

	Requirements	A	B
	<p>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> <p>If not applicable to this procurement, mark "N/A."</p>		<p>in compliance, but we cannot warrant this.</p> <p>VPATs for CDW•G's proposed solution can be found at:</p> <p>Dell EMC: https://www.dell.com/learn/us/en/ph/vpat</p> <p>HP Inc.: https://www8.hp.com/us/en/hp-information/accessibility-aging/check-product.html</p> <p>HPE: https://www.hpe.com/us/en/about/accessibility-aging/check-product.html</p> <p>Microsoft: https://cloudblogs.microsoft.com/industry-blog/industry/government/accessibility-conformance-reports/</p> <p>Lenovo: https://www.lenovo.com/us/en/social_responsibility/accessibility_notebooks/#thinkPad-notebooks</p> <p>Panasonic: Attached at the end of this section</p> <p>Acer: Not included</p> <p>Nutanix: https://www.nutanix.com/vpat/</p> <p>Cisco: https://www.cisco.com/c/en/us/about/accessibility/voluntary-product-accessibility-templates.html</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>	Y	<p>These will vary based on the OEM and their particular standards as they relate to the US EPA and DOE's Energy Star Guidelines.</p> <p>CDW•G is a Value Added Reseller. As such, we can make any commercial reasonable effort to ascertain if our proposed solution</p>

	Requirements	A	B
	If not applicable to this procurement, mark "N/A."		actually is in compliance, but we cannot warrant this.

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><input checked="" type="checkbox"/> PC, All-In-One, Mini</p> <p><input checked="" type="checkbox"/> Workstation</p> <p><input checked="" type="checkbox"/> Mobile Workstation</p> <p><input checked="" type="checkbox"/> Healthcare</p> <p><input checked="" type="checkbox"/> Laptop</p> <p><input checked="" type="checkbox"/> Chromebook</p> <p><input checked="" type="checkbox"/> Thin Client</p> <p><input checked="" type="checkbox"/> Rugged Laptop</p> <p><input checked="" type="checkbox"/> Rugged Tablet Windows</p> <p><input checked="" type="checkbox"/> Rugged Tablet Android</p> <p><input checked="" type="checkbox"/> Android Tablet</p> <p><input checked="" type="checkbox"/> Windows Tablet</p> <p><input checked="" type="checkbox"/> Servers</p> <p><input checked="" type="checkbox"/> Peripherals</p>	Y	CDW•G's proposal includes pricing for all of the categories contemplated in RFP 2019-02-5.
2	Does the manufacturer name appear on the computer equipment to be provided?	Y	The precise location of the manufacturer's name on the computer equipment will vary based on the OEM.
3	Will your firm provide the warranty service and maintenance for all proposed products?	Y	The length and exact Terms and Conditions of the

			warranty will vary based on the OEM.
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>Our Sales and Service personnel are some of the most qualified individuals across the industry. We require monthly, quarterly, and yearly trainings on a variety of subjects, including those directly facilitated by the manufacturer. Please see the "Supplier Profile" section in this proposal for more details.</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>	Y	<p>CDW•G's return policy can be found here:</p> <p>https://webobjects.cdw.com/webobjects/docs/PDFs/ReturnPolicy.pdf</p>

C. Sales and Service

	Requirements	A	B
1	<p>Does your firm allow users to negotiate bulk quantity discounts for the proposed products and services?</p>	Y	<p>Based on the relationships we have with the top manufacturers across the industry, we have the highest standard discount offered to start, on top of bulk or volume discounts.</p> <p>Our purchasing staff identifies reliable, high quality suppliers and actively negotiates to decrease our costs and expand vendor support programs. CDW establishes and maintains strong relationships with our vendor partners, which allow us to negotiate favorable payment terms, execute on opportunistic purchases and leverage our buying power and position in the marketplace to ultimately deliver a sound solution to our customers.</p>

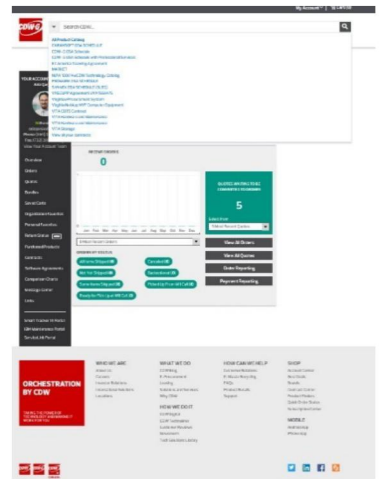
3. Detailed Description of Proposed Solution(s)

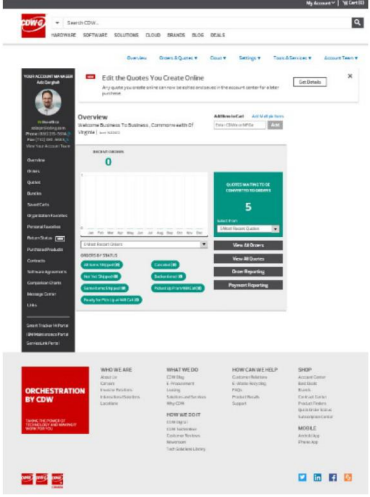
Supplier's response by item in the tables set forth in Section 5, clearly identifying and detailing the proposed Solution, and any processes, methodologies, and resources required by the Solution type defined in Section 5. Requested limitation: 25 pages.

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>Our solution complies with all COV ITRM Policies and Standards, found at https://www.vita.virginia.gov/it-governance/itrm-policies-standards/.</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>Our proposed interfaces to Commonwealth systems comply with all applicable Commonwealth Data Standards as found at https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/docs/COV_Adopted_Standards.xlsx.</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:</p>	Y	<p>CDW•G is a Value Added Reseller. As such, we can make any commercial reasonable effort to our proposed solution actually is</p>

	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.	Y	Based on the OEM, warranties are linked with the appropriate device once the serial numbers are assigned.
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	CDW•G offers customer support, M-F from 8am – 8pm EST. More details can be found at: https://www.cdw.com/content/cdw/en/help-center/contact-us.html
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	With 2000 coworkers in our services practice and 900 trusted partners in our network, CDW•G offers a vast team of highly qualified and certified engineers and technicians who can perform services such as installations, configurations, and so on.
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	CDW•G has established partnerships with third-party services providers who can perform said services across the commonwealth.
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	CDW•G's solution includes a customer support program. On top of the milestones we have for action items such as incorporating catalog changes and pricing updates, we have response times in place to ensure the utmost customer satisfaction. Our dedicated team of Account Managers, Account Executives, and Management will be sure to keep the customer informed of new products, changes in technology, and so on through things like targeted emails, mailings, web-based trainings, and in-market events. Lastly, due to our vast network of partner resources, we will also be able to provide, at no cost, meetings with OEMs as needed.

	Requirements	A	B
7	Is your firm willing to commit to service level agreements as outlined by Appendix A?	Y	Yes we are committed to the SLAs outlined in Appendix A.
8	Does your firm offer a web catalog that displays real time product availability? If so, please provide details.	Y	CDWG.com has up to date pricing, product availability, and emerging technologies all at the click of a button. With two distribution centers in Vernon Hills, IL and Las Vegas, NV, we are able to ship in-stock products within 24 hours and provide up-to-date tracking and shipping information.
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	Our solution interfaces with eVA and contains the requested punch-out functionality. We currently have this set up for the Commonwealth and service the Commonwealth in this fashion on our currently awarded DPS and COTS Software contracts. Please see the following screen shots: 

	Requirements	A	B
			
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>When going to CDWG.com/VITA, you are able to see all contracts available, plus the aforementioned details on the product: category, description, brand/OEM, price, and discount.</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>CDW•G has 6 inside account managers dedicated to VITA, supporting state and local customers throughout the Commonwealth. The Account Managers only work with state and local customers, and thus are well versed in all things government related as it pertains to technology. Please see the “Supplier Profile” section of this proposal for more details.</p>
12	<p>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.</p>	Y	<p>CDW•G has two state-of-the-art distribution centers: a 450,000-square-foot distribution center located at our headquarters in Vernon Hills, IL and a 513,000-</p>

	Requirements	A	B
			<p>square-foot distribution center located in North Las Vegas, NV. Our strategically located distribution centers allow us to ship your products to VITA's location(s) quickly and cost-effectively. Also, our proximity to our principal distributors enables us to obtain competitively priced, non-stocked items for quick turnaround.</p> <p>VITA has access to our highly trained and certified technicians to custom-configure your systems to save you time and free up your IT resources. Products arrive ready to use out of the box, maximizing your employees' productivity. This physical warehouse model allows CDW•G to provide VITA with the quickest order turnaround in the industry. CDW•G's same-day fill rate varies between 97% and 99% for credit-approved orders with in-stock product.</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).	N	
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.	Y	Any and all tracking details are sent via email as soon as an order is placed. On top of that, customers can view the status of any order through their CDWG.com portal login.
15	Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.	Y	<p>CDW•G's same-day fill rate varies between 97% and 99% for credit-approved orders with in-stock product. For more details, head to: https://www.cdw.com/webcontent/whycdw/video/distribution-center.html</p>

	Requirements	A	B
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	Yes, CDW•G can issue an AOR (Advanced Order Replacement) to ensure that a new hard drive arrives before the defective one is sent back.
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	Any hard drive that is returned to CDW is reset to its factory settings/default. Any/all information that is on there will be wiped completely.
18	Does your solution offer a provision to "Trade-in and Upgrade"? If so, please provide trade-in/upgrade parameters.	Y	Our manufacturer partners offer trade-in and upgrade programs. While CDW•G does not directly, we can work with the OEM to see if credits or trade-in's are applicable.

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	Yes, CDW•G has the ability to run monthly/quarterly reports with detail on the following: Spend summary (software, hardware, and services), services spend (configuration, warranty, etc.), top category spend, top partner spend, shipping summary with locations and total days to shipment, as well as any returns that have taken place.
2.	Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.	Y	On CDWG.com, you have the ability to implement different rules and settings based on the authorization group the user is placed into (e.g. User, Power User, Finance, Management, etc.) that alters their ability to place orders, make returns, run reports, etc.
3.	Does your proposed solution include any additional reports that would be a benefit to	Y	Yes, numerous reports outside of the scope of the

	Authorized Users? If so, please provide details and examples.		<p>RFP are accessible to VITA. Customizable spend reports and product reports can all be provided to any end user that requests this information. Also, CDW•G employs numerous Product Specialists that map to different OEMs listed in this proposal. Partner Specialists have access to product roadmaps, OEM info, and trainings that end users typically don't have. This info that is often collected by these specialists can be forwarded to customers to provide added value. Also, once logged into your CDW•G account, you will have the ability to run Invoice Reporting which shows any/all outstanding invoices, plus software asset tracking for any software that has been purchased, asset management for any hardware that has asset tagging from CDW•G, and much more.</p>
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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	<p>Yes, CDW•G is fully committed to providing the best overall support and experience to the Commonwealth throughout the duration of this contract. CDW•G employs over 7200 individuals in the US with six Account Managers, a Field Account Executive, and a Business Development Specialist dedicated to VITA, as well as management teams for escalation and an assigned Program Manager for contract compliance and reporting. Please see the "Supplier Profile" section of this proposal for more information.</p>
2.	Does your solution include provisioning of personnel to market and promote the resulting contract to schools, universities,	Y	<p>Yes, CDW•G has already created a custom webpage documenting the catalog</p>

	local and non-Executive Branch state agencies? If yes, please provide details.		contract in its entirety, plus the ability to create promotional fliers that can be distributed physically/electronically in conjunction with the Commonwealth. CDW•G is actively involved in attending tradeshow and conferences across the Commonwealth, where we will distribute a document with details around the VITA contract. We also will have a digital copy created so they can be emailed out to all the agencies, providing awareness of the awarded contract.
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