SECTION 1 – PRODUCT SPECIFICATIONS & STANDARDS

Requirement	Y/N/F	Description
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	Our solution will comply with all current COV ITRM Policies and Standards, as applicable.
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	Our data exchanges will be consistent with the Entity Relationship Model and Data Dictionary established in the Commonwealth Data Standards. We will ensure that all our internal systems interfacing to enterprise applications will be in compliance with the standards, as applicable. We do not have any approved exceptions currently.
Does your solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf (Refer to www.section508.gov and www.access-board.gov for further information) 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)).* If no, does your solution provide alternate accessibility functionality? Please describe. If not applicable to this procurement, mark "N/A."	Y	All products proposed by NCS are Section 508 Compliant. We have included VPATs and letters from the OEM for our proposed products in Appendix A of this response. It should be noted that for the electronic version of this volume, we have supplied Appendix A – VPATs in a PDF format. The reason being is that all the VPATs supplied by HP were in PDF. We attempted to convert them to both Word and Excel, but this rendered them unreadable.
Does your proposed equipment meet the current U.S. Environmental Protection Agency's and Department of Energy's Energy Star guidelines?	Y	All of our proposed equipment for this proposal meets Energy Star guidelines and are EPEAT

		certified at the Bronze level or higher.
If no, please explain. If not applicable to this procurement, mark "N/A."		

SECTION 2 – BUSINESS REQUIREMENTS

Requirement	Y/N/F	Description
Does your proposal include pricing for all units specified in each of the following categories? (Check all that apply): [Symbol] PC, All-In-One, Mini [Symbol] Workstation [Symbol] Mobile Workstation [Symbol] Healthcare [Symbol] Laptop [Symbol] Chromebook [Symbol] Thin Client [Symbol] Rugged Laptop [Symbol] Rugged Tablet Windows [Symbol] Rugged Tablet Android [Symbol] Android Tablet [Symbol] Windows Tablet [Symbol] Servers [Symbol] Peripherals	Y	NCS is proposing products for all categories.
Does the manufacturer name appear on the computer equipment to be provided?	Y	The name of the manufacturer will appear on all computer equipment provided by NCS Technologies.
Will your firm provide the warranty service and maintenance for all proposed products?	Y	NCS Technologies will be responsible for all warranty service and maintenance for all proposed products. When onsite warranty service is needed, NCS will coordinate with the OEM to provide that service. We will provide warranty support from our customer service center located at our headquarters in Gainesville, VA.
Does your firms' Sales and Service personnel undergo training on a semi-annual or annual basis? Please provide details.	Y	Our Sales and Service personnel undergo both quarterly and annual training. Additionally, they undergo product solution training on an as needed basis. When products are introduced into the marketplace, our team is trained on all of the new technology.

Requirement	Y/N/F	Description
Does your firm charge a re-stocking fee for returned equipment that will be purchased under the resulting contract? Please provide details.	Y	NCS charges a 20% restocking fee for all unopened, unused equipment. NCS will be responsible for all freight charges to return the unit back to Gainesville.

SECTION 3 – SALES AND SERVICE

Requirement	Y/N/F	Description
Does your firm allow users to negotiate bulk quantity discounts for the proposed products and services?	Y	We are very willing to negotiate bulk discounts for all products should the need ever arise for VITA users.
Does your proposed solution include provisioning for warranty service to authorized users within 24 hours of notification? If not, please provide details.	Y	As part of our solution, we propose to provide next business day warranty service to VITA.
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	NCS offers 24/7 tier 1 phone support to all customers. Tier 2 support is available via phone/email from 8:00 AM – 6:00 PM EST M-F, excluding holidays.
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	Our solution does include provisioning for qualified technicians to perform the services listed, as applicable.
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	Our solution does include provisioning for qualified technicians to perform warranty services listed.

Requirement	Y/N/F	Description
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	Our Customer Support function is a part of our Sales effort under the VITA Contract. Our State, Local, and Education salesperson will regularly meet with customers to update them on the latest offerings from NCS. Often times, he'll be accompanied by a Field Sales Engineer from our Product Management department who can answer the difficult questions asked by the Technical Staff of our end users. When appropriate, we will also bring OEM representatives to meetings with customers or have those representatives participate in webinars and conference calls to provide technology roadmaps. We also update our website on a regular basis with new products. We will also provide technology refreshment proposals to VITA that indicate what products are going end-of-life and what new products are being released. We typically like to present new technology at least 60 days ahead of the previous solutions going end-of-life to ensure that there are no disruptions to the supply chain.
Is your firm willing to commit to service level agreements as outlined by Appendix A?	Y	NCS is able to commit to service level agreements for all proposed products. There are two requested exceptions that we have noted in RFP Appendix E – Supplier Exceptions to VITA Contract Template. We believe these exceptions are reasonable and request that VITA refer to our response to Appendix E for additional detail.
Does your firm offer a web catalog that displays real time product availability? If so, please provide details.	Y	NCS offers a web based Customer Portal that customers can access using secure authentication (user name and password). The portal provides customers with a catalog that is specific to the customer and/or contract. The catalog lists products and product attributes including product availability in real time as our portal is integrated directly with our ERP system.
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	NCS does have the capability of creating a catalog website that interfaces with eVA and can also serve as a punch-out catalog. We have provided a similar service to North Carolina as part of its statewide contract.

Requirement	Y/N/F	Description
Will your firm provide and maintain a URL which identifies a complete listing of all products and services included in the	Y	We will provide a URL that is accessible through both the Customer Portal and the official NCS website. In fact, on our contract page on the NCS website, we have link to our existing VITA catalog. We have included a hyperlink below.

resulting contract? If so, URL should include the following: • Category • Product Description • Product Brand • List Price • Discount Range • Discounted Price		https://www.ncst.com/content/virginia-statewide-pc
Does your firm have the resources necessary to supply and service products proposed in response to this RFP, to the entire Commonwealth of Virginia? If so, please describe how this will be accomplished. If not, please describe limitations.	Y	Our sales effort supporting the VITA Contract will be ran from the NCS HQ in Gainesville, VA. Our approach will include onsite customer visits, phone calls and email communications. NCS will also support and promote our technology offerings during the annual VSTE Conference in Roanoke, VA. Servicing the Commonwealth will be conducted through our NCS HQ's location. Our Customer Service representatives provide technical support and warranty calls from our Gainesville facility. Our service technicians are also available through our Gainesville location and through our service partners throughout multiple locations within the Commonwealth.
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.	Y	NCS routinely delivers large amounts of equipment on a global basis for our Federal customers. We have the ability to ship large numbers of various types of equipment to multiple locations. Our Shipping and Receiving area with multiple loading docks supplements our ability to process inventory quickly and in one location. Once a required delivery date is established, NCS' approach to product delivery is dictated by geographic locations and customer requirements. We utilize expedited shipment for situations where the needed processing time does not allow for standard shipment terms. Except for the freight companies, no other parties are involved in this delivery process. All shipments leaving our facility are properly insured and will be made on a Free On Board (FOB) Destination basis to the end user. For deliveries in the Commonwealth, NCS utilizes the services of small package carrier FedEx, less-than-truckload carrier FedEx Freight, and full truckload carrier KOL, Polaris, or DBA Logistics. Delivery may occur as early as 10:30 AM the next business day and is guaranteed no later than 4:00 PM on the third business day after shipment. All freight carriers set delivery appointments. These carriers offer delivery guarantee services, which NCS uses for expedited deliveries. Average delivery time is one (1) business day in transit from Gainesville, VA to destinations in Virginia. For those locations in close proximity to Gainesville, we can utilize our own NCS truck to make local deliveries as soon as the shipment is ready to be delivered.

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	NCS offers recycling of old, unneeded electronics. These include but are not limited to desktops, laptops, servers, and displays. We have agreements in place with several e-cyclers, including AERC and Potomac eCycle. Should a VITA customer need any electronics recycled, NCS can arrange pick up and disposal of those items. Our e-cycling partners can also provide documentation as needed. In addition, we have agreements with providers in place for the certified and documented destruction of hard drives.
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	Users can track their shipments through the NCS Web Portal. Please see Figure 1 below for a screen capture of our Web Portal showing the shipment details for Charles County Public Schools. Users can select a date range for which to see shipment details and all this information can be exported to Microsoft Excel.

Figure 1 - Delivery Tracking Screenshot

Requirement	Y/N/F	Description
Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.	Y	We are able to ship in stock orders that we receive before noon EST. If the request is received after noon, we will exercise our best efforts to ship the same day but it is not guaranteed. If it does not ship the day of order receipt, the order will ship out the next day.
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	NCS offers a Keep-Your-Hard-Drive warranty for customers. Customers are required to fill out a NCS Certificate of Destruction form and provide a photocopy of the failed hard drive's top plate, which lists manufacturer information such as model and serial number. NCS' Keep-Your-Hard-Drive warranty is already in use by Federal government and military customers. We have included pricing for this optional service offering on the Service and Warranty tab.
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	We currently provide both of these services to our customers. Some customers require a Keep Your Hard Drive service, while others request a data wipe. We are capable of providing both to VITA.
Does your solution offer a provision to "Trade-in and Upgrade"? If so, please provide trade-in/upgrade parameters.	Y	We are able to provide a Trade-In and Upgrade option to VITA. VITA will receive a credit for the value of returned product, which can then be used toward the purchase of a new product.

Figure 2 - Screen Capture of NCS Portal for Shipment Details

SECTION 4 - REPORTS

Requirement	Y/N/F	Description
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	As a company that averages nearly $160M in end user device equipment sales to the Federal government each of the last four years, we are required to submit a wide variety of reports. A report detailing products placed in an end user's location can not only be submitted quarterly, but can be at the end user's fingertips using the NCS Customer Web Portal. Please see Figure 2 below for a screen capture of our Web Portal that shows the shipment details for the United States Naval Academy. Users can select a date range for which to see shipment details and all this information can be exported to Microsoft Excel.
Requirement	**Y/N/F**	**Description**
Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.	Y	Warranty Service Tickets are also tracked in our Web Portal. Simply log in to the Web Portal and click on "Service Tickets". An example is shown below in Figure 3.

Figure 3 - Service Ticket Report

NCS Customer Portal — US Naval Academy Portal

Home » Service Tickets

Home
Catalog
Orders
Deliveries
Invoices
Reports
Service Tickets
Change Customer

Service Tickets

You can use this page to perform a detailed search of your service tickets using a variety of criteria. To initiate a search, enter your criteria in the form below and click Search button. To sort the tickets by the column name, click on the column's header. To view the full content of description or solution, hover over their text area.

Repair Order Status ▼   All ▼   **Create New Ticket**

Search

Search results for: Repair Order Status » ALL   ☐ This page ☐ All pages   **Export to Excel**

NCS RO#	Date Opened	Ship To Address	End User Address	Serial #	Status	Problem	Resolution	Customer Reference #	Return Tracking #	Tracking #
168461	01/07/2019	Jeff Smith USNA Midshipman Store Annapolis, MD 21402 ***FedEX Only*** 410-293-4482	Jeff Smith USNA Midshipman Store Annapolis MD 21402 ***FedEX Only*** 410-293-4482	MXL6241XPT	New	Cracked LCD	N/A			
168458	01/07/2019	Jeff Smith USNA Midshipman Store Annapolis, MD 21402 ***FedEX Only*** 410-293-4482	Jeff Smith USNA Midshipman Store Annapolis MD 21402 ***FedEX Only*** 410-293-4482	2TK72201GH	New	Cracked LCD	N/A			
168439	01/07/2019	Jeff Smith USNA Midshipman Store Annapolis, MD 21402 ***FedEX Only*** 410-293-4482	Jeff Smith USNA Midshipman Store Annapolis MD 21402 ***FedEX Only*** 410-293-4482	MXL6241WZH	New	Will not power on	N/A			
168397	01/07/2019	Jeff Smith USNA Midshipman Store Annapolis, MD 21402 ***FedEX Only*** 410-293-4482	Jeff Smith USNA Midshipman Store Annapolis MD 21402 ***FedEX Only*** 410-293-4482	2TK72200XL	Closed	Cracked LCD screen	N/A			
168369	01/04/2019	Jeff Smith USNA Midshipman Store Annapolis, MD 21402 ***FedEX Only*** 410-293-4482	Jeff Smith USNA Midshipman Store Annapolis MD 21402 ***FedEX Only*** 410-293-4482	2TK72201GF	Closed waiting for parts	Battery will not charge	N/A			
168336	01/04/2019	Jeff Smith USNA Midshipman Store Annapolis, MD 21402 ***FedEX Only*** 410-293-4482	Jeff Smith USNA Midshipman Store Annapolis MD 21402 ***FedEX Only*** 410-293-4482	2TK82102ML	Closed	Cracked LCD	N/A			

Requirement	Y/N/F	Description
Does your proposed solution include any additional reports that would be a benefit to Authorized Users? If so, please provide details and examples.	Y	In addition to the reports described above, there are many different reports that we routinely give to our customers, which could be utilized for the VITA Contract. Among these reports are Order Status Reports, Invoice Status Reports, and Monthly/Quarterly/Annual Spend Reports. NCS is prepared to support the end users by satisfying any of their reporting needs. Our accounting system (SAP) can handle a significant number of permutations in order to generate the report data each end user requires.

SECTION 5 – ACCOUNT MANAGEMENT

Requirement	Y/N/F	Description
Does your solution provide personnel to manage the resulting contract throughout its entirety?	Y	We will provide the personnel and systems to manage the contract throughout its entirety. We pride ourselves in our Program and Contract Management capabilities. As we discussed in Section 7-2 of our Supplier Profile, NCS has an established system in place to plan, execute, and report delivery orders to VITA and its end users. Furthermore, in Section 7-3 of our Supplier Profile, we have provided VITA with specifics about our Program Management Team and named key personnel. As is required, we have also supplied resumes for each of the key personnel. We feel this provides the evidence needed for VITA to be confident in our ability to manage the contract.
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	Along with our outside sales team, the Program Management Team discussed in Section 7-3 of our Supplier Profile is well versed in the marketing and promotion of any contract and will do the same for VITA should we be fortunate enough to win an award. Additionally, our Marketing department will promote our VITA contract online through our website as well as through attendance at Trade Shows and industry events, such as the VSTE Conference.