SEALED REQUEST FOR PROPOSAL (RFP)

ISSUE DATE:	October 20, 2021
RFP NUMBER & TITLE:	RFP 22-1291; Access Control System Integrator Services & Support
PROPOSAL DUE DATE & TIME:	November 17, 2021 by 2:00 PM NOTE: Proposals received after the due date and time cannot be accepted.
PROPOSAL DELIVERY ADDRESS:	University of Mary Washington Procurement Services / Reference RFP 22-1291 Eagle Village Executive Offices, Suite 480 1125 Jefferson Davis Highway, Fredericksburg, VA 22401
WORK LOCATION:	☒ All Campuses ☐ Fredericksburg ☐ Stafford ☐ Dahlgren
COMMODITY CODE(S):	99022: Card Access Security Services

PRE-PROPOSAL CONFERENCE:	☐ Optional ☒ Mandatory ☐ N/A	**DATE & TIME:**	11/3/2021 at 10:00 AM
PRE-PROPOSAL LOCATION:	TBD – On-campus location will be determined based on the number of participants that RSVP		
CONTRACT OFFICER:	Lindsay Fare PHONE: 540-654-1057	**EMAIL:**	lfare@umw.edu
PERIOD OF CONTRACT:	February 1, 2022 through 5 years with five (5) one-year renewal options		

In compliance with this Sealed Request for Proposal (RFP) and to all the conditions imposed therein, and hereby incorporated by reference, the undersigned firm offers and agrees to furnish the goods/services in accordance with attached signed proposal or as mutually agreed upon by subsequent negotiation. The undersigned firm hereby certifies that all information provided in response to this RFP is true, correct and complete.

By signing this proposal, you are certifying that you are an authorized representative of the offering firm and that the firm's principals or legal counsel have reviewed the Request for Proposal General Terms and Conditions and any Special Terms and Conditions. Any exceptions to the General or Special Terms and Conditions must be clearly identified in your proposal. No exceptions can be taken to those General or Special Terms and Conditions that are mandated by law. If no exceptions are identified in your proposal, it is understood that the provisions will become a part of any final agreement.

THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL

Name of Offering Firm:	Convergint			
Address of Offering Firm:	2812 East Parham Road, Richmond, VA 23228			
DSBSD Certification No.:	N/A		Expiration Date:	
eVA ID:	VA10037002		Tax ID:	364444620
Email:	matt.fisher@convergint.com		Telephone:	804-467-7906
Website:	convergint.com		Fax:	
Submitted By (Print Name & Title):	Mark Burwell GM			
Signature (In Ink):			Date:	11/22/21

ADDENDUM

November 1, 2021

ADDENDUM NO. 1 TO ALL OFFERORS:

Reference – Request for Proposals:	RFP 22-1291: Access Control System Integrator Services & Support
Date Issued:	October 20, 2021
For Delivery to:	University of Mary Washington, Commonwealth of Virginia
Proposal Due Date:	Wednesday, November 17, 2021 at 2:00 PM EST

This addendum consists of one (1) page.

Pre-Proposal Conference Location:

> University of Mary Washington
> Hurley Convergence Center, Room 210
> 1301 College Avenue
> Fredericksburg, VA 22401

Page 2; Section II; Pre-Proposal Conference; a:

> a. No attendee will be permitted access to the conference after **10:00 AM**.

END OF ADDENDUM NO. 1

Lindsay Fare
Contract Officer
Procurement Services
University of Mary Washington
Phone: 540-654-1057

RFP 22-1291 Addendum No. 1 (and all addenda) should be acknowledged and included in the RFP submittal package.

NAME OF OFFERING FIRM: Convergint

NAME OF OFFEROR REPRESENTATIVE: Mark Burwell GM

OFFEROR SIGNATURE: _____

DATE: 11/22/2021

Revised 11/1/2021

Page 1 of 1

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Fredericksburg, VA 22401-5300
adminfinance.umw.edu/procurement

Tel: (540) 654-1127
Fax: (540) 654-1168
procure@umw.edu

University of Mary Washington
Procurement Services
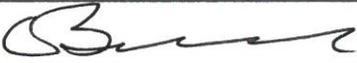
ADDENDUM
November 15, 2021

ADDENDUM NO. 2 TO ALL OFFERORS:

Reference – Request for Proposals: RFP 22-1291: Access Control System Integrator Services & Support

Date Issued: October 20, 2021

For Delivery to: University of Mary Washington, Commonwealth of Virginia

Original Proposal Due Date & Time: Wednesday, November 17, 2021 by 2:00 PM EST

This addendum consists of four (4) pages.

NEW Proposal Due Date & Time: **Monday, November 22, 2021 by 2:00 PM EST**
If you have already shipped your proposal, you can retract it and resubmit a new proposal.

D. Delivery Schedule: Proposals that are hand delivered shall be accepted during the following dates and times. If an earlier date and time is preferred, the Offeror shall contact the Contract Officer via email at lfare@umw.edu to schedule delivery.

Date	Time
November 18, 2021	Any time between 10:00 AM and 2:00 PM
November 22, 2021	Any time between 10:00 AM and 2:00 PM

Questions from Offerors:

1. **Will the vendor be required to keep equipment in stock?**
   The contracted vendor should have the readers in stock, but we are not requiring them to keep stock of other equipment with a value over $800.00. Anything under that price point should be in stock. It would be helpful to know lead times when equipment is needed due to the current supply chain issues.

2. **Are there any other systems being used on campus, or is the entire campus using AMAG?**
   The entire campus is using the AMAG system.

3. **Do you see the potential to move away from AMAG?**
   The budget for the next 5-10 years would probably not support a move from AMAG.

4. **What is the current key system?**
   The current key system is card swipes.

5. **In regards to response times, how are calls initiated?**
   The University works directly with the integrator.

6. **Is there any sort of frequency that you expect a service technician on campus?**
   It would be best if a technician could come out about 8 hours a month.

7. **What type of warranty are you looking for as far as labor is concerned?**
   We are looking for at least a one-year warranty.

8. **Do we have records of when equipment was installed?**
   We have records of when equipment was replaced. For the key systems, we can always look those up by serial number if needed.

9. **What version of AMAG are we currently running?**
   We are currently running 9.2 on the main campus. Dahlgren is running version 8.

10. **Are you currently experiencing any issues with the system?**
    The original installation took place about 20 years ago. The issue we run into from time to time is that it is difficult to get replacement parts.

11. **What systems does AMAG currently integrate to at the University?**
    Banner currently integrates to AMAG and AMAG to key systems.

12. **Are Dahlgren and the Main Campus connected?**
    They are run on the same network but they are two completely different systems.

13. **Do you require integrators to be ASSA ABLOY certified?**
    If the integrator is installing the hardware, then they should be certified.

14. **If a vendor has suggested technology, can they bring this on campus?**
    Any hardware or software being suggested should be brought on campus to be tested.

15. **Is this RFP intended to be a single award or multiple award?**
    The intention is that this will be a single award.

16. **At the pre-bid it was said that you are using Medeco and Corbin for hardware. Is the bidder of this RFP going to be the one that provides and installs these? If so, what certifications are you expecting? Who is responsible for the keying of these? If bidder is not the one providing these, who is?**
    Medeco will supply and key all new construction. Corbin are primary, but we do have Sargent and other hardware. You will be required to install these only if the access control hardware has it integrated into the lock but keying will be done in house. Certifications would be required for all the hardware we currently have on campus. Example would be Aperio wireless locks in Jepson and IN locks that are installed in Virginia. All keying will be completed by our locksmith shop.

17. **In Section VII; Statement of Needs, it states that the contractor must provide an adequate number of spare parts to minimize downtime. What particular parts are we to make sure we have and what quantities are you expecting us to have on hand of these? Is there a threshold for what parts may cost that we must keep on hand? Is there a place on campus that these should be kept or are they to be kept at the contractor's shop? Do you have manufacture and part numbers for these? Say things under $500.00?**
    Currently we maintain attic stocks for most parts. What we are looking for in this situation is items that will fail and need to be replaced in an urgent manner. For example, if a reader fails in a critical location it needs to be replaced quickly. Most of the time we will have the part, but if we do not have it we will

need a short period of time. We do not expect the company awarded the contract to Maintain a stock 8DBC 2150 for example.

18. **For the Parts and Supplies portion of Attachment A on the bid, what items or manufactures would you like us to list and give the investment for? Do you have a list that we can use of these so we are all on the same page?**
The following would be a good guide:
AM 820/830/840-CG S820 Proximity Reader
Aperio IN 100 series locks
Aperio Hubs AH-30
Corbin Russwin IN 220
Corbin Russwin IN 120

19. **With the current supply chain issues that are going on, how do we incorporate price increase from the manufacturers to us into the agreement? Many of our various manufacturers have already had two or more increases already. They have already said to expect more due to the longevity of the anticipated issues with shipping, chip sets and availability.**
Yes, we have been informed that we will be paying surcharges. In the event that this is the case, we would need something from the manufacturer so we know it is valid.

20. **Out of the original install of 20 years ago, how many boards would you say there are that are not currently compatible and will need replaced throughout the campuses? As the contractor for this RFP, are we the responsible party to obtain the new boards and install them? Who makes the decision to replace and with which boards?**
Probably 11 of the original AMAG 2 and 4 DBC. We are hoping to come up with funding to replace them at one time, but for now they will need to be replaced as they fail.

21. **At the pre-bid it was stated that Dahlgren campus is still on version 8 of AMAG. Are you going to migrate that to the most current version and when do you expect that will be needed to take place?**
We had planned on doing the summer after COVID hit. It is currently on hold until we get approval for funding. We are hoping next summer, but with the Director of Safety currently vacant any answer I give would be speculation.

22. **Are there any of the various AMAG Symmetry modules that are available that UMW does not use at this time? If so, what are they?**
We have a vanilla install. There are no extra modules like video etc. We do have integration with Banner that passes access groups and time codes.

23. **If our bid is accepted, when will the contract go into effect for the first year?**
Our current contract expires on April 5, 2022. We plan to award in the January/February timeframe with a contract start date of April 5, 2022.

24. **Is there a list of all of the attendees that were at the pre-bid that can be sent out or published?**
The list of attendees will be attached to the official addenda that will be posted by Friday, November 12th.

25. **Is the AMAG SSA up to date and or do I need to include annual pricing in my bid package?**
The AMAG SSA is current. The next date will be 10/1/2022. This will need to be included yearly.

26. **If I submit a bid do I include a (1) one-year pricing proposal and UMW will decide each additional year to renew with "said" integrator?**
A one-year pricing proposal will be fine.

27. **Who services the emergency phones on campus? Should it be included in the project or is that handled by life safety/ fire company?**
Currently this is serviced by the University.

28. **During the pre-bid someone did ask the question about the parts and supplies section of the pricing schedule Attachment A: what did you want to see there? Spare parts minus discount?**
We would like to see the expected cost. We do realize with the current circumstances these prices are changing as some companies are adding surcharges.

29. **Could you clarify the University's request to provide a cost for a "test" system? Exactly what do you want included in the test system?**
For the test system, we would envision a setup with a single server that would emulate each piece of the Access system including an Aperio setup, IN120/220 locks with DSR, and other AMAG pieces. Ideally it would be something sort of mobile to also be able to show off as required for what we have in place.

END OF ADDENDUM NO. 2
Lindsay Fare
Contract Officer
Procurement Services
University of Mary Washington
Phone: 540-654-1057

RFP 22-1291 Addendum No. 2 (and all addenda) should be acknowledged and included in the RFP submittal package.

NAME OF OFFERING FIRM: Convergint

NAME OF OFFEROR REPRESENTATIVE: Mark Burwell GM

OFFEROR SIGNATURE: _____
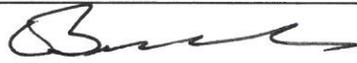
DATE: 11/22/21

Convergint Technologies LLC (Convergint) *is headquartered in Schaumburg, Illinois, and has 6,000+ colleagues globally. Founded in 2001, Convergint is an industry-leading global service-based systems integrator and the* ***2020 #1 Systems Integrator of the Year by SDM Magazine for the Third Year in a Row.*** *Our expertise and strategic focus are to provide comprehensive design, installation, and service (maintenance) for integrated building systems, including electronic security, fire alarm, and life safety systems. We are the* ***world's largest security systems integrator*** *with over 20 years of experience and "lessons learned" supporting customers. From day one, delivering value through unparalleled customer service and consistent operational excellence has been foundational at Convergint.*

Convergint's top priority is service in every way. This includes service to customers, colleagues, and communities. With 150+ locations and 6,000+ colleagues, **our promise and our number one objective is to be our customers' best service provider.**

Our experience spans all types of security technologies, including enterprise card access, IP video management, intelligent video, UL2050, intercom, biometrics, perimeter protection, asset protection, smartcard credential management, Physical Security Information Management (PSIM), Physical Identity Access Management (PIAM), secure authentication, and compliance management.

Convergint was built on a solid foundation of **Values and Beliefs** (Vs & Bs). Before the company was legally formed, before we received one order, before we hired one colleague, our founding leadership began writing down the principles that would eventually become our Vs & Bs and established a unique and empowered culture. Our Vs & Bs have driven our positive culture and service-oriented focus throughout our organization and differentiate us from other integrators.

Convergint's culture is reflected in our approach to business. We prefer to create a partnership with customers, vendors, and sub-contractors to ensure everyone benefits from the relationship.

Convergint has grown to be a global integrator with offices and partners across the world. Even though we are a large company with a worldwide reach, we do not lose sight of our promise to deliver value through unparalleled customer service and operational excellence, which has been foundational at Convergint.

150+ Global Locations — Convergint is a flat and integrated organization able to react to changing market conditions quickly. Our structure enables us to leverage resources to meet our customers' specific needs and adapt rapidly to the ever-changing business landscape. With 150+ company-owned "brick and mortar" locations and hundreds of Convergint Connect partners, we can meet the most challenging projects and provide a high level of support unmatched by our competitors.

Our people, culture, technologies, and superior customer service differentiates us from our competitors. Convergint is committed to being our customers' best service provider with a culture of integrity, accountability, and excellence.

Our People – Our greatest strength is our people. We hire and develop the industry's most dedicated and qualified colleagues and provide an aggressive certification plan to keep them trained in the latest technology innovations, **5,000+** Expert Colleagues

industry trends, and regulations. We invested over $12M in training courses in 2020!

Our Culture – Convergint operates on a set of core Vs & Bs that express our responsibility to our customers, colleagues, and communities. Our Vs & Bs are not just words on a page but are the very fabric of Convergint culture. Our daily commitment to these ideas is one key reason why our customers choose to do business with Convergint.

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

Convergint maintains strong relationships with the world's leading technology partners to provide best-in-class solutions.

Non-proprietary systems

Cost-effective solutions

No sole-source dependency

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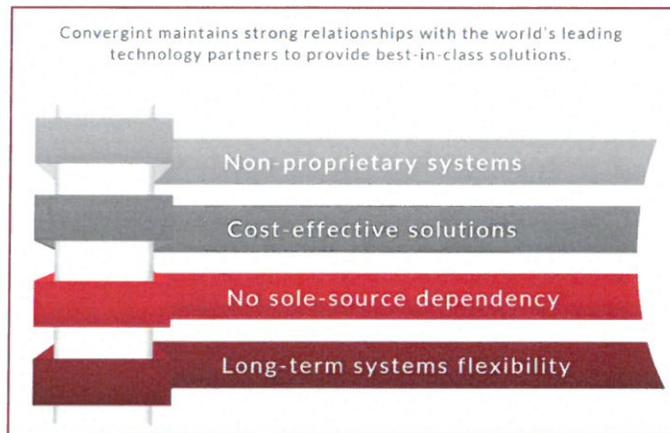
Our Services – One of our core values is that **we expect to be our customers' best service provider**. Convergint designs service programs to meet the customer's specific business goals by leveraging dedicated, certified colleagues to ensure system integrity and uptime. Convergint's customer portal,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

At Convergint, one of our core values is that we expect to be our customers' best service provider.

24/7/365 service commitment

iCare customer service portal

Metrics and reporting

Quarterly performance reviews
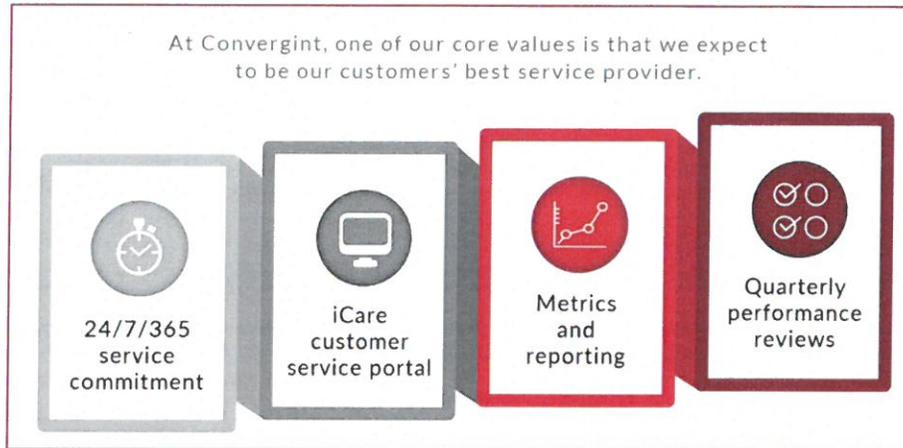
Our Partners – Convergint's partners play a significant role in the success of our organization. When delivering complex projects for our customers, connect partners and subcontracting partners are just as crucial as product partners. Our core teams communicate effectively with all partners. Extensive knowledge gained from past project experience to continue to grow crucial for delivering future success.

Our Products – Another reason Convergint is different is that we are product agnostic. This means we are not limited by selling a product; we offer an array of product choices. Convergint understands that interoperability among disparate system types is critical to your security plans' success, and we have the workforce and expertise to manage all your sophisticated projects at any time. Convergint can deliver a custom-fit, scalable security solution for your organization with our open-platform solution partners.

The primary solutions that we offer include, but are not limited to:
- Access Control
- IP Video Management Systems and Cameras
- Intrusion Detection
- Life Safety and Fire Alarm
- Network Cybersecurity
- Convergint Advanced Service Solutions (a team focused on supporting the systems when customized and integrated)

Below are some of the security and fire technologies that we design, install, service, and maintain for our customers locally, nationally, and globally.

Security Technology Relationships

Access	IP Video	Video Management	Perimeter	Intrusion	Intercom	Other
LENEL:S2	avigilon	milestone	AMERISTAR	BOSCH Invented for life	Code Blue	LifeSafety Power
Genetec	Hanwha Techwin America	Genetec	Fiber SenSys	DMP Digital Monitoring Products	VINGTOR STENTOFON by Zenitel Group	Altronix
AMAG Technology	BOSCH Invented for life	avigilon	OptaSense A LUNA company	Honeywell	Talkaphone	FLUIDMESH
avigilon	AXIS Communications	SALIENT SYSTEMS	ProTech		AIPHONE	AUTOMATIC SYSTEMS
Honeywell	tyco American Dynamics	Qognify			commend	BOON EDAM
pdc	i-PRO	tyco Exacq				ALVARADO
HID	PELCO	VERINT				Smarter
tyco Software House	Arecont Vision A Costar Company	MARCH networks				traka / ASSA ABLOY
	Honeywell					Siklu

Access to the *cutting edge* of security technology	Promotes *cost effective solutions* for our customers	Ensures *high quality* after-sales service

Convergint TECHNOLOGIES

Fire Technology Relationships

Fire Detection Systems	Specialty Detection	Notification	Suppression	Service	Other
EDWARDS	VESDA xtralis	COOPER Wheelock	Fike *PNW Only	BUILDING REPORTS	KIRKLAND
Kidde ENGINEERED SYSTEMS DEALER	OSID xtralis	SYSTEM SENSOR	Kidde Fire Systems *PNW Only	EMERgency:24	STI
SILENT KNIGHT by Honeywell	SigniFire	HYPERSPIKE		SDi Specialized Fire Products	SPACE AGE ELECTRONICS INC
BOSCH Invented for life	PROTECTOWIRE FireSystems			RAPID response	AP
	GENTEX CORPORATION				GEMCOM
	SYSTEM SENSOR				

Access to the *cutting edge* of fire technology	Promotes *cost effective solutions* for our customers	Ensures *high quality* after-sales service

Convergint TECHNOLOGIES
Making a Daily Difference

Convergint **Our Values and Beliefs**
TECHNOLOGIES

We expect to be our customers' best service provider
– no matter what business we are in

Local Story – Richmond, VA CTC

Our Richmond, VA Convergint Technology Center (CTC), provides integrated security solutions involving access control, video surveillance, identity management, and alarm monitoring to over 250 customers within the Virginia region.

The local Richmond CTC, located in Richmond, VA, opened in 2006. This location is home to 40+ colleagues in sales, operations, and service. All colleagues are committed to working closely as a team and are dedicated to delivering the best service to all customers daily.

NOTABLE CLIENTS

The Richmond Convergint location serves key verticals such as our State and Local Government (SLED) Market, Global Accounts, Data Centers, Financial Institutions, and Commercial Office (Industrial & Large).

Richmond's customer list includes prominent icons in the area including, but not limited to:

- Capital One
- Dominion Energy
- Sun Trust
- Pfizer
- Johnson & Johnson
- CarMax
- Fort Lee Base

- Geico
- Seton Hospital System
- Virginia Tech
- University of William & Mary
- Norfolk Naval Base
- Little Creek Naval Base
- Jefferson Hotel

INDUSTRY LEADER

Convergint has been consistently identified as a leader in our industry and is committed to staying current regarding emerging technologies. These new technologies are used to achieve the required objectives and deliver the greatest return on your investment. Rather than just responding to RFPs, Convergint values a long-term, relationship-based approach with clients. Client relationships are highly valued, and our team strives to provide future-proof solutions that increase the community's safety and security and build a secure foundation over time.

CONVERGINT'S SOCIAL RESPONSIBILITY DAY

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Convergint was founded on a set of core values and beliefs that express our responsibility to our customers, colleagues, and communities. Convergint encourages employees to strive to embody the company's 10 Values and Beliefs each day.

Social responsibility comes in many forms. The ability to provide additional time, talent, and material to those in the community that need a helping hand is both a privilege and, where applicable, a responsibility to give back to the community. Since 2002, on the first Friday in June, Convergint has closed its offices for a full, paid workday. Convergint encourages its employees to go out and serve their communities.

The Richmond CTC feels that it is important to give back to their community. On Convergint Day 2021, Convergint colleagues served the VA hospital in Richmond. We participated in the building and beautification of a Native American sweat lodge on the hospital campus, which was built as a cultural symbolic area of Native American heritage. After the hospital installed a perimeter fence around the sweat lodge and had a tribal leader bless the land, Convergint served the community by painting the area, building a curb, and improving access to the area for physically challenged persons, including improving the footings and lumber around the flower beds.

Convergint Values & Beliefs #8
We believe in balanced lives – family, business, and community

Convergint approaches each partnership we create with our foundational values and beliefs at the forefront. Integrity, loyalty, and a positive work environment are of high importance within the Richmond office. We utilize these values and beliefs by delivering results and embracing continuous development. The Richmond office commits to hosting a fund-raising event once a year to help show our city just how devoted we are to help maintain a clean, safe, and happy community. The Richmond team has helped countless charitable organizations including the following over the last few years:

- Peter Paul Development Center
- Boys & Girls Clubs
- Habitat for Humanity
- Food Banks
- Parent Planning Facility
- American Heart Association
- The Leukemia & Lymphoma Society

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- Association of Builders and Contractors
- American General Contractor Association

COMMITMENT TO BE OUR CUSTOMERS' BEST SERVICE PROVIDER

Delivering value through unparalleled customer service and operational excellence has been foundational at Convergint. Our promise, and our number one objective, is to be our customers' best service provider.

Convergint's service team is available 24 hours a day, 365 days a year. Convergint's call centers are operated by knowledgeable staff who field requests from customer facilities and integrates them within the iCare Customer Portal. The Bethpage, NY CTC has a Service Center that operates during regular business hours by Service Coordinators for technician dispatching.

Service Center Address – Located at the Richmond , VA CTC
2812 East Parham Road
Henrico, VA 23228

Customers may initiate a service request in the following three ways:

- **During Normal Business Hours (M-F 8 AM to 5 PM):**
  - **Phone:** 804-358-4100 (Press 1 for Service)
  - **Email:** service.virginia@convergint.com
- **After Hours Automated Service:** 877-735-1110
- **Via iCare:** web-based portal

Convergint iCare

*iCare is a custom-built extension of Convergint's industry-leading customer support services. It is a fully integrated, web-based, 24x7 support tool that allows customers to submit work orders and support requests at any time. It connects all aspects of the Convergint enterprise, including customers, schedulers, and technicians in the field, through a single comprehensive system. It fosters collaboration and provides clients and project team members with transparent project status and reporting capabilities. **iCare supports Convergint in our constant goal of being our customers' best service provider.***

All maintenance projects and work orders flow through iCare, and each includes specific details regarding tasks, staff hours, materials, and other costs associated with the work order.

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TECHNOLOGIES
Making a Daily Difference

iCare provides transparent reporting on these requests, and clients can monitor all aspects of a work order from its inception as an initial service request through to final issue resolution. Clients can initiate support requests from a smartphone, tablet, or desktop computer, and progress/status can be monitored and tracked on a real-time basis.

Work Order Management

Real-Time Work Order Entry, Status & History

Reporting & Metrics

Status Reporting, Metric Reporting, and Custom Reporting

iCare

Safe & Secure Document Storage

Document Library

Secured Access and Data, Customer-Managed Content

System Administration

Response Time and Service Tickets

All work order history includes a date and time stamp of status changes and work order activity. At any time (and in real-time), clients can review the status of all open/closed preventive maintenance, repair, modification/installation services, emergency maintenance, and test and inspect visits for existing and new security systems.

This responsive communication enables customers to simplify the complexity of maintaining and servicing facility systems and budgets. The iCare portal provides visibility into expenditures on service-related repairs broken out by equipment and labor. Should a project team member submit a maintenance or service request through Convergint's 24x7 call center, iCare will capture relevant data elements for service calls, preventive maintenance, and inventory activities. Whether a service call is created Monday through Friday, 7:00 am - 5:30 pm, or outside of standard business hours, the process remains identical. This provides consistency in service delivery and timely updates to all work orders.

In addition to the emergency and non-emergency service call response times, Convergint will collaborate with University of Mary Washington to define metrics and goals that best drive business outcomes. Convergint's metrics are generated by the workers and technicians in the field, automatically gathered and correlated in iCare, and compared to the goals agreed to with the customer.
A few examples of what iCare can provide:

- Evaluating trends in metrics such as First Time Fix (FTF)
- Priority call response time

- The average cost per call

Convergint can diagnose issues from all projects and build within our continuous improvement process from collecting this information.

All invoices that are issued during the project can be captured in iCare, available for review by Project Team members (based on permissions) at any time.

Proposals that are initiated during the project by the University of Mary Washington will be recorded in iCare. Transparent updates on proposal status are available to the project team at any time, creating accountability and timely responses. An example of proposal tracking from a project is included below:

Furthermore, Convergint takes metrics and tracking one step further via the below-listed guidelines. Each month, our metrics are reviewed by each CTC individually and collectively to meet customer expectations. The following table indicates expected service performance, which is measured as key performance indicators within iCare.

	Jun 15	May 15	Apr 15	Mar 15	Feb 15	Jan 15	Dec 14	Nov 14	Oct 14	Sep 14	Aug 14	Jul 14	Total
Number of RFPs	8	30	73	82	60	69	64	70	75	66	87	81	774
Avg Days to Submit	1.38	3.95	6.75	3.35	3.05	3.32	2.66	2.26	3.52	3.70	3.06	3.67	3
% Submit On Time	38%	77%	71%	80%	77%	86%	83%	81%	76%	80%	86%	85%	80%
# Revisions Requested	3	10	12	15	13	10	13	12	14	14	16	12	144
# Of Change Orders	-	7	13	23	16	12	25	35	26	8	13	11	189
Avg Change Orders / RFP	-	0.18	0.18	0.28	0.27	0.17	0.39	0.50	0.35	0.12	0.15	0.14	0.24
RFP Accepted	-	17	47	56	45	54	47	53	51	54	69	66	559
RFP Declined	-	-	2	-	1	-	2	1	1	1	4	2	14

Service Key Performance Indicators (KPIs)
Service KPIs include:
- Spend-per Type of Facility Total Cost
- Total Number of Work Orders by Type
- Meet P1 Service Metric
- Meet P2 Service Metric
- Phone Repairs vs. Site
- Average Cost per Work Order per Type
- Trending: Average Cost & Calls
- Total Spend by Equipment Type
- Average Spend by Equipment Type
- Summary

Service Portal
Convergint will provide University of Mary Washington a web-based user portal providing real-time information on requests for proposals, service work orders, reporting, and access to global information management via a centralized information repository. The iCare portal does not require the use of a prescribed web browser or require downloading a proprietary application. Current features of the iCare service portal include proposal requests, work orders, and reporting.

Proposal Requests
iCare enables University of Mary Washington the ability to create a Request for Proposal (RFP) from iCare for all existing or planned facilities globally. This includes:
- Ability to select response required date
- Ability to enter the requested scope of work
- Ability to attach all related documents, including a proposal to RFP

The iCare system provides real-time updates of RFP information and all RFP history status, including real-time stamps of RFP activity (inclusive of date, time, and user).

Work Orders
iCare enables University of Mary Washington the ability to create preventive or on request service work orders from one location for all facilities, including:
- Ability to select work order priority (P1, P2, P3, P4) and required response time
- Ability to display site requirements specific to each site/location

The iCare system also provides real-time updates of work order information and status based on pre-programmed workflows set to meet the customer's communication requirements.

Work order history includes real timestamps of work order activity (including date and time), description of work performed, parts ordered, and invoicing and billing summaries.

Reporting

iCare enables University of Mary Washington with the ability to request reports by building, campus, or all locations, at any time, including:

- Request for Proposals (RFP)
- Service/Work Orders

iCare offers University of Mary Washington three (3) types of reporting for *RFP – Metric, User Statistics, and Status Reports.* This includes the following features:

- **Metric Reporting** - quantitative measurement of response to user-defined response required date. The reporting period can be monthly and include 12 months from the current month. Metrics available to include:
    - Average dates to submit
    - % response submitted on time
- **User Statistics** – reporting period can be monthly and include prior 12 months from the current month. Information can include RFP request and acceptance and decline activity by user and in total.
- **Status Reporting** – can be updated in real time to reflect changes to RFP status. From all status reports, the user will have the ability to view RFP information. Report information can include the following:
    - Date and time the RFP received
    - Date, time, and response required
    - Requestor
    - RFP Status – Open / In Process / Proposal Submit / Revision Request / Revision Submit / Accepted / Declined / Cancelled
- **Multiple status reports are available, including:**
    - Active Proposals – listing of all current RFPs
    - Status – filter by date and status to view selected RFP status
    - Open or Submitted – filter by date to view RFP status - open or RFP proposal submitted

There are three (3) types of reporting for *Service Work Orders – Metric, Service Spend, and Status Reports*

- **Metric Reporting** – quantitative measurement of response to user-defined service level agreement (SLA). The reporting period can be monthly and include 12 months from the current month. Metrics reflect results for all priorities of work orders and include:
    - Measurements of % time specialist arrived on site within SLA
    - Average hours to on-site from time work order was created
    - Average days to finish work order

- **Service Spend** - reporting period can be monthly and include prior 12 months from the current month. Information shall include the total value of invoices, number of invoices, and average spend/invoice.

- **Status Reporting** - can be updated in real-time to reflect changes to the work order status. From all status reports, the user can link to view work order information. Report information shall include the following:
    - The time service request is received
    - Time of service dispatch to the technician
    - Time technician departs for customer site
    - Time of arrival on site
    - Technician notes identifying action taken and resolution, and any outstanding issues
    - Time of completion
    - Time technician departs site
    - Work order status – Open / Dispatched / En Route / Onsite / Parts on Order / Awaiting Customer Action / Finished

Multiple status reports are available, including:

- **Work Order Summary** – historical listing of all created work orders, status time stamps, and problem resolution
- **Open Work Order**- listing of all open work orders, current status, problem definition, and resolution
- **Work Order History by Site** – All work orders for selected building(s) and timeframe. Ability to link to work order from report
- **Work Order History by Equipment** – All work orders for a selected piece of equipment for defined building(s) for a specified time. Ability to link to work order from report

Convergint has ample experience working with College and University customers to overcome their most difficult challenges. We provide integrated security, fire, and life safety systems to protect your critical infrastructure assets and mitigate risk. We take a consultative and layered approach to your facilities – a holistic view from your perimeter to your core.

- **Designs & Standards:** Convergint understands that there are no one-size-fits-all security solutions to protect your most critical assets. Our layered design approach will ensure maximum performance and functionality while ensuring desired standards are met. Through our own internal expertise and with the help of our partners, we have the ability to complete compliance evaluations and work with you to create budgeted estimates that meet your compliance goals.
- **Policies & Procedures:** Convergint understands that our technology solutions must be supported by adequate policies and procedures in order to deliver maximum security for your organization. We will work with your team to ensure that the technology that is being applied to your facility actually delivers results and the desired outcomes when tested by adversaries and compliance organizations.
- **Flexibility & Scale:** Convergint understands that interoperability among disparate system types is critical to the success of your security plans, and we have the manpower and expertise to manage all of your sophisticated projects at any time. With our open-platform solution partners, Convergint can deliver a custom-fit, scalable security solution for your organization. From local to global, Convergint is committed to being your best service provider.

Convergint Supplier Diversity Program (CSDP)

Convergint is committed to diversity with the suppliers we conduct business with and have experienced the benefit of working with locally-owned businesses in the communities in which we operate. From Convergint's perspective, it's a win all the way around – for your business, for our business, for every community we are a part of.

We also understand how difficult it can be for a small business with good people and service culture to make connections within larger organizations. With Convergint's Supplier Diversity Program, we evaluate every potential minority supplier on the basis of meeting the following requirements. Suppliers must:

- Be a certified as a minority, women, or disabled owned for-profit business enterprise which is at least 51% owned, operated, and controlled by United States citizens who belong to any of the following groups: women, African American, Asian American, Hispanic American, Native American, or disabled American
- Have a minimum three-year business history
- Meet above average quality standards
- Demonstrate excellence in customer service
- Offer competitive pricing on goods and/or services
- Provide value-added products and/or services
- Meet our insurance and indemnification requirements
- Provide at least three customer references

While we are not able to do business with every company that contacts us, we welcome the opportunity to build strong, rewarding relationships with high-quality, diverse suppliers and service providers in the communities where we live, work, and play. We find great value in working within local markets to identify businesses that can support our installation and services business to a wide range of end-users and enjoy teaming with businesses owned and operated by diverse leadership. We annually review our subcontractor list from across the United States to verify and validate which of our subcontractors are certified with local, city, and state agencies to meet criteria. We review both "Diverse Certified" and "Diverse Classified."

Diverse - Certified: Businesses that are certified in any diversity category by a certifying agency that has issued a certification to the supplier.

Diverse - Classified: Businesses that are not certified in any diversity category by a certifying agency and are Classified only (self-reported/self-certified).

We enlist the support of a third party to review our database as we review options and continue to increase our spend with these companies regularly.

As minority-owned and women-owned business enterprise (M/WBE) requirements grow in utilization on a national scale, Convergint has continued the development of our network of M/WBE partners who are able to scale up to the needs of a project in terms of resources but also technical capability. This meets not only our business goals but also our social goals as we work to help businesses in under-represented segments of the business community.

ATTACHMENT A – PRICING SCHEDULE

Fill in and submit the following pricing table based on your rates for labor, parts and supplies. Please disclose all other potential additional costs in the "Other Pricing" box listed below.

LABOR RATES		
Personnel	**Normal Working Hours**	**Overtime/Weekend/ Holiday/Emergency Hours**
Supervisor	$ /hour $120.00	$ /hour $168.88
Installation	$ /hour $105.55	$ /hour $147.77
Programming	$ /hour $105.55	$ /hour $147.77
Professional Services	$ /hour $128.00	$ /hour $179.20

PARTS & SUPPLIES				
Manufacturer	**Product Line**	**List Price**	**% Discount Off**	**University Price**
AMAG	820-bk	$240.00	15%	$ 204
AMAG	820-kp-cg	$437	15%	$371.45
Aperio-AMAG	AH30R12	$ 382	5 %	$ 362.90
AMAG	M2150-8DBC	$ 2459.00	15%	$ 2090.15

OTHER PRICING		
Credit Card Processing Fees		2.2 %
Aperio	IN100 10G77	$ 1715.00
Corbin Russswin	IN120-10G77-IPV	$ 1735.00
Corbin Russswin	IN220-CL-33134-NZD	$ 1792.46
AMAG	ENT-LIC-032-V9	$ 1218.78

ATTACHMENT B – REFERENCES

Provide at LEAST 3 references of current or recent past clients, preferably from higher education.

Reference #1	
Agency Name	University of Mary Washington
Contact Name	Chief Michael Hall
Email	mhall2@umw.edu
Phone #	540-654-1025
# Years w/ Agency	Current Contract began 2018 UCPUMW 15-378
Solution Provided	Fire Alarm, CCTV

Reference #2	
Agency Name	Virgina Tech
Contact Name	Ludwig Gargantuan Director, Communications & Emergency
Email	lgantner@vt.edu
Phone #	(540) 231-8434
# Years w/ Agency	Current Contract began 2018 VTC-UCPUMW 15-378
Solution Provided	CCTV

Reference #3	
Agency Name	Spotsylvania County
Contact Name	Dennis Martin
Email	damartin@spotsylvania.va.us
Phone #	(540) 507-7987
# Years w/ Agency	6 years
Solution Provided	CCTV and Access Control

MUST BE COMPLETED AND RETURNED WITH PROPOSAL PACKAGE

All small businesses must be certified by the Commonwealth of Virginia, Department of Small Business and Supplier Diversity (DSBSD) by the due date of the solicitation to participate in the SWaM program. Certification applications are available through DSBSD online at http://sbsd.virginia.gov.

DEFINITIONS:

"Micro Business" means a business that is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees and no more than $3million in average annual revenue over the three-year period prior to their certification.

"Small business" means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of $10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DSBSD-certified women- and minority-owned businesses shall also be considered small businesses when they have received DSBSD small business certification. (Code of Virginia, § 2.2-4310)*

"Woman-owned business" means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women.
(Code of Virginia, § 2.2-4310)

"Minority-owned business" means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals.
(Code of Virginia, § 2.2-4310)

Bidder Name: Convergint

Preparer Name: Matt Fisher   **Date:** 11/22/21

INSTRUCTIONS:

A. If you are certified by the Department of Small Business and Supplier Diversity (DSBSD) as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.

B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in Section B.

ATTACHMENT C (CONT'D)

Section A

If you are certified by the Department of Small Business and Supplier Diversity (DSBSD), are you certified as a:

Check All That Apply: ☐ Micro Business ☐ Small Business ☐ Woman-Owned Business ☐ Minority-Owned Business

DSBSD Certification No.: N/A _____ Expiration Date: _____

Section B

Populate the table below to show your plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses that have received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Small Business Name, Address & DSBSD Cert No.	Indicate if also: Micro (O), Women (W), or Minority (M) Certified	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract (%)	Planned Contract Dollars During Initial Period of the Contract ($)
Convergint currently partners with several DSBSD-Certified Small Business companies. Convergint plans to utilize these vendors if awarded. We will utilize these partners specifically to the scope for each project. Convergint plans to utilize, electrical contractors, data contractors, Division 8 contractors and lock smiths.				TBD	TBD
			Total Planned Subcontracting Spend ($)		

1. Page 8 A. Maintenance & Support- 7.

   Convergint will work with UMW to determine specific service parts to stock, spare stock not to exceed $800.00

2. Page 8 A. Maintenance & Support- 9.

   To be performed as time and material based on contracted rates. This activity to be scheduled in advance.

3. Page 9 Warranties:

   Warranty on equipment and labor for 1 year on new projects and service calls.

4. Page 9 System expansion- 1.

   UMW to schedule these meetings in advance.

5. Page 10 System Expansion-3.

   Convergint will set up technology update meetings with UMW on a bi-annually schedule. This activity can be on campus or virtual.

6. D. System Hardware/Software Upgrades 5, addendum 2 page 4, 29.

   Convergint will furnish a proposal for test system with receipt of scope and size of desired test system. RFP list "Load test" which implies multiple components in system.

7. Page 10. Training

   Convergint will provide this activity as time and material based on contracted rates. In some cases, Convergint will offer training from AMAG at a mutually agreed costs to UMW. Convergint is prepare specific proposals for each training activity after receipt of detailed scope of work.

8. Page 8 F Integration

Convergint cannot guarantee integration between AMAG and systems listed in this section. Convergint will support this activity as time and material based on contracted rates. Integration licenses and SSA are in addition to the labor required.

9. Key Systems

Convergint Richmond does not have specific experience with this vendor and assumes the vendor is applicable to supporting ne integrators.

10. AMAG and other vendors annual support agreement.

Convergint will support this activity on a time and material basis. Convergint will prepare proposals after understanding specific requirements.

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
02/22/2021

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 have ADDITIONAL INSURED provisions or 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	CONTACT NAME: Willis Towers Watson Certificate Center
Willis Towers Watson Midwest, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	PHONE (A/C, No, Ext): 1-877-945-7378 FAX (A/C, No): 1-888-467-2378
	E-MAIL ADDRESS: certificates@willis.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : XL Insurance America Inc	24554
INSURER B : Federal Insurance Company	20281
INSURER C : XL Specialty Insurance Company	37885
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
Convergint Technologies LLC #444
Location #444
One Commerce Drive
Schaumburg, IL 60173

COVERAGES   CERTIFICATE NUMBER: W20112561   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.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	

A	X COMMERCIAL GENERAL LIABILITY
	  CLAIMS-MADE X OCCUR
	
	GEN'L AGGREGATE LIMIT APPLIES PER:
	  POLICY X PRO-JECT X LOC
	  OTHER:
			Y	CGS 7409054 09	03/01/2021	03/01/2022	EACH OCCURRENCE	$ 1,000,000

							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ 2,000,000
								$

A	AUTOMOBILE LIABILITY
	X ANY AUTO
	  OWNED AUTOS ONLY SCHEDULED AUTOS
	  HIRED AUTOS ONLY NON-OWNED AUTOS ONLY
				CAD 7459994	03/01/2021	03/01/2022	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000

							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
B	X UMBRELLA LIAB X OCCUR X EXCESS LIAB CLAIMS-MADE DED RETENTION $			9365-2578	03/01/2021	03/01/2022	EACH OCCURRENCE	$ 10,000,000
							AGGREGATE	$ 10,000,000
								$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? No (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	CWD 7459993	03/01/2021	03/01/2022	X PER STATUTE OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Workers Compensation and Employers Liability (WI)
Policy #CWR 7459998
Applies Per Statute
Insurance Carrier: XL Specialty Insurance Company NAIC # 37885
Policy Term: 03/01/2021 - 03/01/2022
E.L. EACH ACCIDENT: $1,000,000

CERTIFICATE HOLDER	CANCELLATION
Commonwealth of VA, University of Mary Washington Attn: Office of Purchasing 1301 College Ave FL 4 Fredericksburg, VA 224015300	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 Andrea Paris

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SR ID: 20736390   BATCH: 1994287