

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: https://www.vita.virginia.gov/it-governance/itrm-policies-standards/.</p> <p>If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.</p>	Y	
2.	<p>Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at https://www.vita.virginia.gov/media/vitavirginia.gov/it-governance/docs/COV_Adopted_Standards.xlsx</p> <p>If not, please explain.</p>	Y	
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: https://www.vita.virginia.gov/media/vitavirginia.gov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf</p> <p>(Refer to www.section508.gov and www.access-board.gov for further information)</p> <p>If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal: <i>(The VPAT template is located in APPENDIX C of the Accessibility Standard (GOV103-00)).</i></p>	Y	<p>Both Fujitsu and HP address 508 Compliance within their computer design. A full listing of standards criteria, level of support and supporting features are included in the VPAT template details from the manufacturers. Links are provided below. Within these links specific model VPAT documentation can be located to describe functionality and compliance standards.</p> <p>Sample VPAT templates from the manufacturer have been included in the proposal appendices. Greater detail for specific models can be found at:</p> <p>Fujitsu VPAT templates http://www.fujitsu.com/us/about/local/corporate/subsidiaries/fai/legal/accessibility/</p>

	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>		<p>HPI VPAT templates https://accessibilityreporting.usa.hp.com.</p> <p>HPE VPAT templates https://accessibilityreporting.ext.hpe.com/accessibilityreporting/VpatLogin.aspx</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 <input checked="" type="checkbox"/> Workstation <input checked="" type="checkbox"/> Mobile Workstation <input checked="" type="checkbox"/> Healthcare <input checked="" type="checkbox"/> Laptop <input checked="" type="checkbox"/> Chromebook <input checked="" type="checkbox"/> Thin Client <input checked="" type="checkbox"/> Rugged Laptop <input checked="" type="checkbox"/> Rugged Tablet Windows <input type="checkbox"/> Rugged Tablet Android <input type="checkbox"/> Android Tablet <input checked="" type="checkbox"/> Windows Tablet <input checked="" type="checkbox"/> Servers <input checked="" type="checkbox"/> Peripherals </p>	Y	
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	

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>NTS service personal receive training under the authorized service provider program. Sales and Service personnel will be trained on new products as available in the marketplace. Training schedules will be established, reviewed, and conducted on a semi-annual basis.</p>
5	<p>Does your firm charge a re-stocking fee for returned equipment that will be purchased under the resulting contract?</p> <p>Please provide details.</p>	Y	<p>Typically 15% if equipment is factory sealed and returned within 30 days of the invoice date, distributors may waive this fee. In the event the equipment is opened or aged, this will be assessed on a case-by-case basis to determine if a re-stocking fee is applicable.</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?	Y	
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	
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		The proposed solution offers a customer support program through sales and service. NTS has an

	Requirements	A	B
	informed of new products, changes in technology, advanced specification documentation and other market information.	Y	account management team dedicated to this program. In addition, NTS will leverage manufacturer representatives to keep users abreast on new technologies, products, and specification updates. The program will involve consulting, developing solutions, fulfilling requirement, keeping end users aware of new technology product roadmaps, future technology evolution, lifecycle, EOL, and warranty coverage.
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.	F	NTS will provide real-time product availability through direct contact with our inside sales team from authorized users. A real time web catalog is on our roadmap.
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.	F	NTS will provide a CIF catalog that interfaces with eVA within 60 days of contract execution; and, evaluate development of a punch-out catalog at a later date.
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"> • Category • Product Description • Product Brand • List Price • Discount Range • Discounted Price 	Y	
11	Does your firm have the resources necessary to supply and service products proposed in		NTS is an authorized reseller of manufacturer products throughout

	Requirements	A	B
	<p>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>the Commonwealth of Virginia and can sell products in our proposed solution to any authorized user of this contract. NTS has an account management team to sell proposed solutions to all authorized users with the support of manufacturer representatives. This will be done through availability to the contract vehicle, direct sales, technology events, conferences, and marketing efforts. In terms of service support, the manufacturers have badged technicians throughout the Commonwealth to deliver warranty support in conjunction with authorized service technicians. NTS will deliver large-scale deployment services and deliveries on an as needed basis through a project team.</p>
12	<p>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.</p>	Y	<p>During the planning of an equipment purchase NTS will consult with the user on delivery options, a project manager will be assigned who will develop a custom solution. The users determine the specific quantities for delivery to the exact location anywhere through VA, determine if shipments need to be expedited and/or delayed. NTS provides Just in Time delivery of equipment as specified by the user. The equipment will be shipped directly from the distributor to the site specified. NTS can provide ETA on shipment as part of the process. Order tracking information and status can be determined and provided by NTS inside sales at any time during the shipment. In the event the authorized user needs more customized warehousing for solutions such as imaging and pre-shipment configuration services, NTS has a secure 25,000 sq. warehouse that can temporarily store equipment and deliver as determined in a pre-defined schedule including time period, location, inside delivery, automated asset tracking, equipment transfer. NTS has a statewide fleet of</p>

	Requirements	A	B
			delivery vehicles available for special delivery requirements. NTS has performed these services for over 15 years as a regular service practice.
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	
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	NTS will have access to tracking information based upon email address for equipment shipping from distributor warehouse to site. The end user will be notified via email with tracking information. NTS inside sales can also provide tracking information on an order for an end user. Screen shot is included in the Appendices.
15	Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc.	Y	Orders place by 3:30 EST will ship same day for in-stock items. Caveats for delay can include receiving the order after 3:30 EST or additional information required from authorized user to place order.
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	Users can keep a failed hard drive through an additional manufacturer's warranty option. Because the drive may contain classified, proprietary, or sensitive information that could be recovered as a security measure an alternative to returning the defective drive exists. This program runs concurrent with the hardware warranty of the computer. In the event of a warranty-covered, hard drive failure, a replacement hard drive will be a) Installed in the computer and the "failed" drive will be returned to the user for disposal, or b) Installed and no requirement for the "failed" drive to be returned to the manufacturer. The coverage is available at the point of sale for a new computer system. Coverage is

	Requirements	A	B
			available in one and three year plans. Pricing is included in the warranty/services category.
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	Yes, in accordance with VITA and Commonwealth published standards. Additionally, under the warranty option, the customer can keep the hard drive when a unit is returned.
18	Does your solution offer a provision to "Trade-in and Upgrade"? If so, please provide trade-in/upgrade parameters.	Y	Fair market value based upon local market conditions at the time of sale will be offered. Retrieval and processing fees apply.

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	NTS has a record of all authorized users purchases in our ordering system. The dates, locations, exact equipment ordered, quantities, pricing information is captured and available for reporting purposes on a quarterly basis.
2.	Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples.	Y	Authorized Users can contact NTS for information regarding service logs. NTS will contact the manufacturer for a service log history based on the serial number of the device and provide to authorized users. Fields include ticket #, equipment, serial number, time, issue, resolution, and status.
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	Forecasts for future purchases, delivery schedules, refresh schedules based upon warranty and lifecycle, Warranty expiration information and alerts for renewals, deployment schedules, project plans, requirements documentation for projects and purchases, product quotations

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	NTS has established business relationships with many localities, school systems, universities, and non-Executive Branches throughout the Commonwealth. NTS' account management team will leverage these existing relationships to promote this contract vehicle. In addition, NTS has an established marketing team that participates in conferences, trade shows, vendor meetings, new product customer events, committees, and direct marketing such as mailing, and email product updates.