

## EXHIBIT A – REQUIREMENTS

# FUNCTIONAL AND TECHNICAL 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>	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  <a href="https://www.vita.virginia.gov/media/vitavirginia.gov/it-governance/docs/COV_Adopted_Standards.xlsx">https://www.vita.virginia.gov/media/vitavirginia.gov/it-governance/docs/COV_Adopted_Standards.xlsx</a></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:  <a href="https://www.vita.virginia.gov/media/vitavirginia.gov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf">https://www.vita.virginia.gov/media/vitavirginia.gov/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="https://www.itic.org/dotAsset/d432b9da-3696-47fe-a521-7d0458d48202.doc">https://www.itic.org/dotAsset/d432b9da-3696-47fe-a521-7d0458d48202.doc</a></p>	Y	ESI through its proposed manufacturers will be compliant.

	Requirements	A	B
	<p>If no, does your solution provide alternate accessibility functionality? Please describe.</p> <p>If not applicable to this procurement, mark "N/A."</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>X PC, All-In-One, Mini  X Workstation  X Mobile Workstation  X Healthcare  X Laptop  X Chromebook  X Thin Client  X Rugged Laptop  X Rugged Tablet Windows  X Rugged Tablet Android  X Android Tablet  X Windows Tablet  X Servers  X Peripherals</p>	Y	<p>ESI will be providing configurations and pricing to achieve this through partnerships with HP, Dell, Lenovo and Panasonic.</p>
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	ESI is sales and service certified to support all products proposed.
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>Training within ESI is conducted on a weekly basis. For sales, each week we have Dell, HP, Lenovo, etc. meet with our team to review company product and roadmap information. For our service personal, there are countless</p>

			certifications required to maintain the Elite status ESI holds with our manufacturers, thus, training is an on-going task 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.	Y and N	Restocking fees will be OEM or Manufacturer dependent. Several factors weigh into whether a fee is charged, such as how long the equipment has been at the customer's site and whether the boxes were opened. If ESI is charged, then an appropriate fee is expected from the department wishing to return the 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	Volume discounting will be applied to this contract.
2	Does your proposed solution include provisioning for warranty service to authorized users within 24 hours of notification? If not, please provide details.	Y	With 200 service personnel throughout its 8 offices, ESI will meet warranty requirements within 24 hours
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	Hardware and software support is available at a minimum of 8:00 am - 5:00 pm Monday through Friday. Extended hours are also available at an uplifted cost.  ESI is able to support customers 24 hours a day, 7 days a week.
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	ESI has 200 qualified service personnel in Virginia alone to support products sold to its customers. Service personnel are available throughout all of Virginia to support all stated services and more.
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	Y	With 200 service personnel throughout its 8 offices ESI will support all proposed time based on SLA's.

	Requirements	A	B
	proposed hardware is serviced in 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	Contract review meetings will be scheduled by the account managers on a regular basis. This is being done today. K-12, Higher Education and other State/Local agencies will have consistent opportunities to learn about new products, technology and the contract's performance during these sessions. Various Manufacturers will be invited to brief attendees on industry trends and share product road maps. With 10 outside sales reps calling on the Commonwealth, ESI will have a consistent coverage model to keep the accounts updated on programs and technology.
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.	Y	ESI utilizes a website for other customers that can be customized to support this contract.
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.	F	ESI currently utilizes a website which can be customized to support this contract. ESI can produce a punch-out catalog.
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> </ul>	F	ESI has this ability to build out such website.



	Requirements	A	B
	<ul style="list-style-type: none"> <li>Product Brand</li> <li>List Price</li> <li>Discounted Price</li> </ul>		
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	ESI has 200 qualified service personnel in Virginia alone to support products sold to its customers. Service personnel are available throughout all of Virginia to support all stated services and more
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	ESI is doing this today with accounts such as Chesterfield Public Schools where we deployed 35,000 device to over 50 locations in less than 2 weeks.
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	ESI works closely with a SWAM company called SS4 for most of our recycling needs. SS4 used to be part of ESI, yet has now spun off on their own.
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	Tracking is done via ESI's support staff in Virginia Beach. If the end user needs to check delivery schedules they simply call or email the sales rep or our support staff.
15	Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.	Y	ESI purchases from multiple entities including the manufacturer or through various distributors such as Ingram, Tech Data and Synnex. If the items are in stock and the order is received early enough in the day, it should ship the same day.
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	ESI will allow users to keep a warranty hard drive at a cost unless manufacturer has a program in place to provide this drive at no cost. This would need to be worked out on a case by case situation between ESI, the manufacturer and the end user.

	Requirements	A	B
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	ESI can provide this service at a cost.
18	Does your solution offer a provision to "Trade-in and Upgrade"?  If so, please provide trade-in/upgrade parameters.	Y	Each proposed manufacturer has various "trade- and Upgrade" programs that the Commonwealth can take advantage of. These programs can change month to month, thus, the ESI sales team will be best suited to provide updated information.

#### 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	Reports are customizable based on ship to, invoice date, PO and other query fields. These reports can be generated on-demand as needed by end user.
2.	Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.	Y	Service history reports can be generated on demand based on serial number.
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	ESI will provide a Point of Sale "POS" report as needed. This will verify price consistency and monitor contract activity.

#### E. Account Management

	Requirements	A	B
1.	Does your solution provide personnel to manage the resulting contract throughout its entirety?	Y	ESI has been engaged with VITA contracts for the past decade and has the personnel to support the contract throughout its entirety.
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	ESI has a dedicated Marketing Department located in our corporate headquarters in Virginia Beach, Va. It consists of a group of individuals dedicated to the marketing and support of ESI and its

			<b>numerous sales divisions. The support consists of, but not limited to, Client Educational Events, Newsletters, Corporate Events (shows, fundraisers, and benefits), Sales Programs, Sales Incentive Programs and Proposals.</b>
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