



EXECUTIVE SUMMARY

Recommendation that the Broward College District Board of Trustees authorize an increase in fiscal authority for the piggyback agreement with Convergent Technologies LLC (Sourcewell Contract 030421-CTL) for facility security software licensing by using the bid waiver (piggyback). Fiscal Impact: \$75,322.00 (cumulative \$775,322.00)

Presenter(s): Jeffrey Nasse, Provost and SVP of Academic Affairs

What is the purpose of this contract and why is it needed? *This contract provides for licensing and support for video camera and access control systems in use at Broward College. This support is required in order to maintain functioning systems used in providing for the safety of the College community.*

What procurement process or bid waiver was used and why? *Bid waiver exception per FDOE Rule 6A-14.0734(2)(c) and College Procedure A6Hx2-6.34 to the requirement to solicit competitive offers for goods and services:*

Purchases at the unit or contract prices established through competitive solicitations by any unit of government established by law or a non-profit buying cooperative.

Is this a budgeted expenditure from the budget established at the last June Board of Trustees meeting?
Yes

What fund, cost center and line item(s) were used? *FD100 CC00246 64500.*

Has Broward College used this vendor before for these products or services? *Yes.*

Was the product or service acceptable in the past? *Yes.*

Was there a return on investment anticipated when entering this contract? *Yes.*

Was that return on investment not met, met, or exceeded and how? *Yes. Prior licensing and support permits the upgrading, maintenance and repair of video and access control systems, allowing the investment in hardware to continue to provide service to the safety of the community.*

Does this directly or indirectly feed one of the Social Enterprise tactics and how? *Yes. Maintaining these security systems provides a safe and secure learning environment for all members of the campus community.*

Did the vendor amend Broward College's legal terms and conditions [to be answered by the Legal Office] if the College's standard contract was used and was this acceptable to the Legal Office?

The General Counsel's office has reviewed the agreement and any deviation to the College's standard terms has been deemed acceptable.

FISCAL IMPACT:

Description: \$75,322.00 BU201 CC0246 FD100 645000 PG000414

04/16/24

CC0246 · Safety & Emergency Operations

(\$75,322.00)

Jeffrey Nasse

Jeffrey Nasse, Provost and SVP of Academic Affairs

4/2/2024

APPROVAL PATH: 11976: Convergent Technologies LLC (Sourcewell Contract 030421-CTL) Piggyback-Amendment



Workflow

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Stage	Reviewer	Description	Due Date	Status	
1	Jeffrey Nasse	Provost and SVP of Academic Affair		Completed	
2	Natalia Triana-Aristizabal	Contracts Coordinator		Completed	
3	Zaida Riollano	Procurement Approval		Completed	
4	Christine Sims	Budget Departmental Review		Completed	
5	Rabia Azhar	CFO Review		Completed	
6	Legal Services Review Group	Review and Approval for Form and		Completed	
7	Board Clerk	Agenda Preparation		Pending	
8	District Board of Trustees	Meeting	06/25/24 01:00 PM	Pending	
9	Electronic Signature(s)	Signatures obtained via DocuSig		Pending	
10	Natalia Triana-Aristizabal	Contracts Coordinator		Pending	



convergint[®]

Broward College

CCURE & VideoEdge

Software Support Agreement Renewal

CUSTOMER SUPPORT PROGRAM PROPOSAL

Date:	3/12/2024	Quotation #:	DF04665914CSP
To:	Broward College 6400 NW 6th Way Fort Lauderdale, Florida 33309	Attn:	Lynda Nation & Mark Moore
		Sourcewell Contract #030421-CTL	

We are pleased to provide this proposal for your consideration. This quotation is valid for THIRTY (30) days.

This purchase is being made pursuant to the Sourcewell Agreement, (Convergent Technologies contract #030421-CTL), piggybacked by the District Board of Trustees of Broward College, Florida by letter dated August 21, 2022 and as amended by the Broward College Addenda for Federally Funded Projects and General.

CUSTOMER SUPPORT PROGRAM VALUE

The intent of this Customer Support Program (CSP) is to partner with you in maintaining your system(s), minimizing malfunctions and associated downtime. Convergent is committed to providing long-term customer satisfaction and support throughout the service partnership.

A properly planned Customer Support Program (CSP) will optimize the performance and integrity of your systems and extend the life of the systems without compromise to occupant safety and compliance. Upon review of the attached proposal, you'll find that Convergent is uniquely qualified to meet your objectives and become your long-term service partner:

- **PREFERRED PRICING**
Through a CSP, you'll receive preferred service discounts on labor rates and material costs in accordance with Convergent's published Standard Rates.
- **PREFERRED PRIORITY SERVICE RESPONSE**
As a Convergent CSP customer, you will be given priority for emergency service calls. Specific response times are found under the Customer Support Program Implementation section of this proposal.
- **SERVICE DOCUMENTATION**
Each system test and service call will be documented using an inspection report and/or work order completed by our assigned Customer Support Specialist. The Specialist's job will not be complete until their testing and/ or service call is formally documented and presented to a designated customer representative.
- **TRAINED AND QUALIFIED RESOURCES**

A professional team of certified and qualified personnel deliver services performed by Convergint. Specialists have the necessary knowledge, skills, and specialized tools to ensure highest-quality and efficient execution of tasks.

- **TELEPHONE SUPPORT AND CONSULTATION**

Telephone diagnostic support is available for all CSP customers. Our on-call technicians will provide diagnostic and troubleshooting support to help reduce your costs by trying to resolve issues prior to our arrival.

- **MULTI-YEAR PARTNERSHIP**

We approach service as a long-term commitment and have a strong desire to maintain your business. As such, Convergint is committed to establishing mutually beneficial long-term agreements to drive down overall cost of service while allowing you focus on your core business.

- **LOCAL AND GLOBAL SUPPORT**

Convergint delivers services across cities, countries, and continents - but focuses on serving you where you are. When you call us, you reach the local market office - *not a centralized call center*.

- **ONLINE CUSTOMER PORTAL:**

iCare, a secure, user-friendly web-based customer portal, provides visibility, transparency, and collaboration with our customers. A seamless and efficient service experience, you can enjoy instant access to simplified work order entry, real-time updates on status and history, comprehensive service metrics and reporting, and much more – all at your fingertips.

PROPOSED SERVICES

Software Support Agreement

Included **Excluded**

The Software Support Agreement is required to have access to product manufacturer firmware and software updates, which keep systems operating with the latest technology and secured with the latest patches. It also provides Convergent access to the product manufacturer technical support team if technical support is required for system troubleshooting. All labor associated with applying firmware and software updates is included in the PPM section below. This option does not include any computer operating system updates or upgrades.

Password and Patch Management (PPM) | Provided By: Customer

Convergent

Password Management:

Default, weak, and reused passwords pose a significant vulnerability to your security systems. Convergent offers unique password management solutions to protect your systems from compromise. By setting unique passwords on each system and site, we not only protect your security systems, but we also protect access to connected networks. Our industry-leading password management systems use 256-bit AES encryption to ensure that each system has unique, highly complex passwords that restrict access according to the principles of least privilege. Additionally, there is no integration or direct connection between Convergent’s database of passwords and on-premises systems.

Software and Firmware Maintenance:

Convergent provides software updates and patches to ensure that your systems are maintained in accordance with manufacturers' recommendations and operating with the latest features, fixes, and vulnerability patches. Firmware, which controls the operation of network-connected devices, is also maintained in accordance with manufacturers' recommendations. Our specialists will install any compatible software and firmware patch releases to the system at the time of password change to ensure system functionality and security. Systems and frequencies are identified in the Scope of Work section of this proposal.

Limitations:

Please note that this offering does not include “user” passwords or settings and only covers access to specific security system devices. If the customer is self-performing PPM, please review the Cybersecurity Services Coverage page in this proposal.

Preventive Maintenance

Included **Excluded**

On a scheduled basis, Convergent will provide systems preventive services for components listed within the equipment list contained herein. All preventive maintenance testing will be performed in accordance with manufacturer’s recommendations and will address areas that can adversely affect system performance. Preventive maintenance will include a visual inspection and functional test of system components.

Comprehensive Labor Coverage

Included **Excluded**

For these customers seeking to manage their financial risk associated with service and repair labor, this option is intended to provide comprehensive labor coverage upfront for:

1. Service Calls
2. System Troubleshooting & Diagnostics
3. Component Repair Labor

Comprehensive Equipment Coverage

Included **Excluded**

Comprehensive equipment coverage includes the replacement of failed system components noted in the bill of material at no additional cost. This allows customers to fix their potential financial risk that can be associated with unexpected repairs and/ or failed components. Please note that failed or damaged equipment is based on the conditions noted in the terms and conditions of this proposal and excludes such items as natural causes or intentional damage.

Note: Components will be replaced with same or similar technology available at the time of such replacement. Technology upgrades or system enhancements are not included as part of this coverage option.

Remote Online Diagnostics

Included **Excluded**

Utilization of industry standard authentication technology to remotely access your system and resolve technical issues in real time resulting in a savings of both time and system downtime. A Convergent Support Specialist, with the support of a screen sharing session, will work directly with your personnel for initial call support and troubleshooting. If the issue cannot be resolved online, a more refined service response will result including the dispatching of a service representative.

Embedded Specialist

Included **Excluded**

The Embedded System Specialist will report directly to Convergent, with day-to-day accountability to our customer. Specific goals will be established and progress against these goals will be measured quarterly during a formal goal review meeting. The Embedded System Specialist shall manage and administer standard, operational procedures, and assist personnel in day-to-day system operations, this option provides customers with a dedicated resource ensuring system integrity, standardization, and continuity. This is accomplished through program management, technical skills, and innovative communication tools.

Priority Emergency Service Response

Included **Excluded**

We realize that many customers require a more immediate response to service calls deemed to be priority one. By selecting this Priority On- Site Response option, Convergent will commit to responding to these service calls in (4) hours instead of the standard (8).

Staff Training

Included **Excluded**

Provides scheduled system training service for your staff. Convergent will provide annual training designed to improve the knowledge and efficiency of your client personnel. Training will be customized to your specific facility and system(s) and will typically include the following topics: system architecture, overall system operation, alarm response procedures, troubleshooting techniques, management report generation, etc. the benefit of this training is that your staff will become more familiar and comfortable with the system(s) and be able to respond effectively and efficiently to alarm situations.

iCare Executive

Included **Excluded**

This value-added online service tool includes all the features of iCare Manager plus: real-time status, metric and custom report, access to “My Document Library” (i.e., document sharing platform), administrative privileges, and customized email notification.

Annual Software Upgrade **Included** **Excluded**

To keep up with changes in infrastructure and environment, software upgrades are mandatory to keep systems running at an optimal level.

Our expertise covers various aspects of upgrades, including server migration, integration support, resource allocation, scheduled downtime management, and risk mitigation. By leveraging this service, you can upgrade your system seamlessly while minimizing potential risks.

System Administration and Data Redundancy Services **Included** **Excluded**

Convergint will supplement your internal system administration support by providing valued front-end database management services. This valued service is intended to minimize system downtime and to ensure the system database is fully backed-up in the event of losing your valuable information. Services may include:

1. System programming changes
2. Standard & custom report set-up and report generation
3. On-site or web-based system database back-up
4. General front-end system diagnostics

Battery Testing **Included** **Excluded**

Over time, the batteries lose their ability to provide standby power required by the system in the event of primary power failure. For this reason, batteries should be replaced at specified intervals from date of manufacture or in accordance with manufacturer requirements. The only way to be assured the batteries will work is through proper load testing. This testing will be performed as required during a scheduled Test and Inspection visit. Replacement of batteries is excluded from this proposal.

Customer Asset Reporting **Included** **Excluded**

Customer asset reporting includes the process of applying registered barcodes to system devices and loading their relevant information into a web-based database. Within 24 hours following the inspection, an on-line database and associated report of the system test will be made available for viewing, downloading, printing, or emailing. This maintenance information can be retrieved anywhere using a standard internet browser. Convergint’s web-based reporting system provides immediate documentation to building owners and managers that their systems are being tested and inspected according to manufacturer’s requirements and in a timely manner.

Storage Analysis **Included** **Excluded**

Systems are installed based on calculations provided during the design of the original project. Over time, several variables can impact the storage of your system records (e.g., scene complexity, amount of motion, light levels, etc.). This option includes an analysis of the recording to verify you receive the storage you require. In the event that the storage is lower than desired, Convergint will discuss the available options. Upgrade of the system storage may require additional pricing.

CLARIFICATIONS, QUALIFICATIONS, AND EXCLUSIONS

Please reference the clarifications, qualifications, and exclusions noted below.

1. Convergent shall be provided unobstructed access to all devices in the building during the system test and inspection.
2. Convergent reserves the right to propose an annual adjustment to the CSP program cost if additional devices or appliances are added to the system during the term of the agreement.
3. Testing of the system does not include troubleshooting of pre-existing system conditions (ground faults, etc.).
4. The customer agrees to provide any necessary equipment to reach inaccessible or limited access equipment. A separate waiver, provided by Convergent Technologies, must be signed prior to operating customers lift.
5. Printouts of the existing system databases shall be made available to Convergent for validation of point count and device type.
6. If available, a copy of the system drawings shall be provided to Convergent prior to beginning the testing program.
7. Waterflow and sprinkler supervisory testing are dynamic tests assuming inspector's test points are available, and drains are installed. Otherwise, simulated tests shall be performed at the monitoring device.
8. The device quantities listed are approximate counts that were estimated during the site walk. All currently installed devices will be included in the inspection.
9. This proposal pricing is based on a 1 Year Customer Support Program package deal. Rates are subject to change if services are individualized.
10. For comprehensive coverages on Fire Alarm Panels, not installed by Convergent Technologies, parts and/or labor will not take effect until the system has been fully inspected by Convergent Technologies and all deficiencies have been corrected.

Convergent's Responsibilities

- a. Company will, once annually, update the CCURE and Videoedge Software Support Agreement. This proposal only covers one year.
- b. Company will provide the necessary corrective maintenance (the "Corrective Maintenance") upon Customer request to correct a malfunction and will place the Equipment in operating condition, subject to the Exclusions contained in Section 3. Unless the Corrective Maintenance service call is covered by this Agreement, Customer will be billed separately pursuant to the customary billing rates of Company in effect at that time.
- c. Convergent will provide on-site/remote support for necessary SSA upgrade during normal business hours of Monday through Friday, 8:00AM to 5:00PM.

Customer Responsibilities

- a. Customer agrees to cooperate in the care of the Equipment and to promptly notify Company in the event of any malfunction in the operation of the Equipment. Requests for service are accepted by phone or online at iCare.convergint.com
- b. Customer agrees to give Company employees and representatives full and free access to the Equipment for the purpose of performing the required service hereunder. It is the responsibility of Customer to provide a safe working environment and safe access to Equipment for technicians. The final determination of a safe working environment will reside with the technician.
- c. Customer agrees to maintain at its expense, any software licensing agreements and installed software media required for the operation and or diagnostics of the Equipment.
- d. Customer agrees that when service must be provided when cash, negotiable securities, and other valuables are readily accessible, Company employees and representatives shall always be accompanied by Customer's employee or representative.
- e. Customer agrees that additional equipment of like nature may be added to this Agreement at the same pricing rates as included herein and prorated to match the applicable coverage dates. Equipment coming out of warranty will automatically be added to your contract to prevent lapse of coverage.
- f. Payment is acceptance of terms of this agreement.
- g. Customer agrees to obtain and pay for all permits and licenses, and to discharge any fines, imposed by any governmental body or agency relating to the Equipment, its operation or malfunction.
- h. Customer acknowledges that it is its sole responsibility to determine the nature and extent of alarms and other security devices and measures necessary to protect its Equipment and other property, which is not in the possession of Company. Company shall not be liable for losses made possible or arising out of Customer's or any of its contractor's failure to provide, maintain, use or properly monitor and respond to alarms and other security devices necessary to protect Customer's Equipment and other property.
- i. Customer will indemnify and defend Company, its officers, employees, representatives and agents against and hold them harmless from, without limitation, any and all liabilities, losses, costs, damages, claims, expenses, attorneys' fees, expenses of litigation, judgments and encumbrances brought, suffered or incurred by Company or third parties attributable to the acts or omissions of Customer, its employees, officers, agents, representatives or agents, while engaged in the performance of their duties under this Agreement.

NOTE: REVIEW IMPORTANT PRODUCT SAFETY AND SERVICE INFORMATION PRIOR TO USING A CONVERGINT-INSTALLED SOLUTION: See "IMPORTANT PRODUCT SAFETY AND SERVICE INFORMATION" documentation, available at convergint.com/terms.

Exclusions

- a. In the event of a failure of the Equipment to function due to: burglary, storm, power surge, power failure, fire, flood, war, riot, civil commotion, other acts of God, rodent/insect issues, settling of walls or foundation, abuse or usage of Equipment for purposes other than designed and/or intended or work performed by other than Company employees or representatives, Company shall have no obligation to perform any services whatsoever. Necessary repairs created by these conditions shall be billable to the Customer in full pursuant to the customary billing rates of Company then in effect.
- b. Problems related to network issues, communication issues, source voltage problems and other issues not directly related to Equipment components, circuitry or software are not covered under the terms of this Agreement.
- c. Consumable items are not included under this Agreement, such as carriers, print heads, batteries and other items consumed during normal use of the Equipment.
- d. When in Company's evaluation, the Equipment or any major sub-system or major component thereof as so classified by Company 1) becomes worn out due to normal wear and tear or, 2) becomes obsolete or outdated due to advances in technology, Company will submit to the Customer a cost estimate for its replacement. If the Customer does not authorize such replacement (the cost of which is outside of this Agreement,) Company may terminate the portion of this Agreement which covers the affected Equipment.
- e. Company will not be responsible for failure or delay, or the consequences thereof, in rendering service occasioned by any circumstances beyond its reasonable control.
- f. The Annual Agreement Fee does not include costs for parts or labor incurred by Company for relocating equipment, changing set-up, changing original features or functions, modifications, or any major overhaul of the Equipment. If any Equipment is relocated, altered, or serviced by persons other than Company representatives during the term of this Agreement, then Company shall have the right to inspect the Equipment for any damage which may have occurred, and Company shall have the right to charge customer for parts and labor required to repair such Equipment at its prices and rates then in effect. If Customer refuses such inspection or repair, then Company has the option to delete such Equipment for coverage hereunder.
- g. This Agreement covers only the services detailed herein that Company is expressly agreeing to undertake. Any service not expressly provided by Company herein is specifically not covered under this Agreement. If Company is requested to provide emergency service outside the times set forth above, which service Company shall have the right to elect or not elect to undertake in its sole discretion, Customer agrees to pay Company overtime rates for hours worked or traveled during such times. **This proposal is only to provide the annual Software Support Agreement update for CCURE and Videoedge for one year.** There will be no other items, equipment, material, software, labor, etc. provided or installed under this proposal.

Software Support Agreement (SSA/SUSP) Sourcewell Contract #030421-CTL
 The following bill of material is intended to establish the baseline for this proposal. This bill of material is not intended to be a comprehensive list of all system parts.

Line	Qty	Description (Sourcewell Contract #030421-CTL)
1	1	ADNSNVR-PKG-MA (American Dynamics VideoEdge/Victor NVR, Per Camera License Software Support Agreement) \$ 48,562.89
2	1	CC9-LDAP-LG-S (Large Series S LDAP) \$2,964.02
3	1	CC9000-SESA1 (Annual Software Support Agreement for CCURE9000 Series S) \$21,213.49
4	16	Service Tech Labor \$2,581.60

ADVE1 SSA Video Edge NVR's, SSA Victor

Serial Number	Model	Model Description	Last Recommended Version	Name
NV5070620218105	ADVER10N0N2G			Bldg17-library-401c
NV4041520143584	ADVER03N0H2B	2U Hybrid B	6.0	Central-B0003
NV4010920155129	ADVER06N0H2B	2U Hybrid B	6.0	Central-B0004
NV4070720147461	ADVER12N0H2B	2U Hybrid B	6.0	Central-B0006
NV4063020154799	ADVER06N0H2B	2U Hybrid B	6.0	Central-B0007
NV5041420182903	ADVER06N0H2G			Central-B0011
NV4121720151766	ADVER06N0H2B	2U Hybrid B	6.0	Central-B0013
NV4021020176607	ADVER06N0H2B	2U Hybrid B	6.0	Central-B0016
NV4102020154548	ADVER12N0H2B	2U Hybrid B	6.0	Central-B0017
NV4110320166970	ADVER06N0H2B	2U Hybrid B	6.0	Central-B0019
NV5100520204731	ADVER04N0NP16G			Central-B0019-145A
NV5122120179665	ADVER06N0H2D			Central-B0020
NV4092220152300	ADVER06N0H2B	2U Hybrid B	6.0	Central-B0021
NV4092220158775	ADVER06N0H2B	2U Hybrid B	6.0	Central-B0023
NV4061620144799	ADVER06N0H2B	2U Hybrid B	6.0	Central-B1008-S2
NV4010720164308	ADVER15R5H2B	2U Hybrid B	6.0	Central-Parking-1
NV4022820131284	ADVER06N0H2A	2U Hybrid A	5.4.1	Cypress-Creek
NV4020720148629	ADVER15R5H2A	2U Hybrid A	5.4.1	Miramar-West
NV4120920161103	ADVER06N0H2B	2U Hybrid B	6.0	North-B0041
NV4022520161031	ADVED02N0H4B	Desktop Hybrid 4B	6.1	North-B0042
NV4110320169354	ADVER06N0H2B	2U Hybrid B	6.0	North-B0046

NV4042220161312	ADVER06NOH2B	2U Hybrid B	6.0	North-B0047
NV4120920169595	ADVER06NOH2B	2U Hybrid B	6.0	North-B0049
NV5120520183390	ADVER06NOH2G			North-B0050
NV5120520182356	ADVER06NOH2G			North-B0051
NV5123020196545	ADVER12R5N2G			North-B0052
NV4121720154552	ADVER12NOH2B	2U Hybrid B	6.0	North-B0062
NV4121720153631	ADVER06NOH2B	2U Hybrid B	6.0	North-B0063
NV4110320167237	ADVER06NOH2B	2U Hybrid B	6.0	South-B0068
NV5112020189334	ADVER06NOH2G			South-B0070
NV4100320146995	ADVER03NOH2B	2U Hybrid B	6.0	South-B0072-1
NV4100320148362	ADVER03NOH2B	2U Hybrid B	6.0	South-B0072-2
NV4092220152226	ADVER15R5H2B	2U Hybrid B	6.0	South-B0081
NV4102020162496	ADVER06NOH2B	2U Hybrid B	6.0	South-B0090
NV4102720161910	ADVER06NOH2B	2U Hybrid B	6.0	South-B0098
NV4021020153089	ADVER12NOH2B	2U Hybrid B	6.0	South-ChillerPlant
NV5103020175511	ADVER06NONP16			Tigertail
NV4121920164673	ADVER06NOH2B	2U Hybrid B	6.0	Weston
NV4062420134665	ADVER03NOH2A	2U Hybrid A	5.4.1	WHC-B0033-1
NV4063020154643	ADVER06NOH2B	2U Hybrid B	6.0	WHC-B0033-2
NV4041520144444	ADVER06NOH2B	2U Hybrid B	6.0	Central-B0022
NV4121120156573	ADVER15R5H2B	2U Hybrid B	6.0	Central-Parking-2
ESS011620141345	ADVSMC10			PRD-VICTORSITEM
NV4021020151256	ADVER12NOH2B	2U Hybrid B	6.0	South-B0066
NV4070920144557	ADVER06NOH2B	2U Hybrid B	6.0	Central-B1008-S1

SERVICE RATES			
Current labor rates	Business Hours (8:00am to 5:00pm)	After hours (Monday- Saturday)	Sunday & Holiday
Standard Rates	\$185.00	\$277.50	\$370.00
Sourcwell Contract #030421-CTL Rates	\$161.35	\$242.03	\$322.70

- No mileage of travel time charge if within a 50-mile radius of local CTC.
- Emergency service and T&M work will be subject to a two-hour minimum.
- Same day emergency requests are subject to afterhours rates.
- **Standard rates are subject to change** due to Sourcwell Contract #030421-CTL labor escalations.
- **Rate pricing under this proposal is provided using the Sourcwell Contract #030421-CTL.**

AGREEMENT DETAILS (Sourcwell Contract #030421-CTL)					
CSP Start Date	4/1/2024				
CSP Duration	1 Year				
	Year 1	Year 2	Year 3	Year 4	Year 5
Total Annual Cost	\$75,322.00				
Sales Tax	Exempt				
Payment Schedule	The CSP will be invoiced annually in the first month of the agreement period unless mutually agreed otherwise.				

BILLING CONTACT

Please provide all applicable billing information and point of contact for coordination and questions.

Customer Name	_____	Attn	_____
Address	_____	Work Phone	_____
Suite (If Applicable)	_____	Cell Phone	_____
City, State & Zip	_____	Email	_____

This pricing is valid for 30 calendar days from the date of this proposal. To accept this proposal, please sign and date below and return to Convergent.

_____	_____
<i>Customer Name</i>	<i>Date</i>
_____	_____
<i>Authorized Signature</i>	<i>Printed Name and Title</i>