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.

		General	A	B
1.1		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/ If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.	Y	If any exceptions arise during the course of the contract, we will work with VITA to resolve accordingly.
1.2		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 If not, please explain.	Y	If any exceptions arise during the course of the contract, we will work with VITA to resolve accordingly.
1.3		Does your Solution include personnel with working knowledge of the rules and regulations regarding the Federal E-Rate program? If yes, please explain.	Y	The ePlus Team has been working with E-Rate since it began. Our team has experience with challenges from USAC including Selective Reviews, PIA questions and onsite audits. We have assisted clients in answering questions from PIA and prepare for onsite audits, if necessary. ePlus has invested in a number of highly trained individuals who are responsible for helping customers respond to USAC questions. This dedicated E-Rate team is fully prepared to help our customers with any level of support necessary to ensure their compliance and success with the E-Rate program. All our staff including Sales, Sales Operations and Inside Sales personnel who prepare your quotes stay abreast of changes in the program by attending trainings on an annual basis. We have a relationship in good standing with FCC/USAC/SLD.
1.4		Does your Solution include a valid SPIN number *(Service Provider Identification Number)*? If yes, please provide number.	Y	143006553
1.5		Does your Solution include a valid SPI *(Service Provider Invoice)*? If yes, please provide.	Y	As required by USAC rules, ePlus files its FCC Form 473 (SPAC) yearly. We work closely with our customers to follow either a BEAR (FCC Form 472) or SPI (FCC Form 474) invoicing method for their E-rate eligible purchases.
1.6		Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	ePlus is headquartered in Herndon, VA and has three regional offices located in Hampton Roads, Richmond and Roanoke. We work with various customers throughout the commonwealth to include K-12, municipal, healthcare, universities, and more. Please see Section 6: Supplier Profile, D. Supplier Experience Level and Customer References section in this repsonse for additional details.
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	ePlus is proposing solutions for 11 different OEM's, as well as, a list of supporting products. ePlus is authorized to resell the complete manufacturer's catalog, including all network and wireless equipment products and related services for the proposed solutions. ePlus has included a link to all publicly available price lists which can be found in Appendix C- Pricing.The current links to all manufacturers' price lists have been provided on Appendix C. Some may require passwords. We are happy to assist if there are any issues gaining access.
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	ePlus currently supports entities throughout the Commonwealth. From a geographic perspective, we are able to reach any site in Virginia from one of our regionally located offices and headquarters located in Virginia. From a staffing perspective, ePlus has an excellent reputation for maintaining a well certified network engineering team in the Commonwealth. Each office has an account management team that works with our engineers to ensure the needs of our clients are addressed and planned for appropriately.
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	ePlus successfully delivers numerous professional services from internal staff. In some engagements, ePlus uses strategic subcontractors to deliver professional services. These subcontractors enhance the delivery abilities of ePlus to meet customer demands. Strategic subcontractors are listed specifically in Appendix B – Supplier Procurement and Subcontracting Plan.
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.	F	ePlus does not provide Public Portals. We can create individual portals upon request. Contract informaiton is provided on our website. Https://www.eplus.com/about-us/industries/contracts-vehicles
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?	F	ePlus does not provide Public Portals. We can create individual portals upon request. Contract informaiton is provided on our website. Https://www.eplus.com/about-us/industries/contracts-vehicles
1.12		Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Y	ePlus works closely with our manufacturers. When there are incentives/promotions available for a particular solution that provide increased discount, ePlus may pass that on to the clients using this contract. ePlus can also provide additional incentives, such as trade-in credits for displaced equipment, where permitted by funding sources.
1.13		Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Y	ePlus will work with our manufacturer partners on volume-based requests and pass along any discounting obtained to the Commonwealth.
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	With 4 Managed Services Centers and 3 Integration Centers throughout the U.S., ePlus can deliver a comprehensive set of Services, including, but not limited to: •Professional Services: With more than 650 engineers certified by the top OEMs in the world, we apply our expertise across all disciplines—including cloud, data center, security, networking, collaboration, and emerging technologies. With ePlus working hard on your side, you will have a trusted partner to plan, architect, deploy, support, and optimize every aspect of your IT footprint. •Managed Services: Our Managed Services practice is built on a unique synergy of people, process, and tools. We deliver 24x7x365 support, a rigorous ITIL-based framework that is independently certified and audited, and customized tools and dashboards that provide greater visibility and intelligence to drive business decisions. •Field Support Services: ePlus has been supporting many customers with our Strategic Technology Staffing and On- Demand Services, helping them extend the reach of their teams as they shift to secure and remote workforce scenarios as well as providing a simple check when they are ready to open. •Assessments: ePlus has the broad, proven experience and partnerships with all major manufacturers to offer assessment capabilities across every critical discipline, including cloud, security, virtualization, networking, data center, and storage. Our assessments help ensure your IT environment is secure and cloud ready. You will be able to evaluate performance to support your business requirements and improve the customer experience as well as gain immediate insight into the health of your environment to reduce risk. You will be armed with an actionable remediation plan for critical issues, cost savings measures, and consolidation opportunities that support your business requirements. When you work with ePlus, you can be confident that best practices are being used and you are adhering to industry standards and compliance requirements. •Training: ePlus offers one to five-day, instructor-led courses featuring leading partner technologies. We provide flexible education options delivered virtually or on site (at designated customer, ePlus, or other authorized training facilities). We also limit class sizes to maximize instructor/student interaction. •Configuration and Warehousing Services: ePlus Configuration Center Services consolidate individual components from multiple OEMs into a single SKU in one cabinet, fully functional upon arrival for faster ROI. Rely on a one-stop shop for full project management based on a repeatable, proven methodology with standardized processes and documentation. We can facilitate multiple site deployments to speed time to market, scaling from low level imaging to full cabinet integration and remote connectivity for final configuration. •Cloud Consulting Services: Regardless of where you are in your journey to cloud, there are challenges that can slow your migration, increase cost, or even derail your adoption. With expertise across key areas such as cloud assessments, foundational deployments, application modernization, migrations, and ongoing operation and management, ePlus can help ensure you meet your goals and leverage cloud to its fullest potential.
1.15		Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Y	Scott Wray- VITA Account Manager / Marie Davis- SLED Operations Manager
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	ePlus will include not only the contract, but a summary of the pertinent information and links to the contract documents themselves on its website. Upon award, our marketing team intends to launch a notification campaign in conjunction with our Account Managers to ensure all entities in the Commonwealth are aware. Campaign will include email marketing, social media and a press release.

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	ePlus participates and supports the Commonwealth events such as the COVITS, COV Security Conference, ACCS, MEEC, VCCS Chancellors Summit and many more government conferences, summits and events.
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	ePlus hosts monthly webinars, workshops and continued education events for the Commonwealth community. We host thought leadership events around the state and work with local technology councils to educate our community on best-in-bread solutions and updates in technology.
1.19	Does your Solution or any of your subcontractors' components include any Kaspersky-branded products? See definition below. If yes, please describe. *"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: 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.*	N	
1.20	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 (Refer to https://www.section508.gov/ and www.access-board.gov for further information) If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal. The VPAT template can be accessed at the following URL: https://www.section508.gov/sell/vpat If no, does your Solution provide alternate accessibility functionality? Please describe.	Y	If 508 compliance is required for any solution, ePlus is committed to working with the OEM to meet those requirements. Please find attached with this response VPAT documenation provided by proposed manufacturers. **Attachment 8 VPAT Documentation**

	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	Order requests are expected to come to ePlus in one of two ways, either directly from an individual or via the eVA portal. Account teams monitor individual team email boxes and are required to respond to order requests within one (1) business day. A team of dedicated Inside Sales Representatives monitors the eVA portal and order requests are provided to the account teams via email several times a day. Please note, if an order is received after business hours (5 PM EST) it is considered to have been received at the start of the next business day.
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	ePlus uses a number of distribution partners with warehouses in the Mid-Atlantic region, which often provides for shipment & delivery of "in-stock", pre-configured equipment in as little as 48 hours. Since ePlus is not a manufacturer of any of the products, we cannot control inventory and availability. During the quoting process, ePlus has the ability to provide insight into estimated times of delivery and always strives to source based on best stock availabilitly and fastest shipping times.
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	ePlus does not provide Public Portals. We can create individual customer portals upon request through our OneSourceIT platform. Order updates and tracking information can also be requested at any time from the customer's dedicated ePlus sales team.
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	Y	ePlus works with all distributors to avoid restocking fees in any scenario. Per standard ePlus return policy, when restocking and return fees are assessed from our distributors, ePlus will pass that exact fee to the entity requesting the return. Should restocking or return fees result from an ePlus or distributor error, no restocking fee will be issued to the entity.
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	Customers may contact their dedicated Account team for all ordering and invoicing disputes. Disputes are escalated as necessary within ePlus management for timely resolution.
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	ePlus can provide purchase and order history reporting to customers on an as-needed basis or any other agreed up on schedule with the customer. The ePlus Account teams are also available to meet with the customer to review these reports as part of our total contract management process ensuring positive customer experience.
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	Customers electing to purchase our Managed Services solutions will always have an up to date inventory report as to exactly what is on their network as part of the ePlus Managed Services agreement. Documentation that contains device details and locations of the devices installed is delivered before project close out as part of any ePlus implementation engagement. For hardware installed outside of an ePlus engagement, some, but not all, manufacturers provide device installation and coverage lists to customers. One example is Cisco's Enterprise Agreement portal. This portal provides access for the customer team showing where Cisco devices are located, how licences are allocated, and inventory across the client's Smart Account Hierarchy. Additional examples of installation reports are availabile upon request.
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	For all customers, ePlus can provide a myriad of reporting options based on select criteria. Based on our experience with current and previous contracts, we envision this customer reporting to include data such as purchase history, renewals, and contract compliance, including dates, pricing, OEM, software versions, delivery methods, inventory coverage, etc. These reports can be provided on an as needed basis or any other agreed upon schedule with the customer. The ePlus Account team is also available to meet with the customer to review these reports as part of our total contract management process ensuring positive customer experience.
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	Upon award, ePlus works closely with their customers to ensure documents such as invoices and purchase orders are reviewed and approved to mirror committed funding. ePlus has the experience to assist schools and libraries in the preparation of required Item 21 documentation on the USAC template for Form 471 submission. Product and maintenance eligibility information must be reviewed and confirmed by the school or library for not only accuracy and completeness, but also with regard to the actual products, prices, and total quantities for which it would like to submit for E-rate funding. Eligibility stated is based on product functionality, as indicated in the applicable Funding Year Eligible Services List.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	Having team members who are trained in procurement policies and requirements of USAC/E-Rate affords us the opportunity to provide expertise and guidance to our clients. Our E-rate team can facilitate reporting to include SPIN number and SPI invoicing for E-rate eligible customers and opportunities. ePlus utilizes Funds for Learning and the USAC.org website to monitor and maintain required documentation. Sample reports can be provided upon request.

	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	ePlus has worked with schools in the past and frequently works non-standard hours to minimize classroom disruption.
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	ePlus has worked with schools in the past and shifted work day hours to mitigate classroom disruption while also avoiding overtime charges.
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	ePlus performs network audits and assessments and can analyze and make recommendations for a design to support a high density user base. This is part of our project quoting process to ensure that the client standards are established and that the solution meeting their needs.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	ePlus follows industry standards for designing, installing, and validating all designs with which we are involved. The approach is custom to each client and is dependent on our historical knowledge of the environment, construction material factors, availability for walk through, availability of floor plans, etc. The installation and the quality control (validation) are managed during project delivery by our project management procedures.
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	ePlus employs engineers to fully handle an implementation, including mounting and installing switches and access points.With more than 650 engineers certified by the top OEMs in the world, ePlus provides the highest level of professional services. Named personnel will be assigned based on availability and requirements of each project.
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	ePlus has various tools that the engineers use for both coverage analysis 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	One of ePlus's strengths is our impeccable documentation. During the project, low level design workbooks are completed for the implementation. Upon successful cutover, as built documentation is created including installed equipment, configurations, part numbers, quantities, serial numbers, and device naming.
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Y	Training can be provided in a variety of means for installed hardware. ePlus will work with the customer to determine training needs. Traditionally ePlus employs post cutover training for daily management/maintenance of the hardware, some basic troubleshooting details, and 'shadowing' the installer to better learn what is being done during the installation. ePlus is also a reseller of learning credits that can be purchased for formal manufacturer training.