accepted if submitted in writing on or before the date and time specified in the Timeline.
- b. On or about the date referenced in the Timeline, the District will advertise its answers to written questions on the District’s website at <https://www.leonschools.net/Page/4411> and DemandStar at <https://www.demandstar.com/app/agencies/florida/leon-county-schools-purchasing-department/procurement-opportunities/ed9224e2-7a4c-4013-91a2-56aa6ed77478/>.
- c. Between the release of the solicitation, and the end of the 72-hour period following the advertisement of the Notice of Board Decision (the 72-hour period excludes Saturdays, Sundays, and District holidays), Proposers to this RFP, or persons acting on their behalf, may not contact any employee or officer of the Leon County School Board or Superintendent concerning any aspect of this solicitation, except in writing to the Procurement Officer as provided in this

solicitation or directed by the District. Violation of this provision may be grounds for rejecting a Proposal.

- d. Any person requiring special accommodations in responding to this solicitation because of a disability should contact the LCS Purchasing Department at (850) 488-1206 at least five (5) days before any pre-solicitation conference, solicitation opening, or public meeting. Persons who are deaf, hard-of-hearing, deaf-blind, or speech-disabled may contact the LCS Purchasing Office by using the Florida Relay Service at 1-800-955-8771 (TTY/ASCII).

e. The District's Procurement Officer

Name: June Kail, Procurement Officer

Purchasing Department

Leon County Schools

3397 W. Tharpe Street

Tallahassee, FL 32303

Telephone: (850) 488-1206

Email: purchasing@leonschools.net

- f. The Proposer shall not initiate or execute any decision, or action arising from any verbal discussion with any District employee related to this RFP. Only written communications from the District's Procurement Officer and formal addendums are considered duly authorized expressions on behalf of the District. Additionally, only written communications from a Proposer are recognized as duly authorized expressions on behalf of the Proposer.



1.4 Developing Your Proposal

- a. This RFP is being issued as part of an open, competitive process and sets out the steps and conditions that apply.
- b. Proposers should take the time to read and understand the RFP. In particular, they should:
 - 1. Review Title XLVIII, [K-20 Education Code](#), within the Florida Statutes.
 - 2. Develop a strong understanding of the District's requirements detailed in [Section 2](#).
 - 3. Ensure their company is on file and in good standing with the Florida Department of State, or provide certification of exemption from this requirement, as required for all entities defined under Chapters 607, 617, or 620, Florida Statutes (F.S.), seeking to do business with the District.
- c. Proposers should prepare a clear and concise Proposal, avoiding complicated jargon, and thoroughly describing their ability to meet the expectations of the District.
- d. Proposers must follow the format and instructions included in this RFP for their Proposal submittal.
- e. Proposals that contain provisions that are contrary to the material requirements of this RFP are not permitted. Including alternate provisions or conditions may result in the Proposal being deemed non-responsive to the solicitation.
- f. Proposers must use Attachment I (Cost Proposal Form), to submit pricing. Proposers shall not change or substantially alter the form, but fill it out completely, as instructed in Section 3.2 of this RFP.
- g. Proposers should thoroughly review their Proposal before submission to ensure the Proposal is complete and accurate and it has provided all information requested in the format prescribed in Section 3, Procurement Rules and Information.

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- h. The District is not liable for any costs incurred by a Proposer while responding to this RFP, including the costs associated with attending site visits, oral presentations, or negotiations, as applicable.
 - i. Proposers are expected to submit questions or concerns they have regarding the requirements or terms and conditions of this solicitation during the question and answer phase, per Section 1.3, a.
 - j. The District shall reject any and all Proposals that do not meet the following **pass/fail criteria (also referred to as Mandatory Responsiveness Criteria)**. Any Proposal rejected for failure to meet these requirements will not be evaluated further:
 - 1. Proposer is duly licensed in the State of Florida.
 - 2. Proposer has a minimum of five (5) years continuous experience in implementing and providing distribution, support, and maintenance services of comparable technology to clients of a similar size and scope as LCSB;
 - 3. Proposer has successfully implemented and provided distribution, support, and maintenance services of comparable technology to at least three (3) accounts of a similar size and scope as the District, preferably in the public sector;
 - 4. The Proposer must confirm that all services to be provided under the Contract will be compliant with all laws, rules, and other authority applicable to providing the services including, but not limited to, Florida's Open Government laws (Article I, Section 24, Florida Constitution, and Chapter 119, F.S.), Section 218.39, Florida Statutes, (F.S.) as defined in Chapter 10.800, Rules of the Auditor General; and
 - 5. The Proposer shall complete and submit Attachment I, Cost Proposal Form, Attachment II, Required Provisions Certification, Attachment III, Notice of Conflict of Interest, Attachment IV, Proposer Contact Information, and Attachment V, Proposers' References.
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1.5 Submitting Your Proposal

- a. Proposers shall submit their Proposals in a sealed envelope or package with the RFP number and the date and time of the Proposal opening clearly marked on the sealed envelope or packaging. Proposers may submit their Proposals by mail, courier, delivery services (such as FedEx or UPS), or hand-delivery to the location below. **The District will not accept any Proposals submitted via email or fax.**
 - b. Proposers must mail or otherwise deliver their Proposals to the following address:
Leon County Schools
Purchasing Department
RFP 245-2024 Chromebook Procurement and Services
Attn: June Kail, Procurement Officer
3397 W. Tharpe Street
Tallahassee, FL 32303
 - c. It is the Proposer's responsibility to ensure their Proposal is delivered to the District by the date and time stipulated in the Timeline. The District's clock will stamp Proposals received and shall provide the official time for the Proposal opening. **Late Proposals will not be accepted.**
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- d. Submit a Technical Proposal and a Cost Proposal in separately sealed and clearly labeled packages. The Cost Proposal may be shipped along with the Technical Proposal as long as it is sealed separately (such as in a sealed envelope) within the same shipping container and clearly marked.
 - e. Submit one (1) signed, original Technical Proposal, five (5) additional hardcopies, and five (5) electronic copies of the Technical Proposal in searchable PDF format on individual electronic storage devices or flash drives (not password protected). The original Technical Proposal will take precedence in the event there is a discrepancy between the original and the hardcopies or electronic copies.
 - f. Submit one (1) signed, original Cost Proposal (Attachment I), three (3) additional hard copies and one (1) electronic copy of the Cost Proposal in searchable PDF format on an electronic storage device or flash drive (not password protected). The original Cost Proposal will take precedence in the event there is a discrepancy between the original and the hardcopies or electronic copies.
 - g. The signed original Proposals shall be clearly marked as “Original” and the hardcopies shall be numbered one (1) through five (5).
 - h. If the Proposer includes information in their Proposal that they believe is and have marked as confidential or trade secret, the Proposer should submit one (1) redacted hard copy and one (1) redacted electronic copy, in searchable PDF format (in addition to the non-redacted version) as outlined in Section 3.6.
 - i. Proposers are encouraged to print Proposal documents double-sided and minimize the use of non-recyclable materials.
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1.6 Proposal Opening

- a. Proposals are due and will be publicly opened at the time, date, and location specified in the Timeline.
 - b. District staff are not responsible for the inadvertent opening of a Proposal that is improperly sealed, addressed, or not correctly identified with the RFP number.
 - c. After the Bid Opening, interested parties may submit a written request to the Procurement Officer for the names of all Proposers.
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1.7 Disposition of Proposals

- a. The District reserves the right to withdraw this RFP at any time and by doing, assumes no liability to any Proposer.
 - b. The District reserves the right to reject any Proposals received in response to this RFP.
 - c. The District reserves the right to waive Minor Irregularities when doing so would be in the best interest of the District. At its exclusive option, the District may correct Minor Irregularities but is under no obligation to do so.
 - d. All documentation produced as part of this Proposal shall become the exclusive property of the District, may not be returned to or removed by the Proposer or its agents, and will become a matter of public record, subject to the provisions of Chapter 119, F.S. Selection or rejection of the Proposal will not affect this right. Should the District reject all Proposals and re-solicit, information submitted in response to this RFP will become a matter of public record as indicated
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in Section 119.071, F.S. The District shall have the right to use any ideas, adaptations of any ideas, or recommendations presented in any Proposal. The award or rejection of a Proposal shall not affect this right.



1.8 Changes to the RFP

The District will post all addenda and materials relative to this procurement on the District's Purchasing website at <https://www.leonschools.net/Page/4411> and on DemandStar at <https://www.demandstar.com/app/agencies/florida/leon-county-schools-purchasing-department/procurement-opportunities/ed9224e2-7a4c-4013-91a2-56aa6ed77478/>.

Interested parties are responsible for monitoring this site for new or changing information relative to this procurement. Proposers are responsible for ensuring that all addendums have been read and incorporated, as applicable, in their Proposal.



1.9 Protest Procedures

Per Section 120.57(3), F.S., a Notice of Intent to Protest or a Formal Written Protest must be filed with the District's Purchasing Department within the timeframes established in Florida Statutes. Filings may be made physically at 3397 W. Tharpe Street, Tallahassee, Florida 32305, or via email to bidprotests@leonschools.net. Protests must be made in compliance with Rules 28-110.003 and 28-110.004, Florida Administrative Code (F.A.C.). Filings received on a weekend, District holiday, or after 5:00 p.m. will be filed the next business day.

Failure to file a protest within the time prescribed in Section 120.57(3), F.S., or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, F.S.

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SECTION 2: Scope of Work

2.1 Background

The District and the School Board are created under Article IX, Section 4, of the Constitution of the State of Florida. The School Board is an independent taxing and reporting authority responsible for the operation, control and supervision of all free public schools within the school district, subject to the Florida K-20 Education Code, Chapters 1000 – 1013, F.S. The Board consists of five (5) elected officials responsible for, among other things, the adoption of policies, which govern the operation of District public schools. The elected Superintendent of Schools is responsible for the administration and management of the schools within the applicable parameters of state laws, State Board of Education Rules, and School Board policies.

The District provides a standard, traditional curriculum to a student body of approximately 31,000 students ranging from pre-kindergarten through the 12th grade. The District also provides adult education at several facilities during regular and non-school hours. In addition to the standard curriculum, the District offers a variety of specialized technical training programs for the higher-grade levels.

2.2 Procurement Overview

The District is seeking qualified vendors to submit proposals for the procurement of 35,000 new Chromebooks, along with comprehensive setup & installation (white glove services), repair services, and accidental damage programs.

2.3 Contract Term

The District plans to issue one (1) or more purchase orders to the Successful Proposer. The initial term of the Agreement and any renewal terms are collectively referred to as the “Term”. The initial term of this Agreement shall be for four (4) years, and may be renewed for one (1) year under the same terms and conditions.

Description	Time Period
Issuance of District Purchase Order	March, 2024
Commencement of Inside Deliveries	June 3, 2024
Receiving of all Deliveries (on or before)	July 25, 2024

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2.4 Scope of Work

2.4.1 Chromebook Specifications Minimum Requirements

- a. All devices must be new and not refurbished. Proposers submitting proposals for one or more models must meet the minimum specifications outlined. Operating System: Chrome OS
 - RAM: 4 GB
 - Storage: 32 GB eMMC
 - Features: 180° hinge, USB-C charging
 - Auto Update Expiration (AUE) Date: June 2029 or later (June 2030 preferred)
- b. In the event that a newer model or variation of the current model is released post submission of the Proposal and prior to order placement, the Successful Proposer shall provide the District the option to receive a new model or variation upgrade at the same price.

2.4.2 Additional Per Unit Requirements:

- Google ChromeOS management license
- Clear protective clamshell case with 4-year warranty to allow for scanning of underlying asset tags
- Four-year extended warranty, including battery, through June 2028
- Optional four-year extended warranty and four-year accidental damage protection, including battery, through June 2028. Based upon previous Chromebook cycles, the district anticipates approximately 16,000 non-warranty repairs over the 4-year period with most repairs in years 3 & 4.

2.4.3 Demo Units

The District requires that demo units be made immediately available for a 60-day period upon request.

2.4.4 Comprehensive Setup and Installation “White Glove Services” Minimum Requirements:

- Un-palitize, unbox, and inspection of devices
- Disposal of packing materials
- Power-on testing and RMA processing for any damaged or DOA units
- Update devices to latest stable OS
- Enrollment into customer specified G-Suite Domain
- Asset tagging with customer-approved tags
- Entry into asset management system
- Electronic delivery manifest of all relevant information
- Inside delivery to designated rooms
- Optional etching of district logo & phone number onto device

2.4.5 Repair Services Requirements:

- a. **Qualified Technicians:** The Successful Proposer must have qualified technicians with expertise in Chromebook repair and troubleshooting.

- b. **Diagnostic Tools and Software:** Access to specialized diagnostic tools and software is required for efficient troubleshooting.
- c. **Asset Management System:** An efficient asset management system is mandatory for tracking device assignments to students, managing, and maintaining an inventory of Chromebooks and repair tickets. The system must accept automated imports of student information and be accessible to District employees.
- d. **Repair History:** A detailed history of repairs, issues, and resolutions must be maintained for tracking and reporting purposes.
- e. **Spare Parts Inventory:** The Successful Proposer should maintain an adequate stock of spare parts and components for common Chromebook repairs.
- f. **Service Center:** The Successful Proposer shall have a well-equipped service center with appropriate tools for disassembly and repair as necessary.
- g. **Location:** The Successful Proposer's local service center must be located within the geographical boundaries of Leon County, Florida.
- h. **Warranty Management:** The Successful Proposer is responsible for managing warranty claims and accidental damage protection claims.
- i. **Pick-up and Delivery Schedule:** The Successful Proposer must adhere to a consistent weekly pick-up and delivery schedule for up to 50 sites.
- j. **Vendor Identification:** The Successful Proposer must have marked and identified vehicles for service operations.
- k. **Surplus Chromebooks:** The Successful Proposer must provide secure storage for surplus Chromebooks (approximately 4,000) is required.
- l. **Summer Storage:** Computer transport and storage containers or boxes are necessary as 22,000 devices will need to be stored in containers at school sites over the summer. The remaining devices will be stored in district owned charging cabinets.
- m. **No Charge for No Parts Used Repairs:** The Successful Proposer must not charge or utilize an ADP claims policy for issues that can be resolved with "No Parts Used" including:
 - Reseating the battery.
 - Reseating cables.
 - Reseating loose circuit boards.
 - Wiping and re-enrolling Chromebooks (software issues).
 - Shimming devices to a specific ChromeOS Version
 - Applying new asset tags.
 - Replacing missing screws.

2.4.6 Repair Services Process:

- a. Schools will submit tickets for damaged devices in the asset management system and provide students with functional replacements from a limited local spare pool.
- b. The Successful Proposer will collect damaged devices from each site on a weekly basis.
- c. Approximately 4,000 spare devices will be stored and secured at the Successful Proposer's local service center in a central spare pool.
- d. When picking up devices, the Successful Proposer must supply replacements from the central spare pool to the respective site.

- e. Devices distributed from the central spare pool should be updated to the current supported ChromeOS.
- f. All completed repairs should be returned to the central spare pool.
- g. All device swaps must be recorded in the asset management system and an accurate inventory should always be maintained.

2.5 Compensation

The Board is seeking Proposals that will provide the best value to the District. As part of the best value determination, Proposers must submit a Cost Reply, in electronic format, along with their Technical Reply.

2.5.1 Repair Costs for Devices not Covered by Warranty or ADP

As part of the cost reply, detail the pricing framework for repairs not encompassed by warranty or accidental damage protection such as:

- a. **Labor Costs:** Proposers shall provide information on your hourly labor rates or fixed repair rates for Chromebook repairs. If your pricing is tiered based on the complexity of repairs or other factors, kindly specify the different rates.
- b. **Parts Costs:** Proposers shall attach the pricing structure for common Chromebook replacement parts, such as screens, keyboards, batteries, hinge covers, track pads, logic boards, and other hardware components. Ensure transparency in pricing to allow us to assess the affordability of parts replacements.
- c. **Diagnostic Fees:** Proposers shall indicate if you charge a diagnostic fee for evaluating Chromebooks and identifying issues.
- d. **Minimum Service Fees:** Proposers shall indicate if you have any minimum service fees for individual repairs. For instance, if there is a charge associated with each repair, even if it's a minor fix.
- e. **Additional Costs:** Proposers shall indicate any additional charges or any other costs that might be associated with the repair process.

2.6 Performance Monitoring

The District may utilize any or all of the following methodologies in monitoring the Successful Proposer(s) performance under the Contract and in determining compliance with Contract terms and conditions:

- On-site reviews of work performed;
- Documentation/review of timely response to work requests;
- Documentation/review of timely completion of work as assigned; and
- Documentation/review of invoices.

The Contract Manager will provide a written monitoring report to the Successful Proposer within 30 days of a monitoring visit. Non-compliance issues identified by the Contract Manager will be described in detail to provide the Successful Proposer(s) the opportunity for correction, where feasible.

Within 10 calendar days of receipt of the District's written monitoring report the Successful Proposer shall provide a formal Corrective Action Plan (CAP) to the Contract Manager (email acceptable), in response to all noted deficiencies to include responsible individuals and required time frames for achieving compliance. Unless specifically agreed upon in writing by the Contract Manager, time frames for compliance shall not exceed 30 calendar days from the date of receipt of the monitoring report by the Successful Proposer. CAPs that do not contain all information required shall be rejected by the Contract Manager in writing. The Successful Proposer shall have 15 calendar days from the receipt of such written rejection to submit a revised CAP; this will not increase the required time for achieving compliance. All noted deficiencies shall be corrected within the time frames identified in the CAP, or as amended with prior approval of the District. If deficiencies are not corrected within the approved timeframe, the District will impose a financial consequence of \$100 per day until corrected. The Contract Manager may conduct follow-up monitoring at any time to determine compliance based upon the submitted CAP.

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SECTION 3: Procurement Rules and Information

3.1 Contents and Format of Proposal Submittals

Proposals are to be organized in TABs as directed below. Proposers shall include all the requested information in each TAB or their Proposal may be deemed non-responsive. Additionally, information included in the incorrect section may not be scored by the District's Evaluation Team.

a. TAB A Overview

1) Cover Letter

A cover letter on the Proposer's letterhead with contact information and the name and signature of the representative of the responding organization, authorized to legally obligate the Proposer to provide the services requested. If the Proposer is a subsidiary company, the name of the parent company shall be included. Finally, the cover letter must state that the Proposer agrees to provide the services as described in their Proposal and the RFP;

2) Executive Summary

Submit a brief executive summary stating the Proposer's understanding of the nature and scope of the services to be provided and the capability to comply with all terms and conditions of the RFP. No pricing information is to be included in the executive summary;

3) Financial Interest

Please include a list of any Board/District employees or officials that have a material financial interest (over 5%) using Attachment III, Section 2. Please include the employee/official's name, title/position, and the date they filed the required Conflict of Interest Statement with the Leon County Supervisor of Elections before the Proposal Opening.

b. TAB B Experience and Organization

1) References

Proposers shall provide at least three (3), but not more than five (5), references for whom the Proposer has provided services of similar scope and size to the services identified in this RFP. References should reflect current or recent experience and must support the experience requirements of this RFP. To qualify as current/recent experience, services described by references shall be ongoing or shall have been completed within the 12 months preceding the issuance date of this RFP.

Each reference shall be completed and signed by the individual offering the reference, and certified by a notary public, using Attachment V, Proposer's Reference Form. **Current or former employees of the District or current or former members of the Board may not be used and will not be accepted as references if speaking to the services rendered to the District.** The District reserves the right to contact reference sources listed or previous clients not listed in the Proposer's Proposal.

2) Firm Overview: The following items must be included in this section:

- a. General information about the Firm.

- b. Information on any current errors and omissions of actions against the local office.
- c. Information on any current legal action involving the local office.
- d. Information on any other litigation in or outside of Florida that might have an effect on the Firm's financial condition or its ability to complete the scope of services.

4) Narrative Record of Past Experience

As indicated in Section 1.4(j) of this RFP, it is a Mandatory Responsiveness Requirement that the Proposer has a minimum of five (5) years continuous experience in implementing and providing distribution, support, and maintenance services of comparable technology to clients of a similar size and scope as LCSB. Details of the Proposer's experience meeting this requirement shall be provided in narrative form and with enough detail for the District to determine its complexity and relevance. Specifically, a Proposer shall include the following:

- a) A description of experience providing services similar in nature to the services sought in this RFP;
- b) The specific length of time the Proposer has provided similar services, and where services were provided;
- c) A narrative summary of contract performance in all of the above-identified contracts, self-disclosing any identified performance deficiencies and the assessment of financial consequences or liquidated damages; and
- d) A list of all contracts within the last five (5) years that were terminated before the natural expiration of the contract term, both those related to performance issues and those for any other reason, along with an explanation of the circumstances related to the termination.

i. Stability

Proposers shall identify any suspension, revocation, or review of the Proposer's licensure in the last five (5) years. Proposers shall also disclose any bankruptcies, judgments, or liens within the last five (5) years.

ii. Disputes

Proposers shall identify all contract disputes they (or their affiliates, subcontractors, agents, etc.) have had with any customer within the last three (3) years, relating to contracts under which they provided services similar in nature to those described herein. This shall include any circumstance involving the performance or non-performance of a contractual obligation that resulted in (i) identification by the contract customer that the Proposer was in default or breach of a duty under the contract or not performing obligations as required under the Contract; (ii) the issuance of a notice of default or breach; (iii) the institution of any judicial or quasi-judicial action against the Proposer as a result of the alleged default or defect in performance; or (iv) the assessment of any fines, liquidated damages, or financial consequences. Proposers must indicate whether the disputes were resolved and, if so, explain how they were resolved.

iii. Subcontractor Information

If the Proposer plans to use subcontractors to provide any performance under the Contract, the Proposer shall include detailed information for all subcontractors with whom it plans on contracting. This information shall be provided using Attachment VII, Subcontracting Form. This information shall, at a minimum, include the following: name, contact information, the service(s) subcontractor will be providing under the prospective contract, the number of years the subcontractor has provided services, projects of similar size and scope to the Services sought via this RFP the subcontractor has provided, and all instances of contractual default or debarment (as a prime or subcontractor) the subcontractor has had in the past five (5) years.

5) Staffing Plan

The Proposer shall describe all staff assigned to the Contract, including an organizational chart outlining the hierarchy of key personnel for the Contract proposed under this RFP. The Proposer shall provide the resume(s) and background information of the staff that will be assigned to this account. Identify the proposed project manager who will be responsible for the day-to-day execution of the engagement and his or her relevant experience.

c. Tab C Service Area Detail

The Proposer shall describe, in detail, their proposed solution and how services will be provided, organized by the following service areas. This shall include all methodologies, plans, resources, technological tools, and operations processes. This section should include value-added services or deliverables it will provide the District at no additional cost, and its understanding of the District's goals and objectives of this RFP;

- i. Its proposed program design including hardware specifications;
- ii. How its recommended approach will meet the RFP's objectives;
- iii. Any risks or challenges it recognizes related to the District's requirements;
- iv. How it will ensure quality services are provided while ensuring costs are managed appropriately;
- v. An explanation of typical lead times for obtaining, preparing, and delivering new Chromebooks;
- vi. A description of the process for informing the District of new models and products related to this RFP and the ability to purchase new models or variations of current models;
- vii. A description of the methods of asset tagging equipment. Please include the type and amount of information that can be provided on the tag and how the tag can be scanned (e.g. barcode, QR code, etc.). Please provide a sample asset tag(s) for review with your proposal;
- viii. A description of the asset management system that will be utilized;
- ix. A description of the support provided in response to device recall problems and how a guaranteed time to resolve said problems will be provided;
- x. Its approach differentiators; and
- xi. Why its Proposal represents the best value for the District.

d. Tab D Accidental Damage Protection Program

The Proposer shall describe, in detail, their proposed solution for four-year Accidental Damage Protection (ADP) coverage for its devices. This narrative should encompass all essential details related to the ADP program, such as:

- i. Program description and any limitations;
- ii. Maximum number of repairs within a year;
- iii. Unused repairs policy: If applicable, explain any policy regarding unused repairs;
- iv. Coverage Inclusions: Detail what types of damages or issues are covered by the ADP program;
- v. Exclusions: Clearly list any scenarios or circumstances that are not covered by the ADP program. This could involve intentional damage, loss, or other exceptions;
- vi. Duration of Coverage: State the exact duration of the four-year ADP coverage and when it will commence and terminate.
- vii. Any additional value-added features such as proactive monitoring, preventive measures, or educational resources on device care.

e. TAB E Required Forms

Proposers shall complete the following forms:

- a. The completed, notarized Attachment II, Required Provisions Certification signed by the authorized representative who signs the above-mentioned cover letter;
- b. Completed Application for Vendor Status*, and associated forms (<https://www.leonschools.net/cms/lib/FL01903265/Centricity//Domain/195/FORMS/Application%20for%20Vendor%20Status-ACH%20forms%20MAY%202023.pdf>);
- c. Attachment III, Notice of Conflict of Interest
- d. Attachment IV, Vendor Contact Information
- e. Attachment V, Proposer's Reference Form
- f. Attachment VI, Local Preference Affidavit (if applicable)
- g. Attachment VII, Subcontracting Form (if applicable)
- h. Attachment VIII, Drug-Free Workplace Certification (if applicable)
- i. Attachment IX, Certification Regarding Debarment
- j. Attachment X, Certification Regarding Lobbying

***Please note, if the Vendor is already registered with the District, it does not need to submit another application.**

3.2 Cost Proposal Submittals

Each Proposer shall complete and submit Attachment I, Cost Proposal Form, indicating pricing for services as detailed. The Cost Proposal Form shall NOT be included in the Proposer's Technical Proposal. The Cost Proposal Form shall be provided in a separate, sealed envelope. This envelope may be included in the shipping package with the Proposer's Technical Proposal; however, it must be separately sealed within the package. While factors that contribute to cost may be discussed in the Proposer's Proposal, actual pricing shall only be included in the Cost Proposal. Inclusion of price information in the Technical Proposal will result in finding the Proposal non-responsive.

3.3 Proposal Evaluation and Criterion

Failure to respond, provide detailed information, or provide requested Proposal elements will result in the reduction of points in the evaluation process. The District will reject any Proposal containing material deviations from the RFP. The District may waive any minor irregularities and technicalities. If only one responsive Proposal is received, the Team may negotiate the best terms and conditions with that sole Proposer or may recommend the rejection of all proposals as permitted by Section 6A-1.012(12)(c), F.A.C. The evaluation process will be conducted as described below. Evaluation of Proposals will be based on an average of the Evaluation Team Member's points (for sections evaluated by the Team).

3.3.1 Responsiveness Determination: Each Proposal will be reviewed by the District's Purchasing Department to determine if the Proposal meets the mandatory responsiveness criteria as listed in Section 1.4(j) of the RFP. Proposals deemed non-responsive will not be further evaluated nor be considered for award. The individual responsible for this portion of the evaluation is not a member of the Evaluation Team.

3.3.2 Cost Evaluation: The District's Purchasing Department will review and assign Cost Points based on the formula below:

Cost Component	Cost Points
Per Unit Cost with 4-Year Extended Warranty including Battery	15
Per Unit Cost with 4-Year Extended Warranty including Battery & 4-Year Accidental Damage Protection	25
Additional Products, Licenses, and Services	10
Total Cost Points	50

For Cost Points, the Vendor submitting the lowest Cost will receive the total points available. All other Proposals will receive Cost Points according to the following formula:

$$(N / X) \times \text{Cost Points Available} = Z$$

Where:

N = Lowest Price received by any Proposal

X = Vendor's Proposed Price

Z = Total Cost Points Awarded

3.3.3 Evaluation Team: This step evaluates the strengths of the companies that have responded to the RFP. The Team will score the Proposals using the evaluation criterion below.

Evaluation Criterion	Maximum Assigned Points
<p>CRITERION 1: Business Experience</p> <ul style="list-style-type: none"> Has the Proposer demonstrated in its Proposal that it has experience in performing the types of services sought with clients similar in size and mission? How well did the Proposer convey their ability to provide services as described in this RFP? Are any issues or concerns identified regarding the Proposer's experience or ability to provide the services sought? 	<p>Excellent 30</p> <p>Good 22.5</p> <p>Fair 15</p> <p>Poor 7.5</p> <p>Unsatisfactory 0</p>
<p>CRITERION 2: Profile and Qualifications/Experience of the Firm</p> <ul style="list-style-type: none"> Demonstrated experience successfully implementing and providing distribution, support, and maintenance services of comparable technology to at least three (3) accounts of a similar size and scope as the District; and Proposer has the capacity and infrastructure to provide concurrently configuration, installation, and technical support for Chromebooks across 47 school locations and other facilities. 	<p>Excellent 30</p> <p>Good 22.5</p> <p>Fair 15</p> <p>Poor 7.5</p> <p>Unsatisfactory 0</p>
<p>CRITERION 3: Approach to Service Delivery</p> <p>The approach that the Proposer will use in providing the services</p> <ul style="list-style-type: none"> How well the Proposer's solution maximizes operational efficiencies and supports the District's goals; Does the Proposal demonstrate a thorough, effective, and beneficial plan for the services sought through this RFP; How the Proposer's proposed staffing plan serves the District's needs in terms of quantity and quality of the team members; and How well does the Proposal demonstrate their understanding of the District's goals to be achieved via this RFP? 	<p>Excellent 55</p> <p>Good 22.5</p> <p>Fair 15</p> <p>Poor 7.5</p> <p>Unsatisfactory 0</p>

Evaluation Criterion	Maximum Assigned Points
CRITERION 4: Approach to Accidental Damage Protection <ul style="list-style-type: none"> Does the Proposal demonstrate a thorough, effective, and beneficial ADP solution sought through this RFP? To what extent does the accidental damage protection program cover a diverse range of incidents, including drops, spills, and other forms of accidental damage? Does the ADP program offer sufficient coverage and protection levels to support the district's usage? How transparent and well-defined are the terms, limitations, and exclusions of the accidental damage coverage? 	Excellent 30 Good 22.5 Fair 15 Poor 7.5 Unsatisfactory 0
CRITERION 5: Quality of References <ul style="list-style-type: none"> To what extent does the Vendor's references demonstrate its ability to provide services under a Contract? How well do the Vendor's recent clients compare to the size of scope of the services the District is seeking? 	Excellent 30 Good 22.5 Fair 15 Poor 7.5 Unsatisfactory 0
Scored by LCS Purchasing Department	
CRITERION 6: COST POINTS	Points to be assigned per Section 3.3.2
Local Preference (Board Policy 6450) <ul style="list-style-type: none"> Leon County Vendors will receive 10 pts. Adjacent County Vendors will receive 5 pts. 	10
Small Business Certification (Board Policy 6325)	5

3.3.4 Score Computation: All scores will be calculated (sections scored by the Team will be averaged per criterion) and combined for a Grand Total Score.

3.3.5 Scoring Guidelines: The table below provides scoring guidelines to be used by the District's Evaluation Team members when allocating points:

Score	Score Description
Excellent	Exceeds expectations for effectiveness and responsiveness to the requirement. “Excellent” is defined as a proposal to a specific criterion that is extensive, detailed, exceeding all requirements and objectives of the solicitation, with the high probability of meeting the requirements with little or no risk to the School District. “Excellent” also demonstrates a complete understanding of the requirements, with the approach significantly exceeding performance and/or capability standards, has several exceptional strengths, shows no weaknesses, and will require normal contractor effort and project monitoring.
Good	Above minimum performance, effective and responsive to the requirement. “Good” is defined as a proposal which generally exceeds requirements in minor areas; therefore, has a good probability of meeting the requirements with little risk to the School District. “Good” also demonstrates a good understanding of the requirements, and the approach exceeds the performance or capability standards, with one or more strengths that will benefit the School District. Weaknesses will have little potential to cause a disruption of schedule, an increase in cost, or a degradation of performance. Normal contract effort and project monitoring will be required to overcome any difficulties.
Fair	Minimal acceptable performance standards and responsive to the requirement. “Fair” is defined as a proposal which generally meets the requirements. “Fair” demonstrates acceptable understanding of the requirements and the approach meets the performance or capability standards with no obvious strengths that will benefit the School District. Weaknesses will have the potential to cause a disruption of schedule, an increase in cost, or a degradation of performance. Special contractor emphasis and close monitoring will probably minimize any difficulties of risk.
Poor	Responsive to the requirement but below acceptable standards. “Poor” is defined as a proposal that demonstrates a limited understanding of the requirements, includes minor omissions, and the approach barely meets the performance or capability standards necessary for minimal contract performance. “Poor” demonstrates a misunderstanding of the requirements that may be corrected or resolved through discussions without a complete revision of the Proposal. Weaknesses can potentially cause some disruption of schedule, increase in cost, and/or degradation of performance even with special contractor emphasis and close project monitoring.
Unsatisfactory	Not responsive to requirement. “Unsatisfactory” is defined as a proposal not meeting the requirements without major revisions and proposes an unacceptable risk. “Unsatisfactory” demonstrates a misunderstanding of the requirements; the approach fails to meet performance or capability standard and contains major omissions and inadequate detail to assure the evaluator that the Proposer understands the requirement.

3.4 Advertising Notice of Board Decision

A Contract will be awarded to the Responsive and Responsible Vendor(s) who receive the highest Final Score, considering price and other requirements as set forth in Section 3.3. The District reserves the right to award one (1) or more Contracts, in whole, or for part, for the services sought in this RFP. The District reserves the right to accept or reject any and all offers, or separable portions, and to waive any Minor Irregularity, technicality, or omission if the District determines doing so will serve the best interest of the Board.

As in any competitive solicitation, the Board shall advertise a public notice of Board Decision when the Board has decided on the outcome of the solicitation including, but not limited to, a decision to award a Contract(s), reject all Proposals, or to cancel/withdraw the RFP.

The Notice of Board Decision will be advertised on or about the date shown in the Timeline and will remain posted for a period of 72 hours (Saturdays, Sundays, and District holidays shall be excluded in the computation of the 72-hour period).

3.5 No Prior Involvement and Conflicts of Interest

Any Proposer who participated through decision, approval, disapproval, recommendation, preparation of any part of the purchase, influenced the content of the solicitation, rendered advice, investigated, audited, or served in any other advisory capacity, is ineligible to participate in this solicitation.

Additionally, no Proposer shall compensate in any manner, directly or indirectly, any officer, agent, or employee of the District for any act or service which he/she may do, or perform for, or on behalf of, any officer, agent, or employee of the Proposer. No officer, agent, or employee of the District or Board shall have any interest, directly or indirectly, in any Contract or purchase made, or authorized to be made, by anyone for, or on behalf of, the Board. The Proposer shall have no interest, and shall not acquire any interest that shall conflict in any manner or degree with the performance of the services required under this RFP.

Certification and acceptance of this provision is incorporated in Attachment II, Required Provisions Certification.

3.6 Confidentiality, Proprietary, or Trade Secret Material

The District takes its public records responsibilities as provided under Chapter 119, F.S., and Article I, Section 24 of the Florida Constitution, very seriously. If the Proposer considers any portion of the documents, data, or records submitted in response to this solicitation to be confidential, trade secret, or otherwise not subject to disclosure under Chapter 119, F.S., the Florida Constitution, or other authority, the Proposer must also simultaneously provide the District with a separate redacted copy of its Proposal and briefly describe in writing the grounds for claiming exemption from the public records law, including the specific statutory citation for such exemption. This redacted copy shall contain the District's solicitation name, number, and the name of the Proposer on the cover, and shall be clearly titled "Redacted Copy." The redacted copy shall be provided to the District at the same time the Proposer submits its Proposal to the solicitation, and must only exclude or redact those exact portions which are claimed confidential, proprietary, or trade secret. The Proposer shall be responsible for defending its determination that the redacted portions of its response are confidential, trade secret, or otherwise not subject to disclosure. Further, the Proposer shall protect, defend, and indemnify the District for any and

all claims arising from or relating to Proposer's determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If the Proposer fails to submit a Redacted Copy with its Proposal, the District is authorized to produce the entire documents, data, or records submitted by the Proposer in answer to a public record request for these records. In no event shall the District, Board, or any of its employees or agents, be liable for disclosing, or otherwise failing to protect, the confidentiality of information submitted in response to this solicitation.

3.7 Small Business Participation

This RFP, in the evaluation phase, is subject to the small business development provisions specified in Board Policy 6325. If the Proposer is considering using subcontractors, the District highly encourages the use of small business vendors.

3.8 Local Business Preference

This RFP, in the evaluation phase, is subject to the local preference provisions specified in Board Policy 6450. If the Proposer is considering using subcontractors, the District highly encourages the use of local business vendors

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SECTION 4: Contract Terms and Conditions

4.1 Contract Modifications

During the term of the Contract, the District may unilaterally require changes (altering, adding to, or deducting from the specifications) provided such changes are within the general scope of this solicitation. The Contractor may request an equitable adjustment in the price(s) or delivery date(s) if the change affects the cost or time of performance. Such equitable adjustments require a formal contract amendment. The District shall provide written notice to the Bidder 30 days in advance of any Department-required changes to the technical specifications and/or scope of service, which affects the Bidder's ability to provide the service as specified herein. Any changes, other than purely administrative changes, will require a written change order or formal Contract amendment.

The District will authorize additional services on an individual basis. The District would jointly determine with the Contractor a "not to exceed" price for each additional project using the contractually established hourly rates.

4.2 Use by Other Public Agencies

Pursuant to their own governing laws, and subject to the agreement of the Contractor, other entities may be permitted to make purchases at the terms and conditions contained herein. Any such purchases are independent of the agreement between the District and Contractor, and the District shall not be a party to any transaction between the Contractor and any other purchaser.

The District hereby notifies interested parties that the Florida Department of Management Services purchasing agreements and state term contracts have been reviewed for the goods and services contemplated by this solicitation and the District has determined conducting our own solicitation is in our best interest.

4.3 Travel Expenses

The District shall not be responsible for the payment of any travel expenses incurred by Proposers due to this RFP or Contract.

4.4 E-Verify

Per Executive Order 11-116, "The provider agrees to utilize the U.S. Department of Homeland Security's E-Verify system, <https://e-verify.gov/employers>, to verify the employment eligibility of all new employees hired during the contract term by the Provider. The Provider shall also include a requirement in subcontracts that the subcontractor shall utilize the E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the contract term." Contractors meeting the terms and conditions of the E-Verify System are deemed to comply with this provision.

Beginning January 1, 2021, every public employer, contractor, and subcontractor shall register with and use the E-Verify system to verify the work authorization status of all newly hired employees. A public employer, contractor, or subcontractor shall not enter into a contract unless each party to the contract registers with and uses the E-Verify system per Section 448.095, F.S.

4.5 Subcontracts

The Contractor may, only with the prior written consent of the District, enter into written subcontracts for the delivery or performance of services as indicated in this RFP. Anticipated subcontract agreements known at the time of Proposal submission must be identified in the submitted Proposal using Attachment VII, Subcontracting Form. If a subcontract has been identified at the time of submission, a copy of the proposed subcontract must be submitted to the District. No subcontract, which the Contractor enters into concerning the performance of any of its functions under the Contract, shall in any way relieve the Contractor of any responsibility for the performance of its duties. All subcontractors, regardless of function, providing services on District property, shall comply with the District's security requirements, as defined by the Board, including background checks, compliance with Board Policy 2.021, the Jessica Lunsford Act, and all other Contract requirements. All payments to subcontractors shall be made by the Contractor.

If a subcontractor is utilized by the Contractor, the Contractor shall pay the subcontractor within seven (7) working days after receipt of full or partial payments from the District, per Section 287.0585, F.S. It is understood, and agreed that the District shall not be liable to any subcontractor for any expenses or liabilities incurred under the subcontract and that the Contractor shall be solely liable to the subcontractor for all expenses and liabilities under the Contract. Failure by the Contractor to pay the subcontractor within seven (7) working days will result in a penalty to be paid by the Prime Contractor to the subcontractor in the amount of one-half ($\frac{1}{2}$) of one percent (1%) of the amount due per day from the expiration of the period allowed herein for payment. Such penalty shall be in addition to actual payments owed and shall not exceed fifteen percent (15%) of the outstanding balance due.

4.6 Background Screening Requirements/Jessica Lunsford Act

Florida Statutes contain certain fingerprinting and/or screening requirements pertaining to all persons or entities entering into contracts with Schools, School Boards, School Districts, and Charter Schools who may have personnel who will be on school grounds when students may be present. Any individual who fails to meet the statutory requirements shall not be allowed on school grounds. Failure to comply with the statutory requirements will be considered a material default of this Contract. The Contractor shall bear all costs associated with background screening.

District Contact

Donald Kimbler

Leon County Schools Safety & Security

Monday-Friday (excluding District holidays), 8:00 a.m. – 5:00 p.m.

Phone: (850) 487-7293

Email: kimblerd@leonschools.net

4.7 Insurance

Below are the minimum insurance requirements the Contractor(s) must maintain:

- 4.7.1** General Liability: Limits not less than \$1,000,000 per occurrence for Bodily Injury/ Property Damage; \$1,000,000 General Aggregate. Limits not less than \$1,000,000 for Products/Completed Operations Aggregate.
- 4.7.2** Professional Liability/Technology Errors & Omissions: Limit not less than \$1,000,000 per occurrence covering services provided under this Contract.
- 4.7.3** Workers Compensation: Florida Statutory limits in accordance with Chapter 440, F.S.; Employer's Liability limits not less than \$100,000/\$100,000/\$500,000 (each accident/disease-each employee/disease-policy limit).
- 4.7.4** Auto Liability: Owned, Non-Owned and Hired Auto Liability with Bodily Injury and Property Damage limits of not less than \$1,000,000 Combined Single Limit. If Contractor does not own any vehicles, hired and non-owned automobile liability coverage in the amount of \$1,000,000 shall be accepted. In addition, an affidavit signed by the Contractor must be furnished to the District indicating the following: *"(Contractor Name) does not own any vehicles. In the event insured acquires any vehicles throughout the term of this agreement, insured agrees to provide proof of "Any Auto" coverage effective the date of acquisition"*. Acceptability of Insurance Carriers: The insurance policies shall be issued by companies qualified to do business in the State of Florida. The insurance companies must be rated at least A-VI by AM Best or Aa3 by Moody's Investor Service.
- 4.7.5** Verification of Coverage: Proof of insurance must be furnished within fifteen (15) days of award of the contract.
- 4.7.6** Required Conditions: Liability policies must contain the following provisions. In addition, the following wording must be included on the Certificate of Insurance:
- The School Board of Leon County, Florida, its members, officers, employees and agents are added as additional insured.
- All liability policies are primary of all other valid and collectable coverage maintained by the School Board of Leon County, Florida.
- Certificate Holder: The School Board of Leon County, Florida, 2757 W. Pensacola St. Tallahassee, FL 32303
- The School Board of Leon County, Florida reserves the right to review, reject or accept any required policies of insurance, including limits, coverage's or endorsements, herein throughout the term of this agreement.
- 4.7.7** Cancellation of Insurance: Vendors are prohibited from providing services under this Agreement with the District without the minimum required insurance coverage and must notify the District within two business days if required insurance is cancelled.

4.8 Copyrights, Right to Data, Patents, and Royalties

Where contracted activities produce original writing, sound recordings, pictorial reproductions, drawings, or other graphic representation and works of any similar nature, the District has the right to use, duplicate and disclose such materials in whole or in part, in any manner, for any purpose whatsoever and to have others acting on behalf of the District to do so.

The District shall have unlimited rights to use, disclose or duplicate, for any purpose whatsoever, all information and data developed, derived, documented, or furnished by the Proposer. All computer programs and other documentation produced as part of the Contract shall become the exclusive property of the District, and may not be copied or removed by any employee of the Contractor's without express written permission of the District.

The Contractor, without exception, shall indemnify, and save harmless the District, the Board, and its employees from liability of any nature or kind, including costs and expenses for or on account of any copyrighted, patented, or unpatented invention, process, or article manufactured or supplied by the Vendor. The Vendor has no liability when such claim is solely and exclusively due to the combination, operation, or use of any article supplied hereunder with equipment or data not supplied by the Contractor or is based solely and exclusively upon the District's alteration of the article. The District will provide prompt written notification of a claim of copyright or patent infringement, and will afford the Contractor the full opportunity to defend the action, and control the defense of such claim.

Further, if such a claim is made or is pending, the Contractor may, at its option and expense, procure for the District the right to continue the use of, replace, or modify the article to render it non-infringing. If none of the alternatives are reasonably available, the District agrees to return the article to the Contractor upon its request and receive reimbursement, fees, and costs, if any, as may be determined by a court of competent jurisdiction. If the Contractor uses any design, device, or materials covered by letter, patent or copyright, it is mutually agreed and understood without exception that the Contract prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work to be performed hereunder.

4.9 Independent Contractor Status

The Successful Proposer shall be considered an independent contractor in the performance of its duties, and responsibilities. The District shall neither have nor exercise any control or direction over the methods by which the Contractor shall perform its work and functions other than as provided herein. Nothing is intended to, nor shall be deemed to constitute, a partnership or a joint venture with the Contractor(s).

4.10 Contact with Students

No Contractor staff, subcontractors, suppliers, or anyone involved in any manner with providing goods or services under the Contract(s) shall have direct or indirect contact with students at school sites. A violation of this provision shall result in immediate termination of the offender and issuance of a trespass notice from the Board. The Contractor shall be responsible for ensuring compliance by all employees, independent

contractors, subcontractors, or other persons involved in any manner with providing goods or services under the Contract(s).

4.11 Assignment

The Contractor shall not assign its responsibilities or interests to another party without the prior written approval of the District. The Board shall, at all times, be entitled to assign or transfer its rights, duties, and obligations to another governmental entity of the State of Florida, upon giving written notice to the Contractor.

4.12 Force Majeure

Neither party shall be liable for loss or damage suffered as a result of any delay or failure in performance under the Contract or interruption of performance resulting directly or indirectly from acts of God, fire, explosions, earthquakes, floods, water, wind, lightning, civil or military authority, acts of public enemy, war, riots, civil disturbances, insurrections, strikes, or labor disputes.

4.13 Severability

The invalidity or unenforceability of any particular provision shall not affect the other provisions hereof and shall be construed in all respects as if such invalid or unenforceable provision was omitted, so long as the material purposes can still be determined and effectuated.

4.14 Reservation of Rights

The District reserves the exclusive right to make certain determinations regarding the service requirements. The absence of the District setting forth a specific reservation of rights does not mean that any provision regarding the services to be performed is subject to mutual agreement. The District reserves the right to make any and all determinations exclusively which it deems are necessary to protect the best interests of the District and the health, safety, and welfare of the District's employees, and of the general public which is served by the Board, either directly or indirectly, through these services.

4.15 Americans with Disabilities Act

The Proposer shall comply with the Americans with Disabilities Act (ADA). In the event of the Proposer's noncompliance with the non-discrimination clauses, the ADA, or with any other such rules, regulations, or orders, the Contract may be cancelled, terminated, or suspended in whole or in part, and the Proposer may be declared ineligible for further contracts.

4.16 Employment of District Personnel

The Contractor shall not knowingly engage, employ or utilize, on a full-time, part-time, or any other basis during the term of the Contract, any current or former employee of the District where such employment conflicts with Section 112.3185, F.S.

4.17 Legal Requirements

The applicable provisions of all federal, state, county, and local laws, and all ordinances, rules, and regulations shall govern development, submittal, and evaluation of all Proposals received in response to this RFP and shall govern any and all claims and disputes which may arise between a person(s) submitting a Proposal hereto and the Leon County School Board, by and through its officers, employees and authorized

representatives, or any other person, natural or otherwise; and lack of knowledge by any Contractor shall not constitute a cognizable defence against the legal effect thereof.

4.18 Conflict of Law and Controlling Provisions

The Contract, plus any conflict of law issue, shall be governed by the laws of the State of Florida. The venue for any legal proceedings will be Leon County, Florida

4.19 Default

If the awarded Proposer should breach the Contract(s) awarded, the Board reserves the right to seek all remedies in law and/or in equity.

4.20 Termination

4.20.1 Termination at Will

The Contract may be terminated by the District upon no less than 60 calendar days' notice and by the Contractor upon no less than 180 calendar days' notice, without cause, unless a lesser time is mutually agreed upon by both parties. Notice shall be delivered by certified mail (return receipt requested), by another method of delivery whereby an original signature is obtained, or in-person with proof of delivery.

4.20.2 Termination for Cause

___Performance issues will be handled per Section 2.12 of the RFP. In the event the Contractor's performance issues are not remedied or are so egregious as to cause damage to life, safety, or property, the District may terminate the Contract upon 24 hours' written notice to the Contractor. Notice shall be delivered by certified mail (return receipt requested), in-person with proof of delivery, or by another method of delivery whereby an original signature is obtained.

4.20.3 Termination for Unauthorized Employment

Violation of the provisions of Section 274A of the Immigration and Nationality Act shall be grounds for unilateral cancellation of the Contract.

4.20.4 Termination for Lack of Funds

In the event the funds to finance this Contract become unavailable, the District may terminate the Contract upon no less than 24 hours' notice, in writing, to the Contractor. Notice shall be delivered by certified mail (return receipt requested), in-person with proof of delivery, or by another method of delivery whereby an original signature is obtained. The District shall be the final authority as to the availability of funds.

4.20.5 Contract Termination Requirements

If at any time, the Contract is cancelled, terminated, or otherwise expires, and a Contract is subsequently executed with a contractor other than the Contractor or service delivery is provided by the District, the Contractor has the affirmative obligation to assist in the smooth transition of Contract services to the subsequent provider. This includes, but is not limited to, the timely provision of all Contract-related documents, information, and reports, not otherwise protected from disclosure by law to the replacing party.

4.21 Public Records

To the extent that information is utilized in the performance of the Contract(s) or generated as a result of it, and to the extent that information meets the definition of “public record,” as defined in Section 119.011(12), F.S., said information is recognized by the parties to be a public record and, absent a provision of law or administrative rule or regulation requiring otherwise, shall be made available for inspection and copying by any person upon request as provided in Chapter 119, F.S. The Contractor agrees to (a) keep and maintain public records required to perform the service; (b) upon request from the District’s custodian of public records, provide the District with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, F.S., or as otherwise provided by law; (c) ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Contract term and following completion of the Contract if the Contractor does not transfer the records to the District; and (d) upon completion of the Contract, transfer, at no cost, to the District all public records in possession of the Contractor or keep and maintain public records required by the District to perform the service. If the Contractor transfers all public records to the District upon completion of the contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Contract, the Contractor shall meet all applicable requirements for retaining public records.

All records stored electronically must be provided to the District, upon request from the District’s custodian of public records or Contract Manager, in a format that is compatible with the information technology systems of the District. Unless a greater retention period is required by state or federal law, all documents pertaining to the program contemplated by this RFP shall be retained by the Proposer for five (5) years after the termination of the resulting contract or longer as may be required by any renewal or extension of the Contract. The District may unilaterally cancel the Contract for refusal by the Proposer to allow public access to all documents, papers, letters, or other material made or received by the Proposer in conjunction with the Contract unless the records are exempt from Section 24(a) of Art. I of the State Constitution and either Sections 119.07(1), or 119.071, F.S.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CONTRACTOR’S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS, JULIE JERNIGAN, AT jerniganj@leonschools.net, (850)487-7363, 520 S. Appleyard Dr., Tallahassee, FL 32304.

4.22 Indemnification

The Contractor shall be liable and agrees to be liable for, and shall indemnify, defend, and hold the District, Board, its employees, agents, officers, heirs, and assignees harmless from any and all claims, suits, judgments, or damages including court costs and attorney's fees arising out of intentional acts, negligence, or omissions by the Contractor, or its employees or agents, in the course of the operations of the Contract, including any claims or actions brought under Title 42 USC §1983, the Civil Rights Act.

4.23 Disputes

Any dispute concerning the performance of the terms of the Contract shall be resolved informally by the Contract Manager. Any dispute that cannot be resolved informally shall be reduced to writing and delivered to the District's Assistant Superintendent of Business Services, or designee. The District's Assistant Superintendent of Business Services, or designee, shall decide the dispute, reduce the decision to writing, and deliver a copy to the parties, the Contract Managers, and the District's Contract Administrator.

4.24 Federal Terms and Conditions

For any solicitation that involves, receives or utilizes Federal funding, the following terms and conditions shall be considered a part of the solicitation and resulting Contract and the Vendor accepts and acknowledges that it is and will continue to be in compliance with said terms and conditions for the term of the awarded Contract:

- a. Equal Employment Opportunity (2 CFR Part 200.326(C)): All vendors, contractors, and subcontractors must comply with Executive Order 11246, entitled "Equal Employment Opportunity" as amended by Executive Order 11375, implementing regulations at 41 CFR Part 60. Applies to all construction contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3.
- b. Copeland "Anti-Kickback" Act (2 CFR Part 200.326(D)): All vendors, contractors, and subcontractors must comply with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145) as Bacon Act (2 CFR Part 200.326(D)): All vendors, contractors, and subcontractors must comply with supplemented in Department of Labor regulations (29 CFR part 3). Applies to all contracts and sub grants for construction or repair.
- c. Davis- the Davis-Bacon Act (40 U.S.C. 3141-3144 and 3146-3148) as supplemented by Department of Labor regulations (29 CFR part 5). Applies to all prime construction contracts in excess of \$2,000 awarded by the District and sub grantees when required by Federal grant program legislation.
- d. Contract Work Hours & Safety Standards Act (2 CFR Part 200.326(E)): All vendors, contractors, and subcontractors must comply with 40 U.S.C. 3702 and 3704 of the Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708) as supplemented by Department of Labor regulations (29 CFR part 5). Applies to all applicable contracts awarded by the District and sub grantees in excess of \$100,000 that involve the employment of mechanics or laborers.
- e. Access to Records (2 CFR Part 200.336): All vendors, contractors, and subcontractors shall give access to the School Board of Leon County, the appropriate Federal agency, Inspectors General, the Comptroller General of the United States, or any of their duly authorized representatives to any books,

documents, papers and records of the vendor which is directly pertinent to this specific solicitation for the purpose of making audit, examination, excerpts and transcripts.

- f. Rights to Inventions Made Under a Contract or Agreement (2 CFR Part 200.326 (F)): The recipient or subrecipient must comply with the requirements of 37 CFR Part 401 and any implementing regulations issued by the awarding agency. Applies to Federal awards meeting the definition of “funding agreement” under 37 CFR §401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business Contractor or non-profit organization.
- g. Clean Air Act (2 CFR 200.326(G)): All vendors, contractors, and subcontractors must comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q), and the Federal Water pollution Control Act as amended (33 U.S.C. 1251-1387). Applies to contracts, subcontracts and sub grants for amounts in excess of \$150,000.
- h. Energy Efficiency (2 CFR 200.326(H)): All vendors, contractors, and subcontractors must comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6201).
- i. Federal Debarment Certification (2 CFR Part 200.326(I)): Certification regarding debarment, suspension, ineligibility, and voluntary exclusion as required by Executive Orders 12549 and 12689, Debarment and Suspension; and in accordance with 2 CFR Part 180, Section 300.
 - 1. The prospective lower tier participant certifies, by submission and signature of this Proposal, that neither it, nor its principals, its agents or its representatives are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
 - 2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this Proposal.
- j. Anti-Lobbying Certification (2 CFR Part 220.326(J)): Certification regarding use of Federal funds as required by Byrd Anti-Lobbying Amendment 31 U.S.C. 1352. This provision applies to varied at or above \$100,000.
 - 1. The Contractor certifies, by submission and signature of their Proposal, that during the term and after the awarded term of all contracts resulting from this procurement, it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment 31 U.S.C. 1352, including that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352.
 - 2. Where funds other than Federal appropriated funds are used for such purpose in connection with obtaining any Federal award, the Contractor must disclose same.
- k. Procurement of recovered materials (2 CFR §200.322): The non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. Applies to items

where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000.

- I. Records Retention: (2 CFR §200.333): Financial records, supporting documents, statistical records and all other non-Federal entity records pertinent to a Federal award must be retained for a period of three years from the date of submission of the quarterly or annual financial report, respectively, as reported to the Federal awarding agency or pass-through entity in the case of a subrecipient.

4.25 Anti-Discrimination

No person shall, on the basis of sex (including transgender, gender nonconforming, and gender identity), marital status, sexual orientation, race, religion, ethnicity, national origin, age, color, pregnancy, disability, military status, or genetic information be excluded from participation in, be denied the proceeds or benefits of, or be otherwise subjected to, discrimination in the performance of this Contract.

4.26 Discriminatory Vendor List

Per the provisions of 287.134(2)(a), F.S. "An entity or affiliate who has been placed on the discriminatory vendor list may not submit a bid on a contract to provide any goods or services to a public entity, may not submit a bid on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity." The Vendor certifies, by submission and signature of their Proposal, that neither the Proposer, nor its principal Vendor, agent or representative is presently on the discriminatory vendor list, or otherwise precluded by Section 287.134, F.S. from participating in this Contract.

4.27 Public Entity Crime & Convicted Vendor List

Per the provisions of 287.133 (2)(a), F.S. "a person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid, proposal or reply on a contract to provide any goods or services to a public entity, may not submit a bid, proposal or reply on a contract with a public entity for the construction or repair of a public building or public work, may not submit bids, proposals or replies on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, F.S. for Category Two for a period of 36 months from the date of being placed on the convicted vendor list. The Vendor certifies, by submission and signature of their Proposal, that neither the Proposer, nor its principal, agent, or representative is presently debarred, suspended, proposed for debarment, declared ineligible, voluntarily excluded from participation in this transaction or otherwise precluded by Section 287.133, F.S. from participating in this Contract.

4.28 Scrutinized Companies Certification

The Proposer certifies they are not listed on the Scrutinized Companies that Boycott Israel List, created under Section 215.4725, F.S., and they are not currently engaged in a boycott of Israel. If the Contract exceeds \$1,000,000 in total (not including renewal years), the Proposer certifies that it is not listed on either the Scrutinized Companies with Activities in Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List created under Sections 215.473 and 215.4725, F.S., and further certifies they are not engaged in business operations in Cuba or Syria as stated in Section 287.135(2)(b)2, F.S. Per

Sections 287.135(5) and 287.135(3), F.S., the Proposer agrees the Board may immediately terminate the Contract for cause if the Proposer is found to have submitted a false certification or if the Proposer is placed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or has engaged in business operations in Cuba or Syria during the term of the Contract. Any company that submits a Proposal for a contract or upon execution or renewal of a contract with an agency or local governmental entity for goods or services of any amount must certify that the company is not participating in a boycott of Israel.

4.29 Vendor Interests

Per Section 287.05701, F.S., the Board will not consider a Vendor's social, political, or ideological interests when determining if a vendor is considered responsible. Nor will the Board provide a preference based on a vendor's social, political, or ideological beliefs. The Board will not request nor shall a Proposer be expected to provide documentation of its social, political, or ideological interests or those of its employees.

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SECTION 5: Definitions

In this RFP, the following words and expressions have the definitions below, unless the context otherwise clearly leads to a different interpretation.

Adjacent County	Any private independent vendor whose county abuts Leon County and has been licensed at least six (6) months preceding the bid or proposal opening, as required by local, State, and Federal law, to provide the goods and services to be purchased.
Business Day	Any weekday in Florida, excluding Saturdays, Sundays, and District-observed holidays.
Contract	The written agreement entered by the Board and Contractor(s) resulting from the award of this solicitation for the delivery of the goods or services described herein.
Contract Manager	The District representative, or their designee, whose responsible for oversight of the resulting Contract including performance monitoring and certification of invoices for payment.
District/Board (LCSB)	Leon County School District, with the Leon County School Board serving as the Governing Board and contracting entity
Mandatory Responsiveness Requirements	Terms, conditions, and requirements that must be met by the Proposer to be considered responsive to this solicitation.
Material Deviation(s)	A deviation which, in the District's sole discretion, is not in substantial accordance with the requirements herein, provides a significant competitive advantage to one Proposer over other Proposers, has a potentially substantial effect on the quantity or quality of items proposed, services proposed, or cost to the District.
Minor Irregularity	A variation from the requirements herein that does not give the Proposer a substantial competitive advantage or benefit not enjoyed by other Proposers and does not adversely impact the interests of the District.
Proposer	A legally qualified corporation, partnership, or other business entity that submits a Proposal to the District in response to this RFP. This term differs from suppliers, which refers to the marketplace at large.
Responsible Proposer	A Proposer who can fully perform all aspects of the Contract Requirements and has the integrity and reliability to ensure good faith performance.
Responsive Proposal	A Proposal, submitted by a Responsible Proposer, which conforms to all material aspects of this RFP.
Subcontract	An agreement between the Contractor and any other person or organization, in which that person or organization agrees to perform any duties on the Contractor's behalf under the Contract. The Successful Proposer is not relieved of its duties under the Contract when it enters a Subcontract.
Successful Proposer(s) or Contractor	The Proposer(s) who is awarded the Contract(s) to deliver the goods or provide the services sought in this RFP.

Attachment I
Cost Proposal Form

The District requires that demo units be available for a 60-day period upon request.

Chromebook Device Minimum Required Specifications	Proposed Chromebook Unit Model Description	Per Unit Cost with 4-Year Extended Warranty including Battery	Per Unit Cost with 4-Year Extended Warranty including Battery & 4-Year Accidental Damage Protection
Screen: 11.6" 1366x768 Operating System: Chrome OS RAM: 4 GB Storage: 32 GB eMMC Features: 180° hinge, USB-C charging Auto Update Expiration (AUE) Date: June 2029 or later (June 2030 preferred)		\$ _____	\$ _____
Additional Products, Licenses, and Services	Per Unit Cost		
Clear Protective Case	\$ _____		
ChromeOS Management License	\$ _____		
White Glove Services	\$ _____		
Optional: Logo Etching	\$ _____		

Company Name

FEIN

Authorized Representative Name (Printed)

Authorized Representative Title

Authorized Representative Signature

Date

Attachment II

Required Provisions Certifications

1. Business/Corporate Experience

This is to certify that the Proposer:

- a. Is duly licensed in the State of Florida and;
- b. Has a minimum of five (5) years continuous experience in implementing and providing distribution, support, and maintenance services of comparable technology to clients of a similar size and scope as LCSB;
- c. Has successfully implemented and provided distribution, support, and maintenance services of comparable technology to at least three (3) accounts of a similar size and scope as the District, preferably in the public sector.

2. Prime Vendor

This is to certify that the Successful Proposer will act as the Prime Contractor to the District for all services provided under the Contract(s).

3. Meets Legal Requirements

This is to certify that the Proposer's Proposal and all services provided under the Contract will be compliant with all laws, rules, and other authority applicable to providing the services including, but not limited to, Florida's Open Government laws (Article I, Section 24, Florida Constitution, Chapter 119, F.S.) and Chapter 119, F.S.), Section 218.39, Florida Statutes, (F.S.) as defined in Chapter 10.800, Rules of the Auditor General..

4. Financial Disclosure

This is to certify that the Proposer has disclosed in their Proposal all suspensions, revocations, bankruptcies, judgements, or liens in the last five (5) years.

5. Federal Debarment

This is to certify that neither the Proposer, nor its principles, is currently disbarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from participation in this solicitation by any Federal department or agency.

6. Conflict of Interest

Per Section 1001.42(12)(i), F.S., this certifies that no member of the Leon County School Board or the Superintendent has any financial interest in the Proposer whatsoever.

7. Statement of No Inducement

This is to certify that no attempt has been made or will be made by the Proposer to induce any other person or Contractor to submit or not to submit a Proposal with regards to this RFP. Furthermore, this is to certify that the Proposal contained herein is submitted in good faith and not subject to any agreement or discussion with, or inducement from, any Contractor or person to submit a complementary or other non-competitive Proposal.

8. Statement of Non-Disclosure

This is to certify that none of the contents of this Proposal have been disclosed before award, directly or indirectly, to any other Proposer or competitor.

9. Statement of Non-Collusion

This is to certify that the proposed costs in this Proposal have been arrived at independently, without consultation, communications, or agreement as to any matter relating to such costs with any other Proposer or with any competitor and not to restrict competition.

10. Scrutinized Companies Certification

The Proposer certifies they are not listed on the Scrutinized Companies that Boycott Israel List, created under Section 215.4725, F.S., and they are not currently engaged in a boycott of Israel. If the resulting Contract exceeds \$1,000,000.00 in total, not including renewal years, the Proposer certifies that they are not listed on either the Scrutinized Companies with Activities in Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List created under Sections 215.473, F.S., and 215.4725, F.S., and further certifies they are not engaged in business operations in Cuba or Syria. In compliance with Sections 287.135(5), F.S., and 287.135(3), F.S., the Proposer agrees the District may immediately terminate the resulting Contract for cause if the Proposer is found to have submitted a false certification or if the Proposer is placed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or has engaged in business operations in Cuba or Syria during the term of the Contract. Any company that submits a bid or proposal for a contract, or intends to enter into or renew a contract with an agency or local governmental entity for commodities or services, of any amount, must certify that the company is not participating in a boycott of Israel.

By signing this certification below, the Authorized Representative affirms they have the authority to bind the Proposer and acknowledges and affirms the statements above.

STATE OF FLORIDA _____

COUNTY OF _____ **Authorized Representative (Print)** **Authorized Representative (Signature)**

The foregoing instrument was acknowledged before me by means of ☐ physical presence or ☐ online notarization this _____ day of _____, 20____, by _____ (name of authorized representative) as _____ (position title) for _____ (Vendor Name).

Notary Signature

(NOTARY SEAL)

Name of Notary (Typed, Printed, or Stamped)

Personally Known ____ OR Produced Identification ____ Type of Identification _____

Attachment III
Notice of Conflict of Interest

Company Name: _____ [Proposers shall complete either Section 1 or Section 2]

Solicitation Number: RFP 245-2024

To participate in this solicitation process and comply with the provisions of Chapter 112.313, Florida Statutes, the undersigned corporate officer hereby discloses the following information to the Leon County School Board.

Section 1

I hereby certify that no official or employee of the School Board requiring the goods or services described in these specifications has a material financial interest in this company.

Authorized Representative (Signature)

Authorized Representative (Print)

Section 2

I hereby certify that the following named Leon County School Board official(s) and employee(s) have a material financial interest(s) (over 5%) in this company, and they have filed Conflict of Interest Statements with the Leon County Supervisor of Elections, before the Proposal Opening.

Name	Title/Position	Date of Filing
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Authorized Representative (Signature)

Authorized Representative (Print)

Date

Attachment IV Proposer Contact Information

The Proposer shall identify the contact information for solicitation and contractual purposes via the requested fields in the table below.

	For solicitation purposes, the Proposer's representative shall be:	For contractual purposes, should the Proposer be awarded, the Proposer's representative shall be:
Name:		
Title:		
Street Address:		
City, State, Zip code		
Telephone: (Office)		
Telephone: (Cell)		
Email:		

Company Name	Authorized Representative (Signature)	Date
FEIN #	Authorized Representative (Printed)	

Attachment V Proposer's Reference Form

In the spaces provided below, the Proposer shall list all names under which it has operated during the past five (5) years.

On the following pages, the Proposer shall provide the information indicated for three (3) separate and verifiable references. The references listed must be for businesses or government entities for whom the Proposer has provided services of similar scope and size to the services identified in the RFP. The same reference may not be listed for more than one (1) organization and confidential references shall not be included. In the event, the Proposer has had a name change since the time work was performed for a listed reference, the name under which the Proposer operated at that time must be provided in the space provided for the Proposer's Name.

References that are listed as subcontractors in the response will not be accepted as references under this solicitation. Additionally, References shall pertain to current and ongoing services or those that were completed before January 1, 2023. References shall not be given by:

- Persons employed by the District within the past three (3) years.
- Persons currently or formerly employed or supervised by the Proposer or its affiliates.
- Board members within the Proposer's organization.
- Relatives of any of the above.

References must be signed and notarized to be accepted.

Additionally, the District reserves the right to contact references other than those identified by the Proposer to obtain additional information regarding past performance.

Proposer's Reference Form

Reference #1

Proposer Name: _____

Reference Company Name: _____

Address: _____

Primary Contact Person: _____ Alternate Contact Person: _____

Primary Contact Title: _____ Alternate Contact Title: _____

Primary Contact Phone: _____ Alternate Contact Phone: _____

Primary Contact Email: _____ Alternate Contact Email: _____

Contract Performance Period: _____ Location of Services: _____

Brief description of the services performed for this reference:

Overall contract performance: ☐ Poor ☐ Fair ☐ Adequate ☐ Good ☐ Excellent

Would you contract with this vendor again? Yes _____ No _____

Primary Reference Contact Signature

Date

The foregoing instrument was acknowledged before me by means of ☐ physical presence or ☐ online notarization this _____ day of _____, 20____, by _____ (name of authorized representative) as _____ (position title) for _____ (company name).

Notary Signature

(NOTARY SEAL)

Name of Notary (Typed, Printed, or Stamped)

Personally Known ☐ **OR** Produced Identification ☐ Type of Identification _____

Proposer's Reference Form

Reference #2

Proposer Name: _____

Reference Company Name: _____

Address: _____

Primary Contact Person: _____ Alternate Contact Person: _____

Primary Contact Title: _____ Alternate Contact Title: _____

Primary Contact Phone: _____ Alternate Contact Phone: _____

Primary Contact Email: _____ Alternate Contact Email: _____

Contract Performance Period: _____ Location of Services: _____

Brief description of the services performed for this reference:

Overall contract performance: ☐ Poor ☐ Fair ☐ Adequate ☐ Good ☐ Excellent

Would you contract with this vendor again? ☐ Yes ☐ No

Primary Reference Contact Signature

Date

The foregoing instrument was acknowledged before me by means of ☐ physical presence or ☐ online notarization this _____ day of _____, 20____, by _____ (name of authorized representative) as _____ (position title) for _____ (company name).

Notary Signature

(NOTARY SEAL)

Name of Notary (Typed, Printed, or Stamped)

Personally Known ☐ **OR** Produced Identification ☐ Type of Identification _____

Attachment VI
Local Preference Affidavit

To qualify for the Local Vendor Preference, a Proposer must have a physical location in Leon County (or an Adjacent County), employ at least one (1) person at that location, and have been licensed, as required, for at least six (6) months before the Proposal Opening. The Proposer should have 200 employees or less and less than \$5,000,000 in adjusted gross income. The Proposer, on a day-to-day basis, should provide the goods/services provided under this Contract substantially from the local business address. Post Office boxes are not acceptable for purposes of obtaining this preference.

By completing this Affidavit, the Proposer affirms that it is a local or Adjacent County Business, as defined by Board Policy 6450.

Please complete the following in support of the self-certification:

Proposer Name: _____

Physical Address: _____

County: _____

Phone of Local Location: _____

Length of Time at this Location: _____ **# of Employees at this Location:** _____

Is your business certified as a Small Business Enterprise (SBE) through Leon County Schools? _____

STATE OF FLORIDA

COUNTY OF _____

Authorized Representative (Print)

Authorized Representative (Signature)

The foregoing instrument was acknowledged before me by means of ☐ physical presence or ☐ online notarization this _____ day of _____, 20____, by _____ (name of authorized representative) as _____ (position title) for _____ (company name).

Notary Signature

(NOTARY SEAL)

Name of Notary (Typed, Printed, or Stamped)

Personally Known ☐ **OR** Produced Identification ☐ Type of Identification _____

Attachment VII
Subcontracting Form

The Proposer shall complete the information below on all subcontractors that will be providing services to the Proposer to meet the requirements of the Contract, should the Proposer be awarded. Submission of this form does not indicate the District's approval of such subcontractor(s), but provides the District with information on proposed subcontractors for review.

Complete a separate sheet for each subcontractor.

Prime Proposer Name: _____

Type/Description of Goods or Service Subcontractor will provide:

Subcontractor Company Name: _____ FEIN: _____

Contact Person: _____ Contact Phone Number: _____

Address: _____

Email address: _____

Currently Registered as a Small Business Yes _____ No _____
Enterprise (SBE) with Leon County Schools?

Local Proposer per PO6450? Yes _____ No _____

In a job description format, identify the responsibilities and duties of the subcontractor based on the specifications or scope of services outlined in this solicitation.

Attachment VIII

Drug-Free Workplace Certification

The undersigned Proposer, in accordance with Section 287.087, F.S. hereby certifies that

Name of Business

does:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counselling, rehabilitation, employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in Paragraph 1.
4. In the statement specified in Paragraph 1, notify the employees that, as a condition of working on the commodities or contractual services that are under proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of Paragraphs 1 thru 5.

As the person authorized to sign this statement, I certify that this Contractor complies fully with the above requirements.

Signature of Authorized Officer _____

Date _____

Attachment IX

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion

AD-1048

Lower Tier Covered Transactions

The following statement is made in accordance with the Privacy Act of 1974 (5 U.S.C. § 552a, as amended). This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, and 2 C.F.R. §§ 180.300, 180.335, Participants' responsibilities. The regulations were amended and published on August 31, 2005, in 70 Fed. Reg. 51865-51880. Copies of the regulations may be obtained by contacting the Department of Agriculture agency offering the proposed covered transaction.

According to the Paperwork Reduction Act of 1995 an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0505-0027. The time required to complete this information collection is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The provisions of appropriate criminal, civil, fraud, privacy, and other statutes may be applicable to the information provided.

(Read instructions on page two before completing certification.)

- A. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency;
- B. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

ORGANIZATION NAME	PR/AWARD NUMBER OR PROJECT NAME
NAME(S) AND TITLE(S) OF AUTHORIZED REPRESENTATIVE(S)	
SIGNATURE(S)	DATE

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the responsible agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint \(https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer\)](https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442.

Instructions for Certification

- (1) By signing and submitting this form, the prospective lower tier participant is providing the certification set out on page 1 in accordance with these instructions.
- (2) The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension or debarment.
- (3) The prospective lower tier participant shall provide immediate written notice to the person(s) to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
- (4) The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549, at 2 C.F.R. Parts 180 and 417. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.
- (5) The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
- (6) The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- (7) A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the System for Award Management (SAM) database.
- (8) Nothing contained in the foregoing shall be construed to require establishment of a system of records to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
- (9) Except for transactions authorized under paragraph (5) of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Attachment X

CERTIFICATION REGARDING LOBBYING

CERTIFICATION FOR CONTRACTS, GRANTS, AND COOPERATIVE AGREEMENTS

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

1. No Federal appropriated-funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of congress, or an employee of a member of congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal-appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, Disclosure Form to Report Lobbying, in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-contracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

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

By _____

Date: _____

(Signature of Official (Executive Director) Authorized to Sign Application)

By _____

Date: _____

(Signature of Official (Chief Financial Officer) Authorized to Sign Application)

For _____

Name of Grantee

Title of Grant Program

Disclosure of Lobbying Activities

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

1. Type of Federal Action: a. contract ____ b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	2. Status of Federal Action: a. bid/offer/application ____ b. initial award c. post-award	3. Report Type: a. initial filing ____ b. material change For material change only: Year ____ quarter ____ Date of last report ____
4. Name and Address of Reporting Entity: ____ Prime ____ Subawardee Tier____, if Known: Congressional District, if known:		5. If Reporting Entity in No. 4 is Subawardee, Enter Name and Address of Prime: Congressional District, if known:
6. Federal Department/Agency:	7. Federal Program Name/Description: CFDA Number, if applicable: _____	
8. Federal Action Number, if known:	9. Award Amount, if known: \$	
10. a. Name and Address of Lobbying Registrant <i>(if individual, last name, first name, MI):</i>	b. Individuals Performing Services (including address if different from No. 10a) <i>(last name, first name, MI):</i>	

11. Information requested through this form is authorized by Title 31 U.S.C. Section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature: _____

Print Name: _____

Title: _____

Telephone No.: _____ Date: _____

INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

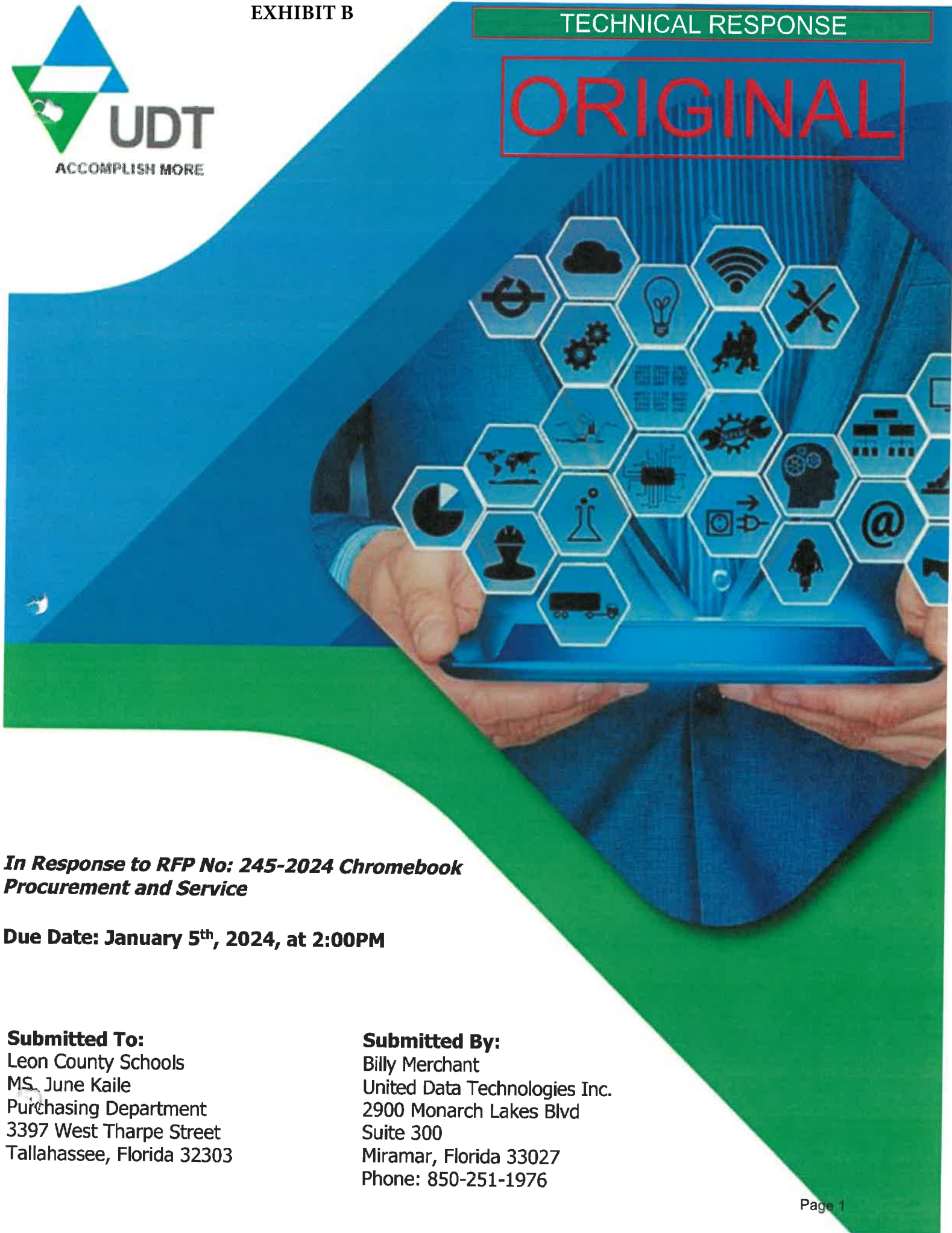
This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a follow up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitations to Bid (ITB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Included prefixes, e.g., "RFP-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.

(b) Enter the full names of the individual(s) performing services, and include full address if different from 10(a). Enter Last Name, First Name, and Middle Initial (MI).
11. The certifying official shall sign and date the form; print his/her name, title, and telephone number.



ORIGINAL



***In Response to RFP No: 245-2024 Chromebook
Procurement and Service***

Due Date: January 5th, 2024, at 2:00PM

Submitted To:
Leon County Schools
MS. June Kaile
Purchasing Department
3397 West Tharpe Street
Tallahassee, Florida 32303

Submitted By:
Billy Merchant
United Data Technologies Inc.
2900 Monarch Lakes Blvd
Suite 300
Miramar, Florida 33027
Phone: 850-251-1976

ORIGINAL



***In Response to RFP No: 245-2024 Chromebook
Procurement and Service***

Due Date: January 5th, 2024, at 2:00PM

Submitted To:

Leon County Schools
Ms. June Kaile
Purchasing Department
3397 West Tharpe Street
Tallahassee, Florida 32303

Submitted By:

Billy Merchant
United Data Technologies Inc.
2900 Monarch Lakes Blvd
Suite 300
Miramar, Florida 33027
Phone: 850-251-1976

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Addendum 1

UDT acknowledges and agrees with Addendum 1



**ADDENDUM #001
RFP 245-2024
Chromebook Procurement and Services**

Date: December 18, 2023

Solicitation: RFP 245-2024 Chromebook Procurement and Services

Proposals Due: January 5, 2024, at 2:00 P.M. EST

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Please be advised that the changes below are applicable to the original specifications of the above-referenced solicitation. Added or new language to the RFP is highlighted in yellow, while deleted language has been stricken.

Change #1:

Revises Section 2.4.1

Chromebook Specifications Minimum Requirements

- a. All devices must be new and not refurbished. Proposers submitting proposals for one or more models must meet the minimum specifications outlined. ~~Operating System: Chrome OS~~
 - Screen: 11.6" 1366x768
 - Operating System: Chrome OS
 - Network: Wi-Fi Connectivity
 - RAM: 4 GB
 - Storage: 32 GB eMMC
 - Features: 180° hinge, USB-C charging
 - Auto Update Expiration (AUE) Date: June 2029 or later (June 2030 preferred)

Change #2:

Revises Section 2.4.4

Comprehensive Setup and Installation "White Glove Services" Minimum Requirements:

- Un-palpatize, unbox, and inspection of devices
- Disposal of packing materials
- Power-on testing and RMA processing for any damaged or DOA units
- Update devices to latest stable OS
- Enrollment into customer specified G-Suite Domain
- Asset tagging with customer-approved tags
- Entry into asset management system
- Electronic delivery manifest of all relevant information
- Installation of protective cases
- Inside delivery to designated rooms in a ready to use state
- Optional etching of District logo & phone number onto device



**ADDENDUM #001
RFP 245-2024
Chromebook Procurement and Services**

Date: December 18, 2023

Solicitation: RFP 245-2024 Chromebook Procurement and Services

Proposals Due: January 5, 2024, at 2:00 P.M. EST

Failure to file a protest within the time prescribed in Section 120.57(3), Florida Statutes, or failure to post the bond or other security required by law within the time allowed for filing a bond shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

Please be advised that the changes below are applicable to the original specifications of the above-referenced solicitation. Added or new language to the RFP is highlighted in yellow, while deleted language has been stricken.

Change #1:

Revises Section 2.4.1

Chromebook Specifications Minimum Requirements

- a. All devices must be new and not refurbished. Proposers submitting proposals for one or more models must meet the minimum specifications outlined. ~~Operating System: Chrome OS~~
- Screen: 11.6" 1366x768
 - Operating System: Chrome OS
 - Network: Wi-Fi Connectivity
 - RAM: 4 GB
 - Storage: 32 GB eMMC
 - Features: 180° hinge, USB-C charging
 - Auto Update Expiration (AUE) Date: June 2029 or later (June 2030 preferred)

Change #2:

Revises Section 2.4.4

Comprehensive Setup and Installation "White Glove Services" Minimum Requirements:

- Un-palutize, unbox, and inspection of devices
- Disposal of packing materials
- Power-on testing and RMA processing for any damaged or DOA units
- Update devices to latest stable OS
- Enrollment into customer specified G-Suite Domain
- Asset tagging with customer-approved tags
- Entry into asset management system
- Electronic delivery manifest of all relevant information
- Installation of protective cases
- Inside delivery to designated rooms in a ready to use state
- Optional etching of District logo & phone number onto device

Change #3:**Adds Attachment A - Customer-Designated Locations for Pickup and Return Service****Change #4:****Adds Attachment B - Historical Repair Information**

This Addendum provides the Board's written answers to the timely written questions received.

Question	Answer
1. To confirm, these Chromebooks are WIFI only correct?	The Chromebooks are only required to have Wi-Fi connectivity.
2. We can provide the equipment and white glove service at no cost with a monthly or annual subscription of unlimited data so that the children can be productive even if WIFI is not available. Could we still submit a response to the bid even if to get the Chromebooks @ \$0.00 there would have to be some sort of very low cost monthly or annual subscription?	The District will consider Proposals submitted per Section 1.4 of the RFP.
3. Where can I find the 47 school locations where the work is needed.	Attachment A provides the addresses of school locations. All services must be completed prior to Chromebook delivery to schools. Chromebooks MUST always be delivered in a ready-to-use state. Except for initial deliveries and weekly pickups and returns for repairs the Awardee will not have a presence on school grounds. No work will be conducted at the school. The White Glove Services and continuous four-year repair work will be carried out off-site at the vendor's facility and then delivered to the schools when complete.
4. What is the quantity needed for the Chromebooks.	The Board intends to purchase 35,000 Chromebooks.
5. Please clarify regarding the Inside delivery to designated rooms. Is this per Chromebook? Or per pallet is needed?	In the spring, the District will collaborate with each school to create a site-specific delivery plan. The District will furnish the Awardee with the quantity of Chromebooks and the corresponding room locations for each school. Some schools may choose to consolidate the delivery in a central location, such as a gym, cafeteria, or media center. Alternatively, other schools may prefer direct delivery to classrooms. In such cases, the District will require schools to choose either 18 or 24 Chromebooks per classroom to maintain consistency. Devices should be delivered in reusable multi-pack storage containers or boxes.
6. Can you be more specific about the type of Clear Case you need? Do you need a hard case? Or a soft case?	Cases should be hardened and have a strong resistance to impacts and pressure. Students in grades 6-12 carry the Chromebooks in their backpacks.
7. What is the quantity needed for the Chromebook Procurement and Services RFP 245-2024?	Please see the answer to Question #4.
8. Please provide us with school map where the configuration, installation, and technical support for Chromebooks across 47 school is needed?	Please see the answer to Question #3.
9. We just had a quick question about the screen size of the Chromebooks since that would affect the warranty costs.	Please see Change # 1.

Question	Answer
10. Would an established service center outside of Leon County with 1 day delivery time and daily shipments to and from the District be a suitable substitution to the "in-county" requirement?	No, the District requires that our Chromebooks remain in-county for repairs.
11. Please specify what constitutes "specific no-charge repairs."	Except for missing screws, if a Chromebook undergoes repairs that don't necessitate the use of parts, there should be no associated cost or ADP usage penalty. While this list doesn't cover all possible scenarios, examples of such repairs include reloading a damaged operating system, factory resetting hardware, or reseating a loose cable or circuit board.
12. Will the 35,000 devices be deployed via roll-out of single shipment?	Deliveries to schools are scheduled to begin on June 3, 2024, and must be completed by July 25, 2024. It is neither mandatory nor preferable for all schools to receive devices on the same day. The District will collaborate with the Awardee and schools to schedule deliveries. Deploying one or two schools per day is acceptable, provided that all schools are finalized by the final due date. It's noteworthy that the District operates on a 4-day workweek during the summer, with no Friday deliveries. The coordination of deliveries between manufacturers and the service center for deployment preparation will be managed by the Awardee. The Awardee should promptly place the order with manufacturers, begin to receive devices, and initiate White Glove Services upon contract execution.
13. Is this an all or none bid? Would you accept vendors providing Clear protective clamshell cases only?	The District will not consider procuring cases separately.
14. Would Leon be willing to accept electronic signature instead of wet signature?	Yes, electronic signatures are acceptable.
15. Is the notary required for references or can there be an exception? Some customers are having an issue with a notary given the holiday season	The District requires that references be notarized.
16. Does the County expect ADP warranty to also cover customer induced issues?	Accidental Damage Protection should cover damage to the Chromebook that is not covered by the manufacturer's extended warranty. This damage is primarily associated with student usage, including but not limited to repairs arising from accidental drops, squeezes, and spills. The response should explicitly outline any exclusions to coverage, such as damage deemed intentional.
17. Are repairs on equipment being done all year long? (including the summer)	Yes, repairs are conducted throughout the year, with a notable increase during the summer months. At the end of the school year, schools collect the devices from students, assess them for damage, and submit them for repair, resulting in a substantial surge in repair requests. It is essential to complete repairs during the summer to ensure that the devices are ready for use in the new school year.
18. Does the Clear Protective Clamshell case need a warranty? Verbiage on RFP reads like the case needs a 4yr warranty.	Yes, it must come with a warranty that includes the replacement of broken cases.
19. Does the County want cases installed upon delivery?	Yes, as part of the White Glove Services, cases must be installed before delivery. Devices must be delivered to schools in a ready-to-use state.

Question	Answer
20. The RFP states: "Each reference shall be completed and signed by the individual offering the reference, and certified by a notary public, using Attachment V, Proposer's Reference Form." Question, does the county require Attachment V to sent directly back to the County upon completion or included in the RFP response?	The references should be included in the Proposal response.
21. Would the County consider removing the requirement of the Notary for client references? It is still understood that the County may contact any reference.	Please see the answer to Question # 15.
22. Are resumes required to be included as part of the RFP response?	Please see Section 3.1 of the RFP.
23. Does the county have historical data for the number of tickets generated monthly for repairs?	Yes. Please refer to Attachment B. Over the last three years, approximately 22,000 tickets have been submitted for repairs. Nearly half of all tickets have been covered by the manufacturer's extended warranty. The remaining tickets, falling outside of extended warranty coverage, would need to be addressed by ADP, should the District choose that option. The repairs mainly involve broken screens, hinges, and keyboards with occasional damage to other components.
24. Will the County technicians be doing some basic troubleshooting prior to issuing the ticket to the awardee?	Leon County School's technology contacts (TechCons) engage in basic troubleshooting before submitting a ticket. This involves addressing software issues, resolving network problems, and fixing issues through power washing, updates, and hardware resets. It's crucial to emphasize that TechCons do not handle hardware repairs. The majority of repairs are hardware repairs, such as cracked screens, damaged keyboards, broken hinges, etc. These are handled by the repair center.
25. What is the anticipated timeframe to start transporting the devices to be stored over the summer?	Initial deployments are scheduled to begin on June 3, 2024, and must be finalized by July 25, 2024. In the following years, devices will be stored at the school during the summer, excluding those submitted for repairs. The District will utilize the boxes and/or shipping containers from the deployment for device storage.
26. Is the awardee is expected to supply boxes and or transport bins for the 22K devices?	Yes. Reusable, multi-slot shipping and storage boxes or bins are preferred. In the previous cycle, 10-slot cardboard boxes with space for chargers were utilized. Following the preparation of devices for deployment, they were placed in these boxes for delivery to schools. These boxes were disassembled, stored, and reused during the summer. Schools will need to keep some containers for storing spares and staging devices awaiting pickup for repairs.
27. What is the County's definition of a Vendors successful performance? The RFP refers to "timely" performance measures.	Proposers will in part be evaluated by their demonstrated experience successfully implementing and providing distribution, support, and maintenance services of comparable technology for projects of similar scope and size.
28. The RFP states "white glove" services "Optional etching of District logo & phone number onto device". Does the county plan on etching devices?	The District is exploring the option of having its devices etched and is evaluating both options, etched vs. non-etched, to ensure the best possible value. The White Glove Services price should cover all the work outlined in the RFP without etching. The etching price is the additional cost, should the District decide that etching is in its best interest.

Question	Answer
29. Would the District like the electronic proposal in five separate flash drives?	Please see Section 1.5 of the RFP.
30. Will the District provide the asset tags, or should the awardee?	The Awardee will supply the asset tags. Final approval from the District is necessary for both the design and numbering.
31. If possible could you provide a more detailed explanation of the "Unused Repair Policy"?	The unused repair policy may or may not be applicable to the Proposer's Accidental Damage Protection (ADP) program. Some ADP programs may offer incentives for staying below an estimated annual repair count, or allow for a fixed number of repairs in a year that can be carried over to subsequent years, or include other unspecified options. The District is interested in understanding the specifics and limitations of the Proposer's program.
32. If we do not have the local location established within the past 6 months, will that prevent us from receiving said 10 points in the scoring criteria?	To qualify for the Local Vendor Preference, a Proposer must have a physical location in Leon County (or an Adjacent County), employ at least one (1) person at that location, and have been licensed, as required, for at least six (6) months before the Proposal Opening.
33. If proposers use subcontractors in the District's local area, will it qualify for the 10 points?	Please see the answer to Question # 32.
34. Per Point G "Location" in subsection 2.4.5 Repair Services Requirements, can a proposer's subcontractor meet this requirement in lieu of the proposer?	Yes, the local service center provider can be a Subcontractor of the Proposer.
35. Are vendors allowed to respond to this RFP under an existing contract, such as NASPO, in lieu of the terms and conditions included in the RFP?	The District will consider Proposals submitted per Section 1.4 of the RFP.
36. Is Leon County Schools willing to extend the RFP deadline a week or more?	The District will not be extending the Proposal due date.
37. Will the White Glove Setup and Installation be at one central location or multiple locations?	Please see the answer to Question #3.
38. Do all 4,000 Surplus devices need to be located in the Leon County facility?	Yes, surplus devices should be securely stored in the facility located in Leon County.

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Attachment A

Customer-Designated Locations for Pickup and Return Service

The table below outlines the existing locations that currently receive weekly pickup and return services. The current provider operates two delivery vans each day. Schools were grouped by geographical location.

School	Address	Zip	Route	Day
Technology & Information Services	520 Appleyard Drive	32304	As Needed (Infrequent)	
Apalachee Elementary School	650 Trojan Trail	32311	2	Tuesday
Astoria Park Elementary School	2465 Atlas Road	32303	1	Wednesday
Bond Elementary School	2204 Saxon Street	32310	2	Wednesday
Buck Lake Elementary School	1600 Pedrick Road	32317	2	Tuesday
Canopy Oaks Elementary School	3250 Point View Road	32303	2	Thursday
Chaires Elementary School	4774 Chaires Crossroad	32317	2	Tuesday
Conley Elementary School	2400 Orange Avenue East	32311	2	Monday
DeSoto Trail Elementary School	5200 Tredington Park Drive	32309	1	Monday
Ft. Braden School	15100 Blountstown Highway	32310	2	Friday
Gilchrist Elementary School	1301 Timberlane Road	32312	1	Monday
Hartsfield Elementary School	1414 Chowkeebin Nene	32301	2	Monday
Hawks Rise Elementary School	205 Meadow Ridge Road	32312	1	Thursday
Killearn Lakes Elementary School	8037 Deerlake Drive East	32312	1	Thursday
W.T. Moore Elementary School	1706 Dempsey Mayo Road	32308	2	Tuesday
Oak Ridge Elementary School	4530 Shelfer Road	32305	2	Monday
Pineview Elementary School	2230 Lake Bradford Road	32310	2	Wednesday
Riley Elementary School	1400 Indiana Street	32304	1	Friday
Roberts Elementary School	5777 Pimlico Drive	32309	1	Monday
Ruediger Elementary School	526 W. 10th Avenue	32303	1	Wednesday
Sabal Palm Elementary School	2813 Ridgeway Street	32304	2	Wednesday
Sealey Elementary School	2815 Allen Road	32312	2	Thursday
Springwood Elementary School	3801 Fred George Road	32303	2	Thursday
Sullivan Elementary School	927 Miccosukee Road	32308	1	Friday
Woodville School	9373 Woodville Highway	32305	2	Monday
Cobb Middle School	915 Hillcrest	32308	1	Friday
Deerlake Middle School	9902 Deerlake Rd W.	32312	1	Thursday
Fairview Middle School	3415 Zillah St	32305	1	Tuesday

School	Address	Zip	Route	Day
Griffin Middle School	800 Alabama St	32304	1	Friday
Montford Middle School	5789 Pimlico Dr.	32309	1	Monday
Nims Middle School	723 W. Orange Ave.	32310	2	Wednesday
Raa Middle School	401 W. Tharpe St.	32303	1	Wednesday
Swift Creek Middle School	2100 Pedrick Rd	32317	2	Tuesday
Chiles High School	7200 Lawton Chiles Ln.	32312	1	Thursday
Godby High School	1717 W. Tharpe St.	32303	1	Wednesday
Leon High School	550 E. Tennessee St.	32308	1	Friday
Lincoln High School	3838 Trojan Trail	32311	2	Tuesday
Rickards High School	3013 Jim Lee Rd.	32301	1	Tuesday
SAIL High School	2006 Jackson Bluff	32304	1	Tuesday
The Success Academy	854 Blountstown Hwy	32304	2	Friday
Second Chance	860 Blountstown Hwy	32304	2	Friday
Gretchen Everhart	2750 Misson Rd	32304	2	Friday
Adult & Community Education	526 Appleyard Dr.	32304	2	Friday
Leon County Virtual School	283 Trojan Trail	32311	2	Tuesday

Attachment B

Historical Repair Information

Interpreting this data: The total number of tickets entered is the count by month and year that a school submitted a ticket for pickup and repair. This provides an accurate representation of our school entries. The breakdown of Out of Warranty Repair and Extended Warranty repair indicates the specifics of those tickets. It's noteworthy that in some months, there are negative numbers. This occurs when a ticket is created in one month (e.g., 1/29/22), and the determination for coverage is made in the following month (e.g., 2/6/22). The yearly breakdown subtotals serve as a good indicator for the entire year.

Month	Total # Tickets Entered	# of Out of Warranty Repairs (Accidental Damage)	# Covered by Manufacturer's Extended Warranty
2021 Jan	209	57	152
2021 Feb	305	127	178
2021 Mar	353	218	135
2021 Apr	382	251	131
2021 May	318	126	192
2021 Jun	366	216	150
2021 Jul	161	69	92
2021 Aug	405	150	255
2021 Sep	457	208	249
2021 Oct	462	257	205
2021 Nov	453	276	177
2021 Dec	392	246	146
2021 Sub Total	4263	2201	2062
2022 Jan	509	192	317
2022 Feb	589	369	220
2022 Mar	523	263	260
2022 Apr	656	446	210
2022 May	1347	350	997
2022 Jun	745	877	-132
2022 Jul	128		128
2022 Aug	808	384	424
2022 Sep	638	461	177
2022 Oct	661	371	290
2022 Nov	554	454	100
2022 Dec	436	387	49
2022 Sub Total	7594	4554	3040
2023 Jan	846	508	338
2023Feb	753	538	215
2023Mar	706	414	292
2023Apr	757	566	191
2023May	2805	758	2047
2023Jun	1021	625	396
2023Jul	73	541	-468
2023Aug	608	740	-132
2023Sep	601	266	335
2023Oct	819	391	428
2023Nov	631	258	373
2023Dec	496	242	254
2023 Sub Total	10116	5847	4269
Program to Date Totals	21973	12602	9371

TAB A - Overview

1) Cover Letter

01/05/2024

Leon County Schools
Attn: June Kail
Procurement Officer
Purchasing Department
3397 West Tharpe Street
Tallahassee, Florida 32303

Dear MS, Kail,

United Data Technologies, Inc. (UDT) respectfully submits the following response to this IRFQ. Founded in 1995 UDT, Federal ID# 65-0566138, is a privately held 100% minority owned business enterprise headquartered in Miramar, Florida.

The points of contact for this RFQ are listed below:

Name	Title	Address	Telephone	E-mail
Antolin "Tony" Cossio	Vice President	2900 Monarch Lakes Blvd., Miramar, FL 33027	800-882-9919	tcossio@udtonline.com
Billy Merchant	Account Manager	1621 Metropolitan Blvd Tallahassee, FL 32308	850-251-1976	bmerchant@udtonline.com

UDT is the industry leading solutions provider focused on enhancing educational and instructional technologies within K-12 school districts. UDT currently provides products and services to many of the largest school districts in Florida and, in total, supports more than half of the state of Florida districts. Education is our founding and core business with more than 65% of UDT annual revenue generated from K-12 educational customers. Our partnership approach to education has allowed UDT to expand its K12 expertise throughout the Southeast.

With over 11 years of experience serving Education and Government institutions in our State Capital office, UDT truly looks forward to continuing to serve Leon County Schools.

Thank you for your consideration of our response and the opportunity to earn your business.

Billy Merchant

Billy Merchant
UDT Sr. Account Manager

2) Executive Summary

Founded in 1995, UDT is an industry-leading education solutions provider in the US. Primarily focused on enhancing educational and instructional technologies within K-12 school districts across the nation, UDT delivers solutions focused on device deployments, hybrid in-classroom, and remote learning instructional technology, delivering secure learning solutions, product procurement, end-user computing configuration, and support, support services, cyber security services, managed services, and managed Cloud Smart services.

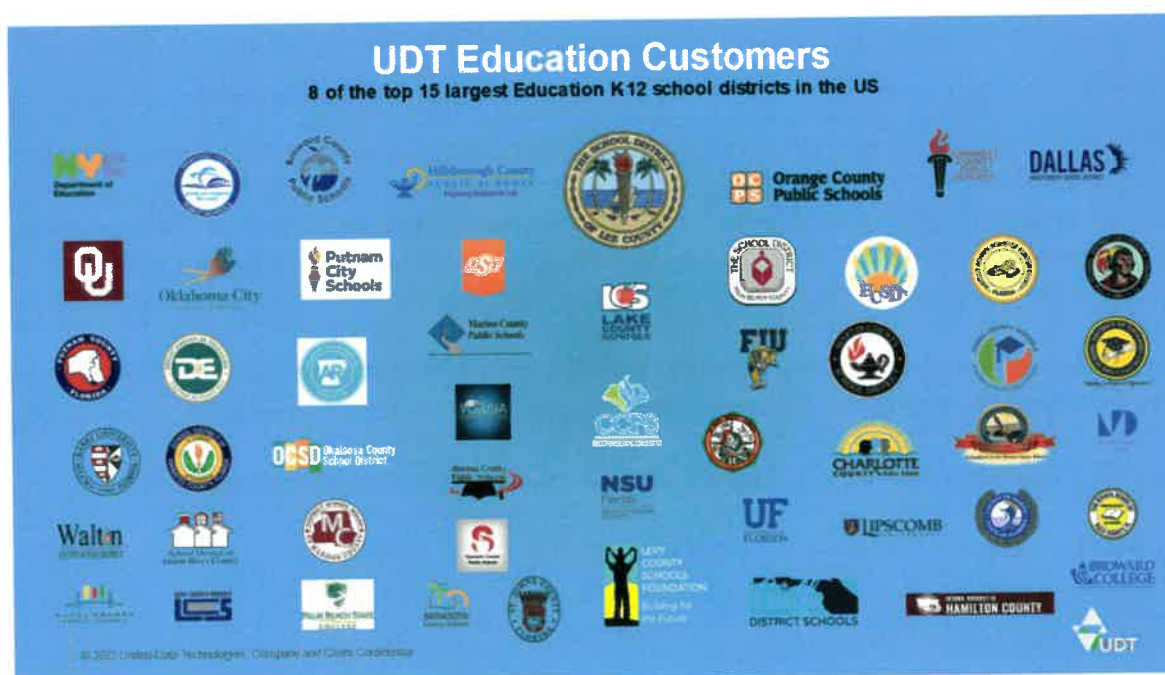
UDT is keenly aware of the current state of education and the rapid structural and technological changes that are occurring within the national K-12 environment. Today over 84% of UDT overall revenue is generated from K12 Education institutions, serving 100+ school districts in the country.

UDT has established strong partnerships with industry-leading manufacturers such as Lenovo, Hewlett-Packard, and Dell. We were a top tier authorized reseller and service partner for these OEMs.

UDT Current OEM Certifications	
➤ Dell	Titanium Partner
➤ Hewlett-Packard	Platinum Partner
➤ Lenovo	Platinum Partner
➤ Microsoft	Gold Partner

UDT's comprehensive customer-centered approach to Leon County Public Schools will deliver a single source for planning, procurement, and support. If awarded the opportunity to be the provider of Student Chromebooks for the district, this process will be simplified as UDT can work with a variety of leading vendors/manufacturers to source and provide the best solution to meet the digital needs of Leon County Schools. We will work closely with district representatives to ensure cost, functionality, scalability, interoperability, deployment services, asset management, and support are aligned to the best interest of the district's needs.

As a comprehensive solution provider UDT has the experience, technical resources, warehousing logistics and service solutions to exceed the requirements of this request for proposal.



UDT State of Florida Licenses

State of Florida Department of State

I certify from the records of this office that UNITED DATA TECHNOLOGIES, INC. is a corporation organized under the laws of the State of Florida, filed on March 23, 1995.

The document number of this corporation is P95000023595.

I further certify that said corporation has paid all fees due this office through December 31, 2023, that its most recent annual report/uniform business report was filed on February 3, 2023, and that its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Third day of February, 2023*



[Signature]
Secretary of State

Tracking Number: 0240595788CC

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filing/CertificateOfStatus/CertificateAuthentication>

Detail by Entity Name

Florida Profit Corporation
UNITED DATA TECHNOLOGIES, INC.

Filing Information

Document Number	P95000023595
FEI/EIN Number	65-0566138
Date Filed	03/23/1995
State	FL
Status	ACTIVE
Last Event	AMENDMENT
Event Date Filed	12/13/2021
Event Effective Date	NONE

Principal Address

2900 MONARCH LAKES BLVD,
SUITE 300
MIRAMAR, FL 33027-3956

Product and Technical Capabilities

With forward-thinking state-of-the-art service technology offerings, extensive industry-leading engineering skill sets, and comprehensive support practices, UDT is recognized across the country as a leading provider of Information Technology for the education community. By chairing or being an active member on advisory boards for some of the leading technology innovators in the industry like Intel, Microsoft, HPI, Cisco, Samsung, and Lenovo, UDT is able to stay at the forefront of leading-edge technologies, in turn providing valuable feedback directly to these organizations received from our critical K-12 customers. We are a recognized/authorized partner to many manufacturers of computing, display, and instructional devices, including those located in Gartner's Magic Quadrant such as HP, Dell, and Lenovo. With our comprehensive capabilities, UDT facilitates the support activities for many leading manufacturers such as HP, Dell, Lenovo, Microsoft, Samsung, Apple, Acer, and others. Through our service depots, also located within our integration centers in Florida. UDT can fully support Leon County Schools. With demonstrated experience, quickly increasing our resources to support unforeseen situations as we have experienced this school year. ***With the addition of our new integration center, UDT currently configures over 1 Million devices a year.***

UDT's Understanding of Leon County Schools' Objective

We understand that Leon County Schools, one of the largest districts in the State of Florida, is seeking a highly qualified partner with a proven track record with student device deployments, that can procure, deliver, and service the district's next phase of student devices for over 35K students throughout the district.

UDT is proposing a, capable, latest generation Lenovo Chromebook 100e G4 which boasts powerful processor and was designed for Education from the ground up. The Lenovo 100e Chromebook comes with security built from the inside out. Along with the Google-designed Titan C security chip, ChromeOS offers the protection of sandboxing and safe browsing, a battery that lasts up to 16 hours on a single charge, this essential learning device has a variety of ports to connect to everything from external school monitors to TV screens at home. And with its WiFi 6 and Bluetooth® 5.1 capabilities, collaborating with others anywhere is a snap. The Lenovo 100e Chromebook Gen 4 is built to handle whatever school and life can throw at it. It meets stringent Lenovo DuraSpec testing, including 360cc liquid spills, 76cm drops on concrete, and 60kg force exerted on the top cover. It also boasts an easily serviceable top-load keyboard with anti-pry full-skirt keycaps. Together with its reinforced ports and hinges, plus rubber bumpers, this resilient Chromebook makes learning possible anywhere.



Additionally, UDT will leverage its extensive experience in the K12 segment and the countless student device deployment experience to provide Leon County with a comprehensive suite of services to meet and exceed every requirement listed in this RFP.

As part of the required services UDT will:

- Receive all devices in one of our Configuration Centers
- Affix the District provided asset tag to the appropriate devices.
- Utilize google (ZTD) Zero Touch Deployment to Leon County Schools' Google domain.
- Work with district to plan a delivery schedule to schools within the time window required by the district.

- Execute planned delivery schedule.
 - Inside delivery
 - Unpack all units and store them in a designated secure space at each school.
 - Remove all packaging materials / trash from the delivery site.
- Upon delivery, device information (Serial Number, Asset Tag #, Location) is to be recorded and provided to the district.
- Provide an electronic signed packing slip to each school as well as to the district office.
- Beyond the initial device deployment UDT is to staff accordingly to provide Leon County Schools with device warranty support by Lenovo Certified Technicians and meet the SLA requirements from the district.

UDT Locations

UDT has numerous office locations in the United States, with a large presence in the Central and Southeast United States. UDT's Headquarters is in the State of Florida, with office locations in Texas, Oklahoma, Tennessee, and Florida. **Figure 1** highlights the extent of our service support. Especially in the State of Florida UDT has offices in Tallahassee, Orlando, Miami, and its Headquarters in Miramar.

Figure 1: UDT's Support Network



UDT Infrastructure

UDT has a comprehensive infrastructure that includes UDT's current Configuration Center has serviced the firm's configuration and deployment needs for more than nine years and has now transitioned into a dedicated UDT Customer Support Center (CSC), to expand capacity and capability to support extensive enterprise efforts. The UDT CSC has been re-designed to meet fleet management challenges through dedicated depot workflows, inventory controls, contingent storage capabilities, technician expansion, and business continuity priorities through safe social distancing in case of an ongoing pandemic. Currently, UDT has an existing state-of-the-art Customer Integration Center (CIC). This purpose-built facility will be wholly dedicated to increasing First Touch Services (imaging, etching, tagging, warehousing, and delivery). The CIC has the capacity to support the firm's clients and provide the ability to turn around fully configured devices more efficiently with higher daily volumes and the ability to warehouse more than three times UDT's current storage capacity. UDT's CIC will also allow for continuity of operations to minimize the impact of natural disasters and pandemic situations.



In addition to these two facilities, UDT maintains a 24/7 Help Desk and a Network Operations Center (NOC). The NOC is in a safeguarded location where UDT's experts work to monitor all customer devices, track activity, and handle issues in real-time.

UDT Financial Stability

UDT firmly believes that the partner that Leon County Schools chooses must be financially stable and thoroughly capable of meeting or exceeding the District's high level of quality laptop service and support during the award period and beyond.

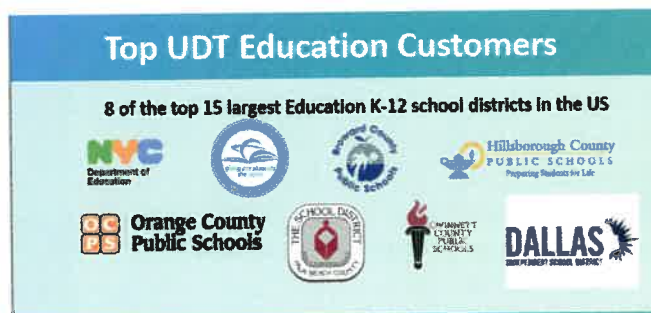
The following are some facts about UDT to evidence our financial stability, our expertise in education, and our ability to meet Leon County Schools' expectations for excellence:

- 28+ Years of K12 Experience
- Support 8 of the top 15 Largest School Districts in the U.S.
- Top 10 Provider of Category 2 ERate Since 2015
- 6 million+ K12 Students Served
- 100 + K12 Education Customers Served
- 4 + Million Assets Deployed in Education
- 2 million + Service Incidents Managed
- 10 + million assets in UDT's Asset Tracking & Management System (ATMS)
- 500K + Edge Digital Infrastructure deployed
- OEM Advisory Council Members
- UDT is a profitable company that holds a strong financial position
 - \$40 million credit facility offered by GE Capital
 - \$340+ Million revenue in 2022
 - Three-year Compounded Annual Growth Rate of 28%
 - 2019: \$195M. 2020: \$253M. 2021: \$296M. 2022: \$340M
 - \$50 Million in assets, no long-term debt

Staffing for Leon County Schools

Our proven expertise allows us to provide the appropriate level of certified technical staff to support the district and as such are committed to meeting the SLA stated in this proposal by providing an adequate number of skilled and certified resources.

Upon onboarding, all UDT technicians are trained and certified in the OEM processes and devices, they will be supporting directly for Leon County Schools. This includes all certifications on the devices the district wishes for UDT to support. Certifications are managed by the Local Warranty Manager and as the district's device standards change, UDT technicians are required to take new certifications exams to stay up to date on the devices they are supporting.



2.4.5 Leon County Schools Repair Services Requirements Table

	District Service Requirement	Requirement Met	Notes
a.	Qualified Technicians: The Successful Proposer must have qualified technicians with expertise in Chromebook repair and troubleshooting.	Yes	UDT always has qualified technicians that are well seasoned to repair all types of devices across various manufacturers as needed by the customer. This also includes monitoring technician repair rates, and ongoing training to improve success.
b.	Diagnostic Tools and Software: Access to specialized diagnostic tools and software is required for efficient troubleshooting.	Yes	UDT utilizes OEM-designated tooling and processes to maintain a customer's investments in technology.
c.	Asset Management System: An efficient asset management system is mandatory for tracking device assignments to students, managing, and maintaining an inventory of Chromebooks and repair tickets. The system must accept automated imports of student information and be accessible to District employees.	Yes	UDT's propriety Asset Tracking Management System (ATMS) fulfills all the requirements of this RFP and more to include important of student information to conduct device assignments, Chrome Management Console Integration, and warranty ticket creation.
d.	Repair History: A detailed history of repairs, issues, and resolutions must be maintained for tracking and reporting purposes.	Yes	UDT captures this information and can provide reporting.
e.	Spare Parts Inventory: The Successful Proposer should maintain an adequate stock of spare parts and components for common Chromebook repairs.	Yes	UDT is well-versed in creating and maintaining a spare parts locker.
f.	Service Center: The Successful Proposer shall have a well-equipped service center with appropriate tools for disassembly and repair as necessary.	Yes	UDT is very experienced in creating local repair facilities to address customer-specific needs and requirements.
g.	Location: The Successful Proposer's local service center must be located within the geographical boundaries of Leon County, Florida.	Yes	UDT's local service center will comply with this requirement.
h.	Location: The Successful Proposer's local service center must be located within the geographical boundaries of Leon County, Florida.	Yes	UDT's local service center will comply with this requirement.
i.	Pick-up and Delivery Schedule: The Successful Proposer must adhere to a consistent weekly pick-up and delivery schedule for up to 50 sites.	Yes	UDT will conduct re-occurring pick-ups of devices as required in this RFP.
j.	Vendor Identification: The Successful Proposer must have marked and identified vehicles for service operations.	Yes	UDT will have designated vehicles to fulfill the requirements of this RFP.
k.	Surplus Chromebooks: The Successful Proposer must provide secure storage for surplus Chromebooks (approximately 4,000) is required.	Yes	UDT is experienced in storing and securing vast amounts of K12

			technology in a stringent warehousing environment.
l.	Summer Storage: Computer transport and storage containers or boxes are necessary as 22,000 devices will need to be stored in containers at school sites over the summer. The remaining devices will be stored in district owned charging cabinets.	Yes	UDT will supply the required containers or boxes as needed to fulfill this RFP.
m.	No Charge for No Parts Used Repairs: The Successful Proposer must not charge or utilize an ADP claims policy for issues that can be resolved with "No Parts Used" including: <ul style="list-style-type: none"> - Reseating the battery. - Reseating cables. - Reseating loose circuit boards. - Wiping and re-enrolling Chromebooks (software issues). - Shimming devices to a specific ChromeOS Version - Applying new asset tags. - Replacing missing screws. 	Yes	Acknowledged, UDT will not utilize ADP to resolve issues that do not require parts or ADP.

2.4.6 Leon County Schools Required Service Repair Process

	District Repair Services Requirement	Requirement Met	Notes
a.	Schools will submit tickets for damaged devices in the asset management system and provide students with functional replacements from a limited local spare pool.	Yes	UDT's Asset Tracking Management System includes device assignment/un-assignment, hot spares pool monitoring and reporting by school location.
b.	The Successful Proposer will collect damaged devices from each site on a weekly basis.	Yes	UDT is well versed in the pickup and delivery of devices in a K-12 environment as we currently provide this service for multiple school districts.
c.	Approximately 4,000 spare devices will be stored and secured at the Successful Proposer's local service center in a central spare pool.	Yes	Acknowledged and understood.
d.	When picking up devices, the Successful Proposer must supply replacements from the central spare pool to the respective site.	Yes	UDT is well versed in conducting this type of transaction where the customer advises how many devices need to be removed and repaired, and UDT delivers an equivalent quantity to maintain hot spare quantities at school locations.
e.	Devices distributed from the central spare pool should be updated to the current supported ChromeOS.	Yes	UDT is well versed in this as it is equivalent to re-imaging a Windows device to district standards with Windows updates. It is the customer's responsibility to notify

			UDT of the district current support ChromeOS version.
f.	All completed repairs should be returned to the central spare pool.	Yes	Acknowledged and understood.
g.	All device swaps must be recorded in the asset management system and an accurate inventory should always be maintained.	Yes	UDT's ATMS records historical logs of device assignment/un-assignment.

3) Financial Interest

Please include a list of any Board/District employees or officials that have a material financial interest (over 5%) using Attachment III, Section 2. Please include the employee/official's name, title/position, and the date they filed the required Conflict of Interest Statement with the Leon County Supervisor of Elections before the Proposal Opening

UDT Response:

UDT does not have any officers or employees that have a material financial interest with Leon County Schools.

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TAB A - Overview

1) Cover Letter

01/05/2024

Leon County Schools
Attn: June Kail
Procurement Officer
Purchasing Department
3397 West Tharpe Street
Tallahassee, Florida 32303

Dear MS, Kail,

United Data Technologies, Inc. (UDT) respectfully submits the following response to this IRFQ. Founded in 1995 UDT, Federal ID# 65-0566138, is a privately held 100% minority owned business enterprise headquartered in Miramar, Florida.

The points of contact for this RFQ are listed below:

Name	Title	Address	Telephone	E-mail
Antolin "Tony" Cossio	Vice President	2900 Monarch Lakes Blvd., Miramar, FL 33027	800-882-9919	tcossio@udtonline.com
Billy Merchant	Account Manager	1621 Metropolitan Blvd Tallahassee, FL 32308	850-251-1976	bmerchant@udtonline.com

UDT is the industry leading solutions provider focused on enhancing educational and instructional technologies within K-12 school districts. UDT currently provides products and services to many of the largest school districts in Florida and, in total, supports more than half of the state of Florida districts. Education is our founding and core business with more than 65% of UDT annual revenue generated from K-12 educational customers. Our partnership approach to education has allowed UDT to expand its K12 expertise throughout the Southeast.

With over 11 years of experience serving Education and Government institutions in our State Capital office, UDT truly looks forward to continuing to serve Leon County Schools.

Thank you for your consideration of our response and the opportunity to earn your business.

Billy Merchant

Billy Merchant
UDT Sr. Account Manager

2) Executive Summary

Founded in 1995, UDT is an industry-leading education solutions provider in the US. Primarily focused on enhancing educational and instructional technologies within K-12 school districts across the nation, UDT delivers solutions focused on device deployments, hybrid in-classroom, and remote learning instructional technology, delivering secure learning solutions, product procurement, end-user computing configuration, and support, support services, cyber security services, managed services, and managed Cloud Smart services.

UDT is keenly aware of the current state of education and the rapid structural and technological changes that are occurring within the national K-12 environment. Today over 84% of UDT overall revenue is generated from K12 Education institutions, serving 100+ school districts in the country.

UDT has established strong partnerships with industry-leading manufacturers such as Lenovo, Hewlett-Packard, and Dell. We were a top tier authorized reseller and service partner for these OEMs.

UDT Current OEM Certifications	
➤ Dell	Titanium Partner
➤ Hewlett-Packard	Platinum Partner
➤ Lenovo	Platinum Partner
➤ Microsoft	Gold Partner

UDT's comprehensive customer-centered approach to Leon County Public Schools will deliver a single source for planning, procurement, and support. If awarded the opportunity to be the provider of Student Chromebooks for the district, this process will be simplified as UDT can work with a variety of leading vendors/manufacturers to source and provide the best solution to meet the digital needs of Leon County Schools. We will work closely with district representatives to ensure cost, functionality, scalability, interoperability, deployment services, asset management, and support are aligned to the best interest of the district's needs.

As a comprehensive solution provider UDT has the experience, technical resources, warehousing logistics and service solutions to exceed the requirements of this request for proposal.



UDT State of Florida Licenses

State of Florida Department of State

I certify from the records of this office that UNITED DATA TECHNOLOGIES, INC. is a corporation organized under the laws of the State of Florida, filed on March 23, 1995.

The document number of this corporation is P95000023595.

I further certify that said corporation has paid all fees due this office through December 31, 2023, that its most recent annual report/uniform business report was filed on February 3, 2023, and that its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Third day of February, 2023*



[Signature]
Secretary of State

Tracking Number: 0240595788CC

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

Detail by Entity Name

Florida Profit Corporation
UNITED DATA TECHNOLOGIES, INC.

Filing Information

Document Number	P95000023595
FEI/EIN Number	65-0566138
Date Filed	03/23/1995
State	FL
Status	ACTIVE
Last Event	AMENDMENT
Event Date Filed	12/13/2021
Event Effective Date	NONE

Principal Address

2900 MONARCH LAKES BLVD,
SUITE 300
MIRAMAR, FL 33027-3956

Product and Technical Capabilities

With forward-thinking state-of-the-art service technology offerings, extensive industry-leading engineering skill sets, and comprehensive support practices, UDT is recognized across the country as a leading provider of Information Technology for the education community. By chairing or being an active member on advisory boards for some of the leading technology innovators in the industry like Intel, Microsoft, HPI, Cisco, Samsung, and Lenovo, UDT is able to stay at the forefront of leading-edge technologies, in turn providing valuable feedback directly to these organizations received from our critical K-12 customers. We are a recognized/authorized partner to many manufacturers of computing, display, and instructional devices, including those located in Gartner's Magic Quadrant such as HP, Dell, and Lenovo. With our comprehensive capabilities, UDT facilitates the support activities for many leading manufacturers such as HP, Dell, Lenovo, Microsoft, Samsung, Apple, Acer, and others. Through our service depots, also located within our integration centers in Florida. UDT can fully support Leon County Schools. With demonstrated experience, quickly increasing our resources to support unforeseen situations as we have experienced this school year. ***With the addition of our new integration center, UDT currently configures over 1 Million devices a year.***

UDT's Understanding of Leon County Schools' Objective

We understand that Leon County Schools, one of the largest districts in the State of Florida, is seeking a highly qualified partner with a proven track record with student device deployments, that can procure, deliver, and service the district's next phase of student devices for over 35K students throughout the district.

UDT is proposing a, capable, latest generation Lenovo Chromebook 100e G4 which boasts powerful processor and was designed for Education from the ground up. The Lenovo 100e Chromebook comes with security built from the inside out. Along with the Google-designed Titan C security chip, ChromeOS offers the protection of sandboxing and safe browsing, a battery that lasts up to 16 hours on a single charge, this essential learning device has a variety of ports to connect to everything from external school monitors to TV screens at home. And with its WiFi 6 and Bluetooth® 5.1 capabilities, collaborating with others anywhere is a snap. The Lenovo 100e Chromebook Gen 4 is built to handle whatever school and life can throw at it. It meets stringent Lenovo DuraSpec testing, including 360cc liquid spills, 76cm drops on concrete, and 60kg force exerted on the top cover. It also boasts an easily serviceable top-load keyboard with anti-pry full-skirt keycaps. Together with its reinforced ports and hinges, plus rubber bumpers, this resilient Chromebook makes learning possible anywhere.



Additionally, UDT will leverage its extensive experience in the K12 segment and the countless student device deployment experience to provide Leon County with a comprehensive suite of services to meet and exceed every requirement listed in this RFP.

As part of the required services UDT will:

- Receive all devices in one of our Configuration Centers
- Affix the District provided asset tag to the appropriate devices.
- Utilize google (ZTD) Zero Touch Deployment to Leon County Schools' Google domain.
- Work with district to plan a delivery schedule to schools within the time window required by the district.

- Execute planned delivery schedule.
 - Inside delivery
 - Unpack all units and store them in a designated secure space at each school.
 - Remove all packaging materials / trash from the delivery site.
- Upon delivery, device information (Serial Number, Asset Tag #, Location) is to be recorded and provided to the district.
- Provide an electronic signed packing slip to each school as well as to the district office.
- Beyond the initial device deployment UDT is to staff accordingly to provide Leon County Schools with device warranty support by Lenovo Certified Technicians and meet the SLA requirements from the district.

UDT Locations

UDT has numerous office locations in the United States, with a large presence in the Central and Southeast United States. UDT's Headquarters is in the State of Florida, with office locations in Texas, Oklahoma, Tennessee, and Florida. **Figure 1** highlights the extent of our service support. Especially in the State of Florida UDT has offices in Tallahassee, Orlando, Miami, and its Headquarters in Miramar.

Figure 1: UDT's Support Network



UDT Infrastructure

UDT has a comprehensive infrastructure that includes UDT's current Configuration Center has serviced the firm's configuration and deployment needs for more than nine years and has now transitioned into a dedicated UDT Customer Support Center (CSC), to expand capacity and capability to support extensive enterprise efforts. The UDT CSC has been re-designed to meet fleet management challenges through dedicated depot workflows, inventory controls, contingent storage capabilities, technician expansion, and business continuity priorities through safe social distancing in case of an ongoing pandemic. Currently, UDT has an existing state-of-the-art Customer Integration Center (CIC). This purpose-built facility will be wholly dedicated to increasing First Touch Services (imaging, etching, tagging, warehousing, and delivery). The CIC has the capacity to support the firm's clients and provide the ability to turn around fully configured devices more efficiently with higher daily volumes and the ability to warehouse more than three times UDT's current storage capacity. UDT's CIC will also allow for continuity of operations to minimize the impact of natural disasters and pandemic situations.



In addition to these two facilities, UDT maintains a 24/7 Help Desk and a Network Operations Center (NOC). The NOC is in a safeguarded location where UDT's experts work to monitor all customer devices, track activity, and handle issues in real-time.

UDT Financial Stability

UDT firmly believes that the partner that Leon County Schools chooses must be financially stable and thoroughly capable of meeting or exceeding the District's high level of quality laptop service and support during the award period and beyond.

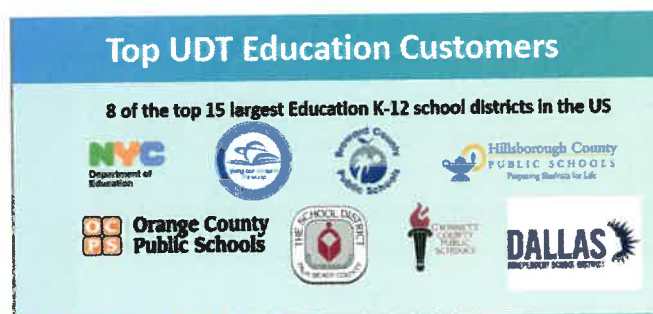
The following are some facts about UDT to evidence our financial stability, our expertise in education, and our ability to meet Leon County Schools' expectations for excellence:

- 28+ Years of K12 Experience
- Support 8 of the top 15 Largest School Districts in the U.S.
- Top 10 Provider of Category 2 ERate Since 2015
- 6 million+ K12 Students Served
- 100 + K12 Education Customers Served
- 4 + Million Assets Deployed in Education
- 2 million + Service Incidents Managed
- 10 + million assets in UDT's Asset Tracking & Management System (ATMS)
- 500K + Edge Digital Infrastructure deployed
- OEM Advisory Council Members
- UDT is a profitable company that holds a strong financial position
 - \$40 million credit facility offered by GE Capital
 - \$340+ Million revenue in 2022
 - Three-year Compounded Annual Growth Rate of 28%
 - 2019: \$195M. 2020: \$253M. 2021: \$296M. 2022: \$340M
 - \$50 Million in assets, no long-term debt

Staffing for Leon County Schools

Our proven expertise allows us to provide the appropriate level of certified technical staff to support the district and as such are committed to meeting the SLA stated in this proposal by providing an adequate number of skilled and certified resources.

Upon onboarding, all UDT technicians are trained and certified in the OEM processes and devices, they will be supporting directly for Leon County Schools. This includes all certifications on the devices the district wishes for UDT to support. Certifications are managed by the Local Warranty Manager and as the district's device standards change, UDT technicians are required to take new certifications exams to stay up to date on the devices they are supporting.



2.4.5 Leon County Schools Repair Services Requirements Table

	District Service Requirement	Requirement Met	Notes
a.	Qualified Technicians: The Successful Proposer must have qualified technicians with expertise in Chromebook repair and troubleshooting.	Yes	UDT always has qualified technicians that are well seasoned to repair all types of devices across various manufacturers as needed by the customer. This also includes monitoring technician repair rates, and ongoing training to improve success.
b.	Diagnostic Tools and Software: Access to specialized diagnostic tools and software is required for efficient troubleshooting.	Yes	UDT utilizes OEM-designated tooling and processes to maintain a customer's investments in technology.
c.	Asset Management System: An efficient asset management system is mandatory for tracking device assignments to students, managing, and maintaining an inventory of Chromebooks and repair tickets. The system must accept automated imports of student information and be accessible to District employees.	Yes	UDT's propriety Asset Tracking Management System (ATMS) fulfills all the requirements of this RFP and more to include important of student information to conduct device assignments, Chrome Management Console Integration, and warranty ticket creation.
d.	Repair History: A detailed history of repairs, issues, and resolutions must be maintained for tracking and reporting purposes.	Yes	UDT captures this information and can provide reporting.
e.	Spare Parts Inventory: The Successful Proposer should maintain an adequate stock of spare parts and components for common Chromebook repairs.	Yes	UDT is well-versed in creating and maintaining a spare parts locker.
f.	Service Center: The Successful Proposer shall have a well-equipped service center with appropriate tools for disassembly and repair as necessary.	Yes	UDT is very experienced in creating local repair facilities to address customer-specific needs and requirements.
g.	Location: The Successful Proposer's local service center must be located within the geographical boundaries of Leon County, Florida.	Yes	UDT's local service center will comply with this requirement.
h.	Location: The Successful Proposer's local service center must be located within the geographical boundaries of Leon County, Florida.	Yes	UDT's local service center will comply with this requirement.
i.	Pick-up and Delivery Schedule: The Successful Proposer must adhere to a consistent weekly pick-up and delivery schedule for up to 50 sites.	Yes	UDT will conduct re-occurring pick-ups of devices as required in this RFP.
j.	Vendor Identification: The Successful Proposer must have marked and identified vehicles for service operations.	Yes	UDT will have designated vehicles to fulfill the requirements of this RFP.
k.	Surplus Chromebooks: The Successful Proposer must provide secure storage for surplus Chromebooks (approximately 4,000) is required.	Yes	UDT is experienced in storing and securing vast amounts of K12

			technology in a stringent warehousing environment.
l.	Summer Storage: Computer transport and storage containers or boxes are necessary as 22,000 devices will need to be stored in containers at school sites over the summer. The remaining devices will be stored in district owned charging cabinets.	Yes	UDT will supply the required containers or boxes as needed to fulfill this RFP.
m.	No Charge for No Parts Used Repairs: The Successful Proposer must not charge or utilize an ADP claims policy for issues that can be resolved with "No Parts Used" including: <ul style="list-style-type: none"> - Reseating the battery. - Reseating cables. - Reseating loose circuit boards. - Wiping and re-enrolling Chromebooks (software issues). - Shimming devices to a specific ChromeOS Version - Applying new asset tags. - Replacing missing screws. 	Yes	Acknowledged, UDT will not utilize ADP to resolve issues that do not require parts or ADP.

2.4.6 Leon County Schools Required Service Repair Process

	District Repair Services Requirement	Requirement Met	Notes
a.	Schools will submit tickets for damaged devices in the asset management system and provide students with functional replacements from a limited local spare pool.	Yes	UDT's Asset Tracking Management System includes device assignment/un-assignment, hot spares pool monitoring and reporting by school location.
b.	The Successful Proposer will collect damaged devices from each site on a weekly basis.	Yes	UDT is well versed in the pickup and delivery of devices in a K-12 environment as we currently provide this service for multiple school districts.
c.	Approximately 4,000 spare devices will be stored and secured at the Successful Proposer's local service center in a central spare pool.	Yes	Acknowledged and understood.
d.	When picking up devices, the Successful Proposer must supply replacements from the central spare pool to the respective site.	Yes	UDT is well versed in conducting this type of transaction where the customer advises how many devices need to be removed and repaired, and UDT delivers an equivalent quantity to maintain hot spare quantities at school locations.
e.	Devices distributed from the central spare pool should be updated to the current supported ChromeOS.	Yes	UDT is well versed in this as it is equivalent to re-imaging a Windows device to district standards with Windows updates. It is the customer's responsibility to notify

			UDT of the district current support ChromeOS version.
f.	All completed repairs should be returned to the central spare pool.	Yes	Acknowledged and understood.
g.	All device swaps must be recorded in the asset management system and an accurate inventory should always be maintained.	Yes	UDT's ATMS records historical logs of device assignment/un-assignment.

3) Financial Interest

Please include a list of any Board/District employees or officials that have a material financial interest (over 5%) using Attachment III, Section 2. Please include the employee/official's name, title/position, and the date they filed the required Conflict of Interest Statement with the Leon County Supervisor of Elections before the Proposal Opening

UDT Response:

UDT does not have any officers or employees that have a material financial interest with Leon County Schools.

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TAB B - Experience and Organization

1) References

Proposers shall provide at least three (3), but not more than five (5), references for whom the Proposer has provided services of similar scope and size to the services identified in this RFP. References should reflect current or recent experience and must support the experience requirements of this RFP. To qualify as current/recent experience, services described by references shall be ongoing or shall have been completed within the 12 months preceding the issuance date of this RFP.

UDT Response:

At UDT's Florida Integration Center facility alone, between 08/29/2022 and 08/29/2023, UDT has configured, enrolled, etched, tagged, received, and delivered more than 500k assets.

- As the current provider, UDT has been supporting Lee County Schools (SDLC) since 2014. In this timeframe, the partnership has continued to evolve and adapt to SDLC needs and have allowed us to achieve many new milestones and workflows including:
- Supporting three full series of device refresh cycles of administrator, teacher, and student devices.
 - The facilitation and implementation of a SDLC specific 1:1 program.
 - Partnering on the development and implementation of SDLC's asset management tool (ATMS – more content on this throughout RFP response).
 - Supporting increased enrollment across SDLC via new devices deployments and warranty ticket increases.
 - Execution of increased service level requirements on SDLC and UDT, without service disruption, during Covid timeframe.
 - Partner driven mutual support in response to Hurricane Ian with all hands-on deck to safely and cost effectively get teachers and students back to teaching and learning.



As part of UDT's ongoing partnership with SDLC, UDT has delivered more than 200,000 units to SDLC. Services include:

- Google Chrome enrollment services to include Chrome OS Upgrade/Downgrade.
- Custom asset tagging that transitioned from Chromebooks having a Green Property of Sticker to the adoption and implementation of a White Barcoded asset tag with more robust data.
- Laser Etching of specified laptops to include the serial number of laptops.
- Customized reporting, the "Lee County Report", to ensure asset management, property management, and accounting requirements are met.
- Inside white glove delivery of completed units to every location to ensure a quality delivery process that provides a hassle-free experience for the sites.
- Green delivery of devices that provides many benefits to include:
 - Ensuring the proper recycling of cardboard laptop boxes at UDT facilities to meet UDT and SDLC environmental goals and principles.
 - Minimizing the amount of time, it takes for SDLC employees to receive and distribute devices to ensure quick time to value in the classroom by removing the need for SDLC employees to un-palletize and unbox every device delivered.
 - Eliminates the time and cost for SDLC employees to dispose of boxes in SDLC location receptacles and pay for the boxes to be recycled or destroyed.
- Laptop cart wiring and delivery of devices inside of carts to provide a quick and seamless way to implement new technology in the classroom.
- Onsite cart wiring of new carts or re-wiring of old carts to create speed to value at the lowest cost for SDLC.

- Bakers Rack custom delivery with devices secured within device sleeves to adhere to the business workflows SDLC requires to receive and deploy large sums of new student devices in a safe, sure, and cost-effective manner.
- Complete project management and coordination of services and deliveries that includes a comprehensive project plan that comprises logistics planning, production planning, prioritization of locations, and customized purchase order allocation. This unique UDT flexibility empowers SDLC to procure product the way the SDLC needs to, allows the SDLC to allocate product from different purchase orders to match what enrollment and teaching/learning requires, and allows the SDLC to communicate to school locations their delivery dates leveraging trusted and reliable data provided by UDT.

- Beginning in 2013 Miami-Dade County Public Schools (MDCPS – 3rd largest K12 district in the US) launched a 1-to-1 computing initiative and since its inception UDT has provided more than 400k devices to MDCPS and continues to support its 1-to-1 objectives today. In partnership with the industry's largest OEM partners like Microsoft, Intel, HP, and others, UDT worked with the district to establish the critical criteria for an enterprise-wide deployment and executed on one of the first successful 1-to-1 initiatives in the country. All 350,000+ MDCPS students in the district currently have devices deployed and supported daily to ensure an effective teaching and learning environment.



- UDT is the primary service provider for Orange County Public Schools (OCPS) which is the 8th largest school district in the US. UDT provides an abundance of services including desktop/laptop hardware, datacenter hardware, imaging/configuration services, installation services and support services. This includes, but is not limited to, new school deployments, annual enterprise-wide refreshes, customer support and depot models, pony express services, contingent inventory management, and asset management capabilities. UDT implemented the district's Digital Learning Convergence initiative with more than 300k devices deployed since 2015. Like MDCPS, UDT provides windows image consulting/automation, etching, cart wiring delivery and installation, asset reporting and warranty support as well for the entire district's needs.
- During the summer of 2023 UDT performed the following for OCPS simultaneously:
 - Imaged, etched, tagged, white glove delivered ~70,000 new OCPS Teacher/Student devices.
 - Conducted a 60k unit recertification project of picking up from ~155 locations of used laptops to either be recycled, fixed in-warranty/out of warranty, re-imaged, re-tagged/etched as applicable, cleaned, and sanitized, staged for future requests, and/or re-delivered to schools as enrollment requires.



**Orange County
Public Schools**

In addition to the references provided, UDT provided two 3000 desktop unit rollouts that included all configuration center services and installation for Leon County. We also provided 8000 Chromebooks so that the school could get their rollout started in 2020 as supply chain prevented the district from receiving the equipment timely. UDT has provided Lightspeed, Tenable, have recently performed a Cyber Risk Assessment, and provided various other hardware devices such as printers and laptops.

Each reference shall be completed and signed by the individual offering the reference, and certified by a notary public, using Attachment V, Proposer's Reference Form. Current or former employees of the District or current or former members of the Board may not be used and will not be accepted as references if speaking to the services rendered to the District. The District reserves the right to contact reference sources listed or previous clients not listed in the Proposer's Proposal.

UDT Response:

UDT has provided Attachment V, with completed Proposer's Reference Forms.

Walton County Schools	Henry Martin - CIO	Henry.Martin@walton.k12.fl.us	850-779-3430
Gulf County Schools	Terry Thompson - CIO	tthompson@gulf.k12.fl.us	850-340-0193
Madison County Schools	Isaac Goyette - CIO	isaac.goyette@mcsbfl.com	850-464-7034

2) Firm Overview

The following items must be included in this section:

- General information about the Firm.
- Information on any current errors and omissions of actions against the local office.
- Information on any current legal action involving the local office.
- Information on any other litigation in or outside of Florida that might have an effect on the Firm's financial condition or its ability to complete the scope of services.

UDT Response:

UDT, which was founded in 1995, is a Florida-based and 100% minority-owned small business certified company with 263 employees. UDT is a Hardware and Services certified value-added reseller for IT industry market leaders such as HP, Cisco, Lenovo, and Dell. As we will continue to emphasize throughout this RFP response, UDT currently partners and/or holds several contracts including OEM lead State Contracts as well as individual K12 – Higher Education contracts. UDT has incomparable depth and breadth of knowledge, established long-term OEM partnerships, commitment to service, and leading technology, which makes us the partner of choice. Our commitment and manufacturer alignment direction being established was to partner with the industry leaders and best-of-breed technologies. Our strategic partnership with OEMs HP, Microsoft, Dell, Cisco, Intel, and Lenovo has been a win-win strategy. We have retained both partners and customers while enhancing our overall brand and client trust. UDT's account managers are trained on the entire manufacturer's Product Portfolio, order management applications, workflow procedures which include submitting requests for volume discounts and extensive knowledge of all state contract agreements. UDT considers its sales organization to be an extension of our OEM's sales team. Its IT Professional Services Organization aligns with both our product offerings and with our customers' needs.

- UDT does NOT have any current errors and omissions of actions against the local office.
- UDT does NOT have any current legal action involving the local office.
- UDT does NOT have any other litigation in or outside of Florida that might have an effect on the Firm's financial condition or its ability to complete the scope of services.

4) Narrative Record of Past Experience

As indicated in Section 1.4(j) of this RFP, it is a Mandatory Responsiveness Requirement that the Proposer has a minimum of five (5) years continuous experience in implementing and providing, distribution, support, and maintenance services of comparable technology to clients of a similar size and scope as LCSB. Details of the Proposer's experience meeting this requirement shall be provided in narrative form and with enough detail for the district to determine its complexity, and relevance. Specifically, a Proposer shall include the following:

- A. A description of experience providing services similar in nature to the services sought in this RFP.
- B. The specific length of time the Proposer has provided similar services, and where services were provided.
- C. A narrative summary of contract performance in all the above-identified contracts, self-disclosing any identified performance deficiencies and the assessment of financial consequences or liquidated damages.

UDT Response:

Leon County

A. A description of experience providing services similar in nature to the services sought in this RFP

UDT provided two 3000 desktop unit rollouts that included all config center services and installation. We also provided 8000 Chromebooks so that the school could get their rollout started in 2020 as supply chain prevented the district from receiving the equipment timely. Also provide Lightspeed, Tenable, and recently performed a Cyber Risk Assessment. Also have provided various other hardware devices such as printers and laptops.

B. The specific length of time the Proposer has provided similar services, and where services were provided

Project time: 2-3months.

C. A narrative summary of contract performance in all the above-identified contracts, self-disclosing any identified performance deficiencies and the assessment of financial consequences or liquidated damages

None

Lee County Schools

A. A description of experience providing services similar in nature to the services sought in this RFP

Lee County Schools (LCS) has purchased approximately 70,000 Chromebooks in the past three (3) years with UDT white glove services. In the summer of 2017, UDT procured and provided white glove service for more than 30,000 devices to LCS. The 2018 summer refresh for LCS, delivered in July, was for 23,159 devices with an additional 2,974 devices processed over the summer. UDT white glove services include, but are not limited to:

- Google Chrome enrollment services
- Custom asset tagging
- Laser Etching of specified laptops
- Customized reporting (working with Lee County to fully develop)
- Inside delivery of completed units
- Laptop cart wiring and delivery of devices inside of carts
- Bakers Rack custom delivery as needed with devices secured within Belkin sleeves
- Complete project management and coordination of services and deliveries

UDT also provides complete on-site support for Lee County's fleet of devices. This model includes UDT providing 5-7 resources that work at the school district and by utilizing the district's courier services, repairs more than 1k tickets monthly at the district's central location. This includes all warranty and out of warranty work for the district.

B. The specific length of time the Proposer has provided similar services, and where services were provided

Project time: 5 years to Date. UDT was just awarded the same contract for a term of 3 years extendable to 5 years

C. A narrative summary of contract performance in all the above-identified contracts, self-disclosing any identified performance deficiencies and the assessment of financial consequences or liquidated damages

None

Duval County Schools

A. A description of experience providing services similar in nature to the services sought in this RFP

Provided a 5000 Samsung tablet rollout for the district which included remote software install and are in the process of a 1700 UPS districtwide installation as well. Project time: 2-3months.

B. The specific length of time the Proposer has provided similar services, and where services were provided

Project time: Services Provided over a period of 1 year

C. A narrative summary of contract performance in all the above-identified contracts, self-disclosing any identified performance deficiencies and the assessment of financial consequences or liquidated damages

None

Orange County Public Schools

A. A description of experience providing services similar in nature to the services sought in this RFP

As the primary service provider for Orange County Public Schools (OCPS), UDT provides an abundance of services including desktop/laptop hardware, datacenter hardware, imaging/configuration services, installation services and support services. UDT implemented the district's Digital Learning Convergence initiative with more than 100,000 devices deployed since 2015. UDT provides windows image consulting/automation, etching, cart wiring delivery and installation, asset reporting and warranty support on an ongoing basis.

B. The specific length of time the Proposer has provided similar services, and where services were provided

Project time: Services Provided over the last 9 years

C. A narrative summary of contract performance in all the above-identified contracts, self-disclosing any identified performance deficiencies and the assessment of financial consequences or liquidated damages

None

Polk County Public Schools

A. A description of experience providing services similar in nature to the services sought in this RFP

UDT has earned the Catalog of Contracts for Polk County Schools (PCS) for the past two years providing Dell and HP devices, accessories, and value-added services. UDT, in partnership with the district, successfully deployed and supports the first 1-to-1 initiative at Citrus Ridge Elementary with HP x360 11EE devices. UDT also cables PCS district standard carts and delivers them with devices by site. PCS has an annual district refresh of 4000 – 5000 teacher and student devices annually with imaging, asset tagging and laser etching. More than 3000 additional devices are procured throughout the year with asset tagging and laser etching services.

B. The specific length of time the Proposer has provided similar services, and where services were provided

Project time: Services provided over 4 years

C. A narrative summary of contract performance in all the above-identified contracts, self-disclosing any identified performance deficiencies and the assessment of financial consequences or liquidated damages

None

Martin County School District

A. A description of experience providing services similar in nature to the services sought in this RFP

UDT has been providing PCs and Chromebooks to MCSD for more than 15 years. For desktops, UDT provides imaging and laser etching including warranty expiration and asset tagging. Chromebooks are updated to the latest approved OS release prior to delivery, UDT enrolls the devices into the Google Management console with a verification process with the customer console, with wireless authentication is configured for out of the box connection. Any DOA or defective devices are replaced under warranty prior to delivery.

The UDT team provides deployment and installation services for all large refresh orders. UDT also provides a full-time onsite warranty and support technician specifically to support the 1:1 initiative. This technician is certified to repair all devices purchased by the district and backed up by the UDT Warranty & Support team in Orlando and Miami for additional resources as needed. The UDT ticketing system has been integrated with the MCSD ticketing system for immediate notification of device issues for quick resolution. UDT also provides custom network charging carts with devices (PCs or Chromebooks) that are prewired with devices charged and ready to roll into the classroom. The district utilizes the UDT Asset Tracking and Management Solution (ATMS) for inventory of all devices. ATMS is also used to track the number of devices out of warranty to monitor costs, device damage or service issues, and location of devices.

B. The specific length of time the Proposer has provided similar services, and where services were provided

Project time: Services provided since 2009

C. A narrative summary of contract performance in all the above-identified contracts, self-disclosing any identified performance deficiencies and the assessment of financial consequences or liquidated damages

None

- D. A list of all contracts within the last five (5) years that were terminated before the natural expiration of the contract term, both those related to performance issues and those for any other reason, along with an explanation of the circumstances related to the termination.

UDT Response:

i. Stability

UDT Response:

UDT has never had its license suspended, revoked, or reviewed. Additionally, UDT has never filed for bankruptcy, been subject to judgments, or had liens filed against it.

ii. Disputes

UDT Response:

UDT has not been involved in any disputes arising from the contracts for which it provided services.

- iii. Subcontractor Information - If the Proposer plans to use subcontractors to provide any performance under the Contract, the Proposer shall include detailed information for all subcontractors with whom it plans on contracting.

UDT Response:

UDT does not plan on using any subcontractors at this time to meet the requirements set in this proposal. Should the need arise in the future to use subcontractors, UDT will work with the district's office of supplier diversity to find a qualified and district certified subcontractor and will always ensure that such subcontractor is fully approved and vetted by the district before allowing any work to take place.

5) Staffing Plan

The Proposer shall describe all staff assigned to the Contract, including an organizational chart outlining the hierarchy of key personnel for the Contract proposed under this RFP.

UDT Response:

UDT has a dedicated support infrastructure to address all of the aspects of this contract for Leon County Public schools. Please see Figure 6: support organization chart and key personnel for SDLC and Table 1: Contact Information

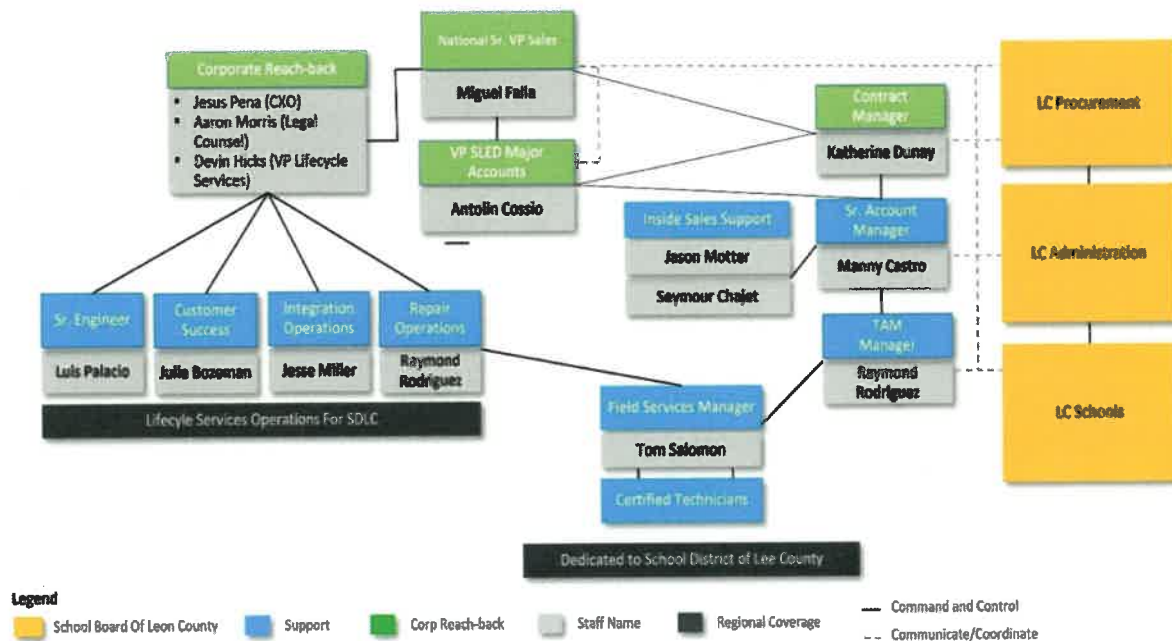
Table 1: Leon County Schools Support Infrastructure Team Contact Information

Direct Client Support of School Board of Leon County				
Name	Title	Phone	Email	Function
Billy Merchant	Sr. Account Manager	850-251-1976	bmerchant@udtonline.com	Primary point of contact, sales, quoting, product roadmap and introduction, product transitions, OEM liaison. General issue resolution
Jason Motter	Inside Sales Support	954-308-5112	jmotter@udtonline.com	Quoting, Order Tracking, Product Information, Billing / Accounting issues first point of contact
Seymour Chajet	Major Accounts Support Team Manager	954-308-5173	schajet@udtonline.com	Sales support, Sales Issues Escalation
Raymond Rodriguez	Director of Customer Support / TAM	954-308-5229	rrodriguez@udtonline.com	<ul style="list-style-type: none"> Responsible for Field and Logistics management. Responsible for all warranty/out of warranty workflows. Manages UDT field services and depot support technicians. Primary escalation point for OEM based escalation issues or field challenges.
Thomas Solomon	Field Technical Supervisor / Co-TAM	954-270-7606	tsolomon@udtonline.com	Coordinate and Dispatch dedicated technicians as needed, as well as serve as back up Co-TAM for the District
Luis Palacio	Sr. Engineer	407-867-3802	lpalacio@udtonline.com	<ul style="list-style-type: none"> Responsible for technical operations of UDT operations. Primary point of contact for enrollment, imaging, and configuration requirements. Escalation point for any technical challenges that arise with the customer environment.
Jesse Miller	Director of Integration Operations	954-308-3815	jmillier@udtonline.com	<ul style="list-style-type: none"> Responsible for all operations as it pertains to the UDT Customer Integration Center. Executes on the customer SLAs around enrollment and deliveries. Manages all aspects of inventory and warehousing.
Julie Bozeman	Customer Success Rep.	954-308-3818	jbozeman@udtonline.com	<ul style="list-style-type: none"> Serves as the Manager of the UDT EndPoint Solutions Customer Service organization driving overall Customer Experience.

				<ul style="list-style-type: none"> Actively engaged in working with PM to oversee SDLC processing and deliveries. Responsible for the assignment of additional customer service reps as needed to perform all SDLC district project discovery requirements.
Katherine Dunay	Contract Manager	800-882-9919	kdunay@udtonline.com	<ul style="list-style-type: none"> First point of contact for contract specific questions or issues
Executive Support / Corporate Reach back				
Name	Title	Phone	Email	Function
Tony Cossio	VP Major Accounts	800-882-9919	tcossio@udtonline.com	Major Issue Escalation
Miguel Falla	Sr. Executive Vice President	800-882-9919	mfalla@udtonline.com	Major Issue Escalation
Devin Hicks	VP of Lifecycle Services	954-308-3809	dhicks@udtonline.com	PC Services / Lifecycle Services / Warranty Services Escalation
Jesus Pena	Chief Experience Officer	800-882-9919	jpena@udtonline.com	General Service Issue Escalation
Aaron Morris	Legal Counsel	800-882-9919	amorris@udtonline.com	Legal Issue Escalation

In addition to the organizational chart below, UDT will assign a lead technician to oversee the local team in Leon County.

UDT Support Chart for the School District of Leon County



The Proposer shall provide the resume(s) and background information of the staff that will be assigned to this account.

UDT Response:

Please see attached **Appendix A:** for key personnel that will be involved with Supporting Leon County Schools.

Identify the proposed project manager who will be responsible for the day-to-day execution of the engagement and his or her relevant experience.

UDT Response:

Please see attached **Appendix A:** for Raymond Rodriguez and Thomas Salomon, who will serve as Project Manager and Client Support Representative respectively.

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Tab C - Service Area Detail

The Proposer shall describe, in detail, their proposed solution and how services will be provided, organized by the following service areas. This shall include all methodologies, plans, resources, technological tools, and operations processes. This section should include value-added services or deliverables it will provide the District at no additional cost, and its understanding of the District's goals and objectives of this RFP

- i. Proposed program design including hardware specifications.

UDT Response:

UDT is proposing a Lenovo 100e 4th Generation Chromebook to Leon County Schools. Fast, secure and versatile, the Lenovo 100e Chromebook Gen 4 has a slim and portable chassis. It is powered by MediaTek Kompanio 520 processors and eMMC Flash Storage for accomplishing heavy workloads without any system downtime. Transfer data and connect to external monitors and peripherals using the onboard USB 3.2 Gen 1, USB-C 3.2 Gen 1 and HDMI ports. With an integrated 47 Wh battery, the device comes with a max battery life of up to 16 hours. Its 11.6" HD screen is treated with an anti-glare finish to present visuals that are clear and detailed from all angles. It also comes with 16:9 aspect ratio, 400:1 contrast ratio, 45% NTSC color gamut and 90° viewing angle to enhance screen visibility. With High Definition (HD) audio, 2W x2 Waves MaxxAudio stereo speakers, HD 720p camera with privacy shutter, this Chromebook allows users to be seen and heard clearly during web conferences. It is loaded with security features that include Google Security Chip H1, Kensington Nano security slot to shield the device and data from potential cyber-attacks. The Lenovo 100e Chromebook Gen 4 is built to handle whatever school and life can throw at it. It meets stringent Lenovo DuraSpec testing, including 360cc liquid spills, 76cm drops on concrete, and 60kg force exerted on the top cover. It also boasts an easily serviceable top-load keyboard with anti-pry full-skirt keycaps. Together with its reinforced ports and hinges, plus rubber bumpers, this resilient Chromebook makes learning possible anywhere. **Figure 2: Lenovo 100e Gen 4 Technical Specs (datasheet attached in Technical Specifications)**

Lenovo 100e Chromebook Gen 4

Lenovo

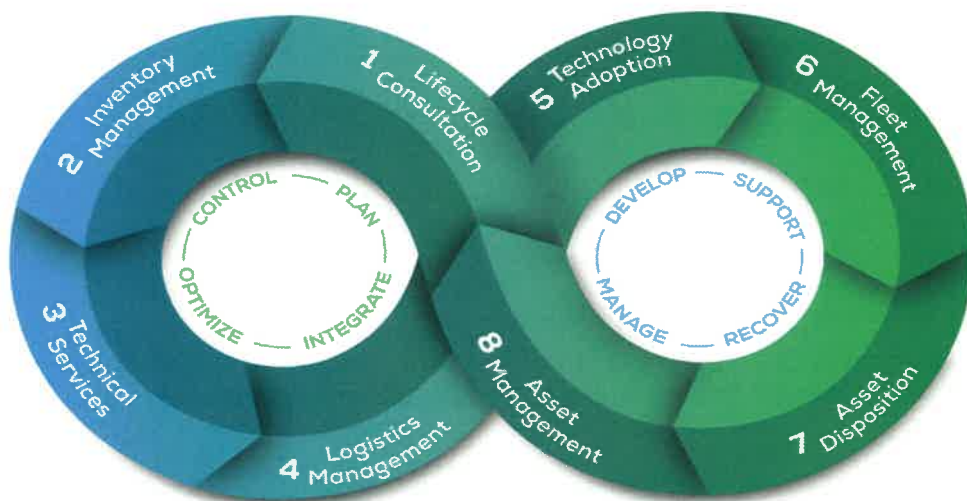
Performance	Keyboard	Security & Privacy
Processor MediaTek Kompanio 520	Keyboard Chrome keyboard, 6-row, spill-res. stand, Anti-pick proof keycaps with full skirt design	Security Google Security Chip H1 Kensington Nano Security Slot
Operating System ChromeOS	Touchpad Mylar surface touchpad 60.5 x 104 mm (2.38 x 4.09 inches)	Certifications
Graphics ARM Mali-G52 2EE MC2 GPU (integrated)	Dimensions ³ 297 x 200 x 18.6 mm (11.3 x 7.9 x 0.73 inches)	Green Certifications ^{6,7} ENERGY STAR B D EPEAT Gold EPEAT Gold Registered TCO Certified 9.0 RoHS compliant
Memory 4GB LPDDR4x-3733, soldered	³ The system dimensions may vary, depending on configurations.	⁶ The items listed under the "Green Certifications" section may not only refer to certification but also registration or self-declaration.
Storage ¹ 32GB eMMC 5.1 on system board	Weight ⁴ Around 1.25 kg (2.71 lbs)	⁷ EPEAT is a registered where applicable, please see https://www.epeat.org/ for registration status in country.
¹ The storage capacity supported is based on the test results with current Lenovo storage offerings.	⁴ The weight is approximate and may vary depending on configurations.	
Audio High Definition (HD) Audio Stereo speakers, 2W x2, optimized with Waves MaxxAudio Single microphone	Color Graphite grey	
Camera ⁸ HD 720p with privacy shutter	Case material PC + ABS (top) PC + ABS (bottom)	
Battery ² 47Wh battery (up to 16 hr), Rapid Charge with 65W AC adapter	Connectivity	
² battery life claims are approximate maximum. Actual results vary by configuration and usage. Battery life is the maximum battery life with all accessories and optimal use.	Wi-Fi & Bluetooth ⁵ MediaTek Wi-Fi 6 MT7922, 802.11ax, Bluetooth 5.1	
Power Adapter ⁹ 45W USB-C adapter, PD 3.0 65W USB-C adapter, PD 3.0	⁵ Bluetooth 5.2 is hardware ready, but may roll out at a later version due to OS limitations.	
Design	WWAN ¹⁰ 4G LTE CAT5*	
Display 11.6" HD (1366x768) TN Anti-glare 16:9 ~250nits, 45% NTSC, 60Hz	Ports 2x USB 3.2 Gen 1 1x USB-C 3.2 Gen 1 (data, PD, DP) 1x HDMI 1.4a 1x Headphone / microphone combo jack (3.5mm)	

*Items with * are optional and only available on selected models. Information presented here may represent the maximum possible configurations for this product, but it does not necessarily reflect what is available in your region. Please ask your rep or check the specifications for specific Part Numbers in your region. © 2023 Lenovo. Products are available under various terms. Lenovo is not responsible for photographic or typographic errors. Lenovo, the Lenovo logo, ThinkPad, ThinkCentre, ThinkStation and ThinkVision are trademarks or registered trademarks of Lenovo. All other product and service names may be trademarks of others. Depending on factors such as the processing capability of peripheral devices, the application, system configuration and operating environment, the actual data transfer rate of USB connectors will vary and is typically slower than published standards.

ii. UDT recommended approach will meet the RFP's objectives.

UDT Response:

As part of our standard Lifecycle Management approach, UDT can provide Leon County Schools with a complete end-to-end sustainable approach to procuring, configuring, deploying, and supporting their assets. This proven approach, shown in the below graphic, contains 8 primary high-level components to truly allow Leon County Schools to focus on their core instructional objectives all while having peace of mind that their devices are being managed in a purpose-built approach to ensure proper support for these critical learning assets:



UDT's Lifecycle Management Approach

LifeCycle Consultation

Understanding the K12 environment and framing core workflows around these unique K12 needs is what drives UDT's overall LifeCycle Management approach. The importance of the [Planning](#) phase at the outset of any LifeCycle Management project is crucial to ensure the development of processes, communication plans, quality controls, technical requirements, support structures, and an overall cohesive understanding of the task at hand by all parties involved.



LIFECYCLE CONSULTATION

Inventory Management

Gaining [Control](#) and streamlining IT deployments begins at the initial procurement and manufacturer delivery phase. Having a trusted local partner and technology advisor that understands the district objectives to receive, warehouse, and verify OCPS orders is critical to the ultimate outcome of the technology deployment and the overall customer experience.

UDT's Inventory Management phase of the LifeCycle includes but is not limited to:

- Procurement Management
- Order receipt and verification for accuracy
- DOA/RMA remediation to ensure OCPS receives complete and fully functioning devices at each location.
- Project coordination, customer service, and delivery coordination teams
- Secure warehousing of OCPS product – Hot spares and contingent inventory



INVENTORY MANAGEMENT

Technical Services

UDT's Technical Service segment of the full LifeCycle is all about *Optimization* of the district assets to produce fully functional, ready to use out-of-the-box assets at each location and the continual evolution and modernization of the district's configuration and deployment approach. UDT's Technical Services phase of the LifeCycle includes but is not limited to:

- Image creation, management, and deployment to all assets
- Cross-platform services: Microsoft, Google, and Apple configuration capabilities
- Chrome Management Console API integration for automated QC, Chrome OS updates, Asset Tag/Location data entry, and Chrome Management Console OU designation
- AutoPilot, In-Tune integration & configuration capabilities
- VPN connection for enhanced configuration capabilities
- Customized post-image software loads and automation
- BIOS configuration based on OCPS requirements.
- Laser etching of logos, verbiage on all devices.
- Custom asset tagging
- Component installation (i.e., memory, hard drives, etc.)
- Kitting and consolidation of orders prior to delivery
- Custom cart wiring to meet district standards.



TECHNICAL SERVICES

Logistics Management

A key component of the overall customer experience is the ability to manage the logistics structure and *Integrate* the district's technology purchases seamlessly into school environments. Once the devices are fully optimized, scheduled, and ready for delivery, UDT's Customer Service organization and the Leon County Schools dedicated Customer Service Representative (CSR) verifies, confirms, and communicates the delivery schedule to Leon County Schools. A critical aspect of a successful delivery is understanding the unique school by school delivery requirements, special order requirements, building a familiarity with the site contacts, and providing a just-in-time delivery approach to minimize site disruption. UDT Logistics Management is focused on these key areas and working to successfully communicate, deliver, and provide a great customer experience are top priorities. UDT's Logistics Management phase of the LifeCycle includes but is not limited to:

- Full logistics planning and coordination – Projects and run-rate.
- Secure pre-delivery asset staging
- Customer-driven delivery methods
 - Just-in-time inside white glove delivery
 - GreenIT delivery method removing on-site packing material.
- Delivery by UDT certified and trained drivers in UDT's fleet of trucks and cargo vans
- On-site implementation and deployment by certified technicians familiar with the district (i.e., unique site requirements, check-in protocols, Covid related processes, etc.)



LOGISTICS MANAGEMENT

Technology Adoption

Once all assets are deployed, it is crucial that the integrated assets are effectively used as teaching and learning tools, adopted quickly, and providing the benefits intended for the end-users. UDT's Technology Adoption team can help *Develop* and provide a professional development plan to include instructional, technical, and application training to assist the district in getting the absolute most out of their technology investments. UDT's Technology Adoption phase of the LifeCycle includes but is not limited to:

- Custom Professional Development planning
 - Instructional, technical, and platform training available.
- Personalized training options



TECHNOLOGY ADOPTION

- On-site, group-based
- Virtual interactive
- Webinar/video-based
- Individual user assessments
- Tutorial and manual creation for ongoing, refresher needs
- Full portfolio of training and consulting capabilities

Fleet Management

Proper Fleet Management can be a complex, time-consuming, and overwhelming task in large enterprise environments. UDT's [Support](#) organization and workflows are purpose-built to help simplify K12 fleet management, increase efficiency, minimize downtime, and expand productivity allowing districts to continue to focus on their core objectives. The UDT Customer Support Center (CSC) is designed with K12 depot support requirements in mind and provides for the scale, capability, and expertise to support large enterprise environments like Leon County Schools yet nimble enough to evolve as the needs of the district change over time. UDT's Fleet Management phase of the LifeCycle includes but is not limited to:

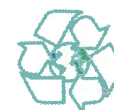


FLEET MANAGEMENT

- Customized Fleet Management options
- In/Out of warranty support
- On-site repair and support
- Custom depot support model
- Repurposing of parts and devices
- Supplemental Co-IT technician programs
- Hot spares and contingent inventory management
- Dedicated delivery team, receiving team, and certified technicians.
- Comprehensive reporting and analytics through Business Intelligence (BI)

Asset Disposition

The end of the LifeCycle has become increasingly important as the number of devices increases in the hands of students. The reassurance of proper disposal and security compliance has continued to increase in importance and UDT's capabilities around Asset Disposition continue to evolve to manage this critical step of the LifeCycle. The ability to securely [Recover](#) district assets as a part of an enhanced refresh model is crucial to drive sustainability and protect your students' data privacy and identity. UDT's Asset Disposition phase of the LifeCycle includes but is not limited to:



ASSET DISPOSITION

- Secure chain of custody compliance
- White glove recovery and logistics management
- Certified and secure data sanitization
- Proper documentation for release of liability and data destruction
- Environmentally friendly disposal process
- Asset inventory reporting and management

Asset Management

IT asset management can be difficult across enterprise districts, UDT's Asset Management approach leverages the purpose-built Asset Tracking and Management System (ATMS). This tool is designed, developed, and owned by UDT and was developed 8 years ago with the K12 IT asset tracking challenges in mind. ATMS is integrated into the Technical Services aspect of the UDT LifeCycle approach and allows UDT to capture standard data on district orders and devices that can be leveraged by the district. As part of this proposal, UDT is offering Tier 1 ATMS to supplement the district's current asset management structure and use as needed. UDT's Asset Management phase of the LifeCycle includes but is not limited to:



ASSET MANAGEMENT

- Fully customized solution for asset tracking and management
- Real-time asset views
- Data analytics and reporting
- Complete asset history and audit trails
- Integration into service applications
- Fee management capabilities
- Permission-based SSO for customized views based on the role within the district.

iii. Risks or challenges it recognizes related to the district's requirements.

UDT Response:

There continues to be supply chain parts issues across all OEM's. UDT intends on investing in parts lockers to be housed locally in our Leon County office as well as distributed amongst our UDT Field Technicians. The parts locker inventory will be monitored regularly to prevent delays wherever possible.

iv. How UDT will ensure quality services are provided while ensuring costs are managed appropriately

UDT Response:

UDT utilizes ConnectWise as the foundation of our Global Warranty Services Board to track tickets, update notes, document back orders, etc. These tools provide detailed information on all tickets, specifically aging, so we have visibility to backorders, parts constraints or customer delays. These tools also manage technician production to ensure we are using labor hours optimally. Utilizing all the data reporting and capabilities of ConnectWise UDT will ongoing be monitoring UDT's response and fulfillment of warranty tickets, identify trends, and ways to improve UDT's service delivery.

v. An explanation of typical lead times for obtaining, preparing, and delivering new Chromebooks

UDT Response:

Leon County Schools has advised of the following preferred timing:

- Anticipated Date the District will Advertise its Notice of Board Decision: February 5, 2024
- Issuance of District Purchase Order: March 2024
- Commencement of Inside Deliveries: June 3, 2024
- Receiving of all Deliveries (on or before) July 25, 2024

UDT currently has no concerns in meeting the deadlines requested by Leon County Schools. Some important timing requirements to reference.

- Assumes Leon County Schools makes a timely decision on the award, which will allow UDT to start sourcing laptops with Lenovo before PO's are provided.
- Assumes Leon County Schools provides purchase orders within the first two weeks of March to allow Lenovo enough time for product sources and logistics shipping to UDT.
- Assumes Leon County Schools facilitates and approves of the deployment and delivery schedule created by UDT in March.

In general, preparation leads to success. UDT's vast experience procuring, processing, and delivering large amounts of laptops to school districts has proven time and again that preparation is the key. Preparation with a sense of urgency starting even before actual procurement breeds a stress-free great experience for all parties involved, and

it is what UDT desires to provide. What UDT, Lenovo, and Leon County Schools will be doing is creating a customized white glove supply chain for Leon County Schools that requires Lenovo to source the right laptops at the quantities needed, securing production capacity on UDT's factory floor, and in conjunction planning UDT white glove logistics capabilities with Leon County Schools. This is something UDT specializes in and does seamlessly year over year, and UDT looks forward to providing an exceptional experience to Leon County Schools.

- vi. A description of the process for informing the District of new models and products related to this RFP and the ability to purchase new models or variations of current models.

UDT Response:

UDT will conduct ongoing reviews of new models as presented by Lenovo to include regular and quarterly meetings. As all OEMs continue to come out with new products, this will be a fluid process, with UDT and Lenovo continually engaging and informing Leon County Schools of the latest technology Lenovo can provide UDT and Leon County Schools.

- vii. A description of the methods of asset tagging equipment. Please include the type and amount of information that can be provided on the tag and how the tag can be scanned (e.g. barcode, QR code, etc.). Please provide a sample asset tag(s) for review with your proposal.

UDT Response:

Asset Tagging:

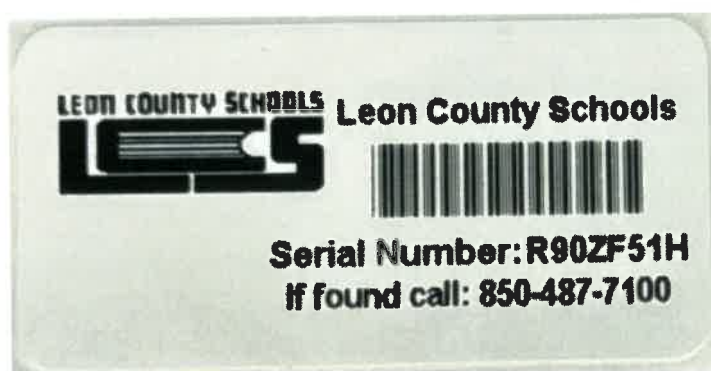
UDT supplies asset tags to various school districts and also across various industries as well. UDT understands that asset tags are a very intimate investment for every type of customer. The size, type, format, placement, and information on the asset tags all play an important function for not just IT, but cross-departmentally as well for procurement, finance, facilities, property management, security, and technology help desk support.

UDT has created the following asset tag mock-up for Leon County Schools to review. UDT suggests this asset type and format, as a start, as UDT has found that it meets most school district requirements for durability and functionality.

Medium: White Polyester Glossy

Size: 1"x2"

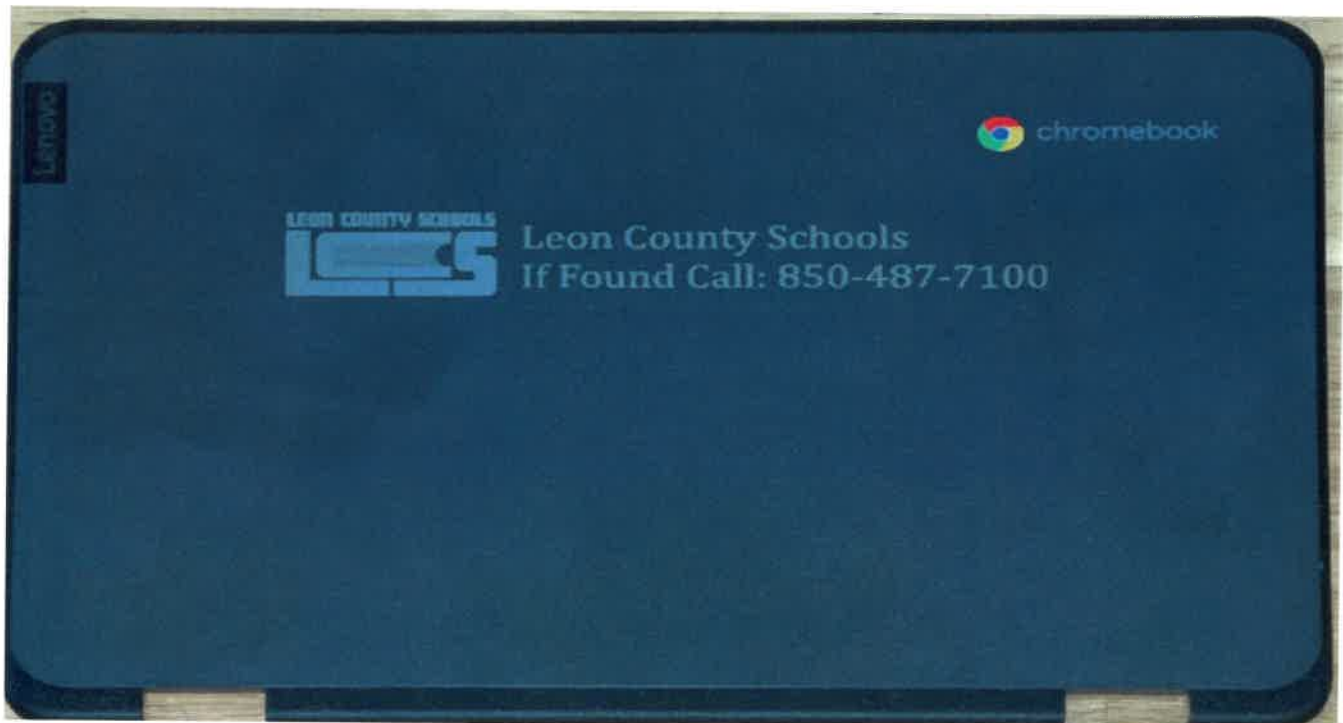
Placement: Most customers prefer asset tags placed on the bottom of laptops to avoid abuse.



The above is a representation of what UDT can provide. Upon award, UDT and Leon County Schools will conduct an asset tag template creation process that will allow for augmentation and verification of the asset tag. UDT stocks various asset tag types and sizes and utilizing a couple different asset tag printers. This allows UDT to print asset tags with the exact information a customer needs now and into the future.

Laser Etching:

UDT has robust laser etching capabilities that complement customers' asset tagging strategy of theft deterrence, governance, and branding. As part of this Technical Response, and the pricing of laser etching included, the scope of laser etching services would include a repeatable etch across all Chromebooks that can include a standardized logo and/or standardized verbiage. An example laser etch is the following:



viii. A description of the asset management system that will be utilized.

UDT Response:

UDT invested in developing a purpose-built UDT's Asset Tracking Management System (ATMS) for education as education has very unique requirements compared to other industries.

Some important capabilities that Leon County Schools has advised are requirements include:

- Any Chromebook enrolled by UDT will automatically populate Leon County Schools' ATMS. This could include other asset types and OS types upon further discussion.

- Should Leon County Schools advise UDT ahead of time, UDT can also pre-assign equipment to locations and even students and teachers.
- Hot spares management is included as a standard feature in the tool. This is done through ATMS loaner group management capabilities along with device status capabilities to allow Leon County Schools to designate certain devices as hot spares by location, but also assign those hot spares to specific Leon County Schools designees to create accountability and governance capabilities.
- Integrations with Leon County Schools Azure Active Directory and Chrome Management Console are included to provide a seamless and trusted experience to the district by allowing device assignment via end users in Azure Active Directory.

In addition to the above critical but basic capabilities, UDT will also provide as a value add the following capabilities in ATMS that will allow Leon County Schools to include Windows teacher devices in the asset tool:

- ATMS Agent for Windows devices in the district.
 - The agent can report back on various data sets of a device to provide enhanced hands-off knowledge of the status of Leon County Schools fleet.
 - The agent will provide the geo location of Windows devices and remote lock/wipe capabilities.
- Asset management compliance rules, policies, and reporting are included. This capability allows customers to move from the tactical day-to-day requirement of ensuring everyone has a functional device to being strategic by implementing policies that measure success. Example is device utilization, and monitoring how often a device is being powered on and connecting to a network, and reporting on any devices that fall out of a Leon County Schools specific rule (Ex. More than 15 Business Days).

The following is a summary of all the ATMS capabilities that UDT and Leon County Schools would utilize together:

	Capabilities	Additional Information
Data Compilation & Organizational Access Controls		
ATMS Portal	Access to ATMS	Included in Price
Permission Levels - 3 Roles of Account Access	Role 3: Administrative Account (Account Creation & Administration, Edit Data, and Import Capabilities) + Tier 2 & Tier 1	Included in Price
	Role 2: Manage Account (Enter Data) + Tier 1, Use of Workflows, and Status changes	
	Role 1: Assist Account (View, Search, and Export)	
SSO Password Management	Single Sign-On Integration for password management (Microsoft/Google)	Included in Price
Lifecycle Management Views	Standard lifecycle management views. Examples: Asset view, Location Specific Assets view, Logs view, Cart Inventory view, and Asset Status view	Included in Price
Asset Import & Export	Asset import capabilities for easy upload of current assets. Export asset data as needed to create reports in different file formats or bulk edit asset data for re-import.	Included in Price
Advanced Search	Advanced search functionality using various filters and data sets to include saving repetitive favorite searches	Included in Price
Permission Levels - Role Based Access Control (RBAC)	Creation of different administration and permission levels using Azure/AD or G-Suite specific role-based access controls that fit the district's organizational structure and delegation of responsibilities.	Included in Price

	*Requires Consultation & Development	
Business Operations Workflows & Reports		
Lifecycle Management Workflows	Device assignment, re-allocation, tracking, and auditing using specific workflows and forms created for your business needs	Included in Price
Hot Spares Management	Onsite Hot Spares Management capabilities to quickly address end user and end point needs. Examples: On premises Hot Spares Pool, Loaner Groups, New Employees, Employee Terminations, Device Refreshes	Included in Price
Global Reports	Reporting that includes customized reports tailored to needs, auto-reports per KPI trigger or timeframe, and dashboards with customized graphs	Included in Price
Agent Data Information & Device Remediation (Requires ATMS Windows Agent)		
Installed Software Reporting for Windows End User Devices	Reporting and searching of installed software to include: Software Name, Version, Install Date, and Publisher of Windows devices	Included in Price
Advanced Asset Reporting	Reporting and searching of asset information to include: Hostname, Serial Number, Operation System, Device Description, BIOS version, TPM Chip Status, User Profiles, Video Controller, Audio Controller, CDP/LLDP Neighbors, and Local Admin Group Members of Windows devices	Included in Price
Network Information Reporting	Reporting and searching of asset information to include: Wired network adapter information, wireless network information, IP address, Subnet Mask, Default Gateway, DNS, and Subnet information of Windows devices	Included in Price
Geo-Location	Identify the location of a Windows using Google Maps capabilities	Included in Price
Installed Microsoft Updates Reporting	Report of Microsoft updates to include search functionality. This includes: Microsoft Update, Update Type, Microsoft Update Version, and Installed by of Windows devices	Included in Price
Hard Drive & RAM Reporting	Capturing of data reported from a Windows device Hard Drive or RAM module to include health and utilization data *Limited to hard drive and RAM data reporting capabilities	Included in Price
Connected Printers & Monitors Reporting	Capturing of data reported from monitors and printers connected to a Windows device *Limited to Printer and Monitor data reporting capabilities	Included in Price
Remote Device Wipe (Non-Destructive)	Erasing of Windows device data and factory reset of device operating system to factory. All access to the device will be lost and no more inventory reports will be received unless the agent is re-installed	Included in Price
Remote Device Lock	Locking of a Windows device from end user access. All access to the device will be restricted. Inventory reports will continue to be received while the device is locked.	Included in Price

Utilization Policies Implementation & Reporting		
Asset Management Compliance Rules & Policies	Implementation of asset management compliance rules of device utilization (Last-Call-In Frequency Requirement / Device Assignment Acknowledgement / Hot Spares Cycle County Reporting)	Included in Price Requires Consultation
Asset Management Compliance Reporting	Reporting on assets not adhering to asset management compliance rules and policies (View/e-Mails)	Included in Price Requires Consultation
Asset Management Compliance Remediation	Remediation of assets not adhering to asset management compliance rules and policies <u>by UDT</u> through customer approved communication	Requires Consultation Additional Cost
Asset Data Compilation via System Integration	Integration with customer tooling and systems to capture and push data from one place for overall asset management visibility and compliance	Requires Consultation Additional Cost
UDT Workflow Fulfillment of Lifecycle Events from UDT's Facilities		
Request Product to be Processed by UDT	Visibility customer strategic stock product at UDT's Integration Center, request the product to be processed for end user out of the box experience (image/etch/tag/kit/etc.), trigger asset management assignment and historical log(s), and shipment per customer SLA	Requires Consultation Additional Cost
Lifecycle Event Remediation	Request UDT to resolve the common lifecycle events that occur in every industry: <ol style="list-style-type: none"> 1. New Device Refresh Needs 2. New Employee Onboarding 3. Recovery of Devices from Employees Leaving & Recertification of Device for Future Use 4. Warranty Incidents to Include Advanced Exchange & In/Out of Warranty Break-Fix 5. Rush/Emergency/VIP/Security Incident Shipments 6. End of Life Recycling & Data Destruction Recertification of Devices to Meet End User Productivity Standards Prior to Inclusion in Stock	Requires Consultation Additional Cost
Strategic Warehousing & Fulfillment	Stage contingency hardware at additional Employee assets at UDT's Warehouse to Avoid Supply Chain Delays & Minimize Onsite Storage for Quick Response to Common Lifecycle Events. Request product to be shipped, and UDT will fulfill the request per the shipping level of service required.	Requires Consultation Additional Cost
Imaging & Provisioning Integration	Integration with imaging and provisions systems to enable requests in ATMS to automatically image and configure devices per your requirements hands-off: SCCM/Intune/AirWatch/Chrome Management Console (Examples) *Requires Consultation & Development	Requires Consultation Additional Cost

Important Information & Considerations

Development & Onboarding Utilization

The following capabilities typically require customization by a UDT engineer for them to be enabled in a customer's ATMS. Verifying if there is a need for the following capabilities and if so, the requirements to enable them will further determine onboarding pricing. Onboarding pricing is priced out as a block of engineering hours upon discovery being completed.

- **Azure & Active Directory Integration:** Utilization of Azure and Active Directory groups that match ATMS permission levels, which gives the ability to add and remove users using Azure/AD.
- **Warranty Ticketing System Integration:** ATMS integration with an existing warranty ticketing system so that the ATMS data is synchronized with the ticketing system for searching and reporting. Additional potential functionality can include creation of warranty tickets in ATMS for population in the existing ticketing system. Lastly, incorporating UDT's warranty ticketing system with ATMS and a customer ticketing system.
- **Imaging, Configuration & Provisioning System Integration:** Integration with the tooling and systems used by customers to image, configure, and provision assets so that they can be optimized at scale at UDT's production facilities with customer specific quality controls to ensure assets are produced securely and ready for use right out of the box. This can include integration with SCCM, Intune, Chrome Management Console, or other customer specific MDM's. Further VPN set-up to ensure a quality out of the box end user experience.
- **Asset Lifecycle Workflow Customization:** There are Lifecycle Management workflows and Hot Spares Management workflows built specifically to record and resolve standard lifecycle incidents within the ATMS. These workflows are battle tested and are an integral part of the backbone of any ATMS. Minimal editing of the workflow data entry forms verbiage and fields is included, but changes to how the actual workflows perform could require additional UDT engineering hours.
- **Adoption Training:** Each customer is different with their level of expertise, organizational structure, and required governance, which all determine the amount of training that will be required for a proper implementation and adoption of ATMS. UDT will conduct discovery to gauge the required amount and type of training needed.

Frequently Asked Questions

- **What type of assets can be asset managed in ATMS?** Any asset type can be managed within ATMS. This includes laptop/desktop, licensure, and assets like furniture. We have customers asset manage all different types of assets that are not IT based. What is critical is to identify the asset management compliance metrics your organization is looking to achieve and building workflows around how the data is to be captured to monitor compliance of that type of asset.
- **Can the ATMS do _____ (Fill in the blank)?** The ATMS is not a rigid tool that you buy out of the box that cannot be augmented to your needs. The ATMS was created and is supported by dedicated UDT engineers, and the engineering team continues to strive to adapt the ATMS to all our customer's unique needs while still driving core asset management principles through the use of the platform. If there are ATMS capabilities that are needed UDT is eager to hear them and enhance the ATMS as needed to support all our unique customer needs.
- **I already have invested in asset management tooling, but the ATMS has capabilities I need. What can I do?** The ATMS is a platform that allows UDT engineers to leverage your current investments by integrating with them so data can flow back and forth from the ATMS pending any tooling limitations. Therefore, your ATMS can be your holistic platform that includes the toolset and reporting you need. Or it can act simply as your one source of truth integrating with your various system to consolidate data so it can be verified and compiled into reporting and metrics.

- **What if I need change to my ATMS after onboarding?** UDT expects our customer to continue to need updates, changes, and enhancements to their ATMS. This is a positive sign that an organization is addressing new asset management challenges and looking to expand their asset management capabilities to become more mature. Simply reach out to your UDT Sales Account Manager with your needs, UDT will scope out your requirements, and provide a quote for the estimated engineering time needed.
- **Do I need to purchase hardware or services from UDT in order to leverage the ATMS?** No. If you are a UDT customer that is leveraging UDT to procure and service new hardware, or you want to procure hardware yourself and ship it to UDT to service, your asset hardware and services data will automatically populate ATMS upon ATMS being set-up. If you are looking to simply use ATMS without any other UDT services, the ATMS is still best in breed for your asset management needs. UDT will collaborate with you to streamline the process of uploading your current and future data into the ATMS.

- ix. A description of the support provided in response to device recall problems and how a guaranteed time to resolve said problems will be provided.

UDT Response:

In the event of a device recall or service advisory, UDT will work very closely with the OEM to ensure the issue(s) is addressed expeditiously and a resolution is provided within a reasonable timeframe.

- x. UDT approach differentiators

UDT Response:

- UDT has a full portfolio of services that are not just Lifecycle Management, but also include Cyber Security, Managed Services, Cloud Services, and Professional Services. As Lifecycle Management is innately tied to all of the above services, and vice versa, customers are inherently needing UDT to strengthen their Lifecycle Management strategy with these other services. As UDT has them all and is well-versed in the creation of solutions and programs across all the segments of these services, UDT is ready to leverage all of UDT's expertise for Leon County Schools.
- Leon County Schools has requested a depot model that is not on school premises but within county limits. UDT is well versed in creating and sustaining such an approach and model but is also ready to implement and augment as needed to sustain the requirements of Leon County Schools. As an example, if ticket counts spike due to seasonal needs or unforeseen circumstances, UDT has staff throughout Florida that can easily be deployed to Leon County Schools. This includes not just adding warranty repair technicians to conduct repairs, but increasing logistics capabilities of pick-ups, or leveraging other overflow facilities to maintain Leon County Schools SLAs.
- UDT is OEM agnostic, OS Agnostic, and OEM Warranty agnostic. UDT believes in customers being able to invest in and utilize the right technology for them for teaching and learning in the classroom. UDT having an agnostic approach allows customers the freedom and flexibility to choose the technology they need, while still knowing their partner can support them. This is very important when customers are leveraging various OEM devices, using different operating systems, and desire to invest in different OEM warranty offerings. Partnering with UDT means access to mature relationships with all the OEMs and experienced UDT personnel across OEMs.

- xi. Why it's Proposal represents the best value for the District.

UDT Response:

As previously mentioned, UDT has systematically evolved within the education sector, particularly in the State of Florida. Our growth has been characterized not merely as a technology supplier, but as a genuine partner attuned to the specific needs of our K-12 clients. The processes, services, and systems outlined in this proposal have been meticulously developed in response to the discernible demand for seamlessly integrated technology solutions in the classroom. UDT has navigated the complexities of learning logistics and refined operational processes, discerning what proves effective and what does not. Furthermore, our understanding extends beyond the general needs of the entire K-12 segment; we recognize the distinctiveness of each school district. As such, we offer Leon

County Schools the flexibility to customize the level of service or engagement tailored to the unique requirements of the district.

Tab D Accidental Damage Protection Program

The Proposer shall describe, in detail, their proposed solution for four-year Accidental Damage Protection (ADP) coverage for its devices. This narrative should encompass all essential details related to the ADP program, such as:

- i. Program description and any limitations.

UDT Response:

ADP coverages include:

- Accidental liquid spills
- Unintentional drops and bumps in classroom/office environments
- LCD screen cracks/breakage
- Internal components damaged under a covered instance.

Key benefits:

- Unlimited ADP Claims up to the value of the device and one replacement
- Repairs are performed by Lenovo-trained technicians using Lenovo-certified parts
- Comprehensive diagnostic tools identify hidden damage that may otherwise go untreated

- ii. Maximum number of repairs within a year.

UDT Response:

Unlimited ADP Claims up to the value of the device and one replacement.

- iii. Unused repairs policy: If applicable, explain any policy regarding unused repairs.

UDT Response:

Sealed Battery Warranty.

- One-time battery replacement in case of degradation during year 2, 3 or 4 if the covered battery fails to meet the performance standards.
- Customers can only purchase a Sealed Battery Warranty (SBTY) warranty upgrade within the first 12 months of device purchase

- iv. Coverage Inclusions: Detail what types of damages or issues are covered by the ADP program.

UDT Response:

- Lenovo Accidental Damage Protection (ADP) covers the device for damages caused by unintentional accidents that may result in damage components such as system boards, keyboards, disk drives, displays, hinges etc.... (multiple part replacement are covered under the terms of the ADP)
- Accidental Drops, spills, bumps, and structural failures.
- Electrical Surges.
- Damage to the integrated LCD Screen
- Accidental Drops, spills, bumps, and structural failures.
- Damaged parts outside normal warranty coverage

- v. Exclusions: Clearly list any scenarios or circumstances that are not covered by the ADP program. This could involve intentional damage, loss, or other exceptions.

UDT Response:

Cosmetic damage (Cosmetic damage, e.g.: scratches, dents, or cracks that do not affect the product's functionality or structural integrity. All products and offers are subject to availability.) equipment loss or failures due to usage outside of normal operating conditions. Any data loss or

interruption of business, intentional damage and misuse, removal or alteration of parts, accessories, theft, damage from fires, damage to peripherals or third-party products, even if sold by Lenovo™. Examples include:

- The outer case cracks but your system still operates effectively.
- You've left your PC behind somewhere and it is considered lost.
- The system is used in the rain, and you lose an entire day of productivity because your PC no longer functions.
- The stylus or battery is misplaced.
- Lenovo ADP does not cover intentional damage or lost/stole devices.

- vi. Duration of Coverage: State the exact duration of the four-year ADP coverage and when it will commence and terminate.

UDT Response:

Accidental Damage Protection (ADP) coverage that is purchased with any device commences on the date the devices are invoiced to the customer and ends 4 years from that date.

- vii. Any additional value-added features such as proactive monitoring, preventive measures, or educational resources on device care.

UDT Response:

The Lenovo e100 Chromebook comes equipped with Google's H1 Security Chip that inherently protects the student's information.

Tab E - Required Forms

Submittal Forms Checklist

Attachment	Included
a. The completed, notarized Attachment II, Required Provisions Certification signed by the authorized representative who signs the above-mentioned cover letter	Yes
b. Completed Application for Vendor Status and associated forms.	Yes
c. Attachment III - Notice of Conflict of Interest	Yes
d. Attachment IV - Vendor Contact Information	Yes
e. Attachment V - Proposer's Reference Form	Yes
f. Attachment VI - Local Preference Affidavit (if applicable)	Yes
g. Attachment VII - Subcontracting Form (if applicable)	N/A
h. Attachment VIII – Drug-Free Workplace Certification	Yes
i. Attachment IX - Certification Regarding Debarment	Yes
j. Attachment X - Certification Regarding Lobbying	Yes

Attachment II

Required Provisions Certifications

1. **Business/Corporate Experience**

This is to certify that the Proposer:

- a. Is duly licensed in the State of Florida and;
- b. Has a minimum of five (5) years continuous experience in implementing and providing distribution, support, and maintenance services of comparable technology to clients of a similar size and scope as LCSB;
- c. Has successfully implemented and provided distribution, support, and maintenance services of comparable technology to at least three (3) accounts of a similar size and scope as the District, preferably in the public sector.

2. **Prime Vendor**

This is to certify that the Successful Proposer will act as the Prime Contractor to the District for all services provided under the Contract(s).

3. **Meets Legal Requirements**

This is to certify that the Proposer's Proposal and all services provided under the Contract will be compliant with all laws, rules, and other authority applicable to providing the services including, but not limited to, Florida's Open Government laws (Article I, Section 24, Florida Constitution, Chapter 119, F.S.) and Chapter 119, F.S.), Section 218.39, Florida Statutes, (F.S.) as defined in Chapter 10.800, Rules of the Auditor General..

4. **Financial Disclosure**

This is to certify that the Proposer has disclosed in their Proposal all suspensions, revocations, bankruptcies, judgements, or liens in the last five (5) years.

5. **Federal Debarment**

This is to certify that neither the Proposer, nor its principles, is currently disbarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from participation in this solicitation by any Federal department or agency.

6. **Conflict of Interest**

Per Section 1001.42(12)(i), F.S., this certifies that no member of the Leon County School Board or the Superintendent has any financial interest in the Proposer whatsoever.

7. **Statement of No Inducement**

This is to certify that no attempt has been made or will be made by the Proposer to induce any other person or Contractor to submit or not to submit a Proposal with regards to this RFP. Furthermore, this is to certify that the Proposal contained herein is submitted in good faith and not subject to any agreement or discussion with, or inducement from, any Contractor or person to submit a complementary or other non-competitive Proposal.

8. **Statement of Non-Disclosure**

This is to certify that none of the contents of this Proposal have been disclosed before award, directly or indirectly, to any other Proposer or competitor.

9. **Statement of Non-Collusion**

This is to certify that the proposed costs in this Proposal have been arrived at independently, without consultation, communications, or agreement as to any matter relating to such costs with any other Proposer or with any competitor and not to restrict competition.

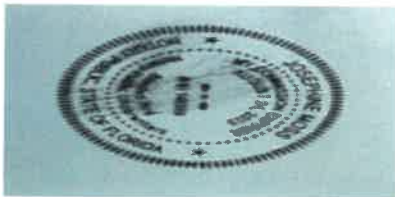
0. Scrutinized Companies Certification

The Proposer certifies they are not listed on the Scrutinized Companies that Boycott Israel List, created under Section 215.4725, F.S., and they are not currently engaged in a boycott of Israel. If the resulting Contract exceeds \$1,000,000.00 in total, not including renewal years, the Proposer certifies that they are not listed on either the Scrutinized Companies with Activities in Sudan List, or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List created under Sections 215.473, F.S., and 215.4725, F.S., and further certifies they are not engaged in business operations in Cuba or Syria. In compliance with Sections 287.135(5), F.S., and 287.135(3), F.S., the Proposer agrees the District may immediately terminate the resulting Contract for cause if the Proposer is found to have submitted a false certification or if the Proposer is placed on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, the Scrutinized Companies that Boycott Israel List, or is engaged in a boycott of Israel, or has engaged in business operations in Cuba or Syria during the term of the Contract. Any company that submits a bid or proposal for a contract, or intends to enter into or renew a contract with an agency or local governmental entity for commodities or services, of any amount, must certify that the company is not participating in a boycott of Israel.

By signing this certification below, the Authorized Representative affirms they have the authority to bind the Proposer and acknowledges and affirms the statements above.

STATE OF FLORIDA	<u>Antolin Cossio</u>	<u><i>Antolin Cossio</i></u> <small>Antolin Cossio (Dec 27, 2023 21:16 MST)</small>
COUNTY OF <u>Broward</u>	Authorized Representative (Print)	Authorized Representative (Signature)

The foregoing instrument was acknowledged before me by means of ☐ physical presence or ☒ online notarization this 28th day of December, 2023, by Antolin Cossio (name of authorized representative) as VP of SLED (position title) for United Data Technologies, Inc. (Vendor Name).



(NOTARY SEAL)

Josephine Moss
Notary Signature
Josephine Moss
Name of Notary (Typed, Printed, or Stamped)

Personally Known ☒ OR Produced Identification ☐ Type of Identification _____



2757 West Pensacola Street – Tallahassee, FL 32304-2998
FAX TO: (850) 487-7869 or EMAIL TO: BurnsC@leonschools.net

APPLICATION FOR VENDOR STATUS
(IRS W-9 Facsimile)

COMPANY NAME: United Data Technologies, Inc. ☐ New Vendor ☒ Update
CONTACT PERSON: Billy Merchant LCSB Employee: ☐ YES ☐ NO
PHONE NUMBER: 850-329-6215 FAX NUMBER: 954-432-5203
CORRESPONDENCE ADDRESS: 2900 Monarch Lakes Blvd., Suite 300
CITY: Miramar STATE: Florida ZIP + 4: 33027

REMITTANCE INFORMATION
(if different from above)

CONTACT PERSON: Oris Rodriguez
REMITTANCE ADDRESS: Dept # 0627 United Data Technologies, Inc. PO Box 850001
CITY: Orlando STATE: Florida ZIP + 4: 32885-0627
EMAIL ADDRESS: arinvoices@udtonline.com WEBSITE: www.udtonline.com

PLEASE CHECK THE APPROPRIATE BOX:

PLEASE CHECK THE APPROPRIATE BOX: ☐ Individual/ Sole Proprietor ☒ S Corporation ☐ C Corporation ☐ Partnership
☐ Other _____ ☐ LLC – Type (Check one) ☐ C ☐ S ☐ P
TAX ID NUMBER: 65-0566138 or _____
Federal Employer Identification Number Social Security Number

Section 6109 of the Internal Revenue Service Code requires you to provide your correct TIN to persons, businesses, or agencies that are required to file information returns with the IRS. Purchase orders will not be issued to vendors who fail to provide a TIN.

PLEASE INDICATE THE FOLLOWING:

*Minority Vendor? ☒ Yes ☐ No **If yes, certification is required – (Please submit with form)*
Race: ☐ Caucasian ☒ Hispanic ☐ African American
☐ American Indian ☐ Asian ☐ Other: _____
Gender: ☒ Male ☐ Female

Antolin Cossio

Antolin Cossio (Dec 27, 2023 11:16 MST)

Signature

Antolin Cossio

Print Name

12/27/23

Date

LCSB site contact requesting vendor: _____

Name

Phone & Email

For LCSB Employee Use Only

Entered by: _____ Date entered: _____



Leon County Schools Authorization for ACH Direct Payment

Finance Department

2757 West Pensacola Street, Tallahassee, Florida 32304

Payee/Vendor Name United Data Technologies, Inc.
Address Dept # 0627 United Data Technologies, Inc. PO Box 850001
City, State Zip Orlando, Florida 32885-0627
Telephone 800-882-9919
Contact Name Oris Rodriguez
Contact e-mail arinvoices@udtonline.com
(for ACH remittance notification)

Complete this section for new enrollments or for financial institution or account changes.

Select one: ☐ New Enrollment ☐ Financial Institution or Account Change

Bank Name _____

Branch (if applicable) _____

City, State Zip _____

Transit/Routing Number _____

Bank Account Number _____

Account Type (check one) ☐ Checking OR ☐ Savings

Account Type (check one) ☐ Personal OR ☐ Business

I, the undersigned, authorize Leon County Schools to deposit payments directly to the account indicated above and to correct any errors which may occur from the transactions. I also authorize the financial institution named above to post these transactions to that account. This authorization will remain in force until Leon County Schools receives written notice of cancellation from me. I acknowledge that the origination of ACH transactions to my account must comply with the provisions of U.S. law.

Signature _____

Date _____

Name (printed) _____

Title _____

Complete this section to **CANCEL** your ACH electronic deposit authorization.

I, the undersigned, hereby cancel the authorization for the Leon County Schools Finance to originate ACH electronic deposit entries into my checking/savings account. This cancellation is effective as soon as Leon County Schools Finance has reasonable time to act upon it.

Signature _____

Date _____

Name (printed) _____

Title _____

Mail the completed form to the address above or email to chavez@leonschools.net.

For LCS use only

Vendor Name _____

Date Received _____

Attachment III
Notice of Conflict of Interest

Company Name: United Data Technologies, Inc. [Proposers shall complete either Section 1 or Section 2]

Solicitation Number: RFP 245-2024

To participate in this solicitation process and comply with the provisions of Chapter 112.313, Florida Statutes, the undersigned corporate officer hereby discloses the following information to the Leon County School Board.

Section I

I hereby certify that no official or employee of the School Board requiring the goods or services described in these specifications has a material financial interest in this company.

Antolin Cossio
Antolin Cossio (Dec 27, 2023 21:16 MST)

Antolin Cossio

Authorized Representative (Signature)

Authorized Representative (Print)

Section 2

I hereby certify that the following named Leon County School Board official(s) and employee(s) have a material financial interest(s) (over 5%) in this company, and they have filed Conflict of Interest Statements with the Leon County Supervisor of Elections, before the Proposal Opening.

Name	Title/Position	Date of Filing
NA		

N/A

N/A

Authorized Representative (Signature)

Authorized Representative (Print)

NA

Date

Attachment IV Proposer Contact Information

The Proposer shall identify the contact information for solicitation and contractual purposes via the requested fields in the table below.

	For solicitation purposes, the Proposer's representative shall be:	For contractual purposes, should the Proposer be awarded, the Proposer's representative shall be:
Name:	Billy Merchant	Antolin Cossio (Tony)
Title:	Sr. Account Manager	Vice-President, Major Accounts
Street Address:	1621 Metropolitan Blvd, Suite 102	2900 Monarch Lakes Blvd. Suite 300
City, State, Zip code	Tallahassee, FL 32308	Miramar, FL 33027
Telephone: (Office)	850-329-6215	954-308-5100
Telephone: (Cell)	850-329-6215	954-308-5146
Email:	bmerchant@udtonline.com	tcossio@udtonline.com

United Data Technologies, Inc. dba UDT

Antolin Cossio
Antolin Cossio (Dec 27, 2023 21:16 MST)

Dec 27, 2023

Company Name

Authorized Representative (Signature)

Date

65-0566138

Antolin Cossio

FEIN #

Authorized Representative (Printed)

Attachment V Proposer's Reference Form

In the spaces provided below, the Proposer shall list all names under which it has operated during the past five (5) years.

United Data Technologies, Inc. dba UDT

On the following pages, the Proposer shall provide the information indicated for three (3) separate and verifiable references. The references listed must be for businesses or government entities for whom the Proposer has provided services of similar scope and size to the services identified in the RFP. The same reference may not be listed for more than one (1) organization and confidential references shall not be included. In the event, the Proposer has had a name change since the time work was performed for a listed reference, the name under which the Proposer operated at that time must be provided in the space provided for the Proposer's Name.

References that are listed as subcontractors in the response will not be accepted as references under this solicitation. Additionally, References shall pertain to current and ongoing services or those that were completed before January 1, 2023. References shall not be given by:

- Persons employed by the District within the past three (3) years.
- Persons currently or formerly employed or supervised by the Proposer or its affiliates.
- Board members within the Proposer's organization.
- Relatives of any of the above.

References must be signed and notarized to be accepted.

Additionally, the District reserves the right to contact references other than those identified by the Proposer to obtain additional information regarding past performance.

Attachment VI
Local Preference Affidavit

To qualify for the Local Vendor Preference, a Proposer must have a physical location in Leon County (or an Adjacent County), employ at least one (1) person at that location, and have been licensed, as required, for at least six (6) months before the Proposal Opening. The Proposer should have 200 employees or less and less than \$5,000,000 in adjusted gross income. The Proposer, on a day-to-day basis, should provide the goods/services provided under this Contract substantially from the local business address. Post Office boxes are not acceptable for purposes of obtaining this preference.

By completing this Affidavit, the Proposer affirms that it is a local or Adjacent County Business, as defined by Board Policy 6450.

Please complete the following in support of the self-certification:

Proposer Name: United Data Technologies, Inc.

Physical Address: 1621 Metropolitan Blvd. Suite 102 Tallahassee, Florida 32308

County: Leon

Phone of Local Location: 850-329-6215

Length of Time at this Location: 10 years **# of Employees at this Location:** 5

Is your business certified as a Small Business Enterprise (SBE) through Leon County Schools? No

STATE OF FLORIDA
COUNTY OF Broward

Antolin Cossio, VP

Antolin Cossio
Antolin Cossio Jan 4, 2024 11:41 EST

Authorized Representative (Print)

Authorized Representative (Signature)

The foregoing instrument was acknowledged before me by means of ☐ physical presence or ☒ online notarization this 4th day of January, 20 24, by Antolin Cossio, VP (name of authorized representative) as Vice President (position title) for United Data Technologies, Inc. (Company name).



Josie Moss

Notary Signature

Josie Moss

Name of Notary (Typed, Printed, or Stamped)

Personally Known ☒ OR Produced Identification ☒ Type of Identification NA










Attachment VI Local Preference Form (3)

Final Audit Report

2024-01-04

Created:	2024-01-04
By:	UDT Legal (legalsupport@udtonline.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAbKcG_sdz1qGkwTLzcT_NXfb0i2BBYQIO

"Attachment VI Local Preference Form (3)" History

-  Document created by UDT Legal (legalsupport@udtonline.com)
2024-01-04 - 4:39:46 PM GMT- IP address: 66.229.109.99
-  Document emailed to Tony Cossio (tcossio@udtonline.com) for signature
2024-01-04 - 4:39:50 PM GMT
-  Document emailed to Josie Moss (jmoss@udtonline.com) for signature
2024-01-04 - 4:39:50 PM GMT
-  Email viewed by Josie Moss (jmoss@udtonline.com)
2024-01-04 - 4:40:55 PM GMT- IP address: 66.229.109.99
-  Email viewed by Tony Cossio (tcossio@udtonline.com)
2024-01-04 - 4:40:57 PM GMT- IP address: 94.176.49.204
-  Signer Tony Cossio (tcossio@udtonline.com) entered name at signing as Antolin Cossio
2024-01-04 - 4:41:27 PM GMT- IP address: 76.137.126.195
-  Document e-signed by Antolin Cossio (tcossio@udtonline.com)
Signature Date: 2024-01-04 - 4:41:29 PM GMT - Time Source: server- IP address: 76.137.126.195
-  Document e-signed by Josie Moss (jmoss@udtonline.com)
Signature Date: 2024-01-04 - 4:59:54 PM GMT - Time Source: server- IP address: 66.229.109.99
-  Agreement completed.
2024-01-04 - 4:59:54 PM GMT

Proposer's Reference Form

Reference #1

Proposer Name: Billy Merchant

Reference Company Name: United Data Technologies (UDT)

Address: 1621 Metropolitan Blvd Ste. 162
Tallahassee, FL 32308

Primary Contact Person: Billy Merchant Alternate Contact Person: _____

Primary Contact Title: Sr. Acct. Executive Alternate Contact Title: _____

Primary Contact Phone: 850-251-1476 Alternate Contact Phone: _____

Primary Contact Email: bmerchant@udt.online Alternate Contact Email: _____

Contract Performance Period: July 2017 to present day Location of Services: _____

Brief description of the services performed for this reference:

Purchase of Cisco Network equipment & support.
Purchase of Cisco Phone system and support.
Purchase of data backup system and support.
Purchase of NOC & SOC services.
Purchase of computers, laptops, servers and Chromebooks

Overall contract performance: ☐ Poor ☐ Fair ☐ Adequate ☐ Good ☒ Excellent

Would you contract with this vendor again? Yes ☒ No ☐
3 m. 2hr 12/11/23

Primary Reference Contact Signature

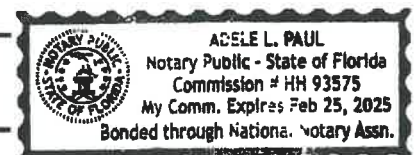
Date

The foregoing instrument was acknowledged before me by means of ☒ physical presence or ☐ online notarization this 11th day of Dec., 2023, by Terry Thompson (name of authorized representative) as IT Director (position title) for Gulf Co. School Board (company name).

Notary Signature

Name of Notary (Typed, Printed, or Stamped)

(NOTARY SEAL)



Personally Known ☒ OR Produced Identification ☐ Type of Identification _____

Attachment V
Proposer's Reference Form

In the spaces provided below, the Proposer shall list all names under which it has operated during the past five (5) years.

Gulf County School District, 150 Middle School Rd. Port St. Joe

On the following pages, the Proposer shall provide the information indicated for three (3) separate and verifiable references. The references listed must be for businesses or government entities for whom the Proposer has provided services of similar scope and size to the services identified in the RFP. The same reference may not be listed for more than one (1) organization and confidential references shall not be included. In the event, the Proposer has had a name change since the time work was performed for a listed reference, the name under which the Proposer operated at that time must be provided in the space provided for the Proposer's Name.

References that are listed as subcontractors in the response will not be accepted as references under this solicitation. Additionally, References shall pertain to current and ongoing services or those that were completed before January 1, 2023. References shall not be given by:

- Persons employed by the District within the past three (3) years.
- Persons currently or formerly employed or supervised by the Proposer or its affiliates.
- Board members within the Proposer's organization.
- Relatives of any of the above.

References must be signed and notarized to be accepted.

Additionally, the District reserves the right to contact references other than those identified by the Proposer to obtain additional information regarding past performance.

Proposer's Reference Form

Reference # 2

Proposer Name: Billy Merchant

Reference Company Name: Walton County School District

Address: 145 S Park St, DeFuniak Springs, FL 32435

Primary Contact Person: Henry Martin Alternate Contact Person: _____

Primary Contact Title: Chief Information Officer Alternate Contact Title: _____

Primary Contact Phone: 561-779-3430 Alternate Contact Phone: _____

Primary Contact Email: henry.martin@walton.k12.fl.us Alternate Contact Email: _____

Contract Performance Period: July 2023 Location of Services: Freeport Elementary School

Brief description of the services performed for this reference:

All computers were imaged, connected to our domain, and installed in the classroom (**Freeport EL**)
Replaced 52 Touch panels within the same summer. They installed all devices and removed the
existing devices (**Walton middle school**)

Overall contract performance: ☐ Poor ☐ Fair ☐ Adequate ☐ Good ☒ Excellent

Would you contract with this vendor again? Yes ☒ No ☐

[Signature] 12/12/23
Primary Reference Contact Signature Date

The foregoing instrument was acknowledged before me by means of ☒ physical presence or ☐ online notarization this 12th day of December, 2023, by Henry Martin (name of authorized representative) as Chief Information officer (position title) for Walton County Schools (company name).

[Signature]
Notary Signature
NANCY KAYE BLACK
Notary Public - State of Florida
Commission # HH 104184
My Comm. Expires Mar 18, 2025
(NOTARY SEAL)
Name of Notary (Typed Print Name and Stamp) Assn.

Personally Known ☒ OR Produced Identification ☐ Type of Identification _____

Proposer's Reference Form

Reference # 3

Proposer Name: United Data Technologies

Reference Company Name: Madison County School District

Address: 210 NE Duval Ave, Madison, FL 32340

Primary Contact Person: Isaac Goyette Alternate Contact Person: _____

Primary Contact Title: Coordinator of IT Alternate Contact Title: _____

Primary Contact Phone: 850-973-1540 Alternate Contact Phone: _____

Primary Contact Email: isaac.goyette@mcsbfl.us Alternate Contact Email: _____

Contract Performance Period: 2017 - Present Location of Services: Onsite and In-Person

Brief description of the services performed for this reference:

UDT has preformed a variety of services for Madison County School District over the last 5 years. In addition, UDT preformed work in the prior district I was at. UDT has preformed an Active Directory Upgrade, Office 365 migration, engineered and installed complete network upgrades, engineered and installed a Cisco phone system, as well as provided technical support and advisement when required. The district has worked with them on Erate and non-Erate projects. I have always been extremely satisfied with all the services UDT has provided from Sales to engineering and ongoing support. I would not hesitate to recommend them for any project.

Overall contract performance: ☐ Poor ☐ Fair ☐ Adequate ☐ Good ☒ Excellent

Would you contract with this vendor again? Yes ☒ No ☐



12-14-2023

Primary Reference Contact Signature

Date

The foregoing instrument was acknowledged before me by means of ☒ physical presence or ☐ online notarization this 14TH day of December, 2023, by Isaac Goyette (name of authorized representative) as Coordinator of IT (position title) for Madison School Board (company name).


Notary Signature

(NOTARY SEAL)

Name of Notary (Typed, Printed, or Stamped)

Personally Known ☒ OR Produced Identification ☐ Type of Identification _____



Attachment VIII

Drug-Free Workplace Certification

The undersigned Proposer, in accordance with Section 287.087, F.S. hereby certifies that

United Data Technologies, Inc.

Name of Business

does:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counselling, rehabilitation, employee assistance programs and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in Paragraph 1.
4. In the statement specified in Paragraph 1, notify the employees that, as a condition of working on the commodities or contractual services that are under proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of Paragraphs 1 thru 5.

As the person authorized to sign this statement, I certify that this Contractor complies fully with the above requirements.

Signature of Authorized Officer Antolin Cossio
Antolin Cossio (Dec 27, 2023 21:16 MST)

Date 12/27/23

Attachment IX

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion

AD-1048

Lower Tier Covered Transactions

The following statement is made in accordance with the Privacy Act of 1974 (5 U.S.C. § 552a, as amended). This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, and 2 C.F.R. §§ 180.300, 180.335, Participants' responsibilities. The regulations were amended and published on August 31, 2005, in 70 Fed. Reg. 51865-51880. Copies of the regulations may be obtained by contacting the Department of Agriculture agency offering the proposed covered transaction.

According to the Paperwork Reduction Act of 1995 an agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0505-0027. The time required to complete this information collection is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The provisions of appropriate criminal, civil, fraud, privacy, and other statutes may be applicable to the information provided.

(Read instructions on page two before completing certification.)

- A. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency;
- B. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

ORGANIZATION NAME United Data Technologies, Inc.	PR/AWARD NUMBER OR PROJECT NAME RFP 245-2024
NAME(S) AND TITLE(S) OF AUTHORIZED REPRESENTATIVE(S) Antolin Cossio, VP of SLED	
SIGNATURE(S) <u>Antolin Cossio</u> <small>Antolin Cossio (Dec 27, 2023 21:16 MST)</small>	DATE 12/27/23

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at How to File a Program Discrimination Complaint (<https://www.ascr.usda.gov/filing-program-discrimination-complaint-usda-customer>) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442.

Attachment X

CERTIFICATION REGARDING LOBBYING

CERTIFICATION FOR CONTRACTS, GRANTS, AND COOPERATIVE AGREEMENTS

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

1. No Federal appropriated-funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of congress, or an employee of a member of congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal-appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of congress, an officer or employee of congress, or an employee of a member of congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, Disclosure Form to Report Lobbying, in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-contracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all sub-recipients shall certify and disclose accordingly.

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

By Antolin Cassio
Antolin Cassio (Dec 27, 2023 21:16 MST)

Date: 12/27/23

(Signature of Official (Executive Director) Authorized to Sign Application)

By Fernando Fernandez
Fernando Fernandez (Dec 28, 2023 09:41 EST)

Date: 12/28/23

(Signature of Official (Chief Financial Officer) Authorized to Sign Application)

For _____

Name of Grantee

Title of Grant Program

Disclosure of Lobbying Activities

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

1. Type of Federal Action: a. contract <input type="checkbox"/> b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance	2. Status of Federal Action: a. bid/offer/application <input type="checkbox"/> b. initial award c. post-award	3. Report Type: a. initial filing <input type="checkbox"/> b. material change For material change only: Year _____ quarter _____ Date of last report _____
4. Name and Address of Reporting Entity: <input type="checkbox"/> Prime _____ Subawardee Tier _____, if Known: Congressional District, if known:		5. If Reporting Entity in No. 4 is Subawardee, Enter Name and Address of Prime: Congressional District, if known:
6. Federal Department/Agency:		7. Federal Program Name/Description: CFDA Number, if applicable: _____
8. Federal Action Number, if known:		9. Award Amount, if known: \$
10. a. Name and Address of Lobbying Registrant <i>(if individual, last name, first name, MI):</i>		b. Individuals Performing Services (including address if different from No. 10a) <i>(last name, first name, MI):</i>

Information requested through this form is authorized by Title 31 U.S.C. Section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature: N/A

Print Name: N/A

Title: _____

Telephone No.: _____ Date: _____











Leon County RFP 245-2024 Forms for signature v1.2_12272023 PRT2

Final Audit Report

2023-12-28

Created:	2023-12-28
By:	UDT Legal (legalsupport@udtonline.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAAJ4g5xz1YKmYPjP5Glm71IIOaM2OZMKCE

"Leon County RFP 245-2024 Forms for signature v1.2_12272023 PRT2" History

-  Document created by UDT Legal (legalsupport@udtonline.com)
2023-12-28 - 2:49:59 AM GMT- IP address: 67.172.79.41
-  Document emailed to tcossio@udtonline.com for signature
2023-12-28 - 2:50:07 AM GMT
-  Email viewed by tcossio@udtonline.com
2023-12-28 - 3:26:34 AM GMT- IP address: 172.225.80.186
-  Signer tcossio@udtonline.com entered name at signing as Antolin Cossio
2023-12-28 - 4:16:36 AM GMT- IP address: 12.74.211.41
-  Document e-signed by Antolin Cossio (tcossio@udtonline.com)
Signature Date: 2023-12-28 - 4:16:38 AM GMT - Time Source: server- IP address: 12.74.211.41
-  Document emailed to Fernando Fernandez (ffernandez@udtonline.com) for signature
2023-12-28 - 4:16:39 AM GMT
-  Email viewed by Fernando Fernandez (ffernandez@udtonline.com)
2023-12-28 - 4:18:29 AM GMT- IP address: 104.28.57.246
-  Document e-signed by Fernando Fernandez (ffernandez@udtonline.com)
Signature Date: 2023-12-28 - 2:41:32 PM GMT - Time Source: server- IP address: 96.46.249.200
-  Document emailed to Josie Moss (jmoss@udtonline.com) for signature
2023-12-28 - 2:41:34 PM GMT
-  Email viewed by Josie Moss (jmoss@udtonline.com)
2023-12-28 - 3:23:49 PM GMT- IP address: 66.229.109.99



Document e-signed by Josie Moss (jmoss@udtonline.com)

Signature Date: 2023-12-28 - 3:26:52 PM GMT - Time Source: server- IP address: 66.229.109.99



Agreement completed.

2023-12-28 - 3:26:52 PM GMT



Adobe Acrobat Sign

APPENDIX A – KEY PERSONNEL RESUMES

- Antolin Cossio – VP of Sales Major Accounts
- Billy Merchant – Sr. Account Manager
- Jason Motter – Inside Sales Support
- Luis Palacio – Sr. Engineer
- Jesse Miller – Operations Director
- Julie Bozeman – Client Satisfaction representative
- Katherine Dunay – Contract Manager
- Raymond Rodriguez – Director of Customer Support
- Thomas Salomon – Technical Account Manager



SUMMARY

Mr. Cossio is the Vice President of SLED at UDT, a leading technology enabler that helps clients in major industries evaluate, architect, secure, and manage technology on-premise, in mobile, and the cloud. Tony began his career in education and taught economics and civics. He then moved out of the classroom to work for Hewlett-Packard, where he served as a regional manager for 26 years, overseeing all public-sector sales in Florida, Georgia, Alabama, Tennessee, and the Carolinas.

Education & Training

- ✓ BBA, in Business Administration with a major in Economics, 1976.
- ✓ AA, Miami Dade College, 1975.

Since joining UDT in 2010, Mr. Cossio has been tasked with overseeing the company's public sector sales and government accounts. Delivering dependable solutions and superior value to public sector clients is key to the company's success and future growth, Mr. Cossio's seasoned leadership, along with his thorough understanding of the nuances and needs of this market, have been instrumental to managing and growing UDT's public-sector core business.

EXPERIENCE

2010 – Present

Vice President, Public Sector

UDT

Mr. Cossio has managed the Public Sector Sales Team over the last 10 years. During his leadership, the team has grown from \$25M per year to over \$210M per year.

1984 – 2009

Regional Manager

HP

Mr. Cossio started as a Field Representative and later became a Regional Manager. As a Regional Manager, he was responsible for a that covered the Southeastern US and was worth \$250M.

1978 – 1984

Account Manager

NCR Corp

Mr. Cossio served as an Account Manager who was responsible for the retail market in South Florida. Under his leadership, the business grew by double digits yearly.



SUMMARY

Mr. Merchant brings over 39 plus years of information technology experience, including technical, managerial, and sales roles.

Specialized technologies: Cisco, HP, Lenovo, Netapp, Eaton, APC, Aruba, Checkpoint, structured cabling, and fiber, VOIP, infrastructure, Physical Security, Azure, Office 365, Managed Services and Managed Cybersecurity. Worked extensively with the ERATE initiative for K12.

Education & Training

- ✓ Tallahassee Community College AA in Data Processing Concentration 1989
- ✓ Microsoft Certified Systems Engineer 1997 Certified Netware Engineer 1994

2010 – Present

Vice President, Public Sector

UDT

Mr. Merchant has worked with major Accounts sales for SLED, K12, Higher ED, and Commercial. Accounted for over 10 million dollars in Gross Profit in 13 years.

2006 - 2010

Senior Account Executive

Prosys Information Systems

Major Accounts sales for SLED, K12, Higher ED, and Commercial. Accounted for 4 million dollars in Gross Profit in 4 years.

2003 - 2006

General Manager for North Florida

Prosys Information Systems

Mr. Merchant was responsible for putting together new territory in North Florida successfully increasing sales to \$16 million in two years. He also increased the staff from 6 to 12 people in two years. He was responsible P&L for sales and services including hiring and firing for North Florida

1997 - 2003

Vice President of Government Sales for Florida and Marketplace President for Tallahassee.

IKON Technology Services

Mr. Merchant was responsible for the North Florida territory successfully growing sales from \$2 million a year to 8 million a year in 3 years. He was also responsible for P&L for sales and services for North Florida. All hiring and firing included. Also served as project manager for Department of Children and Families 120 site statewide SACWIS Network Implementation.



SUMMARY

Mr. Jason Motter

Mr. Motter has over 20 years of sales experience, with 18 years being in Information Technology. He has experience in commercial and public sector enterprise IT sales, including infrastructure, data center, networking, professional and managed services, and procurement. Mr. Motter possesses subject matter knowledge in small and medium sized businesses (SMB) and enterprise account development, including reducing IT spending

Education & Training

BS ED. Education, 1998

University of Georgia

Specialties:

Proficient with Microsoft Excel, PowerPoint, Sage, Varstreet, and Channelonline

Client: Store Front Design for eCommerce Transactions, 1:1 Initiatives, Collaboration Solutions, Cloud Computing, Security, Managed Services, Professional Development

DataCenter: Converged DataCenter, Router/Switch, WLAN, Unified Communications, Voice/Video, VoIP, Storage, Server, Virtualization

Experience



11/2009 – Present SLED Account Support Representative United Data Technologies Inc.

- Maintains and builds new SLED and commercial customer relationships.
- Responsible for quoting, purchasing, and coordinating deliveries for customer purchases.
- Builds and maintains strong vendor alliances with Hewlett Packard, Cisco, Samsung, Lenovo, and Dell.
- Utilizes various manufacturer portals to generate a bill of materials and deal registrations to generate effective and profitable customer quotations.
- Works closely with internal engineering staff to provide full solutions to customers, including professional and managed services, warranty, and Day 1 support.
- Responsible for designing and maintaining customer storefronts for seamless customer experience.



01/2007 – 10/2009 Account Support Representative Prosys Information Systems

- Provided sales support for five account managers who were primarily focused on commercial accounts and data center initiatives.
- Revenue increased year over year by 35%
- Built strong vendor alliances with Cisco Systems, NetApp, Brocade Commvault, Microsoft, and VMware.
- Maintained excellent relationships with customers for sales, invoicing, and collection purposes.
- Utilized various manufacturer partner portals to generate the bill of materials and deal registrations to generate winning customer quotations.

11/2001 – 12/2006

Software Sale Specialist

Landtech

- Demonstrated real estate software to attorneys and paralegals to show the benefits of having an all-inclusive system for continuity.
- Grew customer base to over 4,000 users in sales territory of Georgia and Tennessee.
- Installed and customized systems to achieve customer satisfaction.
- Created and maintained a repository of legal documents that integrated with state specific requirements.
- Worked closely with the tech support team to troubleshoot issues while onsite doing quarterly checkups and maintenance.

deltacom

08/1999 – 09/2001

Inside Sales

Deltacom

- Assisted with all logistical and operational aspects of the business from procurement, staging, and delivery to the customer site.
- Provided inside sales support for three field account managers and maintained customer relationships through quoting and ordering processes.
- Provided guidance regarding colocation benefits for customers who did not want to maintain their own equipment.
- Assisted with tours of the company's 100,000 square foot data center.

SUMMARY

Mr. Palacio is responsible for overseeing all aspects related to device configuration, imaging, and provisioning, including but not limited to, supporting backend and front-end systems and infrastructure. Also responsible for all aspects of configuration quality control, automation, and post-image scripting to streamline and ensure quality assurance across all configurations. Mr. Palacio is also critical to the overall uptime for the Customer Integration Center (CIC) and Customer Support Center (CSC) based in Orlando to ensure UDT customers receive their devices without interruption.

Education & Training

- ✓ BS, Networking Systems, ITT Tech, 2008
- ✓ AS, Data Communications, ITT Tech 2006
- ✓ Microsoft Power Automate, 2020
- ✓ Azure Active Directory Premium & B2C, 2018
- ✓ Microsoft Intelligent Cloud Architect Boot Camp, 2017
- ✓ Microsoft Office 365 Integration APIs, 2017
- ✓ Azure Certified for Hybrid Cloud, 2017
- ✓ Microsoft Deployment Masters (Advanced Infrastructure). 2016.
- ✓ Microsoft Deployment Masters (Management), 2015
- ✓ Microsoft Deployment Masters, 2015.

Active Certifications

- ✓ MCP
- ✓ MCITP
- ✓ MCTS
- ✓ CCMNA
- ✓ A+
- ✓ Network+
- ✓ Zoho Certified Developer

SKILLS AND TECHNOLOGIES

- | | | |
|------------------------------|---------------------------------------|-------------------------------------|
| • Client OS (various) | • Networking Technologies (various) | • Programming Languages (various) |
| • Server OS (various) | • Automation Languages (various) | • MDM Suites (various) |
| • Cloud Technologies (Azure) | • Client Deployment Systems (various) | • Datacenter Technologies (various) |

EXPERIENCE

2015 – Present

Senior Solutions Engineer

UDT

- Manages the engineering team in charge of device deployment.
- Provides guidance to the engineering team in developing automation scripts using various languages (PowerShell, Batch, Python, AutoIT, VBS, Node) to streamline the deployment of client devices (Laptops, Desktops, Servers, Tablets, Switches, Routers, Access Points, Datacenter components).
- Develop integration into customers' existing systems (SCCM, Altiris, MDT, InTune, AutoPilot, AirWatch).
- Maintains in-house datacenter hosting imaging/provisioning infrastructure.
- Performs code reviews, approves pull requests and provides guidance to the engineering team.
- Architects and Co-Develops ATMS system (workflows, integrations, and automation).
- Provides Sales support for Account and Sales managers.
- Deploy cloud technologies as required for integration points or customer requirements.

2012-2015

Solutions Engineer

UDT

- Developed and maintained an imaging/provisioning environment.
- Wrote automation scripts to streamline customer device deployments.
- Supported the production floor when unforeseen issues affected device deployments.
- Wrote standalone deployment automation for projects requiring on-site automation/deployment.

- Worked with the sales team to gather project requirements.
- Architected, configured, and deployed a datacenter to support business expansion (Cisco UCS, Cisco Fabric, Cisco networking).
- Maintained imaging virtual machines and networking equipment.

2011-2012

Network/Systems Administrator

Family Physicians Group

- Maintained virtualized EMR system (VMware).
- Maintained datacenter which utilized EMC Storage, Dell Servers, Enterasys/Cisco networking.
- Maintained communication with 29 clinics throughout Central FL.
- Managed the helpdesk department in charge of daily break/fix issues from clinics.

2010-2011

Configuration Center Technical Lead

UDT

- Responsible for team configuring client devices.
- Responsible for daily IT issues.
- Maintained imaging equipment.
- Developed a custom-built imaging engine that allowed the process to be fully automated.



SUMMARY

Jesse Miller is responsible for the direction of the Endpoint & Lifecycle Management Solutions Operations in the UDT Orlando Configuration Center, which provides hardware and services for the entire solution across all verticals. He has more than 10 years of experience working with technology solutions for the K-12 and commercial markets in design, creation, implementation, and support. In his current role, he oversees all production chain processes and consults on the planning and logistics of solution integration and delivery. Jesse's role includes operationalizing the custom solution sets crafted for clients based on their needs, managing production and customer service staff to facilitate the timely and accurate provision of customer orders, and maintaining supply and logistics lines within the solution.

Education & Training

- ✓ BS, Management & Information Systems with Minor in Computer Science, Florida State University

SKILLS AND TECHNOLOGIES

MS Office 365 Suite of Products, UPS WorldShip, Sage 500 ERP, TecSys Warehouse Management System, SaaS Security/Antivirus software, Cisco WebEx, Basic Networking, and Windows Systems Administration

EXPERIENCE

09/2020 - Present

Operations Director

United Data Technologies

Management of internal daily operations and staff for UDT Configuration Center including processing and supply chain logistics, project planning and implementation, and customer communication.

- Actualizing forecasted production quotas per month based on internal and external expectations
- Planning and design of complete production and project rollouts including delivery logistics, budget, and timelines
- Management of 2 shifts of the production staff for the facilitation of daily operations
- Coordination of facility maintenance

08/2015 – 09/2020

Logistics and Project Manager

United Data Technologies

Responsible for organization and coordination of daily operations and process management of production and projects in concert with Director of Operations for the UDT Configuration Center. Managed logistics for normal daily operations as well as serving as PM for specific endpoint and audio-visual projects within the same facility.

- Managing communication for both incoming and outgoing freight deliveries for all customer product
- Project Management of multiple ongoing rollouts with reporting and communication to customers and internal resources on progress, timelines, and completion
- Coordination of groups of resources to complete specific projects outside of normal operations
- Operational design for large scale integration projects

05/2014 – 08/2015

AV Solution Coordinator

United Data Technologies

Coordinator of Audio-Visual Projects and Integrations across the entire customer base, primarily the education market, responsible for all project coordination and management from design to implementation to post-install support.

- Conducted pre-sales discussions with account management staff and clients to formulate integration plans
- Coordination with installation engineers to design-build of material requirements
- Scheduling and development of project plans and timelines for integration
- Creation of operational documentation and standard operating procedures including support programs, integration requirements, and delivery logistics
- Client follow up for support needs post-implementation including warranty repair with equipment manufacturers

01/2012 – 05/2014

Sales Engineer

Panda Security

Technical Account Manager and Pre-Sales Engineer for channel and direct focused sales team. Responsible for product expertise in operation, deployment, and maintenance of security software and remote management and monitoring solution suite.

- Provide web-based demonstrations across product base for prospective clients
- Level 1 and 2 help desk assistance on implementation and organization across the product base
- Development of internal testing and training materials for sales staff on the new and current product line
- Development of integration methodologies and strategies around marketing efforts for VAR partnerships

08/2010 – 02/2012

Technical Operations Manager

Diriga Technologies, Inc.

Contributed to CIO-level planning and implementation plans for managed clients based on proposals and needs assessments.

- Provided Level 1 technical help desk and remote support.
- Served as a part of a team responsible for testing and analyzing software options for internal operations as well as inclusion in service provision portfolios.
- Provided inside sales support functions, including proposal generation, appointment scheduling, and CRM data entry.
- Generated marketing content for the company website, brochures, and technical proposals.

08/2005 – 08/2010

Technical Operations Manager

Executive Source, Inc. dba ESQ IT Solutions.

Contributed to all internal and external operations of company business, including service, productions, procurement, and vendor management.

- Served as the Project Manager for 2 concurrent multi-million dollar technology projects. One project was the largest educational public sector bids in the state of one of the top 10 largest school districts in the country.
- Coordinated teams of up to 20 installation and desktop technicians over multiple installation sites.

Responsible for planning, developing, and executing a full-scale IT Service Department, including moderation of service ticketing system, customer response requests, parts and warranty provisions, and onsite support management.

Julie Bozeman, Client Satisfaction Representative

SUMMARY

Ms. Bozeman is an experienced client satisfaction representative responsible for documenting, scheduling, and delivering client orders in an accurate and timely manner. She interacts with customers via telephone and electronically to communicate order status, delivery timeframe and resolve any outstanding issues.

Education

- ✓ MBA, University of Phoenix, 2007.
- ✓ Bachelor of Professional Studies, Business, Barry University, 2002.
- ✓ Associate in Science, Business Administration, Business Administration, Lake-Sumter Community College 1996

SKILLS AND TECHNOLOGIES

- Customer Service
- Complaint Resolution
- Coaching/Mentoring
- Process Improvement
- Sales Promotions
- Presentation Skills
- Training
- Interviewing
- Microsoft Suite

EXPERIENCE

2014 – Present

Project Coordinator/CS Supervisor

UDT

- Manages client orders from receipt of the product to delivery to ensure accurate and timely completion.
- Works with individual clients (sites) to schedule installation as needed.
- Handles customer queries on the status of products, orders, and installations.
- Facilitates bi-weekly meetings with clients to provide updates and resolve any outstanding issues to client satisfaction.
- Oversees warranty repair of non-ELC devices.

2013 - 2014

Business Advocacy Team Representative

Windstream

- Utilized probing and listening skills to resolve customer issues to ensure customer satisfaction and retention.
- Educated customers on Windstream's award-winning services.
- Reviewed customer services and billing for understanding as needed.
- Collaborated with coworkers to ensure customer expectations and commitments were exceeded.
- Sought win-win solutions to improve Windstream's profitability.

2007 - 2012

Technical Analyst II

Sprint/Embarq/CenturyLink

- Partnered with HR to ensure all new hires received access to all required systems based on job function.
- Maintained integrity of internal systems through semi-annual audits.
- Researched and resolved system issues within established timeframes.
- Conducted testing of system updates prior to roll-out to ensure accuracy.
- Created a new hire system access process, which decreased the process from an excess of 5 days to 1 and significantly decreased errors by confirming access prior to releasing information.
- Successfully integrated over 4,000 employees from Sprint's internal customer database system to CenturyLink's.

1997 - 2012

Supervisor – Inbound Services

Sprint/Embarq/CenturyLink

- Managed and directed an inbound sales force to exceed customer service and sales expectations.
- Developed and administered sales promotions that motivated and challenged agents to exceed expectations.
- Coached and counseled employees to ensure quality and ethical standards are adhered to and understood.

- Exceeded sales expectations on a yearly basis from 1997 to 2007 by more than 5%.
- Successfully integrated a “Power-by-the-Hour” paper sales tracking form to a database tracking system, allowing sales to be tracked by day, product, customer, etc. Sales also tiered up from agent to supervisor to manager, allowing for easy tracking of unit sales and facilitated sales contests.
- Created “floor coach” concept in 2002, which moved the coaching group out of the queue and into a quarterly rotation to each on-line team. This allowed the coaches to provide one-on-one support on sales, customer service, and trouble resolution. The change resulted in an overall increase in sales, customer satisfaction, and employee fulfillment.
- Continually achieved phenomenal Employee Attitude Survey results yearly. A career-high score of 94% in Confident of Fair Management and Know What is Expected of Me are clear indicators of an effective leader.

Katherine Dunay, Contract Manager



SUMMARY

Ms. Dunay brings over 15+ years of successful contracts negotiations expertise and is currently Contracts Manager for UDT

Education & Training

✓ Bachelor of Management

✓

2023 – Present	Contracts Manager	UDT
Ms. Dunay supports UDT in all contractual matters, negotiations and compliance.		
2014- 2017	Contract Manager - Post-Sales Contract Management and Contract Compliance	Dell Technologies
<ul style="list-style-type: none">• Initiated and managed compliance for public and consortium agreements for state, local government, and education customers including the Texas DIR, NCPA, NASPO ValuePoint, ALJP, and state-held agreements in the Gulf and Southeast regions.• Provided guidance on compliance issues such as product and end user eligibility, reporting, fee payment, and insurance for new and existing public agreements and requests for proposals.• Negotiated and advised on amendments, renewals, agreements, participating addenda, piggyback agreements, requests for proposals, and statements of works for public agreements.• Developed and managed relationships with contract-holders, state contract officers, and customers regarding contractual matters and vendor registration and management.• Resolved contract-holder, customer, and partner escalations.• Developed and presented contract training materials for internal sales and partners.• Created company webpages and advised on contract-holder webpages describing contract information.• Set up new agreements and managed existing agreements for contract compliance in internal tools.• Liaised with contract-holders regarding partner authorizations and partner vendor registration.• Project-managed audits of public agreements for contract-holders and customers.		
2010-2014	Contract Manager - Pre-Sales Contract Negotiation	SecureWorks, Inc.
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1996 - 2008	Contract Manager - Pre-Sales and Post-Sales Contract Management	Verizon Communications, Inc.

- Negotiated, drafted, and modified domestic and international professional service and software
- licensing and maintenance agreements for energy and utility software applications.
- Negotiated, drafted, and modified domestic software and hardware agreements for pharmacy
- automation services in the healthcare industry.

Raymond Rodriguez, Director of Support Services



SUMMARY

Raymond Rodriguez is an accomplished Operations Professional with a proven track record as a leader with over 25 years' experience in customer service, personnel, inventory, and facilities management in an IT environment where his actions created operational efficiency and reduced expenses while maintaining high morale and loyalty from the people who report to him.

Raymond moved to Florida from Queens, NY in 1988 and has since established himself as a Florida resident moving from his original background in the courier industry to the IT industry as a leader with over 25 years' experience in customer service, personnel, inventory, and facilities management in an IT environment where his actions created operational efficiency and reduced expenses while maintaining high morale and loyalty from the people who report to him.

Education & Training

- ✓ Tallahassee Community College AA in Data Processing Concentration 1989
- ✓ Microsoft Certified Systems Engineer 1997
Certified Netware Engineer 1994

2017 – Present

Director of Customer Support

UDT

Mr. Rodriguez is currently the Director of Customer Support at UDT, supporting all accounts in Florida, such as: Miami Dade County Public Schools, Orange County Public Schools, Martin County School, District Charlotte County Schools, Lee County School District, Indian River Schools, and Seminole County Public Schools

2012- 2017

Operations Director

DataRidge Technologies

Mr. Rodriguez sourced Routing and Switching engineers and Low Voltage cabling experts to complete IT projects nationwide

1999 - 2012

Technical Operations Manager

Prosys Information Systems

Mr. Rodriguez helped to create and build up the Technical Services Department in support of such accounts as the Broward County School Board, Baptist Hospital and Kaplan University

1988 - 1999

Technical Services Manager.

BusinessLand/JWP/Entex Information Systems

Mr. Rodriguez helped create and managed the onsite team in support of FP&L, Ryder Systems as well as many other large area accounts.



SUMMARY

Support the functioning of UDT field operations by managing staff, coordinating operations, and ensuring exceptional customer service.

Create a positive and productive work environment by communicating with numerous customers, setting clear goals, and monitoring performance of UDT employees on site.

PROCESS IMPROVEMENT / BEST PRACTICES EXPERIENCE

- Communication
- Ability to communicate with staff employees the importance and procedures with technologies that improved efficiency and streamlined operations.
- Leadership
- Successfully led a team of staff to complete a 3–4-week project in less than 2 weeks.
- Technology repair
- Project Management
- Communication
- Problem-solving

Education & Training

- ✓ CompTIA A+, Charlotte Technical Center, Port Charlotte, FL.

03/2022 – Present

Field Service Manager

United Data Technologies (UDT, Inc)

- Field support for projects both internal and for partner companies.
- Manage UDT and contracted employees on tasks set to be completed both onsite and remotely in a timely manner.
- Interview contractors for out of state projects for UDT and Partner related jobs.

11/2012 – 03/2022

Warranty repair/ Lead/ Trainer

United Data Technologies (UDT, Inc)

- Hardware troubleshooting
- Conducted the disassembly and reassembly of computers for replacement of parts.
- Provided computer installation and setup.
- Multitasked and completed numerous tasks without deviation from the tasks at hand.
- Maintained a professional attitude while working with all UDT and county staff members.
- Basic installation of Promethean boards and projector adjustment

02/2011 – 11/2012

Technology Assistant

Charlotte County Public Schools

- Troubleshoot PC hardware and software.
- Maintained a professional attitude while working with staff.
- Performed preventive maintenance of PC's and projectors.
- Assisted staff with software-related requests.
- Taught staff basic functions within Windows.
- Prepared computer labs for scheduled testing throughout the year.
- Trained in basic teardown and setup of Promethean boards.
- Troubleshoot switches, UPSs, and DVRs to keep networks running.
- Pulled network wire and tested network wire throughout campuses.

APPENDIX A – KEY PERSONNEL RESUMES

- **Antolin Cossio – VP of Sales Major Accounts**
- **Billy Merchant – Sr. Account Manager**
- **Jason Motter – Inside Sales Support**
- **Luis Palacio – Sr. Engineer**
- **Jesse Miller – Operations Director**
- **Julie Bozeman – Client Satisfaction representative**
- **Katherine Dunay – Contract Manager**
- **Raymond Rodriguez – Director of Customer Support**
- **Thomas Salomon – Technical Account Manager**



SUMMARY

Mr. Cossio is the Vice President of SLED at UDT, a leading technology enabler that helps clients in major industries evaluate, architect, secure, and manage technology on-premise, in mobile, and the cloud. Tony began his career in education and taught economics and civics. He then moved out of the classroom to work for Hewlett-Packard, where he served as a regional manager for 26 years, overseeing all public-sector sales in Florida, Georgia, Alabama, Tennessee, and the Carolinas.

Education & Training

- ✓ BBA, in Business Administration with a major in Economics, 1976.
- ✓ AA, Miami Dade College, 1975.

Since joining UDT in 2010, Mr. Cossio has been tasked with overseeing the company's public sector sales and government accounts. Delivering dependable solutions and superior value to public sector clients is key to the company's success and future growth, Mr. Cossio's seasoned leadership, along with his thorough understanding of the nuances and needs of this market, have been instrumental to managing and growing UDT's public-sector core business.

EXPERIENCE

2010 – Present

Vice President, Public Sector

UDT

Mr. Cossio has managed the Public Sector Sales Team over the last 10 years. During his leadership, the team has grown from \$25M per year to over \$210M per year.

1984 – 2009

Regional Manager

HP

Mr. Cossio started as a Field Representative and later became a Regional Manager. As a Regional Manager, he was responsible for a that covered the Southeastern US and was worth \$250M.

1978 – 1984

Account Manager

NCR Corp

Mr. Cossio served as an Account Manager who was responsible for the retail market in South Florida. Under his leadership, the business grew by double digits yearly.



SUMMARY

Mr. Merchant brings over 39 plus years of information technology experience, including technical, managerial, and sales roles.

Specialized technologies: Cisco, HP, Lenovo, Netapp, Eaton, APC, Aruba, Checkpoint, structured cabling, and fiber, VOIP, infrastructure, Physical Security, Azure, Office 365, Managed Services and Managed Cybersecurity. Worked extensively with the ERATE initiative for K12.

Education & Training

- ✓ Tallahassee Community College AA in Data Processing Concentration 1989
- ✓ Microsoft Certified Systems Engineer 1997 Certified Netware Engineer 1994

2010 – Present

Vice President, Public Sector

UDT

Mr. Merchant has worked with major Accounts sales for SLED, K12, Higher ED, and Commercial. Accounted for over 10 million dollars in Gross Profit in 13 years.

2006 - 2010

Senior Account Executive

Prosys Information Systems

Major Accounts sales for SLED, K12, Higher ED, and Commercial. Accounted for 4 million dollars in Gross Profit in 4 years.

2003 - 2006

General Manager for North Florida

Prosys Information Systems

Mr. Merchant was responsible for putting together new territory in North Florida successfully increasing sales to \$16 million in two years. He also increased the staff from 6 to 12 people in two years. He was responsible P&L for sales and services including hiring and firing for North Florida

1997 - 2003

Vice President of Government Sales for Florida and Marketplace President for Tallahassee.

IKON Technology Services

Mr. Merchant was responsible for the North Florida territory successfully growing sales from \$2 million a year to 8 million a year in 3 years. He was also responsible for P&L for sales and services for North Florida. All hiring and firing included. Also served as project manager for Department of Children and Families 120 site statewide SACWIS Network Implementation.



SUMMARY

Mr. Jason Motter

Mr. Motter has over 20 years of sales experience, with 18 years being in Information Technology. He has experience in commercial and public sector enterprise IT sales, including infrastructure, data center, networking, professional and managed services, and procurement. Mr. Motter possesses subject matter knowledge in small and medium sized businesses (SMB) and enterprise account development, including reducing IT spending

Education & Training

BS ED. Education, 1998

University of Georgia

Specialties:

Proficient with Microsoft Excel, PowerPoint, Sage, Varstreet, and Channelonline

Client: Store Front Design for eCommerce Transactions, 1:1 Initiatives, Collaboration Solutions, Cloud Computing, Security, Managed Services, Professional Development

DataCenter: Converged DataCenter, Router/Switch, WLAN, Unified Communications, Voice/Video, VoIP, Storage, Server, Virtualization

Experience



11/2009 – Present SLED Account Support Representative United Data Technologies Inc.

- Maintains and builds new SLED and commercial customer relationships.
- Responsible for quoting, purchasing, and coordinating deliveries for customer purchases.
- Builds and maintains strong vendor alliances with Hewlett Packard, Cisco, Samsung, Lenovo, and Dell.
- Utilizes various manufacturer portals to generate a bill of materials and deal registrations to generate effective and profitable customer quotations.
- Works closely with internal engineering staff to provide full solutions to customers, including professional and managed services, warranty, and Day 1 support.
- Responsible for designing and maintaining customer storefronts for seamless customer experience.



01/2007 – 10/2009 Account Support Representative Prosys Information Systems

- Provided sales support for five account managers who were primarily focused on commercial accounts and data center initiatives.
- Revenue increased year over year by 35%
- Built strong vendor alliances with Cisco Systems, NetApp, Brocade Commvault, Microsoft, and VMware.
- Maintained excellent relationships with customers for sales, invoicing, and collection purposes.
- Utilized various manufacturer partner portals to generate the bill of materials and deal registrations to generate winning customer quotations.

11/2001 – 12/2006

Software Sale Specialist

Landtech

- Demonstrated real estate software to attorneys and paralegals to show the benefits of having an all-inclusive system for continuity.
- Grew customer base to over 4,000 users in sales territory of Georgia and Tennessee.
- Installed and customized systems to achieve customer satisfaction.
- Created and maintained a repository of legal documents that integrated with state specific requirements.
- Worked closely with the tech support team to troubleshoot issues while onsite doing quarterly checkups and maintenance.

deltacom

08/1999 – 09/2001

Inside Sales

Deltacom

- Assisted with all logistical and operational aspects of the business from procurement, staging, and delivery to the customer site.
- Provided inside sales support for three field account managers and maintained customer relationships through quoting and ordering processes.
- Provided guidance regarding colocation benefits for customers who did not want to maintain their own equipment.
- Assisted with tours of the company's 100,000 square foot data center.

SUMMARY

Mr. Palacio is responsible for overseeing all aspects related to device configuration, imaging, and provisioning, including but not limited to, supporting backend and front-end systems and infrastructure. Also responsible for all aspects of configuration quality control, automation, and post-image scripting to streamline and ensure quality assurance across all configurations. Mr. Palacio is also critical to the overall uptime for the Customer Integration Center (CIC) and Customer Support Center (CSC) based in Orlando to ensure UDT customers receive their devices without interruption.

Education & Training

- ✓ BS, Networking Systems, ITT Tech, 2008
- ✓ AS, Data Communications, ITT Tech 2006
- ✓ Microsoft Power Automate, 2020
- ✓ Azure Active Directory Premium & B2C, 2018
- ✓ Microsoft Intelligent Cloud Architect Boot Camp, 2017
- ✓ Microsoft Office 365 Integration APIs, 2017
- ✓ Azure Certified for Hybrid Cloud, 2017
- ✓ Microsoft Deployment Masters (Advanced Infrastructure). 2016.
- ✓ Microsoft Deployment Masters (Management), 2015
- ✓ Microsoft Deployment Masters, 2015.

Active Certifications

- ✓ MCP
- ✓ MCITP
- ✓ MCTS
- ✓ CCMNA
- ✓ A+
- ✓ Network+
- ✓ Zoho Certified Developer

SKILLS AND TECHNOLOGIES

- | | | |
|------------------------------|---------------------------------------|-------------------------------------|
| • Client OS (various) | • Networking Technologies (various) | • Programming Languages (various) |
| • Server OS (various) | • Automation Languages (various) | • MDM Suites (various) |
| • Cloud Technologies (Azure) | • Client Deployment Systems (various) | • Datacenter Technologies (various) |

EXPERIENCE

2015 – Present

Senior Solutions Engineer

UDT

- Manages the engineering team in charge of device deployment.
- Provides guidance to the engineering team in developing automation scripts using various languages (PowerShell, Batch, Python, AutoIT, VBS, Node) to streamline the deployment of client devices (Laptops, Desktops, Servers, Tablets, Switches, Routers, Access Points, Datacenter components).
- Develop integration into customers' existing systems (SCCM, Altiris, MDT, InTune, AutoPilot, AirWatch).
- Maintains in-house datacenter hosting imaging/provisioning infrastructure.
- Performs code reviews, approves pull requests and provides guidance to the engineering team.
- Architects and Co-Develops ATMS system (workflows, integrations, and automation).
- Provides Sales support for Account and Sales managers.
- Deploy cloud technologies as required for integration points or customer requirements.

2012-2015

Solutions Engineer

UDT

- Developed and maintained an imaging/provisioning environment.
- Wrote automation scripts to streamline customer device deployments.
- Supported the production floor when unforeseen issues affected device deployments.
- Wrote standalone deployment automation for projects requiring on-site automation/deployment.

- Worked with the sales team to gather project requirements.
- Architected, configured, and deployed a datacenter to support business expansion (Cisco UCS, Cisco Fabric, Cisco networking).
- Maintained imaging virtual machines and networking equipment.

2011-2012

Network/Systems Administrator

Family Physicians Group

- Maintained virtualized EMR system (VMware).
- Maintained datacenter which utilized EMC Storage, Dell Servers, Enterasys/Cisco networking.
- Maintained communication with 29 clinics throughout Central FL.
- Managed the helpdesk department in charge of daily break/fix issues from clinics.

2010-2011

Configuration Center Technical Lead

UDT

- Responsible for team configuring client devices.
- Responsible for daily IT issues.
- Maintained imaging equipment.
- Developed a custom-built imaging engine that allowed the process to be fully automated.



SUMMARY

Jesse Miller is responsible for the direction of the Endpoint & Lifecycle Management Solutions Operations in the UDT Orlando Configuration Center, which provides hardware and services for the entire solution across all verticals. He has more than 10 years of experience working with technology solutions for the K-12 and commercial markets in design, creation, implementation, and support. In his current role, he oversees all production chain processes and consults on the planning and logistics of solution integration and delivery. Jesse's role includes operationalizing the custom solution sets crafted for clients based on their needs, managing production and customer service staff to facilitate the timely and accurate provision of customer orders, and maintaining supply and logistics lines within the solution.

Education & Training

- ✓ BS, Management & Information Systems with Minor in Computer Science, Florida State University

SKILLS AND TECHNOLOGIES

MS Office 365 Suite of Products, UPS WorldShip, Sage 500 ERP, TecSys Warehouse Management System, SaaS Security/Antivirus software, Cisco WebEx, Basic Networking, and Windows Systems Administration

EXPERIENCE

09/2020 - Present

Operations Director

United Data Technologies

Management of internal daily operations and staff for UDT Configuration Center including processing and supply chain logistics, project planning and implementation, and customer communication.

- Actualizing forecasted production quotas per month based on internal and external expectations
- Planning and design of complete production and project rollouts including delivery logistics, budget, and timelines
- Management of 2 shifts of the production staff for the facilitation of daily operations
- Coordination of facility maintenance

08/2015 - 09/2020

Logistics and Project Manager

United Data Technologies

Responsible for organization and coordination of daily operations and process management of production and projects in concert with Director of Operations for the UDT Configuration Center. Managed logistics for normal daily operations as well as serving as PM for specific endpoint and audio-visual projects within the same facility.

- Managing communication for both incoming and outgoing freight deliveries for all customer product
- Project Management of multiple ongoing rollouts with reporting and communication to customers and internal resources on progress, timelines, and completion
- Coordination of groups of resources to complete specific projects outside of normal operations
- Operational design for large scale integration projects

05/2014 - 08/2015

AV Solution Coordinator

United Data Technologies

Coordinator of Audio-Visual Projects and Integrations across the entire customer base, primarily the education market, responsible for all project coordination and management from design to implementation to post-install support.

- Conducted pre-sales discussions with account management staff and clients to formulate integration plans
- Coordination with installation engineers to design-build of material requirements
- Scheduling and development of project plans and timelines for integration
- Creation of operational documentation and standard operating procedures including support programs, integration requirements, and delivery logistics
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- Complaint Resolution
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- Process Improvement
- Sales Promotions
- Presentation Skills
- Training
- Interviewing
- Microsoft Suite

EXPERIENCE

2014 – Present	Project Coordinator/CS Supervisor	UDT
<ul style="list-style-type: none"> Manages client orders from receipt of the product to delivery to ensure accurate and timely completion. Works with individual clients (sites) to schedule installation as needed. Handles customer queries on the status of products, orders, and installations. Facilitates bi-weekly meetings with clients to provide updates and resolve any outstanding issues to client satisfaction. Oversees warranty repair of non-ELC devices. 		
2013 - 2014	Business Advocacy Team Representative	Windstream
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<ul style="list-style-type: none"> Partnered with HR to ensure all new hires received access to all required systems based on job function. Maintained integrity of internal systems through semi-annual audits. Researched and resolved system issues within established timeframes. Conducted testing of system updates prior to roll-out to ensure accuracy. Created a new hire system access process, which decreased the process from an excess of 5 days to 1 and significantly decreased errors by confirming access prior to releasing information. Successfully integrated over 4,000 employees from Sprint's internal customer database system to CenturyLink's. 		
1997 - 2012	Supervisor – Inbound Services	Sprint/Embarq/CenturyLink
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- automation services in the healthcare industry.

Raymond Rodriguez, Director of Support Services



SUMMARY

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Education & Training

- ✓ Tallahassee Community College AA in Data Processing Concentration 1989
- ✓ Microsoft Certified Systems Engineer 1997
Certified Network Engineer 1994

2017 – Present

Director of Customer Support

UDT

Mr. Rodriguez is currently the Director of Customer Support at UDT, supporting all accounts in Florida, such as: Miami Dade County Public Schools, Orange County Public Schools, Martin County School, District Charlotte County Schools, Lee County School District, Indian River Schools, and Seminole County Public Schools

2012- 2017

Operations Director

DataRidge Technologies

Mr. Rodriguez sourced Routing and Switching engineers and Low Voltage cabling experts to complete IT projects nationwide

1999 - 2012

Technical Operations Manager

Prosys Information Systems

Mr. Rodriguez helped to create and build up the Technical Services Department in support of such accounts as the Broward County School Board, Baptist Hospital and Kaplan University

1988 - 1999

Technical Services Manager.

BusinessLand/JWP/Entex Information Systems

Mr. Rodriguez helped create and managed the onsite team in support of FP&L, Ryder Systems as well as many other large area accounts.



SUMMARY

Support the functioning of UDT field operations by managing staff, coordinating operations, and ensuring exceptional customer service.

Create a positive and productive work environment by communicating with numerous customers, setting clear goals, and monitoring performance of UDT employees on site.

PROCESS IMPROVEMENT / BEST PRACTICES EXPERIENCE

- Communication
- Ability to communicate with staff employees the importance and procedures with technologies that improved efficiency and streamlined operations.
- Leadership
- Successfully led a team of staff to complete a 3–4-week project in less than 2 weeks.
- Technology repair
- Project Management
- Communication
- Problem-solving

Education & Training

- ✓ CompTIA A+, Charlotte Technical Center, Port Charlotte, FL.

03/2022 – Present

Field Service Manager

United Data Technologies (UDT, Inc)

- Field support for projects both internal and for partner companies.
- Manage UDT and contracted employees on tasks set to be completed both onsite and remotely in a timely manner.
- Interview contractors for out of state projects for UDT and Partner related jobs.

11/2012 – 03/2022

Warranty repair/ Lead/ Trainer

United Data Technologies (UDT, Inc)

- Hardware troubleshooting
- Conducted the disassembly and reassembly of computers for replacement of parts.
- Provided computer installation and setup.
- Multitasked and completed numerous tasks without deviation from the tasks at hand.
- Maintained a professional attitude while working with all UDT and county staff members.
- Basic installation of Promethean boards and projector adjustment

02/2011 – 11/2012

Technology Assistant

Charlotte County Public Schools

- Troubleshoot PC hardware and software.
- Maintained a professional attitude while working with staff.
- Performed preventive maintenance of PC's and projectors.
- Assisted staff with software-related requests.
- Taught staff basic functions within Windows.
- Prepared computer labs for scheduled testing throughout the year.
- Trained in basic teardown and setup of Promethean boards.
- Troubleshoot switches, UPSs, and DVRs to keep networks running.
- Pulled network wire and tested network wire throughout campuses.

THIS CERTIFIES THAT

United Data Technologies, Inc.
dba UDT



NMSDC
National Minority Supplier
Development Council

* Nationally certified by the: **FLORIDA STATE MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 517911; 541330; 541512; 541513; 541519; 518210; 611430; 811211; 423430

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

01/01/2023

Issued Date

FL02336

Certificate Number

Ying McGuire
NMSDC CEO and President

Beatrice Louissaint, President & CEO

01/01/2024

Expiration Date

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

[Certify, Develop, Connect, Advocate.](#)

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



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
10/30/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Keyes Coverage Insurance 5900 Hiatus Road Tamarac FL 33321	CONTACT NAME: Krystle Gilli PHONE No. Ext: 954-724-7000 FAX (AC No): 954-724-7024 E-MAIL: kgilli@keyescoversage.com ADDRESS: Krilli@keyescoversage.com
INSURED United Data Technologies Inc. UDT 2900 Monarch Lakes Blvd., Suite 300 Miramar FL 33027	INSURER(S) AFFORDING COVERAGE INSURER A: National Fire Insurance Company of Hartford 20478 INSURER B: Continental Casualty Company 20443 INSURER C: Columbia Casualty Company 31127 INSURER D: The Continental Insurance Company 35289 INSURER E: Hartford Fire Insurance Co 19682 INSURER F: American Casualty Company of Reading 20427

COVERAGES
CERTIFICATE NUMBER: 898048367
REVISION NUMBER:
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY VARY BY CLIENT.		ADDITIONAL INSURER INFO	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS
INSUR LTR	TYPE OF INSURANCE	ISSD, WTD				
A	<div><div><div><input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY</div><div><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR</div></div><div><div>GEN'L AGGREGATE LIMIT APPLIES PER:</div><div><div>POLICY <input checked="" type="checkbox"/> PRO: <input checked="" type="checkbox"/> LOC</div><div>OTHER:</div></div></div></div>		GL 7015483682	11/1/2023	11/1/2024	EACH OCCURRENCE \$1,000,000 E.L. EACH ACCIDENT \$100,000 MED EXP (Any one person) \$15,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMP/OP AGG \$3,000,000 \$
A	<div><div><div><input checked="" type="checkbox"/> AUTOMOBILE LIABILITY</div><div><div><input checked="" type="checkbox"/> ANY AUTO</div><div><input type="checkbox"/> SCHEDULED AUTOS</div><div><input checked="" type="checkbox"/> NON-OWNED AUTOS</div><div><input checked="" type="checkbox"/> HIRED AUTOS</div></div></div><div><div>GEN'L AGGREGATE LIMIT APPLIES PER:</div><div><div>POLICY <input checked="" type="checkbox"/> PRO: <input checked="" type="checkbox"/> LOC</div><div>OTHER:</div></div></div></div>		BUA 7015483683	11/1/2023	11/1/2024	COMBINED SINGLE LIMIT (Per accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Comp/Coll Deductible \$1,000
D	<div><div><div><input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR</div><div><input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE</div></div><div><div>DED <input checked="" type="checkbox"/> RETENTION \$10,000</div></div></div>		CUE 7015483609	11/1/2023	11/1/2024	EACH OCCURRENCE \$10,000,000 AGGREGATE \$10,000,000 \$
F	<div><div><div><input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</div><div><input checked="" type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/ MEMBER EXCLUDED? (Mandatory in NH)</div></div><div><div>IF YES, describe under DESCRIPTION OF OPERATIONS below</div></div></div>	<div><div>Y/N</div><div><input type="checkbox"/></div></div> <div>N/A</div>	7017891438	11/1/2023	11/1/2024	X PER STATUTE OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
C	Technology E&O/Cyber Liability*		652386469	11/1/2023	11/1/2024	Liability Limit \$5MM/100,000 Ded
E	D&O/Rep/UT Policy Crime		652386469 21 TP 032321-23	11/1/2023 11/1/2023	11/1/2024 11/1/2024	D&O/Rep/UT Employee Theft Client \$5MM/5MM/1MM \$2MM/25,000 Ded

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 001 - Additional Remarks Schedule, may be attached if more space is required)
Technology E&O/Cyber Liability - Carrier: Columbia Casualty Company / Effective Date: 11/1/2023 - 11/1/2024 / Policy number: 652386469 / Retro Date: 11/14/2003

CERTIFICATE HOLDER United Data Technologies Inc. 2900 Monarch Lakes Blvd, Suite 300 Miramar FL 33027	CANCELLATION 30 Days Notice / 10 Days for Non-Pay SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
--	---

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Go to www.irs.gov/FormW9 for instructions and the latest information.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

United Data Technologies, Inc.

2 Business name/disregarded entity name, if different from above

UDT; UDT Financial Services

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC

☐ S Corporation

☐ Partnership

☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check another LLC if the LLC is classified as a single-member LLC that is disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Address (number, street, and apt. or suite no.) See instructions.

2900 Monarch Lakes Boulevard, Suite 300

City, state, and ZIP code

Miramar, FL 33027

7 List account number(s) here (optional)

4 Exemptions (codes apply only to certain entities; not individuals; see instructions on page 3):

Exempt payee code (if any)

Exemption from FATCA reporting code (if any)

Applies to accounts maintained outside the U.S.

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

6 5 - 0 5 6 1 3 8

or

Employer identification number

6 5 - 0 5 6 1 3 8

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign this certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here

Signature of U.S. person ▶

Date ▶ 1/23/23

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

OVERVIEW



1. USB 3.2 Gen 1	4. USB-C 3.2 Gen 1
2. HDMI 1.4b	5. USB 3.2 Gen 1
3. Kensington Nano Security Slot	6. Combo audio jack

PERFORMANCE

Processor

Processor Family

MediaTek Processor

Processor

Processor Name	Cores	Threads	Max Frequency	Processor Graphics
MediaTek Kompanio 520	Octa-core: 2x A76 + 6x A55	8	A76@2.05GHz / A55@2.0GHz	ARM Mali-G52 2EE MC2

Operating System

Operating System

ChromeOS

Graphics

Graphics

Graphics	Type	Memory
ARM Mali-G52 2EE MC2 GPU	Integrated	Shared

Monitor Support

Monitor Support^[1]

Supports up to 2 independent displays (native display and 1 external monitor via USB-C® or HDMI®)

- USB-C supports up to 1920x1080@60Hz
- HDMI supports up to 1920x1080@60Hz

Notes:

[1] USB-C is used mutually exclusively with HDMI due to MediaTek platform limitation.

Chipset

Chipset

MediaTek SoC (System on Chip) platform

Memory

Max Memory

- 4GB soldered memory, not upgradable
- 8GB soldered memory, not upgradable

Memory Slots

Memory soldered to systemboard, no slots, dual-channel

Memory Type^[1]

- LPDDR4x-3600
- LPDDR4x-3733

Notes:

[1] Installed memory is actually 4266MHz, but may run at 3733MHz or 3600 MHz depending on the memory support capability of processor.

Storage

Storage Support^[1]

- 32GB eMMC 5.1 on systemboard
- 64GB eMMC 5.1 on systemboard

Storage Slot

eMMC on systemboard, no slots

Storage Type

Disk Type	Interface	Offering
-----------	-----------	----------

Flash Memory	eMMC 5.1	32GB / 64GB
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Notes:

[1] The storage capacity supported is based on the test results with current Lenovo® storage offerings.

Removable Storage

Card Reader

No card reader

Multi-Media

Audio Chip

High Definition (HD) Audio

Speakers

Stereo speakers, 2W x2, optimized with Waves MaxxAudio®

Microphone

Single microphone

Camera

HD 720p, with privacy shutter, fixed focus

Sensor

Sensors

Hall sensor

Battery

Battery

Integrated Li-Polymer 47Wh battery, supports Rapid Charge (charge up to 80% in 1hr) with 65W AC adapter

Max Battery Life^[1]

- WLAN models:
Google power load test: 16 hr
- WWAN models:
Google power load test: 14 hr

Notes:

[1] All battery life claims are approximate maximum and based on results using the MobileMark® 2014, MobileMark 2018, MobileMark 25, JEITA 2.0, continuous 1080p video playback (with 150nits brightness and default volume level) or Google Power Load Test (PLT) battery-life benchmark tests. Actual battery life will vary depending on many factors such as product configuration and usage, software use, wireless functionality, power management settings, and screen brightness. The maximum capacity of the battery will decrease with time and use.

Power Adapter

Power Adapter^[1]

- 45W USB-C (2-pin) AC adapter, supports PD 3.0, 100-240V, 50-60Hz
- 45W USB-C (3-pin) AC adapter, supports PD 3.0, 100-240V, 50-60Hz
- 65W USB-C (2-pin) AC adapter, supports PD 3.0, 100-240V, 50-60Hz
- 65W USB-C (3-pin) AC adapter, supports PD 3.0, 100-240V, 50-60Hz

Notes:

[1] AC adapter offerings depend on the country.

DESIGN

Display

Display

Size	Resolution	Touch	Type	Brightness	Surface	Aspect Ratio	Contrast Ratio	Color Gamut	Refresh Rate	Viewing Angle (L/R/U/D)
------	------------	-------	------	------------	---------	--------------	----------------	-------------	--------------	-------------------------

11.6"	HD (1366x768)	None	TN	250nits	Anti-glare	16:9	400:1	45% NTSC	60Hz	45°/45°/15°/35°
-------	------------------	------	----	---------	------------	------	-------	-------------	------	-----------------

Touchscreen

Non-touch

Input Device**Pen**

No support

Keyboard

Chrome keyboard, 6-row, spill-resistant, Anti-pick proof keycaps with full skirt design

Keyboard Backlight

Non-backlight

Touchpad

Buttonless Mylar[®] surface multi-touch touchpad, supports Precision TouchPad (PTP), 60.5 x 104 mm (2.38 x 4.09 inches)

Mechanical**Dimensions (WxDxH)^[1]**

287 x 200 x 18.6 mm (11.3 x 7.9 x 0.73 inches)

Weight^[2]

Around 1.23 kg (2.71 lbs)

Case Color

Graphite grey

Surface Treatment

Texture

Case Material

PC-ABS (top), PC-ABS (bottom)

Notes:

[1] The system dimensions may vary depending on configurations.

[2] The system weight is approximate and based on results in Lenovo lab, which varies depending on the source of component, variance of the distribution of each component, and manufacturing process. It may not be the exact weight for each specific model.

CONNECTIVITY**Network****Ethernet**

No onboard Ethernet

WLAN + Bluetooth^[1]

MediaTek Wi-Fi[®] 6 MT7921, 802.11ax 2x2 Wi-Fi + Bluetooth 5.1, M.2 Card (Bluetooth 5.3 hardware ready)

WWAN

- Fibocom FM101-GL, 4G LTE CAT6, M.2 Card, with embedded eSIM functionality
- No support

SIM Card

No physical SIM card inbox

Notes:

[1] Wi-Fi 6 full features might be limited by country-level restrictions.

Ports^[1]**Standard Ports**

- 2x USB 3.2 Gen 1
- 1x USB-C 3.2 Gen 1 (support data transfer, Power Delivery and DisplayPort™)

- 1x HDMI 1.4b
- 1x Headphone / microphone combo jack (3.5mm)

Notes:

[1] The transfer speed of following ports will vary and, depending on many factors, such as the processing speed of the host device, file attributes and other factors related to system configuration and your operating environment, will be slower than theoretical speed.

USB 2.0: 480 Mbit/s;

USB 3.2 Gen 1 (SuperSpeed USB 5Gbps, formerly USB 3.0 / USB 3.1 Gen 1): 5 Gbit/s;

USB 3.2 Gen 2 (SuperSpeed USB 10Gbps, formerly USB 3.1 Gen 2): 10 Gbit/s;

USB4[®] 20Gbps / USB 3.2 Gen 2x2 (SuperSpeed USB 20Gbps): 20 Gbit/s;

USB4 40Gbps (USB 40Gbps): 40 Gbit/s;

Thunderbolt™ 3/4: 40 Gbit/s.

Docking

Docking

Various docking solutions supported via USB-C.

For more compatible docking solutions, please visit

[Docking for Lenovo 100e Chromebook Gen 4](#)

SECURITY & PRIVACY

Security

Security Chip

Google Security Chip H1

Physical Locks

Kensington® Nano Security Slot™

Fingerprint Reader

No fingerprint reader

BIOS Security

No support

Other Security

Camera privacy shutter

SERVICE

Warranty^[1]

Base Warranty

- 1-year mail-in service
- 1-year courier or carry-in service
- 1-year courier or carry-in with 2-year system board service (Korea only)
- 2-year (1-yr battery) courier or carry-in service

Notes:

[1] The warranty upgrades may be bundled with some models, please check the "Included upgrade" column in the specific model's configurations. For more service extensions, please go to <https://smartfind.lenovo.com/>. To learn more details of warranty policy, please access <https://pcsupport.lenovo.com/warranty>.

ENVIRONMENTAL

Sustainability

Material

36% recycled content in PIC cushion

30% Ocean-Bound recycled plastic in Ocean-bound plastic bag

Paper screen film is also 100% recyclable

Operating Environment

Temperature^[1]

- Operating: 5°C (41°F) to 35°C (95°F)
- Storage: 5°C (41°F) to 43°C (109°F)

Humidity

- Operating: 8% to 95% at wet-bulb temperature 23°C (73°F)
- Storage: 5% to 95% at wet-bulb temperature 27°C (81°F)

Altitude

Maximum altitude (without pressurization): 3048 m (10,000 ft)

Notes:

[1] When you charge the battery, its temperature must be no lower than 10°C (50°F).

ACCESSORIES

Bundled Accessories

Bundled Accessories

None

CERTIFICATIONS

Green Certifications^[1]

Green Certifications

- ENERGY STAR® 8.0
- EPEAT™ Gold Registered^[2]
- ErP Lot 6/26
- RoHS compliant
- TCO Certified 9.0

Notes:

[1] The items listed under the "Green Certifications" section may not only refer to certification but also registration or self-declaration.

[2] EPEAT is registered where applicable, please see <https://www.epeat.net> for registration status by country.

Other Certifications

Mil-Spec Test

MIL-STD-810H military test passed

Other Certifications

ASTM F963 test passed

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- The specifications on this page may not be available in all regions, and may be changed or updated without notice.



Lenovo™

Lenovo 100e Chromebook Gen 4

Fast, secure and versatile, the Lenovo 100e Chromebook Gen 4 packs in all your favorite features in a slim and portable chassis. It is powered by MediaTek Kompanio 520 processors and eMMC Flash Storage for accomplishing heavy workloads without any system downtime. Transfer data and connect to external monitors and peripherals using the onboard USB 3.2 Gen 1, USB-C 3.2 Gen 1 and HDMI ports. With an integrated 47 Wh battery, the device comes with a max battery life of up to 16 hours.



Its 11.6" HD screen is treated with an anti-glare finish to present visuals that are clear and detailed from all angles. It also comes with 16:9 aspect ratio, 400:1 contrast ratio, 45% NTSC color gamut and 90° viewing angle to enhance your browsing and binge-watching experience.

With High Definition (HD) audio, 2W x2 Waves MaxxAudio stereo speakers, HD 720p camera with privacy shutter, this Chromebook allows users to be seen and heard clearly during web conferences.

It is loaded with security features that include Google Security Chip H1, Kensington Nano security slot to shield the device and data from potential cyber-attacks.

Lenovo devices that are a class apart

Purpose-built for modern education. Robust, secure, and easy to manage, our laptops offer versatile performance and collaboration tools to support teachers and students in the classroom or at home.

Lenovo services

Lenovo delivers tailored sustainability services, devices, and infrastructure solutions from our broad portfolio, working closely with you to support your target outcomes across the IT lifecycle.



Return To Depot Repair Warranty

No-hassle repair process at a Lenovo service center
Lenovo pays for all shipping between the customer and service facility
Avoid unplanned operational expense with a simple annual fee

Accessories

Lenovo

Lenovo Professional Wireless Keyboard & Mouse

Wireless keyboard and mouse combo with reliable 2.4 GHz wireless connection
Slim keyboard with number pad, noise-suppression design, dedicated media controls & adjustable tilt legs
Contoured design of the mouse suits both left-handed & right-handed users



PN: 4X3CH56796

Lenovo USB-C Mini Dock

Add powerful capabilities to a PC with a single USB-C connection
Supports enterprise network manageability such as PXE boot, Wake-On LAN
Easily connect to an external 4K or 1080p display with HDMI 2.0 or VGA



PN: 40AU0065XX



Lenovo 100e Chromebook Gen 4

Performance		Security & Privacy	
Processor	Media Tek Kompanio 520	Security	Google Security Chip H1 Kensington Nano Security Slot
Operating System	ChromeOS	Certifications	Green Certifications ^{6 7} ENERGY STAR 8.0 ErP Lot 6/26 EPEAT Gold Registered TCO Certified 9.0 RoHS compliant
Graphics	ARM Mali-G52 2EE MC2 GPU (integrated)	⁶ The items listed under the "Green Certifications" section may not only refer to certification but also registration or self-declaration. ⁷ EPEAT is registered where applicable, please see https://www.epeat.net for registration status by country.	
Memory	4GB LPDDR4x-3733, soldered		
Storage ¹	32GB eMMC 5.1 on systemboard		
The storage capacity supported is based on the test results with current Lenovo storage offerings.			
Audio	High Definition (HD) Audio stereo speakers, 2W x2, optimized with Waves MaxxAudio single microphone		
Camera [*]	HD 720p, with privacy shutter		
Battery ²	47Wh battery (up to 16 hr), Rapid Charge with 65W AC adapter		
¹ Battery life claims are approximate maximum. Actual result will vary depending on many factors and the maximum battery capacity will decrease with time and use.			
Power Adapter [*]	45W USB-C adapter, PD 3.0 35W USB-C adapter, PD 3.0		
Design		Connectivity	
Display	11.6" HD (1366x768) TN Anti-glare 16:9 250nits, 45% NTSC, 60Hz	WLAN + Bluetooth [*] ⁵ MediaTek Wi-Fi 6 MT7921, 802.11ax, Bluetooth 5.1	
		⁵ Bluetooth 5.2 is hardware ready but may run at a lower version due to OS limitations.	
		WWAN [*] 4G LTE CAT6 [*]	
		Ports 2x USB 3.2 Gen1 1x USB-C 3.2 Gen1 (data, PD, DP) 1x HDMI 1.4b 1x Headphone / microphone combo jack (3.5mm)	

Items with * are optional and only available on selected models. Information presented here may represent the maximum possible configurations for this product, but it does not necessarily reflect what is available in your region. Please ask your rep or check the specifications for specific Part Numbers in your region. © 2023 Lenovo. Products are available while supplies last. Lenovo is not responsible for photographic or typographic errors. Lenovo, the Lenovo logo, ThinkPad, ThinkCentre, ThinkBook, ThinkVision are trademarks or registered trademarks of Lenovo. 3rd party product and service names may be trademarks of others. Depending on factors such as the processing capability of peripheral devices, file attributes, system configuration and operating environments, the actual data transfer rate of USB connectors will vary and is typically slower than published standards.



ACCOMPLISH MORE

800.882.9919 | udtonline.com



COPY

ATTACHMENT I - COST PROPOSAL



***In Response to RFP No: 245-2024 Chromebook
Procurement and Service***

Due Date: January 5th, 2024, at 2:00PM

ATTACHMENT I - COST PROPOSAL

Submitted To:

Leon County Schools
MS. June Kaile
Purchasing Department
3397 West Tharpe Street
Tallahassee, Florida 32303

Submitted By:

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ATTACHMENT I – COST PROPOSAL

Cost Proposal Form
Attachment I
RFP 245-2024
Chromebook Procurement and Services

Attachment I Cost Proposal Form

The District requires that demo units be available for a 60-day period upon request.

Chromebook Device Minimum Required Specifications	Proposed Chromebook Unit Model Description	Per Unit Cost with 4-Year Extended Warranty including Battery	Per Unit Cost with 4-Year Extended Warranty including Battery & 4-Year Accidental Damage Protection
Screen: 11.6" 1366x768 Operating System: Chrome OS RAM: 4 GB Storage: 32 GB eMMC Features: 180° hinge, USB-C charging Auto Update Expiration (AUE) Date: June 2029 or later (June 2030 preferred)	Lenovo 100e G4, MT8186 2.05G 8C, 11.6HD TN AG 250N, 720P HD RGB with Microphone, 4GB (1x32Gx32) LP4X 4200, 32 GB eMMC 5.1 Onboard Storage TLC, MediaTek Wi-Fi 6 MT7921 2x2 AX & Bluetooth® 5.1 or above, 65W USB-C 90% PCC 2pin AC Adapter - US, 1 Year Mail In Warranty	\$ 265.57	\$ 322.73
Additional Products, Licenses, and Services	Per Unit Cost		
Clear Protective Case	\$ 20.15		
ChromeOS Management License	\$ 30.75		
White Glove Services	\$ 19.51		
Optional: Logo Etching	\$ 2.25		

United Data Technologies, Inc.
Company Name

FEIN

65-0566138

Antolin (Tony) Cossio
Authorized Representative Name (Printed)

Vice-President, Major Accounts
Authorized Representative Title


Authorized Representative Signature

01-04-2024
Date

- **Original Attached in the next page**

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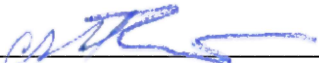
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Authorized Representative Name (Printed)

Vice-President, Major Accounts
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Authorized Representative Signature

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2.5 Compensation

The Board is seeking Proposals that will provide the best value to the District. As part of the best value determination, Proposers must submit a Cost Reply, in electronic format, along with their Technical Reply.

2.5.1 Repair Costs for Devices not Covered by Warranty or ADP As part of the cost reply, detail the pricing framework for repairs not encompassed by warranty or accidental damage protection such as:

- a. **Labor Costs:** Proposers shall provide information on your hourly labor rates or fixed repair rates for Chromebook repairs. If your pricing is tiered based on the complexity of repairs or other factors, kindly specify the different rates.

UDT Response:

Labor Costs: \$40.00 per Hour (Normal Business Hours)

- b. **Parts Costs:** Proposers shall attach the pricing structure for common Chromebook replacement parts, such as screens, keyboards, batteries, hinge covers, track pads, logic boards, and other hardware components. Ensure transparency in pricing to allow us to assess the affordability of parts replacements.

UDT Response:

Lenovo 100e Chromebook Gen4 - Type 82W1 - Model 82W1S0D600

Part #	Description	List Price	Discount %	Price to County
5B30Z38970	LCD bezel	\$38.06	15%	\$32.35
5CB1J18161	LCD Back cover	\$55.20	15%	\$46.92
5M11H62892	Top cover with Click pad	\$71.29	15%	\$60.60
42T5008	Power cord	\$5.95	15%	\$5.06
5B21L16049	System Board	\$246.96	15%	\$209.92
5H50W13821	Hinges L & R	\$39.72	15%	\$33.76
5N21L43957	Keyboard	\$46.95	15%	\$39.91
5CB1J18159	Base enclosure (bottom)	\$44.70	15%	\$38.00
5C51J62720	Daughter Board	\$41.52	15%	\$35.29
5A11J62104	AC Adapter	\$47.88	15%	\$40.70
5B11K08427	Battery	\$97.08	15%	\$82.52
5D11D03909	LCD Panel	\$90.95	15%	\$77.31

- c. **Diagnostic Fees:** Proposers shall indicate if you charge a diagnostic fee for evaluating Chromebooks and identifying issues.

UDT Response:

\$25.00 per Device

- d. **Minimum Service Fees:** Proposers shall indicate if you have any minimum service fees for individual repairs. For instance, if there is a charge associated with each repair, even if it's a minor fix.

UDT Response:

Minimum service fee is 30 minutes. Repairs are billed at 30-minute increments not to exceed 2.5 hours (including diagnostic time)

- e. **Additional Costs:** Proposers shall indicate any additional charges or any other costs that might be associated with the repair process.

UDT Response:

None (Zero)

