

# 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: <a href="https://www.vita.virginia.gov/it-governance/itrm-policies-standards/">https://www.vita.virginia.gov/it-governance/itrm-policies-standards/</a>.</p> <p>If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.</p>	Yes	Daly's solution complies with current COV ITRM Policies and Standards. Daly has reviewed the ITRM Policies, Standards, and Guidelines as well as the supporting documents.
2.	<p>Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at <a href="https://www.vita.virginia.gov/media/vita-virginiagov/it-governance/docs/COV_Adopted_Standards.xlsx">https://www.vita.virginia.gov/media/vita-virginiagov/it-governance/docs/COV_Adopted_Standards.xlsx</a></p> <p>If not, please explain.</p>	Yes	Daly's current interfaces to Commonwealth systems comply with applicable Commonwealth Data Standards as specified. For example, Daly has worked with VITA for many years in providing its ecommerce punch-out services.
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: <a href="https://www.vita.virginia.gov/media/vita-virginiagov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf">https://www.vita.virginia.gov/media/vita-virginiagov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf</a></p> <p>(Refer to <a href="http://www.section508.gov">www.section508.gov</a> and <a href="http://www.access-board.gov">www.access-board.gov</a> 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: <a href="#">(The VPAT template is located in APPENDIX C of the Accessibility Standard (GOV103-00))</a>.</p> <p>If no, does your solution provide alternate accessibility functionality?</p>	Yes	<p>Daly's proposed solutions comply with the Section 508 standards of electronic and information technology accessibility.</p> <p>In the past several years, Daly has worked with its web development team to have a 508 compliant web site. A recent accessibility analysis of Daly's web site using the tools from the Bureau of Internet Accessibility and other source has found that its site has failed several checkpoints. Subsequently, Daly is currently undergoing a complete process to have its website remedied so it is 508 compliant. A VPAT report of its current non-compliant web site is enclosed in Exhibit 1.A for review. A preliminary VPAT report of its upcoming compliant website is shown in Exhibit 1.B.</p>

	Requirements	A	B
	Please describe.  If not applicable to this procurement, mark "N/A."		
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	All manufacturers proposed are global companies and their equipment proposed meet the current EPA's and DOE's Energy Star guidelines. A comprehensive listing for these manufacturers can be found online at <a href="http://www.energystar.gov/index.cfm?fuseaction=find_a_product.showProductGroup&amp;pgw_co de=CO">http://www.energystar.gov/index.cfm?fuseaction=find_a_product.showProductGroup&amp;pgw_co de=CO</a> .  Sample Energy Star certifications for HP can be found online at <a href="http://www.hp.com/hpinfo/globalcitizenship/environment/products/ecolabels.html">http://www.hp.com/hpinfo/globalcitizenship/environment/products/ecolabels.html</a> .

**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	Yes	Pricings for all units specified in each of the categories are provided in Daly's proposal.
2	Does the manufacturer name appear on the computer equipment to be provided?	Yes	All manufacturers proposed have their names appear on their respective computer equipment
3	Will your firm provide the warranty service and maintenance for all proposed products?	Yes	Daly as the prime contractor will be responsible and provide the warranty service and maintenance of all proposed products.
4	Does your firms' Sales and Service personnel undergo training on a semi-annual or annual basis?	Yes	Daly's service and sales personnel undergo extensive amount of trainings of all types throughout the year. The trainings consist not

	Please provide details.	<p>only on the technologies and solutions from the proposed manufacturers, but also include a wide range of relevant industry certifications (i.e. CompTIA's A+, Server +, Security +, Network +, etc.) and certifications from other industry standard manufacturers such as Microsoft, VMware, PaloAlto, Adobe, etc.</p> <p>As one of the largest and oldest value added resellers and system integrators in the Mid-Atlantic region focused primarily on state / local government and education sectors, training for service and sales personnel is a non-stop process that takes place throughout the year. In fact, as an premier business partner of the many manufacturers proposed in this RFP, training and attaining their certifications and competencies are mandatory requirements to staying certified and authorized to sell and service their technologies. In addition to the above, Daly's service and sales personnel are required to obtain certifications from industry organizations and manufacturers to make sure that they are well versed and comprehensive in their knowledge. Additionally, Daly's service and sale personnel are constantly receiving trainings on Daly's internal processes, industry best practices and of course the various government and education contracts that it holds.</p> <p>Trainings are provided in the following ways:</p> <ol style="list-style-type: none"> <li>1. Mandatory sales and service online trainings for manufacturer certifications – these are assigned and taken as often as needed throughout the year. Typically, there is someone undergoing training every month.</li> <li>2. Manufacturer provided technology briefings – these are conducted several times a week, typically as lunch and learn sessions or few hour long sessions.</li> <li>3. Offsite manufacturer sponsored training events – these are in depth training that may last for days and are typically done quarterly or semi-annually.</li> </ol> <p>Most major computer and IT manufacturers mandate that authorized trainings and certifications be obtained as part of the authorization process to purchase, sell, and service their products and technologies. Shown in Exhibit 1 are sample manufacturer and industry certifications received by Daly's sales and technical personnel. Letters of support and authorizations from the proposed</p>
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			manufacturers and their authorized supply chain distributors are shown in Exhibit 2. The letters of support show Daly's status as authorized business partner to sell and support those manufacturers' technologies.
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>	No	<p>Daly does not charge re-stocking fee on return equipment if the reason for the return is due to Daly's error. Even when there are no errors on the part of Daly and the equipment needs to be returned, Daly works hard to not charge re-stocking fee. Our track record will attest to that. Typically we only charge re-stocking fee if for some reason, the manufacturer or the distributor in question simply cannot take the products back. In those instances, Daly will have no choice but to charge a minimal re-stocking fee to recoup its loss. In those cases, re-stocking fee can be up to 20% plus the transportation cost. Daly will work very hard to minimize the customer impact. Copies of Daly's product return process can be found online at <a href="https://services.daly.com/rma/">https://services.daly.com/rma/</a>.</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?	Yes	Absolutely, Daly allows all of its customers to negotiate bulk quantity discounts for the proposed products and services. Daly has been providing such services for as long as it has been doing business with VITA and the Commonwealth.
2	Does your proposed solution include provisioning for warranty service to authorized users within 24 hours of notification? If not, please provide details.	Yes	<p>Daly provides a variety of service and support programs and solutions for Authorized Users to receive warranty service within 24 hours of notification, most of which are next business day. The solutions include but are not limited to: 24 hour onsite service; 8 hour onsite service; next business day (NBD) onsite service; same day 4 hour onsite service; loaner system program when a problem cannot be resolved the same day of the service; provide onsite spare parts inventory to ensure fast service turnaround; and having a Daly engineer report onsite on a regular basis. The programs can be customized to the customer's specifications.</p> <p>To ensure that the users and the equipment receive the proper level of services, it is important that Daly's account managers and or project manager(s) work closely with the users to thoroughly understand the requirements and thereby craft the appropriate service solution for the user and or the device. Daly</p>



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			<p>understands that in a public sector enterprise environment, different devices and users have different levels of priorities and mission criticality. A well designed service program should incorporate those requirements in the service SLAs.</p> <p>As an authorized service provider for many of the manufacturers proposed, Daly has the organizational infrastructure and the technical resources in house to service this contract within the required SLA response time. However, from time to time, when the circumstance calls for it, Daly will utilize the manufacturer's technical resources or possibly Daly's qualified subcontractors to complement and supplement its capabilities.</p> <p>Daly's help desk and call center is the front line that receives all customer service requests. It is currently averaging a response time of less than 30 seconds from the initial call in. The toll free help desk number is (888) DALY-TEC. Customer service calls / requests received are diligently processed for immediate actions. All requests received are carefully logged into Daly's call tracking system. Customers also have other options to reach Daly's help desk and call center. They are: via email at Helpdesk@daly.com; via Daly's online service web portal at <a href="https://ww3.autotask.net/ClientPortal/Login.aspx?ci=8411">https://ww3.autotask.net/ClientPortal/Login.aspx?ci=8411</a> or directly communicate with Daly's call tracking systems via the customer's call tracking system. When call requests are received, they are immediately acknowledged by Daly's help desk and call center personnel for the proper follow on action. Sample screen shots of Daly's customer service web portal are shown in Exhibit 3.</p> <p>Once all the pertinent information is recorded into Daly's call tracking system, the help desk personnel takes appropriate steps to diagnose the problem at a Tier 1 level. If Tier 2 escalation is needed, the appropriate engineer is called upon. Daly's call tracking system has an automated alert system whereby if the call is not responded to within the contract SLA time line or the customer defined time line, automated escalations via emails and or text messages are sent out to management for immediate actions. This alert system proactively notifies management of pending non-compliances.</p>

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			<p>When Authorized Users call in, they are issued unique Daly service work order numbers. These identifier numbers are used to track the calls through their final resolutions. Customer's unique service work order numbers may also be recorded for easy cross references.</p> <p>If the problem is not immediately resolved over the phone and the service call requires an onsite visit, a qualified technician and or engineer will be dispatched to the customer site within the required SLA. Daly maintains manufacturer certified engineers and technicians. Some sample Daly manufacturer certifications are shown in Exhibit 1. Customer will be given an estimated time of arrival. Daly maintains a fleet of trucks and teams of qualified and experienced field technicians and engineers for field services.</p> <p>If parts are required for the service call, Daly's help desk will either pull such part from its service warehouse or order them directly from the manufacturer or the manufacturer authorized service parts provider. Most parts ordered are shipped over night to either Daly's location or a location near the customer site for morning pickup. Faster turnaround is also available and will require pre-arranged SLA agreement with the customer. Daly's mission is to ensure that all calls are addressed in a timely manner to the customer's satisfaction and within the contract SLA.</p> <p>It is Daly's policy that a service call is not closed until the customer deems that the call is closed. This policy ensures that the customer's needs are met and a high degree of customer satisfaction is achieved. Daly has been providing this type of help desk and field dispatch services for the Commonwealth for many years.</p>
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	<p>Daly currently provides a variety of warranty support services during business hours from 8:00 am – 5:00 pm EST. These service and support programs are also available after hours. Daly's service and support are derived from the following resources:</p> <ul style="list-style-type: none"> <li>▪ Daly's senior system engineers, system architects, and network engineers</li> <li>▪ Daly's subject matter experts</li> <li>▪ Daly's teams of customer engineers and field technicians</li> </ul>

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			<ul style="list-style-type: none"> <li>▪ Daly's Project managers</li> <li>▪ Daly's 7x24 help desk and call center</li> <li>▪ Daly's sales personnel and pre-sales engineers</li> <li>▪ Engineers and technical resources from Daly's manufacturer partners and or subcontractors.</li> </ul> <p>When requested and permissible, equipment delivered can be remotely monitored by Daly's engineering team.</p> <p>Daly's technical staff can be reached either via a toll free technical support line at (888) DALY-TECH or via email at Helpdesk@daly.com or via its service web portal. Daly's sales personnel can be reached via Daly's toll free sales line at (800) 955-DALY or via email at VASales@daly.com. Individual sales and technical personnel can also be reached via their emails, cell phones, and text messages.</p> <p>In addition to warranty services, a variety of hardware and software support services to include the following are available:</p> <ul style="list-style-type: none"> <li>▪ Technical consultation and configurations on the hardware and related software proposed</li> <li>▪ Integrated software solutions for PC, laptops, servers, and other computing devices</li> <li>▪ Total solution best practices discussion</li> <li>▪ System design, benefits, implementation processes, and related solutions</li> <li>▪ Various technology programs customized to the customer's specific needs</li> <li>▪ Total cost of ownership discussion and the associated financial modeling</li> <li>▪ Hardware and software technology roadmap briefings and training sessions</li> <li>▪ Hardware and software demonstrations prior to purchases</li> <li>▪ Out-of-warranty hardware technical support services</li> <li>▪ Complete engineering support and staff augmentation services</li> <li>▪ When permissible, remote management</li> <li>▪ Custom solutions and technical services to include 7x24 onsite services</li> </ul> <p>Daly's sales, technical and project management personnel will work closely with the customers to craft and provide the required hardware and software solutions that will meet the customer's specific needs.</p>



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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	<p>Daly has qualified technicians, engineers, system architects, and project managers to provide a variety of services to include but not limited to installations, configurations, data migrations, technology assessments, etc.</p> <p>Daly's technical and engineering teams routinely provide its government and education customers the following services:</p> <ol style="list-style-type: none"> <li>1. Hardware configurations of all types of computing devices (desktops, laptops, workstations, all-in-ones, etc.) and servers to the customer's exact specifications. The configurations include the design and installation of processors, memory, network ports, graphics cards, redundant power supplies, and other fail over technologies. For servers, they include stand-alone systems, rack based systems, blade servers, and hyper-converged systems.</li> <li>2. Server software configurations include Windows Server 2003 through 2018 and 2019. Configuration services also include VMware vSphere 6.7 and earlier versions, Microsoft Hyper-v Server 2019 and earlier versions, as well as Linux operating systems. The configurations can set up the servers as physical hosts or virtual machines.</li> <li>3. Server configuration and installation services also include the design, setting up, and integration of server virtual machines in the customer's SAN infrastructure.</li> <li>4. Daly's engineers and system architect can also integrate the physical and virtual servers into the customer's complete network, storage, security, and enterprise infrastructure.</li> <li>5. Daly's certified engineers routinely provide its government customers with design, architecting, configuration, and installations of Microsoft Active Directory and Exchange servers. The services include the integration of the servers into the customer's existing network environment. Typically, the integration process includes data migration from the legacy systems to the new systems.</li> <li>6. Whether the installation services is for new servers, a virtual servers or the upgrade of existing servers, Daly's engineers will provide complete data migration services.</li> <li>7. Server installation services can also include the design, configurations,</li> </ol>

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			<p>installation and integration of server rack systems, server peripherals, redundant n+1 UPS systems, power and cooling solutions, environmental monitoring systems and server / network monitoring solutions.</p> <p>8. Other server related configuration and installation services include peripheral equipment such as PDU, KVM, rack fans, network switches, routers, etc.</p> <p>9. Software Applications – Daly's engineers can also install a variety of application software to include but not limited to business applications, databases, security software, communication software, management software, and all types of utilities and software patches onto the delivered servers.</p> <p>For complex deployment services, Daly will assign project managers and experienced installation personnel to ensure that all phases of the installation services are properly pre-planned and executed to the customer's time line and expectation. Proper risk mitigation steps are always exercised as part of Daly's Project Implementation Plan and Methodology guidelines. A sample copy of this is shown in Exhibit 4. This document illustrates Daly's methodical approach to managing large scale deployment and installation projects.</p> <p>In summary, Daly's architect, configuration, and installation services include the following components:</p> <ol style="list-style-type: none"> <li>1. System design and consultation.</li> <li>2. Master image build, testing and validation.</li> <li>3. Replication of master image onto the required systems.</li> <li>4. Complete system configuration and testing.</li> <li>5. Bar code asset tag of the systems. Asset tags may be customized or using customer's asset tags.</li> <li>6. Provide complete asset management of all delivered equipment to include capturing of all destination information. Asset management may also include the customer's legacy / existing equipment.</li> <li>7. Stage and warehouse computers, servers and related equipment for scheduled deliveries and installation services.</li> <li>8. Onsite computers and server related data transfer and or migration services.</li> <li>9. When permitted, installation services may</li> </ol>

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			<p>include connecting the computers and servers to customer's network domain, authenticate the systems onto the network, and test all functionalities and applications.</p> <ol style="list-style-type: none"> <li>10. Provide complete physical and virtual sever design and installation services.</li> <li>11. Installation services may include a wide range of computers, servers, network equipment, other data center related equipment, peripherals and accessories.</li> <li>12. Disposal and recycling of old equipment while capturing the asset information.</li> <li>13. Proper disposal and shredding of computer and server hard drives.</li> <li>14. Make sure that all delivered and installed equipment are properly signed off by customers.</li> <li>15. Provide complete equipment and project related documentation.</li> <li>16. Provide experienced project manager for detailed planning, customer liaison, and performance reviews.</li> <li>17. Provide all technical resources for delivery and installation services.</li> </ol> <p>Daly maintains over 65,000 square feet production and integration facility. Leveraging the capability, Daly is able to pre-configure and customize desktops, laptops, workstations, servers and other related technologies / equipment to the customer's exact specifications. The integration process includes the design and configurations of operating systems, virtualization software (i.e. VMware), and a variety of application software. Daly can customize, test, and produce hundreds of servers and thousands of client computers a month. With this type of pre-configuration and volume production capability locally, installation services at the customer sites are made easier and more efficient. With Daly's installation resources, experience, and capability, Daly is able to meet the Commonwealth's configuration and installation services requirements.</p>
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	<p>Daly has qualified technicians and engineers to provide warranty services on the proposed hardware. Additionally, from time to time when appropriate, Daly will leverage the manufacturers' service and warranty programs to fulfill the warranty requirements.</p> <p>For examples: Under the PC, All-In-One, and Mini category, in addition to using its internal technical</p>



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			<p>personnel, Daly may utilize the manufacturer's onsite NBD warranty services. Enhanced warranties such as off hours warranty coverage, P-1 mission critical response, equipment sparing, accidental damages, image rebuilt warranties, etc. are also available from Daly.</p> <p>Under the Laptop category, again Daly will dispatch its technical resources to perform the required warranty services and when required will leverage the manufacturers' technical resources and associated programs.</p> <p>Under the Chromebook, Thin Client, Rugged Laptop, Rugged Tablets (Windows &amp; Android) Android Tablets and Windows Tablets categories, Daly will either use its technical resources or use the manufacturers' technical resources to provide the warranty services. If the warranty call for NBD exchange, Daly will provide such services through the manufacturer warranty program.</p> <p>Under the Server category, Daly will utilize its engineers or when appropriate use the manufacturers' onsite warranty programs complemented by Daly's help desk / call center and SME technical services.</p> <p>One of the major components of being able to provide the needed warranty services is the ability to obtain service parts for the service call in question. Under the manufacturer warranty programs proposed, in stock service parts will be available via overnight shipments to the customer site. By calling into Daly's help desk / call center, Daly will facilitate the overnighting of the service parts to either Daly's service locations or a location near the customer site for next day pickup. Alternately, customers can also call the manufacturers directly for the warranty calls. Under this contract, Daly will either utilize its technicians / engineers or the manufacturers' engineers to service the equipment under the terms of the warranty coverages. Typically utilizing the manufacturers' technicians may be more efficient and expedient, especially in light of the fact that the equipment is already registered under the said manufacturer's warranty programs.</p>
6	Does your proposed solution include a customer support program? If so, please describe your firm's ability to	Yes	Daly Computers has been working with the Commonwealth of Virginia government and educational institutions for almost 20 years and

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	keep users informed of new products, changes in technology, advanced specification documentation and other market information.		<p>has a long track record of proactively informing its customers of new products, changes in technology, advanced specification documentation and other market information. A combination of different approaches is used to achieve optimal results. The approaches include the following combination of activities.</p> <ol style="list-style-type: none"> <li>1. Throughout the year on a daily basis, Daly's field account managers and project managers visit customers statewide disseminating vital product information, technology trends, best business practices, and future technology roadmaps.</li> <li>2. Daly's inside sales reps along with Daly's marketing personnel call on customers daily throughout disseminating important change information. Daly maintains its own in-house telemarketing team.</li> <li>3. Technology seminars, briefings, and technology roadmap presentations are conducted throughout the year at different customer sites or at a convenient off site location.</li> <li>4. Daly's technology showcases held several times a year in the Commonwealth have been a great medium to provide customer technology updates and introductions.</li> <li>5. Daly's web site connects users to different current industry trends and technologies.</li> <li>6. Daly's ecommerce engine has a feature that effectively compares the specifications from different product sets.</li> <li>7. Mailers and email notices are sent out throughout the year informing customers of different product information, news, and trends.</li> <li>8. Daly actively works with its manufacturer partners throughout the year to educate our customer base via technology events and seminars.</li> </ol> <p>Some other customer support programs are also available. They are as follows:</p> <ol style="list-style-type: none"> <li>1. Daly's 7x24 help desk and call center are available to help customers.</li> <li>2. Consultation and engineering design services provided by Daly's senior engineers and solution architects.</li> <li>3. Programming services for application designs, implementation, and support.</li> <li>4. Technical resources for staff augmentation services.</li> <li>5. Project management services to support</li> </ol>

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			technology implementation and deployment services. 6. Technology and equipment customization and design services. 7. Daly will work with customers to optimize the needed programs.
7	Is your firm willing to commit to service level agreements as outlined by Appendix A?	Yes	Daly certifies that it is committed to the service level agreements noted in Appendix A. Daly has a track record of complying with such SLA for many years.
8	Does your firm offer a web catalog that displays real time product availability? If so, please provide details.	Yes	Daly's web catalog displays real time product availability. Daly's ecommerce and web catalog is managed by CNET, a CBS Corporation. CNET is a global company and manages one of the world's largest technology information clearing house. This information repository is the underlying data source for Daly's ecommerce and web catalog. The web catalog receives near real time product availability, technical and pricing information from the nation's largest manufacturer authorized supply chain distributors, such as Ingram Micro, Tech Data, Synnex, and directly from manufacturers such as HP and Dell. These named distributors represent the authorized supply chain of the manufacturers proposed. Product availability and related information from these distributors is uploaded daily. Product availability shown in Daly's web catalog is near real time. A partial screen shot of Daly's web catalog being updated in near real time is shown in Exhibit 5.
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): <a href="https://eva.virginia.gov/i-sell-to-virginia.html">https://eva.virginia.gov/i-sell-to-virginia.html</a> If so, please describe and provide screen shots.	Yes	Daly Computers currently already maintains several punch-out catalogs, some of which are for Daly's current VITA contracts. Should Daly be awarded a contract under this solicitation, it will continue to provide a catalog website that interfaces with eVA for this contract. Sample screen shot of Daly's current VITA punch-out catalog is shown in Exhibit 6.
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: <ul style="list-style-type: none"> <li>• Category</li> <li>• Product Description</li> <li>• Product Brand</li> </ul>	Yes	Upon contract award, Daly will maintain a URL that will have a complete listing of all products and services included in the contract. The contents will include: product categories, product descriptions, product brands, list prices, discount ranges, and discounted prices. Additional information related to the contract will also be provided. Such information will include: VITA contract information, Daly contact information, Daly ordering information,



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	<ul style="list-style-type: none"> <li>List Price</li> <li>Discount Range</li> <li>Discounted Price</li> </ul>		and other contract related information. If permitted, Daly will also post information in regards to contract and technology related events. This should be a location to promote the contract.
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>	Yes	<p>Daly has the sales and technical resources/personnel to service and support the entire Commonwealth.</p> <p><u>Sales and Related Support Services</u>            Daly Computers has in place an experienced and dedicated team of sales personnel to service and support the Commonwealth of Virginia statewide. Daly has a 20 year track record of supplying products and providing services to all locations within the Commonwealth of Virginia. Daly is currently supplying and delivering a wide range of PC/laptop/server and other related technologies/devices and services to Virginia state agencies, local governments, higher education institutions, and K-12 school systems statewide under various statewide government and education contracts that it currently holds. These contracts are: VITA PC Devices, Servers, and Peripherals Contract, VITA COTS Software Contract; VITA Audio Video Product &amp; AV Production Services Contract; VITA Desktop Productivity Software Contract; VITA Printing Devices &amp; Managed Print Services Contract; VITA Network Wireless and Wired Hardware &amp; Related Services Contract as well as other local government and K-12 school district contracts.</p> <p>To ensure that its coverage model can properly support the Commonwealth statewide, Daly has put in place teams of dedicated field reps and inside sales reps assigned to sell and support the entire Commonwealth. The field rep located in Roanoke covers the areas from western Virginia, through Danville and up to the Harrisonburg area. The field rep located in the Lynchburg area covers Richmond up through Charlottesville, down through Mecklenburg County and over to the Tidewater area. The Northern Virginia outside rep covers the region spanning from Fairfax County, Loudoun County over to Shenandoah, down to Rockingham County, Spotsylvania County, Essex and Lancaster Counties. This rep also covers Richmond and the north eastern part of the Tidewater region. A dedicated team of inside sales reps located at Daly's</p>

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			<p>headquarters provides the daily inside sales support needed to address and respond to all the sales and related needs of Virginia customers. Combined, Daly's dedicated Virginia sales team has an average tenure of over 10 years serving the Commonwealth of Virginia (between 4 to 15 years). As such, this team of sales reps is very familiar with all the Virginia public sector customers statewide. In addition to the above mentioned sales resources, Daly has teams of marketing personnel, project managers, pre-sales engineers and technical personnel providing the needed support for the Commonwealth. Plan is in place to add more field reps this coming year.</p> <p><u>Technical Services and Related Support</u>  Daly has the technical resources, the experience and the technical infrastructure to service all locations within the Commonwealth of Virginia. As the prime contractor, Daly is committed to utilizing and dispatching its in-house technical personnel to cover all locations in the Commonwealth in response to the technical services requirements of this contract. Daly is currently providing such services already under its VITA, VASCUUP, and VCCS contracts. Daly has teams of technical resources and services personnel providing technical support in the far eastern Virginia (Tidewater area) as well as the central and northern regions of the state. This pool of resources is used to cover regions in the far western parts of the state also.</p> <p>To enhance its technical services and support capabilities, Daly at times will also use qualified Virginia based subcontractors. These subcontractors will enhance Daly's technical services resources and capability as well as contribute towards the strengthening of the small businesses community in the Commonwealth.</p>
12	Does your firm have the resources necessary to delivery large quantities of equipment to multiple locations? If so, please describe your firm's process including delivery time and scheduling procedures.	Yes	<p>Daly regularly delivers large quantities of equipment and full systems to multiple Virginia government and education customer locations throughout the Commonwealth.</p> <p>By maintaining its own fleet of trucks and delivery / installation personnel as well as having a large production / integration / warehouse facility where equipment can be carefully staged for shipping, Daly is able to manage simple to complex deployment logistics and pre-schedule arrival times to</p>

	Requirements	A	B
			<p>accommodate the customer's exact needs. Currently Daly has a fleet of ten (10) trucks. During busy seasons, additional trucks are brought online. All delivery and related installation services are required to be signed off by the customer for satisfaction approval. An example is Daly's delivery and installation of hundreds of equipment at VDOT locations throughout the Commonwealth at pre-schedule times after the products have been inventoried, asset tagged and recorded at Daly's integration facility. When preferred and or requested, the asset information is transmitted electronically to the customer along with the tracking number while the shipment is en-route. By the time the equipment arrives at each site, the customer is ready to receive the equipment in an orderly manner. Daly has been providing this type of delivery services for over 20 years.</p> <p>Daly's process of providing successful deliveries begins with accurately identifying and understanding the customers' delivery requirements. Such requirements include understanding the model and quantities needed at each location; bar code / asset tag requirements if any; exact times products are needed at each location; delivery methods preferred (i.e. inside delivery vs. loading dock pallets delivery); site contact information, and any special delivery or installation instructions. At times, even the internal physical layout of the building will need to be understood in order to properly transport large quantities of equipment to their final destinations.</p> <p>Relatively simple deliveries are typically processed by the sales team. For complex deliveries and deployments, a project manager is assigned to manage all the logistics. An example of such project is a multiple location delivery with complex installation services staggered over a period of time. As a standard practice, once an order is received, Daly's inside sales, project manager, operation manager, and or integration manager will coordinate the staging and delivery schedule as well as the installation schedule and related requirements directly with the customer. Meticulous planning will be put in place to ensure that all equipment arrives on time as scheduled and arrives in the agreed upon methods.</p> <p>Daly is proud to have one of the deepest</p>



	Requirements	A	B
			resource pool and delivery infrastructure servicing the Commonwealth.
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	<p>Daly Computers has been providing IT equipment disposal and recycling services for its government and education customers for 20 years. In the past 5 years alone, Daly has successfully disposed and recycled over 75,000 computers (desktops and laptops), and related peripherals. Most of the equipment was 4 to 5 year old computer systems and equipment that Daly initially placed at the customer sites.</p> <p>Daly's disposal and recycling strategy consists of the following:</p> <ol style="list-style-type: none"> <li>1. Drive Clean - All system hard drives are cleaned using DoD disk wipe standards. Daly uses disk wipe applications that wipe clean the drive at the lowest formatted level.</li> <li>2. Drive Shredding – Daly has a hard drive shredder that can physically shred over 180 drives an hour. This shredder can also shred optical devices, media, and tapes. In the past 12 months alone, Daly has shredded thousands of hard drives for its government and education customers.</li> <li>3. Refurbish and recycle – Salvageable computers are physically cleaned inside, the dust is removed, the drive data is wiped, the OS is reinstalled, and the system tested for full functionality. Once the system is fully functioning, it is then sold at the second hand market. Quite often the equipment is sold to export brokers.</li> <li>4. When the systems cannot be refurbished, they are taken apart and sold for the value of their components: <ol style="list-style-type: none"> <li>a. The circuit boards are sold for its valuable metals, i.e. gold and aluminum.</li> <li>b. Any available metal frames are sold by the pound to scrap metal brokers.</li> </ol> </li> <li>5. Monitors are cleaned and resold in the secondary market.</li> <li>6. Unusable monitors are either sold to brokers for their parts or shipped to monitor recyclers. The latter process can incur substantial costs.</li> </ol> <p>Daly's recycle team works with recycling companies that comply with environmental laws. Daly will also provide disposal and recycling services on equipment that are not purchased from Daly.</p>

	Requirements	A	B
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	<p>End users will have the option to track their shipment once it has left our warehouse in several ways. If the order was placed on Daly's ecommerce site and processed through the online system, customers will receive automated notices and have the online option to track the shipment on Daly's ecommerce site. Screen shots of the order tracking steps are shown in Exhibit 7.</p> <p>If the order is placed through a PO process, customers will have the ability to track its order by several means. They include: 1) receiving an order status from Daly electronically or via email, 2) logging into an authorized secure web portal to track the status, or 3) receive status update from Daly's account manager or project manager. Typically for large volume orders with multiple delivery and installation schedules to multiple locations, a series of daily and or weekly order status reports will be sent to the customers. Examples of these reports are also shown in Exhibit 8. The sample reports shown are: order status with delivery dates and ETA dates; orders that have been delivered but not yet invoiced; invoice status reports on customer orders; and installation schedules on open orders. These are just some sample customized reports that Daly is generating for its customers and customers are receiving these automatically on a daily or weekly basis.</p>
15	Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.	Yes	<p>All in stock orders are shipped the same day when the orders are received into Daly's ERP system the same day. For orders that are received near the end of the day around 4pm, they may still be expedited for overnight drop shipments to the customer sites if the products are in stock at Daly's distributor warehouses. Because, Daly uses the nation's largest manufacturer authorized supply chain distributors with warehouses located in the Central and Pacific time zones, Daly has the option to ship products out of the Mid-West or West Coast warehouses up to 7pm EST.</p> <p>Orders that are in stock at Daly or Daly's supply chain distributors can be shipped out the same day when the orders are received into our system that same day. Some common causes that may result in delays are as follows:</p> <ol style="list-style-type: none"> <li>1. Errors in the customer purchase order or incomplete information on the purchase order, i.e. incorrect address, missing information, incorrect items, wrong configurations, etc.</li> </ol>

	Requirements	A	B
			<p>2. Product back orders.</p> <p>3. Discontinued products being ordered.</p> <p>4. Wrong part(s) ordered by the customer.</p> <p>Daly's Material Requirement Planning (MRP) group is the operational group that is responsible for executing on the back office customer order processing and transaction tasks such as fulfillment and procurement of all items on customer orders; resolve order related problems proactively; ensure customer orders are delivered within the allotted time line; and making sure that the equipment arrives on site within the time line and the expected methods. Daly's MRP works closely with Daly's sales and project managers to execute on all order processing. Their mission is to fulfill all customer orders timely and accurately.</p>
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	<p>Daly will allow user to keep and retain a failed hard drive while receiving a new hard drive that is covered under warranty. The hard drive retention programs offered are the same programs offered by the manufacturers proposed under this contract. Regardless that the programs offered from each manufacturer may vary in its logistical transaction, as the prime contractor, Daly will work closely with the user to facilitate the service and make it available to qualified users. Examples of manufacturer's drive retention program are presented in Exhibit 9. The programs vary in its logistics of acquiring the drives but the results are the same nevertheless.</p>
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	<p>Daly has the experience, the resources and the technical capability to wipe data from a hard drive to VITA's specifications. As an example, just this past summer (2018), Daly has wiped over 12,000 customers' hard drives. The drives wiped was cleaned at the lowest formatted level and comply with DoD and NIST standards.</p> <p>Daly will also allow customers to keep the hard drive when a unit is returned. Having to return the computers implies several possible scenarios: 1) the equipment is leased and needs to be returned, 2) customers simply want to dispose of the equipment, or 3) equipment is being upgraded and customers want Daly to take possession of the equipment. If the equipment is being returned due to end of lease term, the customer's ability to keep the drives will be allowed under the manufacturer's drive retention program that</p>



	Requirements	A	B
			was negotiated at the time the equipment was first acquired. If the customers simply want Daly to dispose of the equipment minus the hard drives or take possession of the equipment minus the hard drive as part of its upgrade process, Daly can certainly provide such services with agreed upon conditions. For example, if a customer wishes to upgrade its fleet of computers by receiving credit to the old equipment that is being replaced, the computers that are being disposed with a hard drive will have more value than computers without a hard drive. Those terms will need to be agreed upon prior to the transaction.
18	<p>Does your solution offer a provision to "Trade-in and Upgrade"?</p> <p>If so, please provide trade-in/upgrade parameters.</p>	Yes	<p>Daly will offer customers the ability to trade-in and upgrade old or obsolete equipment with newer or the latest model. If there are any residual market value remaining on the old trade-in equipment, they will be applied to the new upgrade / replacement products. Please note that some very old equipment may no longer carry any trade-in or residual market value. In those instances, Daly will work with the customers to remove the old equipment as a service. Depending on the volume and the type of equipment, a removal / disposal fee may be assessed. For example, old CRT monitors typically do not have any market value and in fact will be costly to dispose. However some very old servers and computers that are 5 to 6 years old may have some residual market value. In those cases, Daly may be able to offer customers credit for that value. If the immediate market value of the old equipment is simply not there, the equipment may still carry some minimal value that can be derived from the extractions of their precious metals (gold or aluminum). Daly's account managers and or project manager will work with the customers on the various options and diligently arrive at mutually agreeable terms.</p>

#### 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	With its enterprise ERP system, Daly can easily generate a variety of reports detailing products and orders that have been shipped, delivered, or placed in any of its customer's locations. Daly's ERP system records and tracks all products shipped and their ship to locations. Tracked information includes but is not limited to the following: equipment model

			<p>numbers, unit price, serial numbers, quantity of the products shipped, customer PO numbers, buying agency, buyer name, end-user name when available, all pertinent customer information available at the time of transaction, products shipped to / delivered locations, ship to contact person, products ship date, product sign off date, Daly's invoice numbers, etc. A sample report is shown in Exhibit 10. Daly can customize the report to the customer's specifications. All requested reports are also available in hard and or electronic copies via email or online access.</p>
2.	Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.	Yes	<p>Authorized users and customers can have access to an electronic service log via Daly's online customer service portal. This service portal gives customers access to an electronic service log within Daly's call tracking system. The service log contains all pertinent information related to a particular service call or work order. Some of the information tracked is as follows: date and time of initial call; Daly work order number; customer's work order number; customer name; address, and contact information; equipment model number and serial number; descriptions of reported problem; and all the incidents and actions taken to resolve the call.</p> <p>Daly's customer service web portal can be accessed at <a href="https://www.autotask.net/ClientPortal/Login.aspx?ci=8411">https://www.autotask.net/ClientPortal/Login.aspx?ci=8411</a>. Sample screen shots of Daly's online electronic service log are shown in Exhibit 11.</p>
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	<p>Daly can provide a variety of reports that may be of added value and benefits to the Authorized Users. Some such reports are as follows:</p> <ol style="list-style-type: none"> <li>1. A comprehensive report of all products purchased by the Authorized User to include all hardware, software, and related services purchased.</li> <li>2. If the Authorized User manages many departments, a complete purchase report by departments can be generated.</li> <li>3. Reports documenting warranty information on the hardware purchased. This information allows Authorized User to properly plan their technology refresh, upgrade schedule or disposal strategy.</li> <li>4. Reports documenting software licensing and their maintenance schedule. This information is important for server related software such as VMware, Adobe, Microsoft, etc.</li> </ol>

			<p>5. Complete asset inventory report listed by asset number, product models, serial numbers per location as well as unit price, warranty start and end date, etc. Daly can also conduct onsite asset inventory audits on customer's hardware and software.</p> <p>6. Complete service call history report with equipment failure rates and trending charts.</p> <p>7. Various trending reports can be provided based on customer's specifications.</p> <p>8. By tracking customer's equipment purchases, Daly can help the Authorized User manage their inventory assets.</p> <p>Daly's account managers and project managers will work closely with the customers to design reports that will bring added value and meet the customer's specific requirements. As a VAR and a total solution provider, it is Daly's mission to constantly find ways to provide additional value for its customers. All information can be available in hard copy and or electronic copy. Examples of some of the value add reports are shown in Exhibit 12.</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?	Yes	A team of management personnel will manage the contracts and Daly's deliverables and quality throughout the life of the contract. Daly's Director of Sales will make sure that Daly complies with all contract terms and conditions. Daly's Director of Operations will make sure that all contract related reports are properly filed as well as making sure that all contract related fees are timely paid. The Director of Operations will have a Contract Administrator tasked to monitor contract related obligations. The Director of Technical Services will ensure that all service related tasks are properly delivered and meeting contract SLAs.
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	Daly has in place the marketing programs and resources to promote this contract to schools, universities, local, and non-Executive Branch state agencies statewide. Daly maintains a dedicated in house Marketing Department and believes that it has one of the strongest and most proactive marketing programs in the Commonwealth. For over 20 years, Daly's marketing campaigns have actively reached out to all sectors of the Virginia state / local governments, educational institutions, non-Executive branch and Executive branch state



		<p>agencies. Daly believes that its ability to market and promote this contract is second to none. Daly's marketing goals are as follows:</p> <ul style="list-style-type: none"> <li>▪ Promote the contract, its offerings and its advantages to all parties eligible to use the contract.</li> <li>▪ Educate the customer base on the contract details, the usage of the contract, and show customers how the contract can be utilized to obtain their needed solutions.</li> <li>▪ Educate customers on the benefits of the various technologies and related solutions from the manufacturers proposed.</li> <li>▪ Advertise solutions that can be customized to the customer's specific needs.</li> <li>▪ Endeavor to make this contract the most used contract vehicle in the Commonwealth for the products, technologies, and solutions proposed.</li> <li>▪ Put Daly in the leadership position in terms of contract buys and usages.</li> </ul> <p>In addition to participating in most of the Virginia government and education technology shows and events that occur each year, Daly continues to proactively host its own technology shows and events several times a year in different parts of the Commonwealth. In each of Daly's larger hosted events, at least 20 to 25 of Daly's technology/vendor partners are invited to showcase their technologies and share with the Commonwealth various state of the art technology solutions and best business practices.</p> <p>Daly's field account executives, inside sales staff as well as its marketing personnel are constantly visiting and talking to customers on a daily basis in regards to state contracts, their usages, technology trends and various IT solutions. Our marketing efforts try to incorporate knowledge gained from customers located statewide into productive email and web campaigns, mailers, promo events, demonstration campaigns, and other fun filled technology / education related events.</p> <p>Daly is always open to marketing ideas and welcomes customer's feedback on our marketing programs, performances and events. We want to know what more we can do for our customers. Simply call and talk to us. Many of our marketing events are a result of customer's requests.</p>
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