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.	Yes	
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.	Yes	
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.	Yes	Since 1998, ESI has participated in the Erate program and has on staff an Erate administrator. ESI attends Erate service provider training annually and participates in monthly service provider webinars with USAC. Further, ESI participates in OEM Erate training to maintain its Erate certifications with its vendors. ESI has successfully processed millions of dollars of Erate orders for its public sector clients.
1.4		Does your Solution include a valid SPIN number *(Service Provider Identification Number)*? If yes, please provide number.	Yes	143004540
1.5		Does your Solution include a valid SPI *(Service Provider Invoice)*? If yes, please provide.	Yes	ESI can bill using a SPI or a BEAR form. The invoicing method is specific to the Erate order from the customer.
1.6		Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Yes	ESI does over $50M in IT business throughout the Commonwealth including K12, state/local and higher education. Many of these customers have purchased off of the existing VITA contracts that ESI currently holds. (VITA Storage Contract, VITA PC/Server Contract and VITA Networking Contract)
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.	Yes	ESI will market and support <u>all</u> products and services for each of the manufacturers listed within our response. ESI will work with eVa to build a punch out catalog in order to view and purchase all products awarded under this contract. In addition, ESI is able to build out an E-commerce site for any and all customers which could incorporate the VITA Networking contract products and pricing.
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?	Yes	ESI will be and has been providing network solutions to the Commonwealth for over a decade. ESI has the technical and sales capabilities to support this contract. ESI has an outside sales force of 10 sales reps along with pre-sales support calling on accounts within the Commonwealth of Virginia. This team will be calling into all accounts on a daily basis. Additionally, ESI uses both manufacturers and multiple distribution channels in order to secure whatever products are required, thus, we will have the capacity to provide products in a timely manner.
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.	Yes	ESI would use a sub-contractors where needed. For example, ESI may use a subcontractor for cabling of the network infrastructure where ESI feels it would be more effective and efficient. ESI will attempt to use a qualified SWAM subcontractor where ever possible.
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.	Yes	ESI will work with eVA to create a punch out catalog. https://store.esi.net UN: VitaTest@esi.net PW: Password1

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?	Yes	**ESI has been and will continue to provide an interface with existing customers within the Commonwealth. This option allows customers to place orders, view order status, run reports etc.**
1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Yes	**Manufacturers often provide product incentives that could go beyond the contract discounts to which ESI would be able to pass onto the Commonwealth. One example would be that a manufacturer would offer a "buy one wireless AP, get one free." In that case, ESI would certainly let the customers know of such deals and pass this promotion on to them.**
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Yes	**The pricing provided by ESI under this contract is a minimum discount percent. Therefore, as the volume of purchasing increases, ESI will work with the manufacturers of the equipment being recommended to increase the amount of the discount.**
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.	Yes	**ESI has 200 service personnel delivering many services. Please see Pricing Section (Appendix C), Service Rates for a full listing of ESI additional services. Two widely used services for this network contract that ESI offers would be a wireless assessments and security penetration testing, both of which ESI offers.**
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Yes	**ESI's large team of Public Sector reps is headed up by John Hagerty who has 30 years experience working with VITA and the Commonwealth. His experienced team consists of 10 dedicated sales reps focused 100% on selling solely to the Commonwealth of Virginia. Behind this team of sales reps are inside sales, pre-sales and many other support positions. It will be these skilled individuals that will make this contract successful.**
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.	Yes	**ESI has a robust direct sales force that will be responsible for informing all eligible entities of the VITA Network contract. In addition, ESI's Marketing Department will promote the contract via ESI's website, as well as via Social Media. There will be Contract Specific brochures that can be handed out and emailed to eligible parties. ESI Marketing will also host marketing events both live and digital to help educate on the benefits of buying off the VITA Network Contract. ESI believes a contract is only as good as the willingness to promote and sell it.**
1.17	Does your Solution include any additional marketing services that would be an added value to the Commonwealth? If yes, please provide details.	Yes	**See response 1.16. In addition, ESI has access to many skilled E-Rate individuals to educate schools on how E-rate could help them. In the midst of COVID, distance learning has been put front and center. As a result, ESI has teamed with manufacturers to provide video training on best solutions for distance learning.**
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.	Yes	**This is where having a team of 10 sales reps and back-office staff dedicated to the Public Sector would be most effective. This large team is meeting and educating Commonwealth customers EVERY DAY. This would include products knowledge updates, bringing customers to one of ESI's many locations for product demo's (post Covid), engaging manufacturers for "deep dive" discussion or whatever the need may be. The average tenure at ESI is over 10 years, thus, we expect to be here for the duration of the contract.**

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.	Yes	**HPE Aruba is fully integrated with Kaspersky anti-virus including all features which the ClearPass can check the AV options if the client enables it or not. OnGuard supports different versions of Kaspersky Anti-Virus. OnGuard supports checking the following for Anti-Virus Products - Product Version, Engine Version, DATA file version, DATA file update time, Last Scan Time and RTP Status.**
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.	Yes	**Manufacturers vary, but for Aruba, it is committed to providing products that are accessible for people with disabilities. Aruba products are designed to best meet the requirements of international and regional standards such as the U.S. Section 508, WCAG 2.0 (level A and AA) guidelines and EN 301 549 where reasonably possible. Aruba products are typically installed in a computer room or distributed through IOT end points using industry standard communication protocols. End user interaction with these products are typically limited to initial device to device connection using the operating systems and software on their personal computer, workstation or other connected device to manage that interaction.**

	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.	Yes	ESI will process orders the same day it receives them. (Depending on time of day) This is accomplished with the 20+ customer service staff members. Each account will be assigned both an outside and inside sales rep. Jointly working with the account, ESI prides itself on immediate turnaround and accuracy.
2.2	Does your Solution include shippment of all "in-stock" hardware, not requiring configuration or installation, within 48 hours of receiving an order? If yes, please explain.	Yes	ESI procures its products from multiple sources which includes the manufacturers as well as multiple major distributors such as Ingram, Synnex, Tech Data and D&H. If it is in-stock, the products will be shipped out within 48 hours. Typically we will need to order by 2 pm to ship same day, assuming item is in-stock.
2.3	Does your Solution include an in-house order tracking system that can be accessed by a customer? If yes, please provide details.	Yes	Orders placed through ESI's online customizable store can be tracked by the customer 7 days a week, 24 hours a day. Order status, order review and multiple reports can be generated. In addition, ESI has 20+ individuals that are available to review orders over the phone with a US based customer service representative, if that is a preferred method.
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	Yes/No	Restocking fee's are all tied to the sources ESI procures from as mentioned in 2.2. If the manufacturer or distributor charges a restocking fee, it will be passed on to the customer. ESI works well with our manufacturers and distributors to "fight for" the customers to eliminate any restocking fees. It is a rare instance where we see restocking fees.
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Yes	ESI has a team of ordering and billing personnel in our local Virginia location. The typical process is to engage the ESI sales rep who will work with our internal billing team to resolve any issues.
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Yes	ESI offers customizable reports by customer, by product and by order. ESI has provided a copy of such a report in this Tab.
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Yes	ESI offers customizable reports by customer, by product and by order. ESI has provided a copy of one such report in this Tab.
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.	Yes	ESI accounting software can produce customized reports upon specific request. Having worked with most of the Virginia public sector accounts for decades, each customer has their own reporting requirements. ESI has been more than happy and willing to provide whatever data and format is needed.
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.	Yes	ESI's accounting software can produce customized reports upon specific request including Item 21 requirements. ESI has worked with USAC for over 2 decades and clearly understands the need for reporting. Thus, whatever report is needed, ESI has and will provide to our customers.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Yes	ESI can produce reports detailing its Erate customers billing by SPI invoice. As mentioned in 2.9, with over 2 decades experience with USAC, we understand the need for accurate reporting.

	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.	Yes	**ESI is fully prepared to work a flex schedule to avoid impacting classroom or busy office times. We specialize in executing projects and service delivery during non-standard working hours to include weekends and holidays as required.**
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.	Yes	**ESI will shift working hours to match requirements which will negate the need to charge overtime. Overtime will only be charged if there is a requirement for non-exempt employees to work more than 40 hours during a work week.**
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.	Yes	**ESI's engineers maintain the highest level of certification (CCIE) and are true experts at planning, designing, and configuring high-density (reliable) wireless and wired networks. We have numerous references from which to pull testament to our acumen. Our processes include the use of state-of-the-art tools for planning and verification of the network.**
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Yes	**ESI has a proven (and certified) history of following industry best practices and methods in designing, installing, and validating high capacity wireless networks. ESI's solution is created through a diligent and documented process which includes both predictive and active verification/validation of the high-capacity wireless network.**
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.	Yes	**ESI staff are trained and certified to perform all hardware mounting, installation, and testing. Depending on the job size, we also engage partners to assist. The number of technicians needed will vary from project to project. Whatever is needed, we will assure we have the correct number of technicians available.**
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.	Yes	**ESI will use its tools to provide a live dynamic view of network coverage to validate that hardware meets the requirements.** **Likewise, ESI will use active survey sending data to a server to validate network performance is meeting specifications.**
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.	Yes	**ESI can provide whatever documentation is required. This data is used internally by our service center and can be made available to customers.**
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Yes	**ESI provides training for all installed hardware (whether network or end user related). ESI provides training for network related software management tools we install. NOTE: ESI does not provide training for end user specific applications (i.e., Office, etc.).**

	Warranty, Service & Maint.	A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Yes	Each manufacturer proposed will provide varying hardware and software warranties with a next business day replacement. Software updates are included in the purchase of the hardware. Fees would apply if there are uplifts to warranties, which would vary by products and type of uplift.
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.	Yes	Under the warranty provided by ESI, ESI will replace or repair failed hardware at no additional cost. If no warranty is carried on the hardware, additional costs will be incurred. Should a warranty call be needed, ESI has an "800" number to call or portal to log requests for service. Having physical locations with warehousing and parts depots in all corners of Virginia, ESI is able to provide our customers with fast and professional responses.
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.	Yes	ESI will provide hardware and software replacement that is equal to or better, as well as compatible with hardware and software being replaced. This is standard practice for ESI Services.
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Yes	Yes, ESI provides documentation in the form of a Statement of Work (SOW)or Statement of Task (SOT) which clearly outlines exactly what services will be performed. These documents are signed by both the customer and ESI Services prior to beginning any work.
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.	Yes	All parts/systems used to repair/replace failed hardware covered under the warranty will assume the same warranty.
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.	Yes	All warranties will be honored for the warranty period purchased, regardless of expiration or cancellation of any resulting contract. Contract term and warranty terms are viewed as two separate entities.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Yes	ESI will be able to provide profiles of peronnel if requested.
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Yes	ESI has over a dozen cetified engineers on-staff in Virginia alone. ESI also has access to many more engineers who are part of Xerox IT Services, which is the IT Division of Xerox.
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Yes	ESI engineers and technicians are required to be manufacturer warranty certified. We maintain the highest certification levels possible and have the relationships to engage appropriate manufacturer SMEs when required. ESI has had a history of excellent employee retention, thus, most of our technicians are experienced, seasoned and certified with the products they are supporting.
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	Yes	All ESI Engineers, Technicians, and our Network Operations Center (i.e., telephone support personnel) are located in the Continental United States. Most telephone support comes out of Virginia Beach where we have our Network Operating Center.
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.	Yes	ESI is prepared to provide loaner equipment if equipment will be non functional with no workaround for greater than 24 hours. ESI has strong relationships with its manufacturers and distributors that will allow this to occur quickly.
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.	Yes	ESI is prepared to provide a list of counties where 2 hour onsite response is available upon request. Having 4 physical service centers across Virginia will greatly assist in this request. Our current facilities are located in Ashland, Roanoke, Chantilly and multiple locations in the Tidewater area. Each facility has warehousing, parts depot and engineering support staff.