

Exhibit A - REQUIREMENTS

A. Product Specifications & Standards

	Requirements	A	B
1.	<p>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/.</p> <p>If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.</p>	Y	<p>Attronica has reviewed and understands the COV ITRM Policies and Standards so as to better enable a continued and stronger relationship with the Commonwealth of Virginia, its public sector entities, the commercial environment with which it does business as well as those who seek to use the services of Virginia. Our policies and procedures conform to the needs of the Commonwealth of Virginia and those who seek to use the contracts which result out of this procurement.</p>
2.	<p>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/vitavirginia.gov/it-governance/docs/COV_Adopted_Standards.xlsx</p> <p>If not, please explain.</p>	Y	<p>Attronica currently uses the eVA system to submit and receive proposals as well as to receive orders. We comply with the data standards as set forth by the Commonwealth of Virginia so that we may more easily do business with state, local and education customers within Virginia.</p>
3.	<p>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/vitavirginia.gov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf</p> <p>(Refer to www.section508.gov and www.access-board.gov for further information)</p> <p>If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal: <i>(The VPAT template is located in APPENDIX C of the Accessibility Standard (GOV103-00)).</i></p> <p>If no, does your solution provide alternate accessibility functionality? Please describe.</p>	Y	<p>The solution to this solicitation involves our ability to resell products related to a variety of vendors. The interaction would be through 2-way email, telephone calls and access to the website information for product identification and procurement. As the user would be an employee of the Commonwealth of Virginia within one of its entities, the manner in which that person would interact would be driven by the tools that he or she has available to communicate to us as a vendor. Such tools might include software that speaks not only the information presented but also allows for the input of conversation into software used for communication, 4K UHD devices for visual clarity, specialized keyboards for input, etc. which we can sell and support use for this</p>

	Requirements	A	B
	If not applicable to this procurement, mark "N/A."		contract. Many accessibility tools are built into the hardware and software. Links to review for both Lenovo and HP are provided below for the information of those in question. https://www.lenovo.com/us/en/lenovo/accessibility/ https://accessibilityreporting.usa.hp.com/AccessibilityReporting/VpatLogIn.aspx
4.	<p>Does your proposed equipment meet the current U.S. Environmental Protection Agency's and Department of Energy's Energy Star guidelines?</p> <p>If no, please explain.</p> <p>If not applicable to this procurement, mark "N/A."</p>	Y	Attronica is an authorized reseller of the manufacturers' products which meet the Environmental Protection Agency's and Department of Energy's Energy Star guidelines when used according the manner that they are intended. This means that you cannot, for instance, use a high voltage device in a low voltage area, use electrical devices in water, or use in any manner which would compromise the effect use of the products. Many of the products have received Energy Star recognitions. Each manufacturer strives to have their products recognized with as many Energy Star designations as possible within their product lines. Attronica, as a reseller, provides these to our customers.

B. Business Requirements

	Requirements	A	B
1	<p>Does your proposal include pricing for all units specified in each of the following categories? (Check all that apply):</p> <p>X PC, All-In-One, Mini X Workstation X Mobile Workstation X Healthcare X Laptop X Chromebook X Thin Client X Rugged Laptop X Rugged Tablet Windows</p>	Y	

	X Rugged Tablet Android X Android Tablet X Windows Tablet X Servers X Peripherals		
2	Does the manufacturer name appear on the computer equipment to be provided?	Y	The manufacturer's labels are on the products that will be sold through the resulting contract.
3	Will your firm provide the warranty service and maintenance for all proposed products?	Y	<p>Attronica has authorized service technicians to perform both warranty and maintenance services for the products being bid and we currently do this throughout Virginia. If there is a need to involve the manufacturer due to quality matters, recurring failures and/or complexity of the failure requiring a possible replacement of the technology being serviced, Attronica uses the escalation process with each manufacturer to get faster resolution. Over 99% of the service requests made for HP and Lenovo can be resolved by Attronica's service technicians rather than needing to involve the manufacturers' field technicians. The beauty of having Attronica service the products is that we can schedule a time for the service work that is mutually agreeable and convenient to the customers, whereby manufacturers' technicians will provide a window for the work to be done that is convenient for them only.</p>
4	<p>Does your firms' Sales and Service personnel undergo training on a semi-annual or annual basis?</p> <p>Please provide details.</p>	Y	<p>Attronica's sales and service teams undergo continual training and updating whereby they learn about the latest products and offerings as well as the techniques to service and support the offerings that we provide. We are required to keep this training up-to-date including passing tests for certifications and various authorizations. This is done throughout the year and not set as only an annual or semi-annual process, but also a process tied to changes in a manufacturer's technology as well as the industry as a whole. Customer requirements</p>

			<p>may require changes in our focus, which we discuss regularly with management to assure that we maintain and develop expertise demanded by the ever-changing technology environment. Our technicians have a minimum A+ certification to perform depot and onsite warranty as well as non-warranty services for many brands of computers and technology products. The technicians undergo at least semi-annual training to stay current with manufacturers' expectations and products. All service work is performed according to ISO 9001 standards. The processes that we follow ensure a first-time correctly-repaired service request. The sales staff undergoes a minimum of quarterly training with the manufacturers, so that they may suggest the newest products and offerings to meet customer needs. The sales staff monthly reviews special promotions so that we may help our customers to make informed decisions that have a positive impact on their budgets.</p>
5	<p>Does your firm charge a re-stocking fee for returned equipment that will be purchased under the resulting contract?</p> <p>Please provide details.</p>	N	<p>Attronica will not charge a restocking fee if the product is defective or unopened. If the product is opened and returned within the first 30 days, we generally are able to return products without incurring any fees. Attronica tries to make sure that the customer does not incur any fees if a product or products are being returned for reasons beyond their control. Attronica works closely with the manufacturers and the suppliers when something arises to necessitate the customer returning products. Because of this, we have had great success in not charging restocking fees to our customers. The exception to not charging a restocking fee might be when a product is created as a custom model which we cannot easily sell to other customers.</p>

C. Sales and Service

	Requirements	A	B
1	Does your firm allow users to negotiate bulk quantity discounts for the proposed products and services?	Y	Upon a request, we review the current offerings to check for the best pricing which is at or under the contract price and provide this to the customer, regardless of whether the request is for a quantity of one (1) or 1000. For larger purchases, we would work with the manufacturers and distribution to drive the pricing downward so that our customers get the best pricing possible for the opportunity. We work with the customer to negotiate the best price for the products and services the customer requests.
2	Does your proposed solution include provisioning for warranty service to authorized users within 24 hours of notification? If not, please provide details.	Y	Attronica is the authorized service provider for all products proposed. We can and do travel the entire state of Virginia to provide warranty and maintenance services. We can supply the warranty immediately or work with the manufacturer to get their personnel engaged upon notification from the customer that there is a problem.
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.	Y	Although our normal hours of operation are 8:30 am to 5:30 pm, we dispatch our technicians according to the needs of our customers. It is not unusual for us to be at a customer location an hour or more before they open for business or for a few hours after their standard business hours. We are flexible to provide the service needed, where a manufacturer's technician will provide a window of hours where they will be available to do service work. We make every effort to work within the constraints of the customers whom we support and service. An example of this would be the various courts within Virginia, having varying court hours and availability to their equipment due to the nature of the judiciary.
4	Does your proposed solution include provisioning for qualified technicians to perform services such as installation,		Attronica is able to provide customized installation work, configurations, data migrations,

	Requirements	A	B
	configurations, data migrations, etc., as applicable? If not, please provide details.		asset tagging and other requests associated with the products and services provided. Basic costs for such work are provided. For larger scope projects, we would work with the customer to determine the best approach to provide what is needed and when it is needed. Attronica can have the products delivered through standard delivery or according to set timing through our Attronica personnel. With this, we can bring to a specific location, remove packaging to take with us or deliver without the packaging, integrate into the environment, etc.
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.	Y	Our technicians are A+ certified and trained to perform warranty and maintenance work for the major manufacturers.
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.	Y	We regularly meet with our larger customers to keep them abreast of new technologies and offerings. In addition, we participate in their conferences and events and help to sponsor some whereby we provide areas where their employees may learn more about emerging technologies and how to integrate into the environment. We hold quarterly events as well where we invite current and new customers to learn what we are doing and what offerings are available. These are generally co-sponsored with manufacturers to allow the experts to demonstrate solutions and discuss in-depth the integration of these. Attronica also takes its customers to briefings at the manufacturers' locations to immerse them in all that the manufacturer offers and to fully discuss impleation.
7	Is your firm willing to commit to service level agreements as outlined by Appendix A?	Y	Attronica is willing to commit to service level agreements with some modifications to the ones provided.
8	Does your firm offer a web catalog that displays real time product availability?	N	As Attronica does not have a store-front with stock of all that we are

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	If so, please provide details.		offering, we work with many distributors to provide the best availability for the products the customer requests, using regional warehouse stock so as to provide the products as quickly as possible. We generally can supply a standard, non-custom product within the same week as ordered, if not within 1-2 days. We have created websites for certain customers (both commercial and public sector) that are specific to them so that they can track their orders.
9	<p>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):</p> <p>https://eva.virginia.gov/i-sell-to-virginia.html</p> <p>If so, please describe and provide screen shots.</p>	N	We have and will continue to offer customer specific websites for the review of products and pricing specific to the customer which will also allow for tracking of orders placed. We do not offer this without the agency security, so that other customers might pull and track orders which are not theirs. We are working to provide manufacturers' content on our website which pulls the product information directly from the manufacturer, so that the user does not need to research the offering by going to another website. This is a future for us which we are working to include, but we are unable to state the specific time that this will be available.
10	<p>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:</p> <ul style="list-style-type: none"> • Category • Product Description • Product Brand • List Price • Discount Range • Discounted Price 	Y	Attronica can offer according to categories as identified. Attronica will not be able to offer this as complete other than to offer a website with the product category, manufacturer, and discount since the product group gives a percentage discount but the options within each category are numerous, as the manufacturers' products are changed regularly and custom offerings would make this list never to be complete. We will offer from the website a link to send an email to request pricing for a specific configuration or product as well as the ability to call to discuss and request further information.

	Requirements	A	B
11	<p>Does your firm have the resources necessary to supply and service products proposed in response to this RFP, to the entire Commonwealth of Virginia?</p> <p>If so, please describe how this will be accomplished.</p> <p>If not, please describe limitations.</p>	Y	<p>Attronica has a “manned” telephone system whereby we have a receptionist and other employees to answer the telephones and direct the calls to provide the best assistance that they caller needs. She directs the calls to the appropriate sales representative based upon the customer calling or the service manager, should the call involve a service issue. If the customer is new, the calls will be directed to one of the sales representatives which would be the owner of this contract and its response (Kim Hall) or another sales representative who might be available. Should the appropriate person not be available at that moment, the customer will be given the option to leave a message or send an email. From there, the representative will work with the customer to provide the information needed and/or get the support and service that the customer needs. We have Attronica employees all over Virginia and in Maryland that we use to support our customers. Should a specialized delivery and/or installation be needed where we need more personnel than is available within the local area, Attronica pools its resources to assure that the needs of the customers are met. If this means working overtime or out of someone’s territory, we make sure that we utilize the resources effectively and efficiently, monitoring resources on a continual basis. We have management who has cross functionality and responsibilities to help get what is needed, when it is needed and for whom it is needed. We meet weekly to discuss projects and resources so that we maintain the highest customer satisfaction. Attronica will continue to do this in support of this contract.</p>
12	Does your firm have the resources necessary to delivery large quantities of equipment to multiple locations? If so, please describe your	Y	The Attronica team works together across multiple offices and warehouses to coordinate deliveries

	Requirements	A	B
	<p>firms process including delivery time and scheduling procedures.</p>		<p>according to the customer needs. We do this on a national basis as well as regional and local to Virginia. We utilize the standard shipping companies as well as our Attronica trucks to enable deliveries to be where they need to be and when. For those customers who have specialized requirements where deliveries can only be within certain hours or in a certain manner like out-of-the-box and to a specific location within a building, we work with our logistics group to enable this, putting important information in their hands. We meet weekly on large quantities that need custom handling to multiple locations. Our warehouse group may prepare the delivery items prior to leaving our docks so that each customer and each location delivery goes as smoothly as possible. Ultimately, the sales representative is responsible to make sure that all information is fully conveyed between the customer and the Attronica team. We utilize ISO 9001 standards to ensure that every step is documented and procedure accounted for and acted upon to ensure the highest customer satisfaction possible.</p>
13	<p>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).</p>	Y	<p>Attronica does provide equipment disposal at no charge to the customer. We then will provide the recycling necessary as well. We have a group with which we work once we have picked up the equipment for the customer location(s). We ask that the equipment be clearly identified as to which is to be disposed and then recycled.</p>
14	<p>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.</p>	Y	<p>Attronica's customers can track the shipment of their order directly from our website. They can use either their purchase order number or our sales order number. This will provide the customer with the details of the shipment, including serial numbers, quantities of items, box id's, tracking information for</p>

	Requirements	A	B
			carriers, when it was delivered and who signed for the order. A screen shot of an example has been provided in this response.
15	Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.	Y	Attronica is able to ship all items which are in stock the same day, as long as the order is received by 4pm. Should there be inclement weather which would force our office or warehouse to close early, we would ship the next day that the office or warehouse is open. This is generally an issue during the winter months when there is snow which affects the warehouse staying open and the shipping companies whose routes get adjusted.
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.	Y	Attronica will allow the customer to keep the failed hard drive until the new one arrives. The exception to this is for a product that is exchange only, such as the Microsoft Surface products. Through our special affiliation with Microsoft, the user can keep their product until the new one is received, exchanging the entire product.
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?	Y	Attronica will "cleanse" the hard drive that is being returned for a fee or provide a tool for the customer to do so themselves. Each manufacturer requires that defective hard drives be returned to the manufacturer. If Attronica is performing the service work, we will ship the defective drive back to the manufacturer on behalf of the customer. Should the customer need to retain the hard drive, there is a warranty/maintenance option which provides a price uplift based upon the product, the size of the drive(s) and the base warranty provided for the product. Generally retaining the hard drive costs an additional \$25 per hard drive within the product from the manufacturer. Attronica can sell this option with the product or within the first 90 days that the product has been received by the customer.

	Requirements	A	B
18	<p>Does your solution offer a provision to “Trade-in and Upgrade”?</p> <p>If so, please provide trade-in/upgrade parameters.</p>	Y	<p>Attronica works with several businesses who buy older equipment. Pricing is based upon the age of the equipment, the configuration and the condition of the equipment. That value can be used as a “credit” toward another purchase. Attronica passes the full amount to the customer, as long as the purchase of the replacement is greater than the trade-in value of the older equipment.</p>

D. Reports

	Requirements	A	B
1.	<p>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.</p>	Y	<p>Attronica provides their customers with regular reports that detail what orders have been placed. These can be customized to include the serial numbers, asset tags, locations to where the products were shipped as well as to where they are billed, costs from Attronica, etc. An example has been provided with this bid response entitled "Example of Customer Report on Deliveries."</p>
2.	<p>Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.</p>	Y	<p>Attronica uses a variety of service logs, with some being internal to Attronica showing all customer outstanding service tickets. As many of our customers want to use their service logging systems, we gain authorized access to theirs and provide updates. For those without a formal ticketing system, we have provided a format for information needed that allows for searching according to the serial number of the device and/or an assigned ticket number. We mutually maintain updates through emails and/or using Google Documents in the cloud to allow access to those who need the information. Examples are included for each within the response.</p>
3.	<p>Does your proposed solution include any additional reports that would be a benefit to</p>	Y	<p>Attronica is able to generate reports of many kinds. We can pull the inventory purchased through</p>

	Authorized Users? If so, please provide details and examples.		Attronica of products selecting certain manufacturers, specific products, timelines, find a serial using all or part of the serial number and the owning customer and purchase order, details of box shipment contents, current inventory of products on hand (either customer or Attronica owned), outstanding invoices for customers, orders placed within a particular timeframe, as well as any information on products and/or services related to any orders placed. We have included some examples of these within this bid response.
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E. Account Management

	Requirements	A	B
1.	Does your solution provide personnel to manage the resulting contract throughout its entirety?	Y	Attronica has been supporting the contract that this RFP will replace and many other contracts. We will have one person assigned the responsibility to oversee all aspects, but have multiple sales personnel, technical support and service personnel, and reporting being done primarily by one person with backups to all responsibilities. Attronica has been adding employees as needed in support of various contracts and will continue to do so, based upon demand for specific responsibilities.
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.	Y	Attronica sells their products through many activities designed to promote the products and solutions we can offer to both existing customers as well as to clients that we would like to have as customers. Attronica sees each employee as an "ambassador" of the company, representing all aspects including sales. As many of our technicians are engaged for service work which may be driven out of a telephone call due to our certifications with the manufacturers, we ask that the technicians engage our sales representatives to make sure whether there are other products or services which may be needed now or in the future. The sales force are client-focused for a total positive

			<p>experience. In addition, Attronica holds "Lunch & Learn" events, special educational events sponsored by one or manufacturers which do not compete, and participate in various conferences such as the VCCS New Horizons, VAIS, VSTE and the ACCS conferences to promote our contracts and offerings to focused clients. These are held throughout the year in various locations in Virginia.</p>
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