Exhibit A - REQUIREMENTS

A. Product Specifications & Standards

	Requirements	A	B
1.	Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at: https://www.vita.virginia.gov/it-governance/itrm-policies-standards/. If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.	Yes	
2.	Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/docs/COV_Adopted_Standards.xlsx If not, please explain.	Yes	
3.	Does your solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf (Refer to www.section508.gov and www.access-board.gov for further information) If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal: *(The VPAT template is located in APPENDIX C of the Accessibility Standard (GOV103-00)).* If no, does your solution provide alternate accessibility functionality? Please describe. If not applicable to this procurement, mark "N/A."	Yes	Dell provides a link to their Voluntary Product Accessibility Templates (VPAT) at the following link: https://www.dell.com/learn/us/en/uscorp1/vpat. Their full list of VPAT Hardware is enclosed with this response and the VPAT's for the specific models in Exhibit C are enclosed with this response.

	Requirements	A	B
4.	Does your proposed equipment meet the current U.S. Environmental Protection Agency's and Department of Energy's Energy Star guidelines? If no, please explain. If not applicable to this procurement, mark "N/A."	Yes	

B. Business Requirements

	Requirements	A	B
1	Does your proposal include pricing for all units specified in each of the following categories? (Check all that apply): ✓ PC, All-In-One, Mini ✓ Workstation ✓ Mobile Workstation ☐ Healthcare ✓ Laptop ✓Chromebook ✓ Thin Client ✓ Rugged Laptop ✓ Rugged Tablet Windows ☐ Rugged Tablet Android ☐ Android Tablet ✓ Windows Tablet ✓ Servers ✓ Peripherals	No	ATS has provided pricing for all units with a checkmark on the left.
2	Does the manufacturer name appear on the computer equipment to be provided?	Yes	
3	Will your firm provide the warranty service and maintenance for all proposed products?	Yes	ATS will provide in-warranty support for agencies that have approved ATS as their warranty provider in Dell EMC Tech Direct and when tickets are dispatched electronically to ATS.
4	Does your firms' Sales and Service personnel undergo training on a semi-annual or annual basis? Please provide details.	Yes	All staff participate in Dell EMC credential training twice annually. Staff currently hold credentials in the following competencies: - Server - Storage - Networking - Data Protection

			- Converged Infrastructure - Cloud Client-Computing - Core Client - Workstation - Connected Workforce - Client Data Security In addition, all service technicians complete the required training annually as a warranty provider and sales staff participate in all quarterly roadmaps.
5	Does your firm charge a re-stocking fee for returned equipment that will be purchased under the resulting contract? Please provide details.	Yes	ATS only imposes a restocking fee when one is imposed by the manufacturer; however, we work closely with the manufacturer in an effort to make all returns without stocking fees. ATS passes through stocking fees at cost. Typically, no restocking fees are imposed by the manufacturer if the return request is made within thirty (30) days. In the last three years, we have only one occurrence of a restocking fee being imposed by Dell and we did not pass that on to the customer, we absorbed the loss.

C. Sales and Service

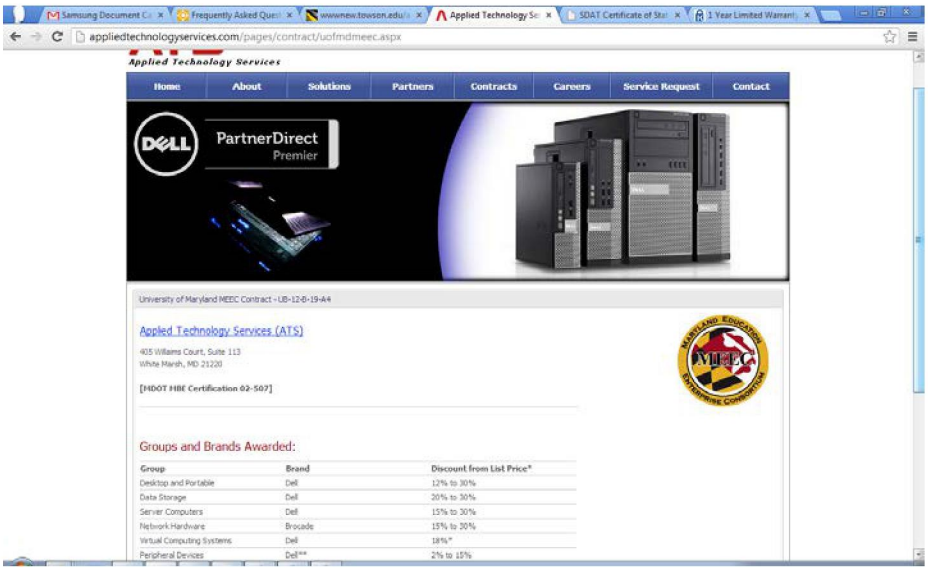
	Requirements	A	B
1	Does your firm allow users to negotiate bulk quantity discounts for the proposed products and services?	Yes	Our Account Managers and Inside Sales Representatives fight for the best, most competitive pricing for our customers on a regular basis. On every request, we go back to Dell and attempt to get better pricing. On the backend, our team uses creative means to drive customer pricing down working with our dedicated Dell inside sales rep. ATS is one of only four (4) Dell partners in the State of Maryland with a dedicated Dell Inside Sales Rep that is distinct from our Channel Manager.

	Requirements	A	B
2	Does your proposed solution include provisioning for warranty service to authorized users within 24 hours of notification? If not, please provide details.	Yes	
3	Does your proposed solution include provisioning for warranty support services on M-F, from 8:00 am – 5:00 pm Eastern Standard Time? If not, please provide details.	Yes	
4	Does your proposed solution include provisioning for qualified technicians to perform services such as installation, configurations, data migrations, etc., as applicable? If not, please provide details.	Yes	These services have been priced separately on the Services & Warranty tab of Exhibit C. They are not bundled into the equipment prices.
5	Does your solution include provisioning for qualified technicians to perform warranty services for the proposed hardware? If not, please explain how your company will ensure proposed hardware is serviced in accordance with the warranties listed in Exhibit C.	Yes	Warranty service may be provided by ATS or another Dell approved Warranty Provider. The tickets will be dispatched to the warranty services provider identified in Tech Direct for each agency or institution or will be handled by Dell badged contractors if no provider is identified. A description of Dell's warranty service is enclosed with this response.
6	Does your proposed solution include a customer support program? If so, please describe your firm's ability to keep users informed of new products, changes in technology, advanced specification documentation and other market information.	Yes	ATS provides in-person roadmaps on a quarterly basis, or as new roadmaps become available, to our customers. We provide information via email on new products as they become available, including technical specifications. Our solutions engineers run demonstrations of all products Dell has available in the virtual solutions center.
7	Is your firm willing to commit to service level agreements as outlined by Appendix A?	No	Please see the Exceptions listed in Appendix E.

8	Does your firm offer a web catalog that displays real time product availability? If so, please provide details.	No	ATS is a value-added reseller providing solutions from a variety of manufacturers and partners. Given that, we do not have a web catalog with real

			product availability. When working State Government customers and Education Institutions, there are a number of ways for them interact with us on configurations. Some customers provide base requirements and we provide the options available, and others provide the full configuration. Customers can email us a PDF of the configuration from the Dell site or they can email it to us directly from the Dell site. In all of these scenarios, we email a PDF of a sales quote back to the customer that identifies the customer, contract vehicle, quote date, expiration date and full equipment specification.
9	Does your proposed solution include developing a catalog website that interfaces with eVA and also serve as a punch-out catalog? (Please see the "Load a Catalog" section of the following website for details): https://eva.virginia.gov/i-sell-to-virginia.html If so, please describe and provide screen shots.	No	ATS will load a catalog on the eVA site for all equipment in Exhibit C. ATS does not have a punch-out catalog itself, but any configuration on the Virginia Premier page can be emailed to sales@appliedtechnologyservices.com for quoting directly from the website.
10	Will your firm provide and maintain a URL which identifies a complete listing of all products and services included in the resulting contract? If so, URL should include the following: • Category • Product Description • Product Brand • List Price • Discount Range • Discounted Price	Yes	ATS agrees that we will provide and maintain a URL with the information requested.

Below is sample of a similar web page set up for a contract to identify products and services.



11	Does your firm have the resources necessary to supply and service products proposed in response to this RFP, to the entire Commonwealth of Virginia? If so, please describe how this will be accomplished. If not, please describe limitations.	Yes	ATS currently provides similar product and services across the entire State of Maryland, the State of Delaware and portions of Pennsylvania, and will utilize a similar model to provide these services in the Commonwealth of Virginia. In 2018, ATS had $27,000,000 in sales revenue. Of that, $10.1M was in Dell Client solutions, including desktops, laptops, tablets and peripherals. Another $3.6M was in Dell Enterprise solutions, including servers, storage and converged infrastructure solutions. $18.6M was in support of solutions for Maryland State Agencies and Local Government in Maryland. Another $4.9M was in support of Education institutions in the State of Maryland. ATS has a $5.5M credit line with Wells Fargo to support operating the business within Net 30 to Net 60 terms on receivables. Local technicians will be staffed depending on ticket and installation volume and a sales team with dedicated Inside Sales Representatives and Account Managers will be staffed. These resources will report in to management within

			our existing organizational framework. For more information see the Account Management section of Section 5 (below) and the Service and Support Management section in Section 6, Supplier Profile.
12	Does your firm have the resources necessary to delivery large quantities of equipment to multiple locations? If so, please describe your firms process including delivery time and scheduling procedures.	Yes	ATS has several options at its disposal for the delivery of equipment to multiple locations. The two primary options in use by our customers are: 1) ATS Logistical Services and 2) the Dell EMC Merge Center. In the first option, ATS has the ability to intake and house up to 5,000 systems and deliver those systems to diverse locations. This option is typically chosen when ATS is providing a value-added service such as imaging or onsite installation, or when the customer has a smaller quantity of systems and an undefined delivery schedule. The second option is use of the Dell EMC Merge Center. ATS is able to store equipment at the merge center and dispatch for delivery within two (2) days of a request. This option is typically chosen when the customer has a large quantity of systems to disperse to diverse locations. One final option, if delivery times are more flexible, is to input multiple purchase orders for the assigned locations with the manufacturer.
13	Does your proposed solution include IT equipment disposal and recycling services? If so, please provide details and pricing for these services in Appendix C (Services/Warranty Tab).	Yes	ATS utilizes equipment disposal and recycling services from Dell EMC to service customers with this requirement. This service includes sanitization in alignment with the NIST SP 800-88 standard. In the case of non-functional devices, the drives are shred to prevent data recovery. These services have been priced separately on the Services & Warranty tab of Exhibit C. They are not bundled into the equipment prices.
14	Does your proposed solution include the ability for the end user to track shipments after departure from your warehouse? If so please describe and provide screen shots.	Yes	Part of our value is that customers are able to call in and talk to a local representative who is able to

			assist them with any questions about their order. Our model is for customers to call ATS so that we can field any questions about the tracking of shipments and resolve issues directly if any have occurred.
15	Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.	No	ATS will process all orders within two (2) hours of receipt, from that point they are subject to Dell's logistical processes. Note that ATS typically does not use an intermediary distributor for Dell client equipment. We process orders directly with Dell EMC as we have been a Direct Partner with Dell for the last ten (10) years. The only caveat to this is when a standard model is in stock with a distributor with no additional configuration required. Dell typically ships equipment out within 24 to 48 hours.
16	Does your proposed solution allow the user to keep a failed hard drive while waiting for delivery of a new hard drive that is covered under warranty? If not, please provide details .	Yes	We can provide a Keep Your Hard Drive Option for most of the configurations in Exhibit C. These services have been priced separately on the Services & Warranty tab of Exhibit C. They are not bundled into the equipment prices. However, with regard to warranty support, all configurations with ProSupport and ProSupport Plus, will allow the customer to keep their hard drive until a technician is dispatched onsite to repair it.
17	Will your firm wipe data from a hard drive to VITA specifications or allow customer to keep hard drive when a unit is returned?	Yes	Dell EMC has a Keep Your Hard Drive option that may be utilized upon procurement of client equipment. These services have been priced separately on the Services & Warranty tab of Exhibit C. They are not bundled into the equipment prices.
18	Does your solution offer a provision to "Trade-in and Upgrade"? If so, please provide trade-in/upgrade parameters.	No	ATS has not priced within this response a provision for "Trade-in" or "Upgrade" of entire systems; however, ATS works with Dell EMC to deliver a number of alternative solutions in this area. There is an option to resell your

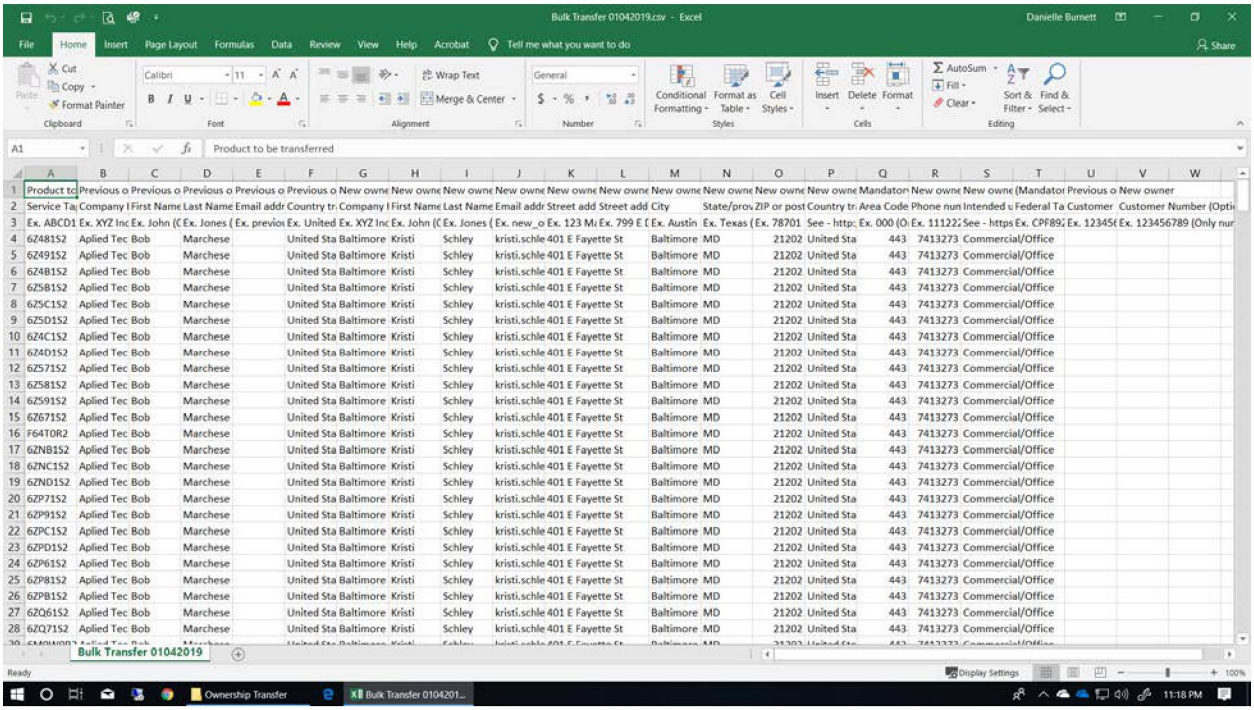
			technology. This service requires that the systems be shipped to Dell EMC where their value is determined. Equipment with no value is recycled. For those systems which qualify for resell, for data security, you will be able to choose between off-site or on-site data sanitization. There are also options for trade-in and upgrade that are linked to the return of leased systems. If you have leased systems that have reached end-of-life, we can manage the logistics and processing of your equipment for return to Dell EMC. You can choose the lease return option that's right for your business: (1) transportation only, (2) off-site data wipe, or (3) on-site data wipe.

D. Reports

	Requirements	A	B
1.	Does your proposed solution offer quarterly reports to Authorized Users detailing products that have been placed in any of their locations? If so, please provide details and examples.	Yes	ATS will provide reporting with the following information on a quarterly basis: - Service Tag - Previous owner Company Name (Company Name or First/Last Name Required) - Previous owner First Name (Company Name or First/Last Name Required) - Previous owner (Only Alphabets and Numbers) Last Name (Company Name or First/Last Name Required) - Previous owner Email address (Optional) - Previous owner Country transferring from - New owner Company Name (Company Name or First/Last Name Required) - New owner First Name (Company Name or

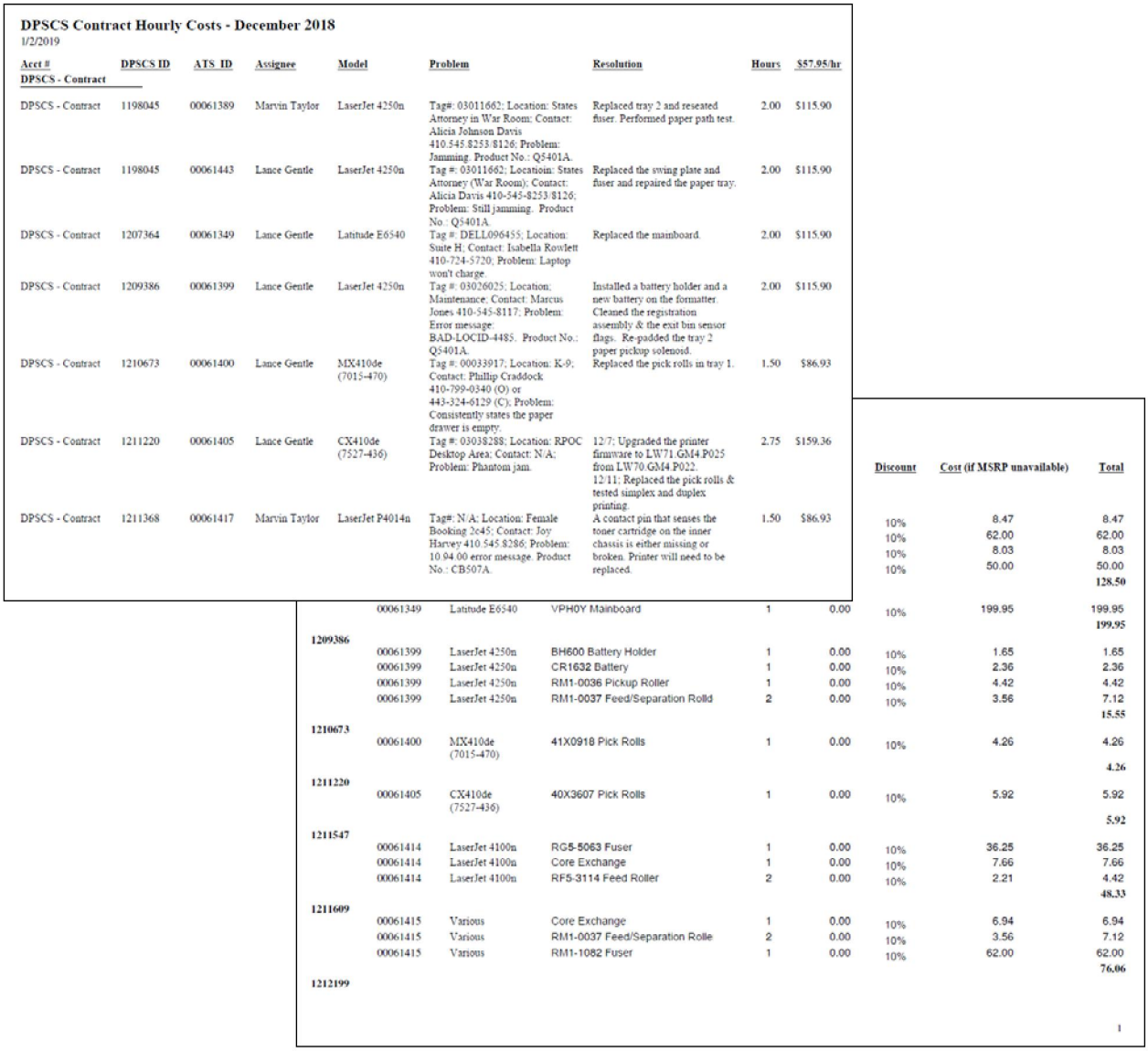
			First/Last Name Required) - New owner Last Name (Company Name or First/Last Name Required) - New owner Email address - New owner Street address1 - New owner Street address2 (Optional) - New owner City - New owner State/province/county - New owner ZIP or postal code - New owner Country transferring to - Mandatory for US Area Code (Optional) - New owner Phone number - New owner Intended use

Below is an example of the quarterly report that will be provided. ATS will provide an overall summary report to VITA and individual agency reporting. The report may be customized to include a variety of additional fields depending on the requirements of the Commonwealth including Purchase Order number and Dell Order Number.



2.	Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.	Yes	ATS has an Enterprise Call Management System (ECMS). The ATS ECMS is a powerful application tool for managing and delivering maintenance support and network services to our clients. The ECMS streamlines the entire service incident process by providing an organized workflow for all service requests, rapid response times with faster dispatching of Field Technicians, accurate data capture eliminating errors associated with voice response systems, and accurate data reporting for call management and service level agreements. Based on HEAT Call Manager FrontRange Solutions, the ATS ECMS has been customized to provide total integration with Applied Technology Services business systems and integration with our reporting tool, Crystal Reports. The result is a comprehensive call management system providing an organized workflow and reporting tool to meet and exceed the expectations and service level needs of our clients. The combination of this powerful management system and our experienced in-house staff provides high quality, personalized customer service, complete tracking of service incidents, effective and accurate communications with our clients, automated parts ordering and management, and detailed client reporting.

Customers are provided monthly reports detailing the effort related to all service calls and the parts utilized to satisfy the service call. These reports provide our customers the insight they require to approve monthly invoicing. It also serves as an early indicator to recurring issues that need to be addressed with the manufacturer.



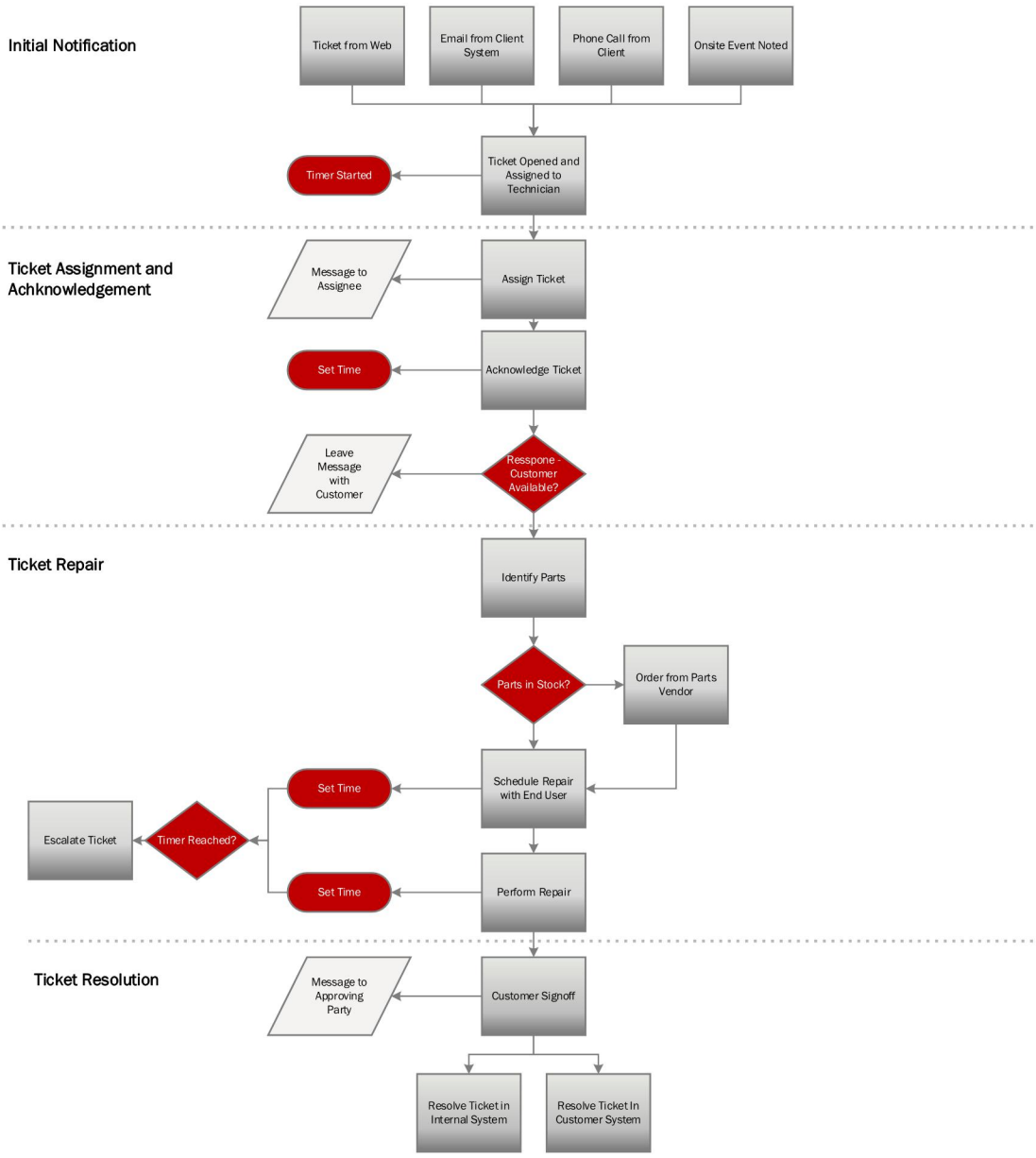
DPSCS Contract Hourly Costs - December 2018
1/2/2019

Acct # DPSCS - Contract	DPSCS ID	ATS ID	Assignee	Model	Problem	Resolution	Hours	$57.95/hr
DPSCS - Contract	1198045	00061389	Marvin Taylor	LaserJet 4250n	Tag#: 03011662; Location: States Attorney in War Room; Contact: Alicia Johnson Davis 410.545.8253/8126; Problem: Jamming. Product No.: Q5401A.	Replaced tray 2 and reseated fuser. Performed paper path test.	2.00	$115.90
DPSCS - Contract	1198045	00061443	Lance Gentle	LaserJet 4250n	Tag #: 03011662; Locatioin: States Attorney (War Room); Contact: Alicia Davis 410-545-8253/8126; Problem: Still jamming. Product No.: Q5401A.	Replaced the swing plate and fuser and repaired the paper tray.	2.00	$115.90
DPSCS - Contract	1207364	00061349	Lance Gentle	Latitude E6540	Tag #: DELL096455; Location: Suite H; Contact: Isabella Rowlett 410-724-5720; Problem: Laptop won't charge.	Replaced the mainboard.	2.00	$115.90
DPSCS - Contract	1209386	00061399	Lance Gentle	LaserJet 4250n	Tag #: 03026025; Location: Maintenance; Contact: Marcus Jones 410-545-8117; Problem: Error message: BAD-LOCID-4485. Product No.: Q5401A.	Installed a battery holder and a new battery on the formatter. Cleaned the registration assembly & the exit bin sensor flags. Re-padded the tray 2 paper pickup solenosd.	2.00	$115.90
DPSCS - Contract	1210673	00061400	Lance Gentle	MX410de (7015-470)	Tag #: 00033917; Location: K-9; Contact: Phillip Craddock 410-799-0340 (O) or 443-324-6129 (C); Problem: Consistently states the paper drawer is empty.	Replaced the pick rolls in tray 1.	1.50	$86.93
DPSCS - Contract	1211220	00061405	Lance Gentle	CX410de (7527-436)	Tag #: 03038288; Location: RPOC Desktop Area; Contact: N/A; Problem: Phantom jam.	12/7: Upgraded the printer firmware to LW71.GM4.P025 from LW70.GM4.P022. 12/11: Replaced the pick rolls & tested simplex and duplex printing.	2.75	$159.36
DPSCS - Contract	1211368	00061417	Marvin Taylor	LaserJet P4014n	Tag#: N/A; Location: Female Booking 2c45; Contact: Joy Harvey 410.545.8286; Problem: 10.94.00 error message. Product No.: CB507A.	A contact pin that senses the toner cartridge on the inner chassis is either missing or broken. Printer will need to be replaced.	1.50	$86.93

						Discount	Cost (if MSRP unavailable)	Total
	00061349	Latitude E6540	VPH0Y Mainboard	1	0.00	10%	199.95	199.95
								199.95
1209386								
	00061399	LaserJet 4250n	BH600 Battery Holder	1	0.00	10%	1.65	1.65
	00061399	LaserJet 4250n	CR1632 Battery	1	0.00	10%	2.36	2.36
	00061399	LaserJet 4250n	RM1-0036 Pickup Roller	1	0.00	10%	4.42	4.42
	00061399	LaserJet 4250n	RM1-0037 Feed/Separation Rolld	2	0.00	10%	3.56	7.12
								15.55
1210673								
	00061400	MX410de (7015-470)	41X0918 Pick Rolls	1	0.00	10%	4.26	4.26
								4.26
1211220								
	00061405	CX410de (7527-436)	40X3607 Pick Rolls	1	0.00	10%	5.92	5.92
								5.92
1211547								
	00061414	LaserJet 4100n	RG5-5063 Fuser	1	0.00	10%	36.25	36.25
	00061414	LaserJet 4100n	Core Exchange	1	0.00	10%	7.66	7.66
	00061414	LaserJet 4100n	RF5-3114 Feed Roller	2	0.00	10%	2.21	4.42
								48.33
1211609								
	00061415	Various	Core Exchange	1	0.00	10%	6.94	6.94
	00061415	Various	RM1-0037 Feed/Separation Rolle	2	0.00	10%	3.56	7.12
	00061415	Various	RM1-1082 Fuser	1	0.00	10%	62.00	62.00
								76.06
1212199								

1

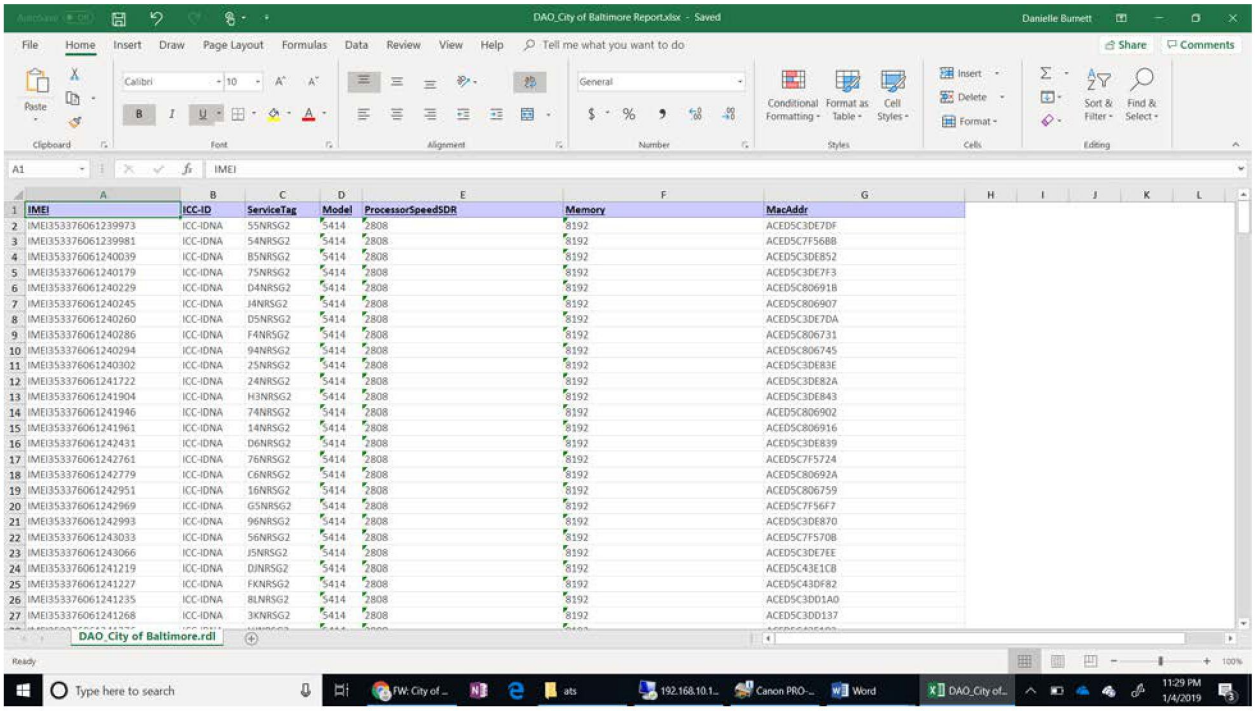
The following is a generic description of the ECMS business process that encompasses all accounts.



3.	Does your proposed solution include any additional reports that would be a benefit to Authorized Users? If so, please provide details and examples.	Yes	Asset Tagging and Asset Reporting services provide additional reporting. These reports are beneficial to those agencies that require capture of additional data from the unit, including IMEI Number and ICCID. These services have been priced separately on the Services & Warranty tab of Exhibit C. They are not bundled

			into the equipment prices.

The following is an example of the additional asset information that can be captured through Dell Asset Reporting.



IMEI	ICC-ID	ServiceTag	Model	ProcessorSpeedSDR	Memory	MacAddr
IMEI353376061239973	ICC-IDNA	55NRSG2	5414	2808	8192	ACED5C3DE7DF
IMEI353376061239981	ICC-IDNA	54NRSG2	5414	2808	8192	ACED5C7F56BB
IMEI353376061240039	ICC-IDNA	B5NRSG2	5414	2808	8192	ACED5C3DE852
IMEI353376061240179	ICC-IDNA	75NRSG2	5414	2808	8192	ACED5C3DE7F3
IMEI353376061240229	ICC-IDNA	D4NRSG2	5414	2808	8192	ACED5C80691B
IMEI353376061240245	ICC-IDNA	J4NRSG2	5414	2808	8192	ACED5C806907
IMEI353376061240260	ICC-IDNA	D5NRSG2	5414	2808	8192	ACED5C3DE7DA
IMEI353376061240286	ICC-IDNA	F4NRSG2	5414	2808	8192	ACED5C806731
IMEI353376061240294	ICC-IDNA	94NRSG2	5414	2808	8192	ACED5C806745
IMEI353376061240302	ICC-IDNA	25NRSG2	5414	2808	8192	ACED5C3DE83E
IMEI353376061241722	ICC-IDNA	24NRSG2	5414	2808	8192	ACED5C3DE82A
IMEI353376061241904	ICC-IDNA	H3NRSG2	5414	2808	8192	ACED5C3DE843
IMEI353376061241946	ICC-IDNA	74NRSG2	5414	2808	8192	ACED5C806902
IMEI353376061241961	ICC-IDNA	14NRSG2	5414	2808	8192	ACED5C806916
IMEI353376061242431	ICC-IDNA	D6NRSG2	5414	2808	8192	ACED5C3DE839
IMEI353376061242761	ICC-IDNA	76NRSG2	5414	2808	8192	ACED5C7F5724
IMEI353376061242779	ICC-IDNA	C6NRSG2	5414	2808	8192	ACED5C80692A
IMEI353376061242951	ICC-IDNA	16NRSG2	5414	2808	8192	ACED5C806759
IMEI353376061242969	ICC-IDNA	G5NRSG2	5414	2808	8192	ACED5C7F56F7
IMEI353376061242993	ICC-IDNA	96NRSG2	5414	2808	8192	ACED5C3DE870
IMEI353376061243033	ICC-IDNA	56NRSG2	5414	2808	8192	ACED5C7F570B
IMEI353376061243066	ICC-IDNA	J5NRSG2	5414	2808	8192	ACED5C3DE7EE
IMEI353376061241219	ICC-IDNA	DJNRSG2	5414	2808	8192	ACED5C43E1CB
IMEI353376061241227	ICC-IDNA	FKNRSG2	5414	2808	8192	ACED5C43DF82
IMEI353376061241235	ICC-IDNA	BLNRSG2	5414	2808	8192	ACED5C3DD1A0
IMEI353376061241268	ICC-IDNA	3KNRSG2	5414	2808	8192	ACED5C3DD137

E. Account Management

	Requirements	A	B
1.	Does your solution provide personnel to manage the resulting contract throughout its entirety?	Yes	
2.	Does your solution include provisioning of personnel to market and promote the resulting contract to schools, universities, local and non-Executive Branch state agencies? If yes, please provide details.	Yes	In order to support the Commonwealth of Virginia, we anticipate staffing one to two dedicated Account Managers, one to three Sales Operations roles and at least two service technicians. These resources will initially be trained in the Maryland office but will live in Virginia and will perform their role in Virginia once they have trained with and become embedded in our staff. Depending on volume, we do anticipate opening a local office within two (2) years. While we will provide a dedicated team to support the Commonwealth, the entire organization will be available

			given unexpected surges in volume. Resources supporting MD and VA agencies will be cross-trained to support contracts in either region. We anticipate that we will have dedicated resources within two (2) months of the contract start date.