

EXHIBIT A - REQUIREMENTS

1 Solution Details

Supplier's response by item **in the tables** set forth in Section 5, clearly identifying and detailing the proposed Solution, and any processes, methodologies, and resources required by the Solution type defined in Section 5. Requested limitation: 25 pages.

1.1 Product Specifications & Standards

	Requirements	Y/N	Description
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	
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/vitavirginiagov/it-governance/docs/COV_Adopted_Standards.xlsx</p> <p>If not, please explain.</p>	Y	
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>	N	<p>Our OEM partners maintain their own 508 compliance for their hardware. Because of the number of OEM products in this proposal it is not practical to include VPAT forms for all OEM in this proposal. There is a website dedicated to 508 Compliance at each OEM (for example IBM at http://www-03.ibm.com/able/product_accessibility/ and VPAT forms are available for request</p>

	Requirements	Y/N	Description
	<p>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)).</p> <p>If no, does your solution provide alternate accessibility functionality? Please describe.</p> <p>If not applicable to this procurement, mark "N/A."</p>		<p>at https://www-03.ibm.com/research/accessibility/requests/accvpat.nsf/bidxjs?OpenForm). CAS Severn relies on the OEM vendors to provide 508 Compliance statements and accessibility functionality. At VITA's request CAS can work to supply all 508 compliance forms required for this solicitation.</p>
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	<p>Where relevant, the equipment proposed in this RFP does have an Energy Star certification, however for custom / built-to-order configurations CAS Severn cannot guarantee all chosen configurations will be Energy Star certified. In Section 7.4 we have attached a lab report from an Energy Star certified testing Lab, entitled SGS, to validate our compliance with this request.</p>

1.2 B. Business Requirements

C.	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> <ul style="list-style-type: none"> <input type="checkbox"/> PC, All-In-One, Mini <input type="checkbox"/> Workstation <input type="checkbox"/> Mobile Workstation <input type="checkbox"/> Healthcare <input type="checkbox"/> Laptop <input type="checkbox"/> Chromebook <input type="checkbox"/> Thin Client <input checked="" type="checkbox"/> Rugged Laptop <input checked="" type="checkbox"/> Rugged Tablet Windows <input checked="" type="checkbox"/> Rugged Tablet Android <input type="checkbox"/> Android Tablet <input type="checkbox"/> Windows Tablet <input checked="" type="checkbox"/> Servers 	Y	

	<input type="checkbox"/> Peripherals		
2	Does the manufacturer name appear on the computer equipment to be provided?	Y	
3	Will your firm provide the warranty service and maintenance for all proposed products?	Y	For all offered solutions CAS Severn will quote and provide the best warranty and service options – however most of the warranty servicing is completed directly from our OEM partners. CAS Severn does provide the servicing of installation and configuration services for the offered solutions in this RFP.
4	Does your firms' Sales and Service personnel undergo training on a semi-annual or annual basis? Please provide details.	Y	We have quarterly sales and technical training on the products proposed. CAS Severn sales, architecture, and installation personnel hold certifications on the proposed products and maintain these certifications through structured and ad hoc training throughout the year.
5	Does your firm charge a re-stocking fee for returned equipment that will be purchased under the resulting contract? Please provide details.	N	CAS does not charge any restocking fees for returned equipment. Our OEM partners, however, sometimes do. CAS will assist, at no charge, with the return process and advise clients on how to minimize or eliminate costs for a particular return. As an example for an IBM server purchased from CAS, we: <ol style="list-style-type: none"> 1) Perform a technical delivery assessment, reviewing the configuration details with the client prior to the order being placed with IBM. This step avoids returns by up to 98% based on our data. 2) If a client needs to return a server or components, we will advise the client not to break the seal on the boxes the equipment

			<p>came in, and advise them on deadlines for server returns. Continuing our example with an IBM server, IBM imposes no return charges, if the boxes are unopened.</p> <p>3) If opened, the restocking fee will be calculated and communicated to the customer, and levied directly from the OEM to the client with no additional charge from CAS.</p> <p>4) The return will then be processed by CAS on behalf of the client, with the OEM. This includes setting up arrangements for pickup with the client and confirming delivery back to the manufacturer.</p>
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1.3 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	
2	Does your proposed solution include provisioning for warranty service to authorized users within 24 hours of notification? If not, please provide details.	Y	
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	
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.	Y	
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	Y	

	Requirements	A	B
	accordance with the warranties listed in Exhibit C.		
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 meet regularly with all of our clients to update them on the OEM product updates and roadmaps as well as overall market trends and directions. We provide these for both technical and executive audiences. We attempt to schedule these sessions at least every 6 months with each of our clients but can also deliver them on-demand in-person or via webex.
7	Is your firm willing to commit to service level agreements as outlined by Appendix A?	Y	
8	Does your firm offer a web catalog that displays real time product availability? If so, please provide details.	N	The vast majority of the server and ruggedized solutions we deliver are custom built. We have not found a catalogue system that properly accommodates custom architected and configured solutions. Instead we provide an up to date pricelist on our website and links to OEM pricelists, and when a custom configuration is requested we deliver a custom quotation based on this request.
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.	Y	CAS already maintains a URL for two other VITA contracts with complete product and services price listings. VITA, our clients, and CAS have found this to be sufficient as the majority of CAS' work is custom (built-to-order software, hardware and services) and not quick quotes or standardized commodity orders. If awarded this contract and required by VITA, VITA may request full catalog capability onto our website that interfaces

	Requirements	A	B
			<p>with eVA and serves as a punch-out catalog for commodity purchases. Our webmaster can implement this capability in 1-2 months.</p> <p>Specifically - our website is built on the WordPress platform and there is a PunchOut Catalog solution that works with eVA's technical requirements called WooCommerce, an eCommerce plugin.</p> <p>Further information on this capability can be found here.</p> <p>https://www.punchout2go.com/punchout-catalogs/punchout-wordpress-woocommerce/</p> <p>For screenshots of our current pricelists, please see section 7.2.</p>
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	<p>Yes, we already host a VITA compliant product and service catalogue for two other VITA contracts. It can be located on our website under the State and Local contracts :</p> <p>https://www.cassevern.com/markets/state-and-local-government/</p> <p>It would be our pleasure to add a URL for this contract as well upon award.</p>
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>We have an extensive team that will support this contract and have a 40 year banking history to support large multi-million dollar infrastructure orders. On the personnel side (detailed further in Section 4 of this RFP) we have nine field sales and presales technical personnel located throughout Virginia. CAS Severn maintains two branch offices in Virginia (one in</p>

	Requirements	A	B
			Richmond, one in Virginia Beach) to house personnel. We also have quoting and operations support out of our headquarters in Laurel, Maryland. The result is for quick requests, a quick turn around from Laurel – and for more complex solutions such as entire data center designs, a field architecture team that comes on site to scope a full turn-key solution. We also assist clients with their OEM supplied services such as warranty and support.
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.	Y	<p>We deliver large quantities of equipment to multiple locations, from multiple OEMs, on a daily basis.</p> <p>Upon receipt of an order, CAS confirms the order has been placed with the client via email, and confirm delivery logistics with the client. The order is then placed with distribution or the OEM directly (for large / custom orders) and if the equipment is in inventory it is immediately shipped. Upon shipment of equipment, if services are included (such as installation) a CAS Project Manager is assigned and schedules resources to come on site to perform the services ordered.</p>
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).	Y	We regularly include the option for CAS to deliver equipment disposal and recycling services for our clients and can do so for clients under this contract. Prices are supplied from the OEM based on the configuration to be traded in. We have included pricing in the Services/Warranty Tab of the Appendix C response.
14	Does your proposed solution include the ability for the end user to track shipments	Y	Yes, after shipment from our distribution partners we receive

	Requirements	A	B
	after departure from your warehouse? If so please describe and provide screen shots.		a daily report (screen shot is attached in Appendix 7.3) that we then email the relevant tracking information to our clients including tracking URLs for their use.
15	Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.	Y	All in stock orders are shipped immediately. If an order is not in stock or must be custom build by the manufacturer, the CAS sales team notifies the client and provides estimated ship date. Upon shipment orders are tracked and reported to the client.
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	
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	
18	Does your solution offer a provision to "Trade-in and Upgrade"? If so, please provide trade-in/upgrade parameters.	Y	Trade-ins must be requested prior to order, and CAS Severn will provide a formal trade-in quote for the value of the hardware the client wished to trade in. If the equipment is not worth enough to provide a value, CAS will instead provide a quote of the cost of secure data wipe and disposal of the asset(s) in question.

1.4 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.	Y	CAS Severn provides customized reporting, whether quarterly or at another client defined interval. Reports are delivered upon request.
2.	Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.	Y	Each OEM tracks service calls in a service log separately. If requested by a customer, CAS Severn can act as a liaison between a client and the OEM to

			locate their service log information.
3.	Does your proposed solution include any additional reports that would be a benefit to Authorized Users? If so, please provide details and examples.	Y	Yes, CAS provides additional high value reports. The most popular report CAS Severn provides is a standardized notification email 1-3 months prior to the end of their OEM warranty. This email indicates the end date of the warranty, and standard support options from the OEM. For any hardware already on a support contract CAS provides annual notification 1-3 months in advance of the upcoming contract end date, and options for renewal. In addition and at no charge, CAS Severn can provide additional reports when requested by clients on many different services areas – during and after a project that was professionally Project Managed by CAS Severn’s PMO.

1.5 E. Account Management

	Requirements	A	B
1.	Does your solution provide personnel to manage the resulting contract throughout its entirety?	Y	
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	<p>We have an extensive team that markets and promotes our contracts (detailed further in Section 4 of this RFP). These include nine field sales and presales technical personnel located throughout Virginia. CAS Severn maintains two branch offices in Virginia (one in Richmond, one in Virginia Beach) to house personnel. We also have quoting and operations support out of our headquarters in Laurel, Maryland.</p> <p>CAS is already active in the majority of the larger government organizations in Virginia’s SLED market. Due to the outsourcing</p>

			<p>of the Executive Branch agencies, nearly all of our activity and current business is with entities outside of the Executive Branch. We are specifically marketing Servers, Ruggedized Endpoints, and related infrastructure to these organizations. Our sales, operations, and technical personnel market extensively to schools, universities, and non-executive branch state and local agencies – 90% or more of CAS Virginia State / Local / Education business currently is from non-executive branch agencies. Please see the supplier profile (Section 4) for existing CAS customer lists in non-Executive branch clients and current infrastructure revenues.</p>
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