

Exhibit A - Requirements

Detailed Description of Proposed Solution

Each Supplier must indicate its capability of fulfilling each specific requirement below. Each Supplier's responses will be reviewed and compared across Suppliers within each service type in order to determine the best solution for the Commonwealth.

Response: Dell acknowledges and understands.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of Solution by Suppliers. You must respond to each requirement by entering, in the space provided in Column A, a code that best corresponds to its intended response for the requirement listed.

The acceptable codes for Column A are as follows:

Y - "Yes" - Supplier can fully meet the requirement as documented with its current application or proposed solution. If applicable, Supplier should provide in Column B an explanation of how it will fulfill the requirement. This may include use of alliances with other suppliers. Supplier may also use Column B to cross-reference a detailed explanation included in an attachment of its proposal.

F - "Yes, Future" - Supplier will be able to fully meet this requirement in the near future (not longer than six months from the date of the proposal). Supplier should provide a proposed start date and cross-reference any attached documentation in Column B.

N - "No" - Supplier cannot meet the requirement and has no firm plans to be in the position to meet this need within six months from the date of the proposal.

VITA has posed some open-ended questions. In those instances, Supplier must provide adequate information to allow VITA to properly evaluate its proposal

Response: Please find our answers to the table on the following page(s).

A. Product Specifications & Standards

	Requirements	A	B
1.	Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at: https://www.vita.virginia.gov/it-governance/itrm-policies-standards/ . If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.	Y	
2.	Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/docs/COV_Adopted_Standards.xlsx If not, please explain.	Y	
3.	Does your solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance:	Y	In recognition and support of the "Electronic and Information Accessibility Standards" defined by Section 508 of the



	Requirements	A	B
	<p>https://www.vita.virginia.gov/media/vitavirginiagov/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: (The VPAT template is located in APPENDIX C of the Accessibility Standard (GOV103-00))</p> <p>https://www.illc.org/dotAsset/d432b9da-3696-47fe-a521-7d0458d48202.doc.</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>Rehabilitation Act, Dell publishes accessibility self-assessments of our products using Voluntary Product Accessibility Templates (VPATs). The VPAT criteria influence the product roadmaps, and Dell's Research and Development teams update the VPATs for their products during each major release cycle to reflect accessibility improvements contained in the latest release:</p> <p>https://www.dell.com/learn/us/en/vn/vpat</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	

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 type="checkbox"/> Healthcare</p>	N	Dell has provided pricing on units checked.



	<ul style="list-style-type: none"> ✕ Laptop ✕ Chromebook ✕ Thin Client ✕ Rugged Laptop ✕ Rugged Tablet Windows <input type="checkbox"/> Rugged Tablet Android <input type="checkbox"/> Android Tablet ✕ Windows Tablet ✕ Servers ✕ Peripherals 		
2	Does the manufacturer name appear on the computer equipment to be provided?	Y	Dell is the OEM
3	Will your firm provide the warranty service and maintenance for all proposed products?	Y	3 year Basic warranty (on-site NBD) is included in the pricing provided, per requirement in Exhibit C
4	Does your firms' Sales and Service personnel undergo training on a semi-annual or annual basis? Please provide details.	Y	Yes, quarterly training is required for Dell employees.
5	Does your firm charge a re-stocking fee for returned equipment that will be purchased under the resulting contract? Please provide details.	N	There is no re-stocking fee if equipment is returned within the specific product's return policy timeframe. This is generally 30 days, but varies by product.

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	Discounts are often based on quantity and requests for quote are always recommended.



	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	
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	Yes, if that service is purchased by the customer (Services options listed on the "Services & Warranty" tab of Exhibit C)
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	
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	The Local Account team is available by request for on-site meetings to keep customers informed of new products, changes in technology (discuss product roadmaps), advanced specification documentation and other market information. This is no cost to the customer. Additionally, if customer purchases ProSupport Plus (listed as an offering on Services & Warranty tab) and owns > 500 Dell devices, a Technical Services Manager is assigned to the account providing single point of contact customer support for any



	Requirements	A	B
			Service-related issue, otherwise Basic support will be offered.
7	Is your firm willing to commit to service level agreements as outlined by Appendix A?	F	<p>During contract negotiation, we will develop a common understanding of the critical nature of the elements of service that are to be provided in relation to business need. We will then jointly develop target performance levels for each service element. These will form the basis for measuring service delivery and user availability, leading to the possibility of a scale of risks and rewards to be applied to the contract. Clearly, these can be linked to any programs of productivity savings or continuous improvement that are agreed.</p> <p>Our policy is to design communication and escalation procedures into the contract in such a way that appropriate procedures are defined to address issues and reinstate</p>



	Requirements	A	B
			conformance to the SLAs. We will discuss the requirements for this in greater depth as soon as contract discussions commence.
8	Does your firm offer a web catalog that displays real time product availability? If so, please provide details.	Y	www.dell.com and also via Dell's Premier Page, customized specifically for VITA.
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	For convenience and ease, your business has access to its own unique catalog, offering your company's agreed-upon products, prices and standard configurations. Choose an online Punch Out catalog hosted by Dell or your own buyer-hosted catalog: <u>PunchOut Catalog</u> – Hosted and maintained by Dell and accessed using XML messaging, via the Internet, this user-friendly option offers a specific, customized online catalog of your own approved products, pricing, and configurations. Because it's integrated into your existing procurement application,



	Requirements	A	B
			<p>processing and approvals are automated, reducing cycle time. Dell recommends this catalog solution.</p> <p>Buyer-hosted Catalog – This option is hosted on the customer's system as a catalog file. For customers who cannot implement the recommended PunchOut solution, Dell can create a customized buyer-hosted catalog file that can be easily imported directly into most procurement applications.</p> <p>Punchout Catalog (Supplier-Hosted Catalog Solution)</p> <p>To improve efficiency, Dell's recommended method of B2B Integration is using a 'supplier-hosted' B2B solution. A supplier-hosted solution is advantageous to customers because it allows Dell to host and maintain the customer-specific catalog, enabling our customers to have real-time updates to all products and pricing. In a supplier-hosted solution, users 'Punchout' of their</p>



	Requirements	A	B
			<p>procurement application to their company-specific customized Premier Page or Global Portal Page. Users then configure a product and pull the shopping basket back into the procurement application. After the purchase order has been approved within your procurement application, the purchase order is electronically routed to Dell for order fulfillment.</p> <p>https://www.dell.com/learn/us/en/555/videos~en/documents~punchout-premierconnect-demo.aspx?c=us&l=en&s=biz</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 • Discounted Price 	Y	
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>Dell has been providing IT products and Services for 30+ years, Dell has an established relationship with the Commonwealth, for more information on Dell</p>



	Requirements	A	B
			please see "Supplier Profile" of this response.
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	Once a large order has been shipped Dell will advise the customer and provide tracking information per each location.
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	Asset Resale Recycle Services" is listed in Exhibit C
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	
15	Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.	Y	
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, but not by default, however "Keep Your Hard Drive" can be purchased for an additional cost. For more information, please reference "Services and Warranty Category" Section of this Response.
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	Dell has the capability to wipe data from a hard drive with the additional purchase of the "Keep Your Hard Drive" option.
18	Does your solution offer a provision to "Trade-in and Upgrade"? If so, please provide trade-in/upgrade parameters.	N	



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, if customer purchases ProSupport Plus (listed as an offering on Services & Warranty tab) and owns > 500 Dell devices, a Technical Services Manager is assigned and will provide monthly (or quarterly) reporting
2.	Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.	Y	Dell Tech Direct is a self-service portal available to all customers that allows customers to create and view service tickets, as well as self-dispatch parts
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	Dell offers asset reporting and order consolidation

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	There are local Account Executives and Technical resources throughout the state of VA dedicated to supporting the Commonwealth.

