**FUNCTIONAL AND TECHNICAL REQUIREMENTS**

A.  **Product Specifications & Standards**

| | Requirements | A | B |
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| 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/. <br><br> If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply. | Y | PCMG does comply with all current COV ITRM Policies and Standards found at: https://www.vita.virginia.gov/it-governance/itrm-policies-standards/. |
| 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 <br><br> If not, please explain. | Y | PCMG's proposed interfaces to Commonwealth systems comply with all applicable Commonwealth Data Standards as found at https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/docs/COV_Adopted_Standards.xlsx. |
| 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: https://www.vita.virginia.gov/media/vitavirginiagov/itgovernance/pdf/ETAITAccessibilityTopicReportGOV103.pdf <br><br> (Refer to www.section508.gov and www.access-board.gov for further information) <br><br> If yes, please describe how this functionality is | Y | For all applicable items, all products will be 508 Compliant according to https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/pdf/ETAITAccessibilityTopicReportGOV103.pdf <br><br> Please let us know before purchase if this standard is required for purchase and we will work with our suppliers to meet this requirement on all applicable items. |

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| | achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal: https://www.itic.org/dotAsset/d432b9da-3696-47fe-a521-7d0458d48202.doc<br><br>If no, does your solution provide alternate accessibility functionality? Please describe. If not applicable to this procurement, mark "N/A." | | Please see PCMG's Appendix C1 for a manufacturer web link to all applicable VPAT's. |
| 4. | Does your proposed equipment meet the current U.S. Environmental Protection Agency's and Department of Energy's Energy Star guidelines?<br><br><br>If no, please explain.<br><br><br>If not applicable to this procurement, mark "N/A." | Y | The equipment PCMG is proposing does meet the current U.S. Environmental Protection Agency's and Department of Energy's Energy Star guidelines for all applicable equipment. PCMG will routinely review OEM websites for the products proposed and as technologies evolve for Energy Star compliance. As the OEM updates its product line and Energy Star products, PCMG will flag energy efficient products on the PCMG website. The Energy Star website also contains the most current listing of all compliant products at the following web address: https://www.energystar.gov/products/office_equipment.<br><br>The Energy Star website is constantly updated with the latest energy saving products and the state is encouraged to check this site as needed for Energy Star equipment updates. |
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## B. Business Requirements

| | Requirements | A | B |
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| 1 | Does your proposal include pricing for all units specified in each of the following categories? (Check all that apply):<br><br>✓ PC, All-In-One, Mini<br>✓ Workstation<br>✓ Mobile Workstation<br>✓ Healthcare<br>✓ Laptop<br>✓ Chromebook | Y | Please see checked items; PCMG is bidding in all product categories |

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| | ✓ Thin Client<br>✓ Rugged Laptop<br>✓ Rugged Tablet Windows<br>✓ Rugged Tablet Android<br>✓ Android Tablet<br>✓ Windows Tablet<br>✓ Servers<br>✓ Peripherals | | | |
| 2 | Does the manufacturer name appear on the computer equipment to be provided? | Y | All equipment that PCMG will be providing to VITA will include the manufacturer's brand name.<br><br>PCMG does not manufacture equipment, we are an OEM partner for all product proposed in this proposal. |
| 3 | Will your firm provide the warranty service and maintenance for all proposed products? | Y | The manufacturer or publisher issues all product warranties. As a Value Added Reseller, PCMG will pass on these warranties and will provide break-fix service based on the OEM warranty specifications. We perform certified warranty services for OEMs for which we have authorizations to do warranty repairs, which includes most of major Tier 1 and Tier 2 manufacturers.<br><br>PCMG can provide the management of the warranty support process including warranty unit registration, warranty unit expiration tracking and management, warranty claims submission (labor claims & parts claims), and warranty claims reconciliation. Our technicians are fully certified to perform repairs on virtually all major brands and will perform the repairs in accordance with manufacturer specifications and all warranty claims will be processed.<br><br>We also offer options for enhanced service contracts for service and repairs outside the scope of the standard manufacturer warranty at an additional cost (i.e., extended and on-site warranties). |

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|   |   |   | PCMG is certified to perform warranty repairs on all major OEM brands of equipment and, through our centralized logistics group, we manage the parts acquisition and handle the claims process for our onsite customer warranty, depot, advanced exchange and rapid restoral programs.<br><br>PCMG has access to over 1,000 of our own technicians and direct access to thousands more through our vetted and experienced services partners.  Most have multiple certifications and only those certified on your platforms will be utilized for warranty repair.<br><br>We also have a 24x7x365 US based Service Desk and calls or emails for support can be taken at any time.  Our Service Desk personnel are well trained and with three tiers of support within the Desk & many issues can and will be resolved over the phone.  Everything is tracked through our ticketing and IT Service Management platform, ServiceNow.  ServiceNow also provides for self-service to allow end users to request service online and for self-help, with the ability to provide information like Frequently Asked Questions and process guides to end users to allow them to resolve their own issues as desired.<br><br>If onsite support is required, we will engage our centralized dispatch service to get a certified technician onsite as soon as possible.  The technician may be a PCM badged employee or one from any of our trusted services partners. Normal service levels are next business day onsite but we can deliver on same day or four-hour onsite support if urgent response is needed. |
| 4 | Does your firms' Sales and Service personnel undergo training on a semi-annual or annual basis? | Y | PCMG Sales and Service Personnel undergo training on a monthly basis to keep abreast of all emerging and ongoing technological |

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| | | | advances and changes in the marketplace. |
| 5 | Does your firm charge a re-stocking fee for returned equipment that will be purchased under the resulting contract?<br><br>Please provide details. | Y | Any returned products must be complete in manufacturer's packaging with all accessories and UPC codes.<br><br>If an incomplete product is returned, PCMG reserves the right at its discretion to assess a minimum 15% restocking fee in addition to any charge imposed prior to the return. |

## C. Sales and Service

| | *Requirements* | A | B |
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| 1 | Does your firm allow users to negotiate bulk quantity discounts for the proposed products and services? | Y | PCMG will allow users to negotiate bulk quantity discounts for the proposed products and services. PCMG will pass on any special rebates or pricing based received from the manufacturers on volume purchases. |
| 2 | Does your proposed solution include provisioning for warranty service to authorized users within 24 hours of notification? If not, please provide details. | Y | PCMG will provide a single point of contact for each client account. This single point of contact will be responsible for all quoting, order processing and order management.<br><br>This POC will also be responsible for routing service calls. If PCMG is providing service on its own, then this POC would liaison with our service department.<br><br>If the manufacturer is providing service, then this POC would liaison with the manufacturer service department. |
| 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 | Warranty Services will be dependent upon the Manufacturer's support hours if the service will be provided directly by the manufacturer. If PCMG is providing the support, then the support service hours will be open M-F during normal business hours of 8:00 am-5:00 pm EST excluding all Federal holidays. |
| 4 | Does your proposed solution include provisioning for qualified technicians to perform services such as installation, | Y | As a Value Added Reseller, PCMG has the capability and resources to consult, configure, install, |

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| | configurations, data migrations, etc., as applicable?  If not, please provide details. | | implement, and support the products and items we sell for an additional fee.  We have a full set of lifecycle services for desktops, laptops, and other IT assets to help VITA customers with their configurations, deployments and ongoing support needs as detailed below:<br><br>Installation/Moves: PCMG has been providing installation and move (IMAC – install, moves, adds, changes) support for over 28 years.  We are able to provide these services to a wide geographic area with our strategically located branch offices, satellite offices, and virtual workforce extending coverage across the U.S.   PCMG has a centralized dispatching group that can dispatch certified technicians anywhere in the US to perform IMAC services, typically with a next business day or better onsite response.<br><br>PCMG can also provide project services, including project management, for medium to large scale deployments which require in-depth planning and coordinated installation efforts of a number of technicians at one time.<br><br>Imaging: PCMG offers full integration services for devices such as desktops and laptops, tablets, servers, printers, routers, switches, or any device that requires configuration services, as well as those that require imaging.  Our imaging services include standard device imaging, complex imaging services including applications, profile and user configurations, and asset management and reporting.<br><br>Asset Tagging: Asset tagging is a standard part of our integration and imaging services.  We can use the VITA's asset tags, our own standard tags, or develop a |

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| | | | customized solution for you. Tag information is captured at the time of tagging and can be provided to VITA as a report.<br><br>Break Fix – Warranty/Non-Warranty Break Fix service, both warranty and non-warranty, has been a service we have provided to our customers since our parent company started over 30 years ago. We are certified to perform warranty repairs on all major brands of equipment and, through our centralized logistics group, we manage the parts acquisition and handle the claims process. Using our centralized dispatching group, we will dispatch only certified and qualified technicians to provide the services VITA is requesting.<br><br>Staging/Deployment: With a combined total of over 300,000 square feet of warehouse space, we are able to store and stage products in order to obtain equipment during the best buying cycle and/or secure availability of products on a timely basis. Our allocation of product and ability to warehouse products decreases your time for such projects as deployments, redeployments, and equipment refreshes. In addition, warehousing products at one of PCMG's warehouses alleviates the pain of constrained products for many clients. When it comes time for deployment, we will pick, image, tag, and kit your devices as required to meet your deployment schedule. |
| 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 | Please see the above answer (#4) |
| 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 | Y | PCMG does provide a customer support program. We keep our clients informed of new products, changes in technology etc. through vendor and manufacturer- |

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| | technology, advanced specification documentation and other market information. | | sponsored Webinars, emailed newsletters, white papers, etc. |
| 7 | Is your firm willing to commit to service level agreements as outlined by Appendix A? | Y | PCMG does commit to the service level agreement as listed in Appendix A. |
| 8 | Does your firm offer a web catalog that displays real time product availability?  If so, please provide details. | Y | The PCMG website (online public catalog) does provide real time availability.  Product availability is described on the website as "in stock" (items in stock), "not in stock (item is not in stock at current moment; please contact us for product lead time" or "Call for availability (this item is probably special order and you need to contact PCMG so we can set your delivery expectations for product lead time". |
| 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 | PCMG currently has a punch-out web catalog site that interfaces with eVA.  Please let us know if there are certain enhancements that are currently missing that VITA would like to see added to the current PCMG punch-out web catalog.'  Please see PCMG's Appendix E1 for Screen Shot of current PCMG punch-out web catalog and a short brochure on our on-line web catalog (OpsTRACK). |
| 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:  • Category  • Product Description  • Product Brand  • List Price  • Discounted Price | F | If awarded, PCMG will provide and maintain a URL which will include a complete listing of all products and services included in any resulting contract from this RFP submission.  The specified URL will include all requirements as listed (category, product description, product brand, list price, and discounted price). |
| 11 | Does your firm have the resources necessary to supply and service products proposed in response to this RFP, to the entire Commonwealth of Virginia? | Y | PCMG does have the necessary resources available to supply and service products proposed in this RFP to the entire Commonwealth of Virginia (including K12 school |

| | Requirements | A | B |
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| | If so, please describe how this will be accomplished.<br><br>If not, please describe limitations. | | districts, State and Local agencies and Higher Education).<br><br>PCMG's VITA Program Team along with our Manufacturer Partners, and our Service Personnel are fully trained and staffed to handle the volume that this contract will generate if awarded.<br><br>PCMG is dedicated to add more qualified resources to the Team if VITA feels necessary. |
| 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 | PCMG is highly capable of delivering large quantities of equipment to multiple locations across the entire Commonwealth of Virginia.<br><br>PCMG's single point of contact would coordinate all scheduling procedures and delivery from the time of order entry.<br><br>Based on client request, the POC will work with the client to create a delivery schedule based on the needs of the client and complexity of the delivery and keep the customer informed if there are any delivery delays.<br><br>Some PCMG delivery capabilities include: staged deliveries, warehousing capabilities, advanced configuration and staging, image development and management, asset tagging & reporting, etc. |
| 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 | PCMG offers a suite of asset end of life services, including redeployment and recycling.  Our refurbishment and redeployment services can help VITA identify mature equipment in the field that still has viable production life remaining and that the state may wish to reallocate to operate in a less demanding or critical capacity.<br><br>PCMG can help coordinate the decommissioning of the gear and arrange to have it shipped to the PCMG facility where it will be audited, wiped, cleaned, and |

| | Requirements | A | B |
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| | | | reconditioned as applicable (including reload Operating Systems and/or client images), and then inventoried for the eventual integration and redeployment to another client location.<br><br>If the equipment cannot be redeployed, we can also provide brokerage and EPA-certified disposal services. At your discretion, PCMG will assess the market value of the retired equipment and recommend whether it need to be brokered or disposed. PCMG utilizes relationships with facilities which are certified to process electronic waste in strict adherence to current state and federal laws and EPA regulations.<br><br>In some cases, the manufacturer offers a Trade-In Program to dispose of old equipment as you will see in Response #18 |
| 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 | VITA customers will have the ability to track shipments after departure from the warehouse using their custom PCMG web-based solution site (OpsTRACK)— Please see PCMG's Appendix F1 for Screen Shots of on-line shipment tracking |
| 15 | Does your firm ship all in stock orders same day? Please provide details on shipping timelines and include caveats for delay, etc. | Y | PCMG endeavors to ship all in-stock products the same day if ordered by 5PM EST M-F excluding any Federal Holidays.<br><br>All PCMG orders shipping from any of our warehouses can ship by 5PM EST. Orders shipping from our partner distributor warehouses ship based on the closing hours of those warehouses. |
| 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. | N | This is manufacturer based and may or may not be an option that the manufacturer provides. PCMG will pass along any manufacturer that does provide this option. |

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| 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 | For an additional fee, PCMG does offer the ability to wipe the drive. |
| 18 | Does your solution offer a provision to "Trade-in and Upgrade"?<br><br>If so, please provide trade-in/upgrade parameters. | Y | PCMG will pass along any Manufacturer trade-in and upgrade programs provided by the manufacturer. Below are links to the manufacturer's trade-in programs/promotions at the current time:<br><br>Dell:<br>https://www.dell.com/learn/us/en/19/campaigns/trade-in-program<br><br>HPE:<br>https://promotions.ext.hpe.com/WMCF.Web/us/en/promotion/7105/NewProducts/<br><br>HPI:<br>http://www.hp.com/united-states/tradein/home_alt.html<br><br>Lenovo:<br>https://www.lenovo.com/us/en/landingpage/trade-in-program/trade-in-form.html<br><br>Panasonic:<br>http://www.panasonic.com/environmental/recycling-electronic.asp |

D. **Reports**

| | Requirements | A | B |
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| 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 | PCMG can provide many different types of reports for VITA, VITA customer segments (state, local, K-12, or higher education) individual VITA customers on a quarterly basis. These reports may have a very detailed format such as when the order was placed, purchase order number, sales order number, shipment date, manufacturer part number, product description, quantity, unit price, extended price, |

| | | | bill to and ship to information, order shipment status, etc.<br><br>PCMG provides similar reporting on several of our large federal IDIQ contracts as well as many of our state and local contracts. The information provided is pulled directly from our business systems. This integration of systems ensures that our quotes match our orders; that our invoices match customer purchase orders and packing slips; and that shipping information is accurate.<br><br>Examples of reports that PCMG can provide VITA are included in PCMG's Appendix G1. |
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| 2. | Does your proposed solution maintain an electronic service log that is available to Authorized Users? If so, please provide details and examples. | F | As a reseller of Brand Name Manufacturer products, PCMG does not always provide maintenance and warranty support directly through our technical support staff.<br><br>While we do customize maintenance programs for our customers and aggregate their maintenance calls, many of our customers prefer to have Manufacturer provided maintenance programs.<br><br>In cases where customers are calling the Manufacturer's support number direct, service logs would be maintained by the Manufacturer and not PCMG.<br><br>PCMG's Technical Support team will assist VITA customers by coordinating with manufacturers to provide detailed information for all service and/or repairs as required. In cases where PCMG is providing the support, we will be able to set up a service log set up with parameters set by VITA. |
| 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 | PCMG has the capability to provide other reports as needed to VITA authorized users. PCMG will be able to provide reporting based on granular product and end-user information and can provide reporting based on sales by product category, sales by customer |

| | | | segment, total savings report by comparing list price to VITA sales price, and any other reports which VITA requests in addition to the standard sales report.<br><br> PCMG can also create sales report charts based on these standard reports which for example will better show VITA what areas are being most utilized under the contract from the product category sales report.<br><br>Examples of the report charts PCMG can provide for VITA are included in the Appendices section. |

### E. Account Management

| | Requirements | A | B |
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| 1. | Does your solution provide personnel to manage the resulting contract throughout its entirety? | Y | PCMG will have a dedicated Account Team in place to support all VITA customers.<br><br>Our sales managers, account executives, and product specialists will respond to customer inquiries, provide guidance, and ensure overall customer satisfaction by monitoring the accurate fulfillment of orders.<br><br>We realize that quality service to our customers requires excellence from the early stages of a program through fulfillment of orders. |
| 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 | PCMG, as the contract holder, would provide the following marketing in support of this contract:<br><br>Contract Launch Announcement Webinar Conference - Upon award of the contract, PCMG can set up a Contract Launch Webinar and invite all eligible VITA contract users to attend via Conference Call/Webinar. The objective of the call would be to inform and educate Users of the award, the products and the important points of contact.<br><br>KNOWLEDGE IS POWER CAMPAIGN |

| | | | | 1. "Making an Informed Decision: A Program Information Tool Kit from PCMG" - A comprehensive program/product information guide to promote an informed purchase decision. This kit would include:<br>- Description of the contract and the products awarded as well as the manufacturers included<br>- Why the VITA contract benefits their organizations over other procurement options<br>- Information on placing orders in accordance with the required process<br><br>2. Knowledge eNewsletter - Contract specific email marketing, with double opt-in from subscribers, will be done on behalf of and with the explicit approval of VITA on a regular schedule to communicate product updates, contract information as well as upcoming events.<br><br>These electronic broadcasts will serve as a strong element of awareness and information dissemination for the contract.<br><br>3. Quarterly Product/Application Brown Bag Webinars." Promoted via e-newsletter and on our website, these sessions would be hosted by PCMG and designed to be a real world "in the classroom" instructional session on using specific contract products in the VITA customers' environments. The intent of these sessions would be to offer methods for integrating the technology into the organization. Subject matter experts from the hardware manufacturers, the educational community, State & Local Associations/Agencies or |
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| | | | | industry would be presenting the material in an on-line conference/distance learning setting. Further, presentation/materials would be provided to VITA for posting, should it be desired, for your website.<br><br>4.  New Product Introduction Events: "VIRTUAL UPDATES" PCMG and our Manufacturer VITA contracted partners would join together to set up online conference sessions for the VITA contract users to be introduced to new products as they are announced. Additionally, PCMG would partner with VITA to structure an early order/new product promotion to customers who participate in these sessions, if desired.<br><br>5.  Participation in regional IT shows and events:  Tabletop and IT showcase events will be coordinated in select locations. PCMG will participate in shows and events, as available, to promote the contract, and our partnership with VITA.  This activity will be closely coordinated with VITA marketing personnel to ensure accuracy and legalities.<br><br>6.  Contract Landing Page - A unique VITA Contract landing page will be available on both the VITA site if desired and PCMG websites upon contract award and will feature contract information, ordering instructions, and a "what's new" section to announce new product introductions. Additionally, this contract portal will also display an upcoming events section to communicate |

| | | | | shows in which PCMG will be participating, our Quarterly Brown Bag Product Webinars, and Virtual Updates Technology Refresher Information sessions. |
| | | | | In summary, PCMG is prepared to use its proven expertise to promote the contract to all eligible VITA users during the life of the contract. Our approach will incorporate strategic and tactical elements to ensure broad awareness of the contract as well as ongoing promotion of products. |