

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.

	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	Yes, we comply.
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	Yes, we comply.
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	INW Solutions has dedicated staff responding to E-rate responses and our invoicing process follows the E-rate process. Recognizing that changes occur from year to year, our staff attends relevant training and works closely with E-rate teams at our partners and distributors. If INW is added to a State Master Contract, we recognize that the "mini-bid" process is a valuable tool for schools and libraries and would look forward to taking part in that process to aid our schools and libraries. Please see our Supplier Profile for more information.
1.4	Does your Solution include a valid SPIN number (Service Provider Identification Number)? If yes, please provide number.	Y	14305199
1.5	Does your Solution include a valid SPI (Service Provider Invoice)? If yes, please provide.	Y	Yes, we have included a valid SPI (Form 474) in the Appendices section of this response. INW will work with our E-rate applicant customers to invoice in the manner that best fits their needs whether it be SPI or BEAR
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	Yes, INW serves K-12 customers in the Commonwealth. These customers and our history with them are detailed in the Supplier Profile in the References section.
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	As part of this proposal we will be including links to the manufacturer's price lists for the OEMs included in our solution. These will be part of Appendix C - Pricing but we can also provide access as requested by customers or VITA representatives.
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	INW Solutions has successfully supported customers across the Commonwealth since 2012 with onsite or secure remote access solutions. Onsite support work can be provided at the customer's request and our team of engineers/technicians are able to be onsite within a few hours if needed. The majority of our support is delivered remotely using secure technology like Cisco AnyConnect or Webex for remote troubleshooting. This allows us to respond in a timely and effective manner. In addition, using Webex allows us to record and provide the session to our customers for future reference.
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	INW is fully capable of performing all wired and wireless support as part of this RFP. However, we have developed relationships with established service providers in areas such as structured cabling, access control and hardware installation that complements the solutions provided under this RFP. Some of these service providers are certified SWaM and all are licensed/insured to perform these services in the Commonwealth.
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,F	INW has contracted with a system integrator (VARStreet) to build our punch-out catalog and we are ready to finalize the integration should INW be awarded the contract.
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?	N	See response to 1.10 for our future plans
1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Y	Yes, when available from the manufacturers, INW Solutions will provide applicable incentives & rebates to our customers to lower costs and/or provide additional services. The terms of these incentives are determined by the respective manufacturer. We will also provide credits for trade-in equipment when permitted by the manufacturer. INW reviews incentives and promotions regularly to ensure we are providing the best price and value.
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Y	While not all solutions offered under this contract have volume-tiered discounts, some items such as wireless or VPN licensing do offer volume-discounts based on the # of users of the solution. The manufacturers that we have proposed will consider volume discounts that we can pass to authorized users of this contract based several factors including, but not limited to, order size and volume. INW would also seek volume discounting in order to provide the best price to the users of any contract resulting from this RFP. Our pricing in Appendix C does provide for higher discounts for larger orders.
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	The manufacturers that we have proposed as part of our response are recognized as industry leaders in services such as cloud calling, collaboration and end-to-end security solutions. These solutions are providing the foundation for successful remote work initiatives that have become a critical part of continuity operations in times of natural disaster or pandemics such as Covid-19. We are Microsoft Cloud Solutions Providers able to provide Microsoft Cloud Solutions to customers with monthly or annual consumption models. These solutions include Microsoft 365 (formerly Office 365), Microsoft Azure and more. We are also authorized Splash Access partners; Splash Access integrates with Cisco Meraki Wireless APs and Smart Cameras to provide advanced analytics and solutions for improving access to wireless networks, offloading these tasks for organizational IT departments.
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Y	INW Solutions will have a dedicated account manager and would do so for the duration of any contract established from this RFP. Our account manager has Federal, state and local government contracting experience and is also responsible for monitoring and responding to E-rate bids. In addition, our Account Manager reports to our Director of Business Development who is responsible for the delivery of a superior customer experience. The Account Manager also work closely with our manufacturing counterparts to stay aligned on the delivery of our solutions and the ensure customer satisfaction.
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	Absolutely. In addition to directly contacting our existing public sector customers to make them aware of the contract and its value, we will promote the contract in our regularly released newsletter, an update to our website will provide visitors information regarding the VITA contract, and we will continue to participate in events such as ACCS and the Public Procurement Forum. INW has also hosted webinars to educate public sector customers about potential funding opportunities such as e-Rate or public grants such as the School Violence Prevention Program.
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	Customer case studies based on a successful solution implementation can be a valuable marketing tool to promote a school, government or agency's success with a specific technology or solution. INW can work with our manufacturers and customers to identify these opportunities and jointly create a case study that can be shared on the manufacturer or customer's websites. We participate in Tech Data's SLED Accelerator Programs that promote our services to SLED decision makers. We also partner with our manufacturers for educational webinars on topics such as "Finding Grant Money for Your Organization" or cybersecurity events to increase awareness of the threat landscape and the solutions offered to address these threats.
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	INW Solutions customer support efforts always include keeping our customers up to date on technology trends and relevant product updates through our monthly newsletter, ongoing roadmap discussions with our engineering team and quarterly webinars covering current topics. Our sales and engineering staff have required continuing education goals that keep us up to date on capabilities, features and solution value so that we can in turn deliver this information to our customers.
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	The OEMs included in our proposed solution do not use any "Kaspersky-branded products."
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/psqs/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	Yes, the solutions provided under this RFP and the manufacturers that provide them take accessibility extremely seriously and have included it as part of their development process. You can learn more about Cisco's commitment to accessibility here: https://www.cisco.com/c/en/us/about/accessibility.html In regards to VPAT you can find completed VPATs for Cisco solutions here: https://www.cisco.com/c/en/us/about/accessibility/all-voluntary-product-accessibility-templates.html Fortinet's VPATs can be found here: https://www.fortinet.com/508_compliance Aruba VPAT: https://www.arubanetworks.com/vpats/ In addition, VPATs can be provided upon request by authorized users of any contract resulting from this RFP

	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	Your dedicated account manager will respond and acknowledge receipt of order within one (1) business day. Orders received prior to 4pm EST will be processed for order the same day. If received after 4pm EST, the orders will be processed by 12p EST on the following business day. If there is a delay in processing due to incomplete information from the customer or any other reason, they will be contacted by their dedicated account manager within one (1) business day to resolve.
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	INW is partnered with Tech Data who maintains a significant amount of hardware for the manufacturers we are proposing and any "in-stock" items are shipped within 48 hours with most being shipped in under 24 hours with 2-3 business day delivery time. Tech Data's largest warehouse is located in Swedesboro, NJ and they maintain 6 additional ISO-certified warehouse locations in the United States. We can provide overnight shipping options when available and certain conditions are met. Please see "TD Logistics" attachment for more information
2.3	Does your Solution include an in-house order tracking system that can be accessed by a customer? If yes, please provide details.	N	A dedicated sales team provides tracking information directly to the customer via email including ship dates and tracking information. Order status is monitored daily and any shipping updates of modifications are shared with the customer as necessary and upon request. In addition, all orders placed through eVA will receive automatic updates via our "punch-out" interface mentioned in our answer to question 1.10
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	N	INW Solutions can provide a 30 day window for returning "standard off-the-shelf" products with no restocking fees. If an order needs to be returned past that window, INW Solutions will work with the manufacturer and/or distributor to minimize any fees. If an item requires return due to an INW Solutions' error, no restocking fee will be applied.
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	We take all disputes very seriously and any dispute should be raised directly with the customer's dedicated sales representative and to our Accounts Receivable team. All disputes will be responded to within 1 business day. If not resolved in less than 5 business days, it will be escalated to Executive Management for resolution.
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	A Cisco Ready Report can be provided at the customer request detailing all the equipment ordered and shipped to the customer to include details such as line cards and memory expansion. It also includes ship dates, End of Life dates (if announced) and other key milestones. In addition, INW Solutions maintains a practice management solution that documents all equipment shipped to a customer from INW, customers can access their asset lists via our customer portal provided via ConnectWise (an industry leader in practice management)
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	We can provide this data under several circumstances: first, if INW installed the equipment a detailed list would be included in our documentation. Second, using Cisco's Service Contact Center we can pull site data for installed equipment if the Site ID has been maintained by the customer or via our Managed Service.
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	All proposed OEMs maintain secure inventory databases and INW can provide inventory reports upon request. In addition, several of the OEMs provide customer-facing portals that detail inventory, license usage and consumption.
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 request by customer or VITA, INW will provide any reports detailing invoices or purchases relating to Item 21 and Form 471. This information is securely stored in our practice management and accounting solutions.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	Our practice management & accounting solutions provide for custom reporting that can include SPIN number and SPI invoicing information. We can provide this upon request. In addition, USAC maintains a searchable database that can pull service provider Form 471 Request Forms using a provider's SPIN, that can be found here with valid login credentials: https://forms.universalservice.org/portal/login

	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	INW Solutions will always work with our customers to perform our services during times that are minimally impactful to the education process. This includes after-hours and weekends.
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	Typically our after-hours rates begin at 5pm (as noted in Appendix C). For projects and services that require 8 hour work days starting at 3pm, INW Solutions will not charge after-hours rates if requested in advance and is documented in a SOW.
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	INW Solutions performs active and passive wireless surveys, including spectrum analysis, using industry leading survey software from Ekahau and we can perform network audits to assess current network capabilities in order to make recommendations based on data and not assumptions. These reports can provide AP density and placement recommendations as well as updated network diagrams.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	INW follows industry best practices and makes recommendations aligned with these best practices. We also understand that best practice does not mean "best fit" for our customers. Our approach blends best practices and what is best for the customer when accounting for need, budget and other environmental constraints.
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	Yes, our technicians are available for onsite installation services. The number of field technicians can vary based on the scope of the project. For larger labor intensive installations we leverage a partner that is capable of providing sufficient techs to complete our installations on schedule.
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	Our technicians are capable of assessing, evaluating and designing networks. During the Design Phase of a project, our technicians gather requirements from the customer for coverage and performance. This data will drive the evaluation and will be the design criteria. During the Validation stage, our engineers can perform assessments that document the coverage and performance to ensure that the requirements have been met. Some of these tools include wireless survey tools, network LAN/WAN performance, failover testing and validation, and more.
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	Our project documentation process includes "as-built" documentation that includes all of this information. In addition, our managed service customers can request this information on-demand for audit or inventory purposes. These customers may also receive information such as current software versions and other important data like End of Sale dates for lifecycle management
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Y	Our process can include training by our technicians, knowledge transfer in the form of documentation & recorded Q&A or web training, and/or formal training at a training partner like Global Knowledge.

		Cisco		Fortinet		HPE Aruba	
Warranty, Service & Maint.		A	B	A	B	A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Y	Varying levels of warranty and software updates are available from Cisco based on the product or solution. Based on customer needs, Cisco Smartnet is a paid maintenance service that includes access to Technical Assistance Center (TAC), software updates and advanced replacement (replacement SLA dependent on service level). INW Solutions works with each customer to assess their needs and risk and recommend the best option. Many devices come with an extended warranty and details can be found here: https://www.cisco.com/c/en/us/products/warranty-listing.html	Y	Warranty: Fortinet hardware and software products purchased through the contract that are properly registered by the purchaser will be covered by a no-cost limited warranty. For most hardware, Fortinet warrants that the hardware will be free from material defects in workmanship as compared to the functional specifications for 365 days. The exceptions to this are Fortinet access points and some network switch models, which are covered by a warranty that extends to five years beyond the product's end-of-life date. Fortinet's sole obligation under its hardware warranty program is to repair or replace the hardware (with a new or refurbished replacement) at no charge to the owner. Fortinet's no-cost warranty period for software is 90 days if the software is properly installed on approved hardware and operated as contemplated in Fortinet's documentation. Fortinet's sole obligation is to repair or offer replacement for the non-conforming software. If software is replaced under the 90-day warranty, the warranty will extend for 90 days after the date the replacement software is delivered. Software Updates: Software are provided as part of Fortinet's FortiCare Technical Support Services. These 24 x 7 support plans are sold in increments of one, three, or five years. See Appendices for Fortinet's End User License and Warranty and Fortinet's service terms and conditions for FortiCare.	Y	Please see attached Hardware and Software Warranty document.
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	If hardware fails during an applicable warranty period, INW Solutions will work with the customer to replacement the hardware, under warranty, at no additional cost. Should the customer require additional services such as physical installation or configuration, we would use the applicable service rates provided in Appendix C	Y	See response 4.1	Y	Please see attached Hardware and Software Warranty document.
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	Equipment replaced under warranty or Advanced Replacement via Smartnet will be of the same model or better than the hardware or software being replaced.	Y	See response 4.1	Y	Please see attached Hardware and Software Warranty document.
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Y	Yes, please see Smartnet Total Care Datasheet in the Appendix Section of this proposal. Customers are also encouraged to visit https://www.cisco.com/c/en/us/support/index.html for additional information.	Y	https://www.fortinet.com/content/dam/fortinet/assets/solution-guides/sb-forticare-technical-support-and-rma-services.pdf	Y	Please see attached Hardware and Software Warranty document.
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	If a device falls under Cisco's Enhanced Limited Lifetime Warranty (E-LLW), it will maintain its warranty as long as it remains with the same end user. See Warranty link provided under 4.1. If the item is replaced under a valid Smartnet contract, the replacement hardware/system software/parts will assume the terms of the Smartnet contract.	Y	Yes, the replacement item will take the place of the earlier product. https://kb.fortinet.com/IdocumentLink.do?externalID=FD34701	Y	Please see attached Hardware and Software Warranty document.
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	Warranties are provided by the manufacturer and are not contingent on a contract for the terms provided to be in effect. Cisco Smartnet is available to all Cisco customers regardless of contract status.	Y	The Fortinet warranty described above is an agreement between Fortinet and the purchaser. It is unaffected by the cancellation or expiration of the contract under which the Fortinet products are purchased.	Y	Yes, the warranty will continue under the warranty terms beyond any purchase contract expiration or termination.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Y	Profiles of assigned personnel are included in many project proposals and can be provided upon request by any customer. Profiles of technical resources for this contract are provided in the Supplier Profile section of this response.	Y	Profiles of assigned personnel are included in many project proposals and can be provided upon request by any customer. Profiles of technical resources for this contract are provided in the Supplier Profile section of this response.	Y	Profiles of assigned personnel are included in many project proposals and can be provided upon request by any customer. Profiles of technical resources for this contract are provided in the Supplier Profile section of this response.
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	Yes, our solution includes certified engineers across several OEMs to include some of the highest technical certifications including the prestigious CCIE certification. Our staff is also supported by certified staff by Tech Data.	Y	Yes, our solution includes certified engineers across several OEMs to include some of the highest technical certifications including the prestigious CCIE certification. Our staff is also supported by certified staff by Tech Data.	Y	Yes, our solution includes certified engineers across several OEMs to include some of the highest technical certifications including the prestigious CCIE certification. Our staff is also supported by certified staff by Tech Data.
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Y	As a Cisco Premier Partner, our engineers are required to have current technical and engineering certifications. In addition, as an Advanced Collaboration Specialist, we are required to have expert certifications such as CCIE as well as maintain an ongoing education program in order to maintain and expand our skills. This results in a high level of expertise and experience for our customers throughout the Commonwealth.	Y	All warranty/maintenance support provided by Fortinet will be provided by individuals who have completed Fortinet Network Security Expert (NSE) certification courses pertinent to their assigned duties. Information on Fortinet's certification courses can be found here https://training.fortinet.com	Y	The Aruba TAC is an invaluable asset and vital component to quickly addressing customer support issues. Staffed 24x7, experienced Aruba engineers are rigorously trained to provide timely technical expertise for all hardware and software technical issues. These support specialists understand your business requirements, and use proven troubleshooting, problem solving, and network design skills to resolve problems in the shortest time possible. As an Aruba Foundation Care Support subscriber, you receive priority based response with escalation management. You have unlimited access to Technical Support Engineers.
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	Y	All service representatives employed by INW Solutions will be providing support from the continental United States. Cisco's Technical Assistance Center which provides technical support via a Smartnet contract has support centers across the world.	Y	Fortinet uses a follow-the-sun model as the basis for its standard 24/7/365 support plans. Under this model, both its customer support operations (e.g. call handling, trouble ticket generation) and technical support operations (engineering support) make use of Fortinet personnel working at Technical Assistance Centers (TACs) around the globe. Please note however, that if a state entity in the US is subject to laws, policies, or regulations that prohibit it from receiving technical support that originates outside of the continental United States, Fortinet may, depending on the products the entity is purchasing, be able to commit to providing support from a US-based TAC that Fortinet uses to support Federal government customers.	Y	Aruba has strategically placed TACs for the purpose of addressing timely access to support specialists on a global basis. With its main staff headquartered in Santa Clara, California, satellite operations in Boston, MA and Reston, VA, the Aruba 24x7x365 support model also includes technical expertise in the following international locations: Paris, London, United Arab Emirates, Beijing, Chennai, Hong Kong, Sydney, and Tokyo. No customer service representatives are outsourced.
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	Customers who maintain Smartnet with 24 hour replacement will receive advanced replacement for failed equipment. INW Solutions does not maintain spares for all use cases but will work with closely with the manufacturer to expedite the advanced replacement under applicable warranty. For instances where INW Solutions does have a loaner device, we will make it available in under 24 hours.	Y	Fortinet provides different levels of support for equipment replacement depending on the FortiCare plan a customer has purchased. Options are: s - Premium RMA Next Day. Guarantees next-day delivery of equipment regardless of the customer's location or the day of the week. - Premium RMA Four-Hour Courier. Provides delivery of equipment, where available, within four hours. - Premium Delivery with Onsite Engineer. An engineer arrives onsite to swap out non-functioning item within four hours. See Attachment 3.8 for more information on maintenance support.	Y	Loaner equipment will generally be unnecessary for many commonly purchased Aruba products. As a standard timeframe for replacement under the warranty, Aruba provides next business day delivery on numerous products: https://www.arubanetworks.com/assets/support/warranty-coverage-quick-reference.pdf For those areas where a particular IT function is critical to the operation of the environment, the customer may purchase additional back up units or purchase additional support which will provide a faster time to resolution of any potential issue. https://www.arubanetworks.com/assets/support/warranty_vs_support_comparison.pdf
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	Cisco maintenance contracts (Smartnet) can provide 2-hour onsite response. INW can provide 2 hour onsite support for the following Cities or Counties: Chesapeake, Virginia Beach, Richmond, Norfolk, Suffolk, Isle of Wight, Northampton, Accomack, Southampton, Franklin, Sussex, Hampton, Newport News, Williamsburg, York, James City, Gloucester, Chester, Mathews, New Kent, King and Queen, King William, Charles City, Henrico, Chesterfield, Petersburg, Surry, Portsmouth, Poquoson, Hopewell	Y	Fortinet supports a 4-hour premium RMA with the option of onsite engineer. INW can provide 2-hour onsite response. INW can provide 2 hour onsite support for the following Cities or Counties: Chesapeake, Virginia Beach, Richmond, Norfolk, Suffolk, Isle of Wight, Northampton, Accomack, Southampton, Franklin, Sussex, Hampton, Newport News, Williamsburg, York, James City, Gloucester, Chester, Mathews, New Kent, King and Queen, King William, Charles City, Henrico, Chesterfield, Petersburg, Surry, Portsmouth, Poquoson, Hopewell	Y	Aruba can provide up to 4 hour hardware replacement services and INW can provide 2-hour onsite response. INW can provide 2 hour onsite support for the following Cities or Counties: Chesapeake, Virginia Beach, Richmond, Norfolk, Suffolk, Isle of Wight, Northampton, Accomack, Southampton, Franklin, Sussex, Hampton, Newport News, Williamsburg, York, James City, Gloucester, Chester, Mathews, New Kent, King and Queen, King William, Charles City, Henrico, Chesterfield, Petersburg, Surry, Portsmouth, Poquoson, Hopewell