

RFP 2021-10
Exhibit A
Requirements

Instructions

Suppliers are to indicate their capability of fulfilling each specific requirement. Each Supplier's responses will be reviewed and compared across Suppliers within each section in order to determine the best solution for the Commonwealth.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of Solution by the Supplier. To respond to each requirement, Supplier is asked to enter, 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 three 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 three months from the date of the proposal.

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	General	A	B
1.1	<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/ If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.</p>	Y	Daly's solution complies with the current COV ITRM Policies and Standards. Daly has reviewed and understand the Commonwealth of Virginia Information Security Program that provides the framework and practices for Agencies to use in securing their information.
1.2	<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/vitavirginiagov/it-governance/docs/COV_Adopted_Standards.xlsx If not, please explain.</p>	Y	Daly's current interfaces to Commonwealth systems comply with applicable Commonwealth Data Standards as specified. Daly's eVA punchout services and interface have been approved by VITA and operational for many years.
1.3	<p>Does your Solution include personnel with working knowledge of the rules and regulations regarding the Federal E-Rate program? If yes, please explain.</p>	Y	Daly's management and key staff members to include its VP of Sales, Director of Operations and Sales Managers are very familiar with the rules and regulations of the Federal E-Rate program. Daly's Director of Operations and VP of Sales have received E-Rate compliance training and have been working with E-Rate transactions for many years. We understand the eligibility requirements of E-Rate funding as well as the significances and the requirements governing the various E-Rate forms, i.e. Form 470 (Services Requested and Certification Form), Form 471 (Services Ordered and Certification Form), Form 472 (BEAR Form), and Form 474 (Service Provider Invoice Form), etc. A sample copy of a USAC Funding Commitment Decision Letter to Daly is shown in Exhibit 1.
1.4	<p>Does your Solution include a valid SPIN number (<i>Service Provider Identification Number</i>)? If yes, please provide number.</p>	Y	Daly's SPIN number is 143005121. This number is shown in the USAC Funding Commitment Decision Letter to Daly in Exhibit 1.
1.5	<p>Does your Solution include a valid SPI (<i>Service Provider Invoice</i>)? If yes, please provide.</p>	Y	A sample copy of a Daly SPI Form 474 is also shown in Exhibit 1.

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	General	A	B
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	Daly has been an IT contractor in the Commonwealth of Virginia with VITA and a variety of local governments and educational institutions (both K-12 and higher education) for over 25 years. Daly has worked with and currently has numerous K-12 school districts as customers in the Commonwealth. The list includes: Stafford County Public Schools, Prince William County Public Schools, Loudoun County Public Schools, Richmond City Public Schools School District, Chesterfield County Public Schools, Chesapeake Public Schools, Fairfax County Public Schools, Rockingham County Public Schools, Montgomery County Public Schools, Roanoke County Public Schools, etc. The complete list spans across the Commonwealth. Please note that similarly in this capacity, Daly has also worked with most if not all of the Commonwealth of Virginia public sector entities, i.e. VITA executive branch and non-executive branch agencies; Virginia VHEPC (also known as VASCUUP) and VCCS institutions, county governments, local governments, and cities.
1.7	Does your Solution include a complete manufacturer's catalog, including all network products and related services? If yes, please provide detail on how this will be accomplished.	Y	Daly's Solution includes the complete product catalog of each manufacturer proposed in Appendix C. The complete product catalog can be found online at the URLs provided in Appendix C and in Daly's ecommerce site located at www.daly.com . The catalog includes all the network hardware products and related services from each of the proposed manufacturers. The catalog contains thousands of line items from these manufacturers. Daly's ecommerce is powered by CNET, one of the world's largest technology information clearing house used by all the major IT manufacturers and their authorized distributors in the industry. The product information stored in the ecommerce site is updated in near real time or as often as needed by the manufacturers and/or their authorized distributors. Daly has used CNET as its backoffice ecommerce engine for over 16 years and is confident that it can provide VITA, this contract, and the Commonwealth of Virginia public bodies with all the products and related services from each of the manufacturers proposed. Daly's ecommerce engine also allows Daly to upload custom product catalogs from any manufacturers. For this contract, Daly will hard code the discounts proposed for VITA into the VITA contract price profile resulting in contract users having access to the correct VITA discounts. Daly's CNET ecommerce site is eVA punch-out ready.

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	General	A	B
1.8	Does your Solution have the capability of providing network products and related services to all public bodies in the entire Commonwealth? If yes, please provide detail on how this will be accomplished?	Y	Daly has the technical expertise, the resources, the project management capability as well as the experience and the technical infrastructure to provide network products and related services to all public bodies within the Commonwealth of Virginia. Daly has been providing network products and related services statewide for many years. As the prime contractor, Daly certifies that it is responsible for all of its deliverables and is committed to utilizing and dispatching its technical and service resources to fulfill all the requirements of the contract statewide. Daly is currently providing such services statewide under its many VITA, VHEPC, local governments, and K-12 school district contracts. Daly has teams of technical and services personnel supporting the far eastern region of Virginia (Tidewater area) as well as the central and northern regions of the state. This pool of resources is also used to cover regions in the far western parts of the state as well. In addition to utilizing its available technical resources, when appropriate and as needed, Daly will utilize the technical resources from its manufacturer partners and qualified subcontractors. Some examples of accounts where Daly is providing network products and related services are: Virginia Tech, University of Virginia, City of Richmond, Surry County, Virginia State University, Virginia State University, Norfolk State University, Stafford County Public Schools, and Fauquier County Public Schools.
1.9	Does your Solution include the use of subcontractors or alliances? If yes, please describe the type of work that will be performed by them.	Y	<p>Daly will use qualified subcontractors and manufacturer engineers/subject matter experts when appropriate and as needed. For large network projects that involve cabling, Daly will use qualified cabling subcontractors. For complex network projects that require the manufacturer's engineers, Daly will engage the manufacturers. Regardless, please note that as the prime contractor, Daly certifies that it will be responsible for all project deliverables.</p> <p>Daly currently has identified two Virginia certified SWAM as subcontractors to help enhance its network solution offerings. The Virginia SWAM companies are RAM Consulting Corp. and James River Communications. Additional subcontractor is also identified and listed in Appendix B, the Supplier Procurement and Subcontracting Plan. When needed and appropriate in the future, with the permission of VITA, Daly will add more qualified subcontractors to augment its technical capability.</p>
1.10	Does your Solution include a punch-out catalog website? VITA encourages Suppliers to develop a catalog website that interfaces with eVA. Refer to: https://eva.virginia.gov/pages/eva-catalog-creation.htm Please provide either screen shots or a link to serve as an example.	Y	<p>Daly Computers currently already maintains several punch-out catalogs for its current VITA contracts. Should Daly be awarded a contract under this solicitation, it will provide a catalog website that interfaces with eVA for this contract.</p> <p>Sample screen shot of Daly's current VITA eVA punch-out catalog is shown in Exhibit 2.</p>

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	General	A	B
1.11	Does your organization currently interface, via a punch out to your application, with existing customer e-procurement portals similar to the Commonwealth's eVA portal solution?	Y	Daly's ERP system has been interfacing with various customers' e-procurement portals for many years. As an example, Daly Computers is currently receiving electronic purchase orders directly into its ERP system from University of Virginia's Marketplace e-procurement system via CXML protocol. The interface also allows Daly to submit e-invoices via CXML to UVA's Marketplace e-procurement system. Considerable programming development effort was spent to create this capability years ago. Similarly, transaction processes are also in place with Virginia Tech's Hokiemarkart. Daly will most certainly be able to program and interface its ERP application system with an authorized Virginia customer's e-procurement portal, i.e. to receive and send POs, invoices, and other transactions electronically via CXML. In addition to having the above CXML transaction capability in place, Daly is currently already providing Virginia government and education customers XML punch-out capability to its online ecommerce catalog.
1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Y	Daly has been providing product incentives, credits and rebate programs to its public sector customers for over 20 years. Working closely with the manufacturers proposed, Daly will provide the Commonwealth with a variety of such programs. Incentive Programs: Incentive programs may include offering additional significant discounts above and beyond the proposed contract price. This type of incentive programs are often crafted when the volume of the purchase or the requirements of the purchase are known ahead of time. Trade In / Upgrade Credit Programs: Customer's legacy equipment and products may be eligible for trade in credits that may be applied towards new equipment purchases. Some of the legacy equipment may also qualify for free upgrade credits earned from the purchases of new equipment. Trade in and upgrade eligibility are assessed on a case by case basis. Rebate Programs: Some models of new network equipment may qualify for manufacturer rebates. These rebates are either available directly to the customers or available through Daly. When such programs are available, Daly will proactively let the customers know of such programs.
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Y	Daly will offer volume-tiered discounts to all authorized users of this contract. Please see the Product Discounts tab in Appendix C. Volume tiered discounts will vary from manufacturer to manufacturer. Volume-tiered discounts above and beyond what is offered in the price proposal may also be available but they will need to be determined on a case by case basis. Additional discounts in addition to what is proposed in Appendix C may be available, based on different factors, i.e. an agency's equipment standardization strategy, future volume estimation, supply chain conditions, availability of certain marketing campaigns, etc. Daly's sales and account management team will inform the customers of such additional discount programs. Please note that Daly has a history of consistently been able to offer additional volume discounts to its government and educational customers in the Commonwealth when the volume and opportunity details were both significant and clearly defined.

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	General	A	B
1.14	Does your Solution provide any additional related services that would be an added value to the Commonwealth? If so, please explain and provide details.	Y	<p>Daly provides a wealth of additional related services that can be of great added value to the Commonwealth of Virginia government and educational institutions. Daly has learned from experience that value added services are most effective and appreciated when they are customized to the customer's exact specifications. For that reason, Daly's account managers, subject matter experts, technical and project managers will work closely with the customers to design services and solutions that can produce meaningful results and real value. Some of the added value services that Daly routinely provide its customers are: design, architect, and configure network solutions based on a variety of network platforms to include equipment from different manufacturers; customize, install and integrate multi-vendor network hardware and software with the customer's legacy equipment and the new equipment delivered; custom configurations and design of network solutions from the core of the network in the data center to the edge of the network at remote locations; provide complete wireless and wired network assessment to include heat map generation; provide network managed services solutions and related services either on premise or remotely; provide customized onsite deployment and project management services; design and configure virtual and or non-virtual network solutions and services; provide full scale asset management to include custom bar coding and asset tagging of network equipment; provide network equipment and technology prototyping, testing, and simulations; develop proof of concept white paper and live demonstration prior to production implementation; provide onsite application installation and management; provide data center and network system administration; provide customized quality checks and diagnostic testing of equipment to the customer's specifications; provide custom configurations, staging, warehousing and delivery / installation schedule; provide emergency installation and integration services; provide customized packaging, delivery and shipping to include emergency overnight deliveries; provide training services for administrators, technical personnel, executives, and staff users as needed; availability of 7x24 technical support, help desk and call center services; provide statewide onsite service coverage and product maintenance based on customer specific SLAs; provide customized service level agreements; provide staff and technical resource augmentation programs; provide custom technology solution center and test lab; and provide documentation of procedures and processes.</p>

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	General	A	B
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Y	Daly has in place experienced and dedicated teams of account managers to service and support the Commonwealth of Virginia statewide. Dedicated customer/field focused account managers and inside sales reps are assigned to service and support the entire Commonwealth. The field based account manager located in Roanoke covers the areas from western Virginia, through Danville and up to the Harrisonburg area. The account manager located in the Richmond area covers Richmond up through Charlottesville, down through Mecklenburg County and over to parts of the Tidewater area. The Northern Virginia based account manager covers the region spanning from Fairfax County, Loudoun County over to Shenandoah, down to Rockingham County, Spotsylvania County, Essex and Lancaster Counties. The account manager located in Chesapeake covers the Tidewater region to include north of Williamsburg. To complement the field focused account managers, a dedicated team of inside sales reps located at Daly's headquarters will provide the day to day inside sales support needed to address and respond to all sales and related service needs of Virginia customers. In addition to the above dedicated resources, Daly has teams of network subject matter experts, project managers, marketing personnel, engineers / architects, and technical personnel to service and support the Commonwealth.
1.16	Will your organization market and promote any resulting contract to schools, universities, local and non-Executive Branch state agencies? If yes, please provide details.	Y	Daly has in place the marketing programs and resources to promote this contract to schools, universities, local governments, and non-Executive Branch state agencies statewide. Daly maintains a dedicated in house Marketing Organization and believes that it has one of the strongest and most proactive marketing programs in the Commonwealth. For the past 25 plus years, Daly's marketing program has actively reached out to all sectors of the Virginia state / local governments, educational institutions, non-Executive branch and Executive branch state agencies. Daly's marketing goals are: promote the contract, its offerings, its values and its advantages to all entities eligible to use the contract; educate the customer base on the contract details, the usage of the contract, and how the contract can be utilized to obtain the needed services and solutions; educate customers on the benefits of the various services and solutions proposed; advertise customized solutions to the customer's specific needs; endeavor to make this contract the most used contract vehicle in the Commonwealth for the products, technologies, and solutions proposed; and put Daly in the leadership position in terms of contract buys and usages. In addition to participating in most of the Virginia government and education technology shows and events that are held annually, Daly continues to proactively host its own technology shows and events several times a year in different parts of the Commonwealth. Due to the COVID-19, Daly's in person marketing events were placed on hold in 2020. However, Daly did host its first virtual technology showcase in 2020. Starting in the fall of 2021, Daly plan to reintroduce its in person marketing event, SLEDTech to Virginia government and education customers statewide.

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	General	A	B
1.17	Does your Solution include any additional marketing services that would be an added value to the Commonwealth? If yes, please provide details.	Y	Daly provides a variety of marketing services that may be of added value to the Commonwealth and this contract. These services include but are not limited to the following: attend, support, and help sponsor Commonwealth's marketing events and campaigns; Daly is opened to participating in any marketing ideas that the Commonwealth government and education entities may propose; promote the contract outside the Commonwealth to other public sector entities; provide Commonwealth customers with specific web designs and content for their promotion and marketing events. (Daly's marketing team has the resources to provide this type of services); provide speakers / speaking resources for Commonwealth sponsored events. (Daly's technical personnel or its manufacturer partners can provide such resources); publish and promote best practices and success stories. (Daly stands ready to promote success stories at different government or industry events both within the Commonwealth and nationwide); provide marketing materials (literatures and or fun marketing items) for state sponsored events. (Daly has a long history of making marketing events lively and fun through the usage of various creative marketing materials and techniques); provide sponsorship support for state events to promote the contract. (Daly actively helps sponsor many of its public sector customers' events); and provide marketing leadership personnel to attend state sponsored technology advisory type events. Daly's sales, marketing, and management teams are opened to the Commonwealth's ideas and thought leadership in terms of what is added value to the Commonwealth from a marketing standpoint.

Daly Computers

	General	A	B
1.18	Does your Solution include a customer support program for the duration of any resulting contract? If yes, please describe your organization's ability to keep users informed of new products, changes in technology and other related market information.	Y	<p>Daly Computers has in place a proactive, mature, and comprehensive customer support program. For over 25 years, Daly has been working with the Commonwealth of Virginia government and educational institutions in proactively providing information for its customers on new products, changes in technology, and many other market related information. This has been a hallmark of Daly's value proposition. A combination of different approaches is used throughout the year to achieve the desired results. The outreach methods and approaches include the following combination of activities: 1) Throughout the year, Daly's field account managers, specialists and project managers will visit customers statewide disseminating vital product information, technology trends, best business practices, and future technology roadmaps; 2) Daly's inside sales reps along with Daly's marketing personnel call on customers throughout the year and on a daily basis disseminating important product change information. Because Daly maintains its own in-house telemarketing team, it can be very flexible in its outreach approach; 3) Technology seminars, briefings, and technology roadmap presentations are conducted throughout the year at different customer sites or at strategically located off site locations; 4) Daly's web site connects users to different current industry trends and technologies; 5) Daly's ecommerce engine has a multitude of features that provide a variety of technology information as well as allow customers to compare product specifications from different manufacturers; 6) Mailers and email notices are sent out throughout the year informing customers of different product information, news, and trends; 7) Daly actively works with its manufacturer partners throughout the year to educate our customer base via technology events, seminars and or webinars; and 8) Daly's account and project management teams actively direct customers to visit our manufacturer partners' websites for additional product / technology information and trends. The most important element is that Daly's sales, marketing, technical, and management personnel will work closely with customers to design and craft support programs that to meet the customer's specific requirements. This is important from the perspective that each customer may have its own unique way to absorbing, managing, understanding, and disseminating information to meet its specific needs.</p>

Daly Computers

	General	A	B
1.19	<p>Does your Solution or any of your subcontractors' components include any Kaspersky-branded products? See definition below. If yes, please describe. <i>"Kaspersky-branded products" means information security products, solutions, and services supplied, directly or indirectly, by AO Kaspersky Lab or any of its predecessors, successors, parents, subsidiaries, or affiliates, including Kaspersky Lab North America, Kaspersky Lab, Inc., and Kaspersky Government Security Solutions, Inc. (collectively, "Kaspersky"), including those identified below:</i></p> <p><i>Kaspersky-branded products currently known to DHS are: Kaspersky Anti- Virus; Kaspersky Internet Security; Kaspersky Total Security; Kaspersky Small Office Security; Kaspersky Anti Targeted Attack; Kaspersky Endpoint Security; Kaspersky Cloud Security (Enterprise); Kaspersky Cybersecurity Services; Kaspersky Private Security Network; and Kaspersky Embedded Systems Security.</i></p>	N	<p>Daly's proposed solution does not include any of the Kaspersky branded products. Additionally, Daly makes sure that its subcontractors' solutions also do not include any of the Kaspersky branded products.</p>

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	General	A	B
1.20	<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/vitavirginiagov/it-governance/psgs/domain-amp-topic-reports/pdf/ETAITAccessibilityTopicReportGOV103.pdf</p> <p>(Refer to https://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 can be accessed at the following URL: https://www.section508.gov/sell/vpat</p> <p>If no, does your Solution provide alternate accessibility functionality? Please describe.</p>	Y	<p>Daly's proposed solutions comply with the Section 508 standards of electronic and information technology accessibility. All the manufacturers proposed (HPE, Extreme, CommScope, Cisco, Palo Alto, etc.) are industry leading global companies that are 508 compliant where appropriate and as required. Daly's account managers and technical personnel will work closely with customers to ensure that the desired and required Section 508 compliant technologies are available.</p> <p>For the past several years, Daly has diligently worked with its web development team to maintain a 508 compliant web site. A Daly web site VPAT report is provided in Exhibit 3. The report provides a detail analysis of the statuses of the various functionalities on the web site. Note that many areas in the report where it states not supported only means that those functions do not apply to our web site.</p>

Daly Computers

Ordering & Reports		A	B
2.1	Will your organization respond to an order request within one (1) business day? Please provide detail on how this will be accomplished.	Y	Daly will respond to order requests within one (1) business day. Daly's dedicated Virginia sales team monitors all incoming orders meticulously. All orders received are immediately responded to, reviewed, acknowledged, and processed. Similarly, Daly's dedicated inside sales team closely monitors all customer quote requests. The sales personnel have real time online access to all the proposed manufacturers' products and related services. At the center of Daly's order processing tool is its ERP system which is an enterprise class quoting, order processing, CRM, inventory, and accounting system. The system is Dynamics AX from Microsoft. Using this powerful tool, Daly's sales personnel are able to quickly access customer information and the needed products to process the required quote and or order requests. Most product orders and quote requests are processed and turned around within a hour. Daly's sales team maintains a stringent set of performance metrics. Every morning, the sales team and the management personnel receive automated reports generated directly from its ERP system showing all orders and quotes processed the day before. These reports provide the Daly management team a "paper trail" for performance assessments and other quality control check points.
2.2	Does your Solution include shipment of all "in-stock" hardware, not requiring configuration or installation, within 48 hours of receiving an order? If yes, please explain.	Y	All "in-stock" hardware not requiring configuration or installation will be shipped within 48 hours of the orders being received. Typically, these types of orders are processed and shipped the same day if the orders are received by 2 to 3 pm. For "in-stock" orders that are received after hours, Daly may still be able to expedite shipments for next day delivery as Daly maintains its own fleet of delivery trucks. Overnight drop shipments of "in-stock" items to the customer sites are also available directly from the manufacturer authorized distributors. These manufacturer authorized distributors are some of the largest companies in the nation and maintains warehouses both in the east and west coast. As such, Daly always has the option to ship products out of the west coast warehouses up to 7pm EST. As part of its continuous performance and quality control processes, all orders received by Daly are time stamped and meticulously recorded in its order processing system within the company's ERP system.

Daly Computers

	Ordering & Reports	A	B
2.3	Does your Solution include an in-house order tracking system that can be accessed by a customer? If yes, please provide details.	Y	Daly has an in-house order tracking system where authorized customers can log in anytime to track the statuses of their orders. Using Daly's Customer Portal, customers can login onto a Reporting Portal to view the status of their orders. The customer will be able to see if their order has been received and processed, when it was shipped, the method of shipment, as well as the invoices related to the order. Customers will be able to search for their orders or invoices using their Purchase Order numbers provided to Daly. Once an order has been placed with Daly, an automated email confirmation can also be sent to the customer. On the Customer Portal, customers will have the ability to search on the following information: customer No, the customer PO #, customer reference #, Daly SO #, order date, and order status. A screen shot of this customer portal is shown in Exhibit 4. Customers can always track their orders via other methods to include: 1) receiving an order status email from Daly's order status team or 2) receive status update reports from Daly's account managers or project managers. Typically for complex network orders with installation and training services, a series of daily and or weekly order status reports will be sent to the customers. <i>An example of an order status report for a school district is shown in Exhibit 5.</i>
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	N	Having worked with the Commonwealth of Virginia government agencies and public sector institutions for many years, Daly understands that at times, customers simply need to return orders that have been properly filled to the customers' exact specifications. In those instances, Daly will diligently work with the customers to have the purchased product(s) returned with no restocking fee provided that the products are in good/relatively new condition and that all product documentation and packaging materials are in place. Daly's ability to accept properly filled working products is quite often limited by the product return policy of its manufacturer partners and/or their supply chain distributors. Nevertheless, Daly has a long track record of allowing customers to return properly filled products within 30 days of purchase with no restocking fee. Note that customers absolutely have the right to return products that are either defective and/or not properly filled to specifications. In those cases, Daly will cover all transportation costs for the returns and the replacements of the correct products with no fees to the customers.

Daly Computers

Ordering & Reports		A	B
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	Customers have several options to resolve ordering/billing disputes. They are: 1) Simply call or email the account manager and/or the inside sales rep to initiate the resolution; 2) Depending on the issue at hand, call or email the sales manager, operations manager, the technical services manager, and/or the project manager to resolve the issue; and 3) Go to Daly's customer portal at www.services.daly.com/rma to initiate a product RMA. Please note that Daly's track record shows that there is seldom a real dispute that needs to be escalated for resolution as Daly is extremely reasonable and accomodating in its working relationships with its customers. Daly's focus is to resolve issues as quickly as possible in the friendliest and most professional manner.
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	Daly's solution provides customers with a variety of reports related to the equipment ordered. Daly's operational and sales teams routinely generate these types of reports for customers on products ordered. Daly's ERP system is an enterprise class application that meticulously tracks and manages Daly's customer information, customer quotes, customer purchases, invoicing, inventory, sales history, accounts receivables, accounts payable, etc. The ERP system meticulously records and tracks all orders placed by its customers and tracks all products shipped to all of its customers. Pertinent customer sales information includes but not limited to the following: equipment and their model numbers, unit prices, serial numbers if any, associated accessories sold / delivered, quantities of the products shipped, equipment warranty information, any services provided, customer PO numbers, buying agencies and their information, delivered locations and contact persons, dates shipped, Daly's invoice numbers, etc. Some sample reports showing details of equipment ordered are shown in Exhibit 6. All information is available in both hard copy and or electronic format via email or online access. Daly currently submits most of the information described above in its eVA monthly report to VITA. VITA is welcome to request all and any of the information described above. Please note that Daly routinely generates custom reports based on customer's exact specifications and requests.

Daly Computers

	Ordering & Reports	A	B
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	Daly's solution provides reports detailing where the equipment has been installed. For equipment that has been installed by Daly, Daly will most certainly be able to provide customers with detailed reports on the installation locations as well as the services provided. Reports will include not only all the pertinent information related to the orders but will also include information pertaining to the customer(s) who signed off on the installation, the time and date of the equipment delivery and sign offs, and finally a description of the work performed. Custom reports can be created to meet the requestor's exact specifications. For equipment that was delivered but not installed by Daly, Daly can work with the customer to determine where the equipment was finally installed. This situation occurs when customers have the equipment delivered to a central location and then have the installation performed by another party at another time and location. This practice is quote common among state agencies. Please note that it is standard practice at Daly to receive customer sign offs for product deliveries and installations. This record is carefully maintained and archived. Sample reports detailing where the equipment has been installed are shown in Exhibit 7.

Daly Computers

	Ordering & Reports	A	B
2.8	Does your Solution include any additional inventory management reports that would be an added value to the Commonwealth? If yes, please provide details.	Y	<p>Daly's solution provides its government and education customers with a variety of inventory management reports that may be of added value to the Commonwealth. These reports containing information that is routinely used by our government customers for inventory/asset management purposes. The reports include: product models, customer names, product description, buyer names, contact persons, serial numbers, quantity purchased, contact information, unit price, customer PO #, MSRP price, PO date, services delivered, Daly Invoice #, service history, product date delivered, etc.</p> <p>A sample inventory/asset management report is shown in Exhibit 8. In addition to providing the information noted above, Daly can also provide a variety of inventory / asset management related services. These services include the following: help track and archive the inventory / asset information in hard copy and electronic format; produce custom bar codes with unique serial numbers or customer specified information. The bar codes are then affixed to the customer's assets. The assets may or may not be equipment purchased from Daly; provide customers with onsite inventory management site survey. Asset management site surveys can be performed on all customer assets regardless whether they are purchased from Daly or not; provide complete documentation of the onsite site survey results in both hard copy and electronic format; and site survey results can also be entered directly into customer's asset management database. The inventory/asset management services noted can be customized to the customer's exact specifications.</p>
2.9	Does your Solution include any invoice/purchase order reports regarding Item 21, in the Universal Service Administrative Company (USAC) template? If yes, please explain.	Y	<p>Daly's solution include providing education customers invoice/purchase order reports that contain information required in Item 21 of the USAC Form 471. Daly is very familiar with the content of Item 21 of Form 471. Item 21 information includes product or service description, quantities, unit costs, pre-discount costs, and location information. These are all information meticulously captured and recorded as part of Daly's normal customer invoice/purchase order processing procedure. In fact, the process starts during the initial customer quoting process. A sample copy of a Daly customer invoice is shown in Exhibit 9 for your review. All information shown in the invoice can be captured and presented in a customer report. In its invoice/purchase order reports, Daly can also include many other order related information. All reports are available in electronic and/or hard copies.</p>

Daly Computers

	Ordering & Reports	A	B
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	Daly's solution include generating reports for its customers that contain its SPIN number and other informaiton in the SPI (Service Provider Invoice) Form 474. Daly can quickly and accurately generate such reports as all the required data points are meticulously captured in its ERP system.

Daly Computers

	Design, Plan, Install, and Configuration	A	B
3.1	Can your organization work around various school schedules to avoid impacting classroom or busy office times? Please explain.	Y	Daly has been working in school environments for over 30 years. We absolutely understand the importance of not being disruptive to classroom and office schedules/environments. Daly's technical, project, and deployment personnel are trained to be flexible and are always working with schools around their schedules. It is not unusual for Daly's technical personnel to work after hours, after schools are let out, or during designated approved times. For some complex projects, Daly's engineers have worked overnight during approved maintenance hours to ensure that school schedules are not disrupted.
3.2	Can your organization commit to 8 hour work days starting at the end of a school day but not charging after normal business hour rates. (e.g. working from approximately 3pm to 11pm) If yes, please explain.	Y	Daly's technical, project, and deployment personnel work after hours regularly to make sure that school activities are not disrupted. Daly will commit to 8 hour work days starting at the end of a school day and not charge after normal business hour rates. Quite often, Daly's field teams can't even begin work until after 4pm or 5pm and in those cases, they will work until midnight (and not charge after normal business hour rates) or as long as needed, all with the permission of the school of course. These types of after hour work require close collaboration with the individual schools and their technical personnel.
3.3	Does your Solution include in house resources that can analyze an existing school's network in order to plan, design and configure a high-density, reliable wireless and wired network? If yes, please explain.	Y	Daly has experienced network / system engineers and architects on staff to perform a variety of site surveys, assessments, and analysis of a school's network. Sample resumes of these technical resources are shown in Exhibit 10. Additionally, Daly's technical and engineering personnel have the tools needed to properly conduct the site surveys, perform the assessments, and obtain the needed network performance data points. Some of the tools that Daly uses are: Ekahau (wireless heat map generation), Airwave (wireless network assessment and management), Spiceworks (network monitor and asset management), Solarwinds (network monitor, analyzer, and mapper), and HP System Insight Manager are just some of the tools that Daly's engineers use. Many of these tools have overlapping capabilities and are used selectively based on the actual environmental requirements. After conducting a thorough analysis and assessment of the school's network and related physical environments, Daly's engineers and architects would then have the needed data points to arrive at an optimal network design for a high-density, reliable wireless and wired network. Additionally, as appropriate, with the permission of the customers, Daly's engineering staff can also assess the customer's knowledge base and ability to support the technologies and solutions under consideration.

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	Design, Plan, Install, and Configuration	A	B
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	<p>Daly believes that it has one of the strongest wireless network team and practices in the region. Daly has designed, architected, planned, configured, installed and successfully deployed large complex enterprise class wireless networks in many of the region's college campuses, K-12 school districts, public libraries, cities, and government facilities, involving thousands of indoor and outdoor wireless access points and the backend management controllers. Similarly, Daly's engineers have designed and installed a variety of high-capacity wired network from the core in the data center to the edge (MDF/IDF). The entire process is very methodical and adheres to industry best practices as well as the many steps that Daly has developed over the years. Some of the key components are as follows:</p> <ol style="list-style-type: none"> 1. Work closely with the customers to clearly define the specifications, requirements and expectations of the wired and wireless network. 2. For wireless network, conduct detailed site surveys and generate accurate wireless heat maps on all the locations requiring WiFi. A good heat map is key to determine the optimal locations to place the wireless access points. 3. Make sure the most suitable technologies and designs are used, i.e. types of wireless APs with the right types of antennas, redundant controller design with fail over features, built in security and network access controls, seamless mesh design where needed, etc. 4. For a wired network, when appropriate, conduct detailed site surveys from the core to the edge of the network. Extensive network assessments and customer interviews may be needed to determine the actual requirements. Information impacting the design include understanding the applications on the network, VLAN requirements, types of traffic on the network, QoS requirements, security, fail over requirements, etc. 5. Similar to the wireless network, determine the most suitable technologies, which typically may be the legacy brand based on customer's familiarity and confidence in that brand. New technologies may be introduced as appropriate. 6. Produce a comprehensive statement of work that are properly reviewed and approved by the customer. The SOW should clearly spell out the project/customer's objectives, schedule, and priorities. The SOW should also clearly spell out Daly's and the customer's responsibilities. 7. Produce a detailed project management and deployment plan that are properly

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3.5	Does your Solution include technicians that can physically mount and install network hardware, including access points and switches? If yes, please explain and list how many field technicians that support installations.	Y	<p>Daly's maintains many experienced technical personnel on staff. They are trained on mounting and installing network hardware to include wireless access points, network switches, and other related hardware products / peripherals / appliances. The actual mounting and installation of the access points and ethernet edge switches are relatively easy and do not require a high level of technical skill sets. However, the monting and installation processes do require a vast amount of experience and know how in terms of understanding industry best practices, cabling codes/regulations, safety practices, and the various types of physical environments, i.e. dry walls, concrete walls, drop ceilings, power poles, light poles, building outer surfaces, etc. In many indoor and outdoor jobs with high reaches, the operation of lifts may also be required. Daly also understands that the work environments may vary greatly. The installation work may be in classrooms, hallways, MDF/IDFs, data centers, large conference rooms, lecture halls, auditoriums, gymnasium, parking lots, stadiums, building outside surfaces, light poles, and other outdoor structures. Daly's installation personnel have experience in all these environments. The installation personnel will always be supervised by a project manager or team lead to ensure that all tasks are performed to specifications and that all information related to the devices being mounted or installed are properly recorded and documented.</p> <p>Daly has been providing network equipment mounting and installation services for over 25 years. Daly currently has over 80 technicians of different skill levels to perform various types of installation services. During the summer months when installation activities tend to increase as schools prefer to deploy technologies in the summer months, Daly will bring onboard additional technical personnel to augment its installation resources. Daly has a comprehensive project installation program. All installation processes and procedures will be clearly defined and documented prior to deployments to ensure projects are executed to specifications and quality controls are in place. All risk mitigation steps will also be pre-planned and accounted for. All installation personnel will have been properly trained and they will be managed by experienced project managers, engineers and other management personnel as required by the project scope.</p>

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	Design, Plan, Install, and Configuration	A	B
3.6	Does your Solution include technicians that can test/validate that a hardware deployment meets network coverage and performance requirements? If yes, please explain.	Y	As part of its implementation and quality control process, Daly's engineering team will validate and perform bench mark and coverage test to ensure that the wired or wireless technologies installed are functioning as specified (and expected). For wireless network, performance test is conducted using multiple wireless devices for throughput range tests, band spectrum testing using Ekahau and other industry tools, as well as assessing and monitoring the performance of the wireless environment by load testing with mobile devices. All tests will be judged based off of benchmarks set by industry standards, the equipment manufacturer's specifications and the customer's specifications and requirements. All solutions delivered will be properly tested and validated for network coverage and performance requirements.
3.7	Does your Solution include documentation given to customers that includes all installed equipment, part numbers, quantities, serial numbers, and equipment naming? If yes, please explain.	Y	It is standard practice at Daly to give customers complete documentation of what has been delivered, deployed, and/or installed. Documentation information at a minimum will include information on the installed equipment, their part numbers, quantities, serial numbers, equipment name, and equipment delivered/installed locations. Sample documentation of a wireless network installation project with all the required information is shown in Exhibit 11. Documentation for a wireless installation project can be quite extensive and will include additional information such as the wireless heat maps, AP names, AP serial numbers, AP locations, AP IP addresses, etc.
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Y	Providing customers with training on the installed hardware is considered standard practice at Daly. Daly believes that a good knowledge transfer of the solution / technology installed can only enhance the technology utilization rates and the customer's return on their investments; this practice also ensures that the equipment is properly used and maintained.

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	Warranty, Service & Maint.	A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Y	The manufacturer products/equipment proposed have built in manufacturer warranty. Most will have software/firmware updates with no additional during the warranty period. If a product was purchased specifically without the manufacturer warranty, then there will most likely be a fee involved when a software update is needed. Daly's engineers, subject matter experts, and project managers will work closely with the customers to ensure that the desired warranty and software updates are provided.
4.2	During the warranty period, does your Solution include the replacement or repair of failed equipment at no additional cost to an authorized user? If yes, please explain.	Y	As the prime contractor, during the warranty period, Daly will replace or repair failed hardware at no additional cost to an authorized user. Daly has been providing such services to the Commonwealth for over 13 years under its existing network equipment contract. Please note that normal warranty coverage does not include failures due to vandalism and or misuse, i.e. water damage, improper power usage, power surge, physical abuse, etc. Should a product fail during the warranty period, the customer should simply call Daly's Help Desk and Call Center at (888) DALY-TEC or email Daly's Help Desk at HelpDesk@daly.com or initiate a service call via DALY's service web portal at https://www.autotask.net/ClientPortal/Login.aspx?ci=8411 to receive the required services. Upon receiving the call and diagnosing the problem, Daly will replace or repair the failed hardware within the terms of the warranty coverage. As the prime contractor, Daly will facilitate the manufacturer equipment repair or replacement process. Please also note that Daly is open to customizing equipment warranty programs above and beyond the manufacturer warranty terms to meet the customer's requirements.
4.3	Does your Solution include warranty replacement hardware and system software that is equal to or better than, and compatible with, the hardware and system software being replaced? If yes, please explain.	Y	The warranty for the replacement hardware and system software will be equal to or better than, and compatible with, the original hardware and system software being replaced. This is considered standard practice at Daly Computers. Any warranty replacement product is always of equal to or better quality than the original replaced product. Detail product warranty information and associated policies can be found online at each manufacturer's website. As the prime contractor, Daly will ensure that the warranty replacement policy is properly adhered to.

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	Warranty, Service & Maint.	A	B
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.		<p>Customers will be given and will have access to documentation describing how to receive a variety of technical support and services from Daly. They include the following:</p> <p>Customers can receive technical support via a toll free technical support hot line at (888) DALY-TECH, via email at ServiceDesk@daly.com or via its service portal at https://www.daly.com/service-portals/. Daly's account management team can be reached via the toll free line at (800) 955-DALY or via email at VASales@daly.com. Individual account managers, network engineers, subject matter experts, and technical support personnel can also be reached via their emails, cell phones, and text messages. Note that the technical support personnel includes teams of presales engineers and solutions architects.</p> <p>Daly's service desk is considered level 1 technical support. It is staffed by technical personnel that can provide basic hardware and software support and troubleshooting. Complex issues will be routed to Daly's level 2 support that is staffed by engineers and subject matter experts. All level 1 help desk personnel are A+ and or Network+ certified as well as certified on key industry certifications. Level 2 support specialists and subject matter experts are more experience and have extensive network certifications and training. In some instances, the customers may also opt to call the manufacturers' help desk, which also have different levels of support structure. In any case, as the prime contractor, Daly will be the primary technical support mechanism for the Virginia customers.</p> <p>Please note that Daly's account managers, engineers, and project managers stand ready to visit customers anywhere in the state to provide onsite technical support. Simply let us know the appropriate time and place and we will be onsite anywhere in the Commonwealth. Daly has a long history and track record of providing Virginia government and education customers with customized onsite services.</p>
4.5	Does your replacement hardware/system software/parts assume the warranty coverage terms of the replaced hardware and system software? If yes, please explain.	Y	<p>The replacement hardware/system software/parts will assume the warranty coverage terms of the replaced hardware and system software. This is considered standard practice at Daly and its proposed manufacturers. At times, the replacement hardware/system software/parts may have better warranty coverage terms because the replacement products are newer. In those instances, Daly will offer the customers the option to receive the improved warranty coverage terms. As the prime contractor, Daly will ensure that the warranty replacement coverage terms are adhered to.</p>

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	Warranty, Service & Maint.	A	B
4.6	Does your Solution honor all warranties extending beyond the expiration or cancellation of any resulting contract as if the contract were still in effect on all hardware, replacement hardware and system software? If yes, please explain.	Y	Daly certifies that it will honor all warranties extending beyond the expiration or cancellation of any resulting contract as if the contract were still in effect on all hardware, replacement hardware and system software. Daly has been in business for close to 34 years and has been serving the Commonwealth for over 25 years. Daly has and currently holds numerous Commonwealth of Virginia contracts. Daly's commitment to honor the agreed upon warranties is an integral part of its continuing support commitment to the Commonwealth. Daly's management team will never compromise nor jeopardize its credibility on an issue that rightly needs to be honored.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Y	Key personnel assigned to service and support this contract are listed along with their profiles in Section 6, Supplier Profile. Their resumes are provided in Exhibit 10. Daly has in place a complete team of resources to service and support this contract. The full roster of personnel include account managers and technical services personnel ranging from solution architects, subject matter experts, network engineers, system engineers, security engineers, help desk / call center personnel, customer engineers, project managers, network administrators, etc. The personnel roster allows Daly to properly and efficiently assign the most appropriate personnel/resource to support this contract.
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	Several certified engineers and subject matter experts are assigned to service and support this contract. These engineers are listed in Section 6, Supplier Profile of this proposal. Sample resumes of these engineers are provided in Exhibit 10.
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Y	As the prime contractor, Daly have service technicians and engineers who have and maintain current industry-required certifications. Daly maintains technical certifications from many of the manufacturers proposed as well as many other industry standard certifications. Daly's Technical Services Organization and IT Infrastructure Service Organization maintain a wide variety of industry certifications that will be critical to the proper support of this contract. Some of the technical certifications that Daly maintains that are pertinent to the requirements of this contract are: Aruba Professional Services Certifications, such as ACMP, ACCP, ACSA, ACSP, ACEP and ACDP; HPE Master ASE; Palo Alto Networks ACE; Extreme networks Design Specialist; AWS Technical Professional; CompTia Network+; CompTia A+; CompTia Security+; VMware Technical Services Professional; Microsoft Gold Partner; Project Management Institute PMP, etc. Daly's letters of support and authorizations from the proposed manufacturers are shown in Exhibit 12. Shown in Exhibit 13 are sample Daly industry and technical certifications.

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	Warranty, Service & Maint.	A	B
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	Y	Daly's toll free Help Desk and Call Center is located in Frederick, MD. The toll free number is (888) DALY-TEC. It can also be reached via email at HelpDesk@daly.com. All Daly service representatives and technicians providing onsite and telephone support to our customers are located regionally and in the United States. Some of the proposed manufacturers' support service representatives and technical personnel may be located outside the United States.
4.11	Does your Solution include the use of loaner equipment if inop equipment will be out of operation for more than 24 hours? If yes, please explain.	Y	As the prime contractor, when requested by an authorized user, Daly will provide loaner equipment if the inoperable equipment will be out of operation for more than 24 hours. Daly currently maintains a spare pool of equipment for loaner purposes. If the loaner equipment is not available from its spare equipment pool, Daly will work closely with the manufacturers to acquire the loaner equipment immediately and deliver such equipment within the allotted time. Daly has a long track record of facilitating loaner equipment services to its government and education customers. Daly's account and project management personnel will work closely with the customers to design the appropriate loaner program that will address the customers' needs and concerns.
4.12	Does your Solution include a list of counties in Virginia where your organization is able to provide a 2 hour on-site response time to facilitate quick response to significant network outages that require on-site support? If yes, please provide detail.	Y	Daly can provide Virginia customers with 2 hour on-site response time to facilitate quick response to significant network outages that require on-site support. Typically, for customers that require a consistent delivery of 2 hour on-site services, it is critical that Daly's technical support and project management team have the requirements properly identified and proactively planned ahead of time. This process ensures that the appropriate resources and any needed equipment are in place to properly address the network outages in the required time frame. Resources range from network cabling, network engineers, to specific subject matter experts.