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.
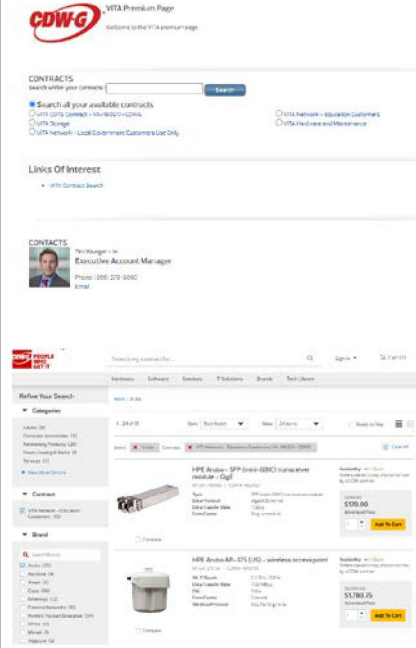
The acceptable codes for **Column A** are as follows:

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	Please see section 28 of the sample contract for additional clarifications regarding CDW•G's compliance.
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	Please see section 28 of the sample contract for additional clarifications regarding CDW•G's compliance.
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	CDW•G is proud to have participated in E-Rate Projects for Category 2 since 1998, when our company was founded. Since 2015, we have been awarded over 17,000 E-Rate projects totaling over $511M in equipment and services delivered to schools throughout the United States. Jeff Hagen, Program Manager, and Amy Passow, E-Rate Specialist, offer K–12 entities their knowledge, assistance, and advisement on E-Rate matters, including but not limited to Program compliance and adherence. Mr. Hagen prepares contract deliverable reports and makes modifications, as necessary, including price reductions, additions, discontinued products, replacements, and version changes. He ensures that price and supply agreements are in place from award through completion and that the E-Rate bidding, ordering, invoicing, and funding are all seamless and easy for entities to complete. Ms. Passow ensures CDW•G is working with E-Rate applicants in compliance with rules and regulations throughout the process. She advises on the appropriate engagement before and after Form 470 filings and works with our operations teams to ensure E-Rate ordering, invoicing, and delivery are compliant. Additionally, Ms. Passow assists applicants with Program Integrity Assurance (PIA) reviews and preparation of Item 21 Forms as part of the Form 471 process.
1.4	Does your Solution include a valid SPIN number *(Service Provider Identification Number)*? If yes, please provide number.	Y	143005588
1.5	Does your Solution include a valid SPI *(Service Provider Invoice)*? If yes, please provide.	Y	The VITA customer can choose the Form 474 Service Provider Invoice (SPI) Method, where CDW•G will invoice the participating VITA agency for its portion of the products upon shipment of product, and the customer shall pay the invoiced amount within 30 days from the date of invoice.
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	CDW•G currently works with over 8,000 Commonwealth customers, including 133 of the Commonwealth's K-12 school districts. Significant contracts include VITA COTS; Virginia NetApp NVP Computer Equipment; VITA Storage; VITA Hardware and Maintenance; and Fairfax County IT Hardware, Software, and Related Products.
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	A complete catalog of our product offerings for this VITA contract is accessible via your CDW•G Premium Page, a punch-out website solution that interfaces with eVA. Your Premium Page possesses the same functionalities as our website, with additional links, features, and contract pricing listed for each available contract item. As an authorized reseller of our proposed Original Equipment Manufacturers (OEM) products, CDW•G only sources new products from approved OEM sources and distributors. We never distribute products from grey market sources. CDW•G participates in several national catalog contracts (NASPO, Sourcewell, OMNIA Partners, SEWP V) and holds hundreds of regional agreements, and is very adept at managing a complete product category contract for various public agencies.
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	From our partnerships with over 1,000 manufacturers—including top network OEMs Cisco/Meraki, HP/Aruba, Extreme, and more—to our catalog of more than 100,000 products and services, we are prepared to meet and exceed expectations with all networking endeavors. With over 30 field and inside Account Managers dedicated to supporting Commonwealth customers, as well as our two massive distribution centers totaling nearly one million square feet of warehouse space, CDW•G is capable of meeting the hardware and services needs of any network implementation. Additionally, for this contract, we are partnering with four certified SWaM service providers. We are committed to our local presence in the Commonwealth, with our CDW project team working primarily out of our Reston, VA office. More detail on our support capabilities is provided in the Supplier Profile of this response.
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	Our SWaM-certified subcontractors are as follows: Betis Direct, LLC; AIS Networks; Pierson Computing Connection Inc.; and Lanier Electronics Group, Inc.. Betis Direct will primarily provide procurement of network products and appliances under our contract. AIS Networks will offer implementation, engineering, and architecture services for products under our catalog. Pierson will provide a variety of professional services including imaging and device deployment. Lanier will be utilized for cabling and installation for computer and telecom systems and low-voltage electrical work. More detail on our subcontractors is provided in the Supplier Profile Section of this

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	Y	CDW•G has a team of over 200 IT specialists solely dedicated to our e-commerce website and e-procurement integrations. Our mature e-procurement practice ensures VITA customers have access to a fully functional, regularly updated, and available website. VITA customers also have the advantage of integrating their existing e-procurement system with CDW•G at no additional cost to either VITA or the customer. CDW•G offers a catalog website and premium page for all current VITA contracts. Our premium page and example product page are presented below.
	Please provide either screen shots or a link to serve as an example.		A screen shot from the actual catalog page for K-12 is shown below.
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	We participate with the MyFlorida Marketplace, North Carolina E-Procurement, WV Oasis, PORFP for Maryland, MA COMMBUYS, and other entities similar to eVA. CDW•G has been integrating eProcurement solutions since 2001 with more than 9,000 integrations to date. CDW•G was recently named the 13th top internet retailer in the US by the Internet Retailer Top 500 Guide, and that list includes such internet giants as Amazon. We have earned such a ranking through our superior e-Procurement and punchout catalog capabilities. Our punchout catalog solution provides a fully automated, "order-to-invoice" capability.
1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Y	Your CDW•G account team leverages our relationships with over 1,000 manufacturers via partner programs to obtain additional incentives, credits, and rebates. The account team alerts VITA customers to any opportunities (e.g., season promotions) as they are made available.
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	N	With this proposal, CDW•G is not offering tiered discounts; instead, we have proposed a very competitive price point across the board.
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	Beyond our in-state presence and comprehensive account and field support, CDW•G offers professional technology services (provided by 1000+ engineers from over 23 service offices); customer service, support, and advocacy (not only from account teams but through networking solution architects and technology specialists, including several Cisco-certified engineers and Meraki experts); procurement process and program management; and product fulfillment and quality initiatives (with our two ISO 9001:2008 distribution centers and industry-best quality assurance checks).
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Y	CDW•G offers VITA the support of 30 inside account managers dedicated to education and government customers. Tim Younger is your expert, experienced executive account manager for State and Local agencies. Mike Pinto and Christopher Stacey are your Sales Managers for K-12 and Hi-Ed, respectively. More information about the dozens of account team individuals working with Commonwealth customers and available to VITA for this contract is detailed in the Supplier Profile of our response.

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	CDW•G is committed to promoting this VITA contract to participating Commonwealth entities, including but not limited to universities, schools, and local agencies. Your account team facilitates as many marketing opportunities as possible, encouraging collaboration on creating marketing materials and events, available onsite training and webinars, and relevant social media use (via blog.cdw.com). We are also highly engaged in local and statewide marketing events, the knowledge from which we then fold into our comprehensive support of VITA customers. Additionally, your account team is happy to discuss targeted marketing plans with participating agencies on a per-engagement basis.
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	Besides the value-added benefits detailed in requirements 1.14 and 1.16, CDW•G sales teams attend public sector and education events as they are offered. These have included the Virginia Society for Technology in Education (VSTE), the Association of Collegiate Computing Services of Virginia (ACCS VA), and Virginia Technology Leadership roundtables. These events then directly inform and shape our ability to serve VITA agencies and promote the contract to other interested Commonwealth customers. Cobranded digital events and information combined content from CDW•G and technology partners can be delivered to the Commwealth customers and constituents throughout the year with brief, meaningful information in an easily consumed form. CDW•G works with internal and external marketing teams to profile CDW•G and partner delivered solutions and services. We build customized flyers that are easily accessed electronically or printed to hand out. • Samplings of our breadth and depth of industry partnerships' • Contract specifics • Contact details for Account Managers and Field Account Executives
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	Our dedicated account teams have provided customer support for the Commonwealth and VITA customers on this contract and similar statewide contracts we currently hold. They are in regular contact with participating agencies and can facilitate technical roadmaps and updates from our highly skilled Field Solution Architects. Account Managers receive regular training and updates on new and emerging technologies so they can remain trusted advisors to your customers during our frequent interactions or through briefings. Industry updates are available for K-12 and Higher Education through our CDW•G sponsored EdTech magazine. This printed and online magazine provides valuable insights and customer case studies on the application of technology across educational institutions. Printed subscriptions are free, and content is accessible at edtechmagazine.com. Similarly, CDW sponsors StateTech magazine, which has content for state and local government agencies interested in technology use cases and trends being leveraged across the country by their peer organizations. The content is available via print and online at statetechmagazine.com. CDW•G has aligned itself with leading OEM manufacturers to ensure immediate assistance and support. The purpose of our sales team's continued training is to stay current on all program changes and enhancements. Each member of our sales team participates in manufacturer onsite visits and training to ensure that they remain up-to-date on new technology, product offerings, and special programs. As new products are released, updated, or transitioned to end-of-life, our team of technical specialists and manufacturers host training to bring your dedicated Account Teams abreast of product changes. This ensures they can clearly explain how these changes may or may not impact each customer's environment. Our sales teams are proactive in being certified experts in the products they sell; proof of this dedication is in the numbers. For example, we have over 500 Cisco Sales Experts (CSEs) on staff. The result is more leads generated, stronger customer relationships, and the ability to help our customers prioritize their technology needs. Our relationships with top manufacturers also result in the advanced notification of upcoming releases of new products. Often, we act as beta testing and product development for some of our vendor partners. We have been participants in Early Field Trials (EFTs) programs for Cisco/Meraki, HPE/Aruba, and Aerohive. Our
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	CDW•G does not resell 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/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. | CDW•G is offering brand products from Original Equipment Manufacturers. Most OEMs share their current 508 VPATs through internet links. We have provided links to the VPAT templates that OEMs have published.
CDW•G's Account Center, our eProcurement Premium pages, and primary and common purchase online purchase paths are all 508 compliant.

Our Attachments section includse links to the OEMs' published 508 VPAT templates in Attachment OEM Warranty and VPAT |

	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	CDW•G Account Managers (AM) respond to order requests daily. For product recommendations, quotes, and other requests, VITA customers can reach out to their CDW•G account manager via phone, email, or fax. This assigned Account Manager is displayed for each VITA customer once they sign on to their CDW•G Account Center site URL. Account Managers will respond to an order request within 1 business day. Whenever an Account Manager is out of the office, they designate a coworker to assist their customers, so there is no gap in support. This designated backup will always be an Account Manager that supports other entities in the Commonwealth to ensure they are knowledgeable of the contract requirements. As an extra point of redundancy, customers can also reach out to our CDW•G general sales support team at the following: Telephone: 800.808.4239, online chat at cdwg.com, or email: cdwgsales@web.cdwg.com. The team staffing these lines of communication is available Monday through Friday from 8:00 a.m. to 10:00 p.m. E.T. **Support of Urgent Order Fulfillment** We understand that VITA often supports agencies, which at times need urgent product fulfillment. Whenever a customer order requires expediting, it will be treated with high priority. If an order requires prioritization, the ordering agency should contact their CDW•G account manager immediately with the request. When a CDW•G account manager enters the order, they flag the order in our system. Once verified in our approval process, the system automatically prioritizes the order to the front of the fulfillment queue. Additional costs may apply when expedited shipping is requested.
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.	Y	A key factor that differentiates CDW•G is our ability to deliver the right products when your customers need them. We average over 140,000 products shipped each day from our two U.S. distribution centers in Illinois and Nevada. Throughout our 1M square feet of warehouse space, we maintain over $230M in product inventory. Both distribution centers run multiple shifts to expedite product orders to the County from either facility. The same-day fill rate runs between 97 to 99 percent for credit-approved orders on in-stock products. We can generally secure the out-of-stock product(s) from our local distribution network within 24 to 48 hours.
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	Each participating VITA end-user has access to order tracking through their CDWG.com Account Center portal, with order-tracking reporting dating back three years. Additionally, order status information is available 24 hours a day on our Quick Order Status tool: https://www.cdwg.com/shop/purchases/quickstatus.aspx
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	N	No restocking fees will be charged for standard off-the-shelf products returned within 30 days of receipt.
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	Your CDW•G Account Manager processes orders daily to match customer purchase requests. If or when disputes arise, a call will be scheduled with the agency to swiftly and effectively serve the customer. More information on our customer service processes is available starting on page 13 of our Supplier Profile Section.
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	Purchased equipment reporting is available via CDWG.com for agencies and through your account and program management team. Additional ad hoc, customized reporting is also available to VITA customers, with specific information able to be captured and reported via your Account Center (e.g., billing details, inventory, shipping, merchandise type). We have included attachment CDWG LLC- Sample Order Reporting - Question 2.6 for reference.
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	Detailed installation reports are made available by our certified implementation engineers. CDW•G's configuration center also provides detailed reporting if devices are configured and staged in our Distribution Center before shipment. Sample reports can be made available upon request We have include an example as attachment CDWG LLC - Example Installation Reporting - Question 2.7
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	Our hardware asset management tool will allow your customers to keep track of their equipment efficiently. They can create and download detailed reports of their organization's equipment sorted by order number, asset tag ID, serial number, CDW part number, or location. The Asset Editor lets them modify records to reflect the transfer of equipment from one location to another. Furthermore, they can add items not purchased from CDW•G to their inventory list.
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	CDW•G is prepared to assist school districts in preparing required Item 21 in the USAC template, matching their invoices and purchase orders. We are experienced in filling out the forms needed for Form 471 filing in the USAC template and can assist if required.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	Your account team can facilitate reporting to include SPIN number and SPI invoicing for eligible E-Rate customers and their opportunities. We can also help the customer access their USAC portal.

	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	CDW•G will work with your customers to develop the necessary schedule to minimize impacting the classroom and the office during busy hours. When a customer requests onsite services, the CDW•G Account Manager will work with our Services team to draft a Statement of Work (SOW). This SOW details the responsibility of CDW•G, the customer, expected timelines, and scheduled hours of support. Once completed, the document is sent to the customer for review. Any customer requests for modifications (including scheduled hours to avoid school impact) are noted within the SOW when sent back for review/approval. When all parties have approved, the SOW is executed by CDW•G and the customer. If any post-execution SOW changes are required, we issue a Change Order that details the necessary modifications. Both CDW•G and the customer execute the Change Order to ensure all parties are apprised of the project's progress.
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	CDW•G will work with the customer to develop the defined business hours, minimizing the impact of any changes during the school hours. Our project managers, engineers, and approved subcontractors will work with each school to determine when work can be performed and schedule the resources to limit the impact on classroom or office activity. As the prime, CDW•G will work with our subcontractors to shift their support hours without incurring OT or shift differential 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	CDW•G has over 200 network Field Engineers across the U.S. who can provide assessment, implementation, and configuration services. Locally in VA, we have 12 coworkers who hold specialization in provisioning network services. Our Field Solution Architects offer a value add for the Commonwealth's K-12 and higher education customers who need help designing and planning network projects. With our local field presence, strong OEM partnerships, and solution expertise, we can help school districts with any phase of a project starting from initial planning to deployment and managing an existing solution. Districts can also choose to have CDW•G continue to support their local network from our two 7x24 Enterprise Command Centers in the U.S. Our managed services can provide around-the-clock monitoring, administration, and management of a district's network and access to over 250+ services engineers for any incident and problem resolution.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	Each solution will include a detailed project/implementation methodology with proposed practices for your network initiative, from design to implementation. The solution typically consists of a Design Phase that documents how the resulting system will be built and configured. The engineer will review and validate the requirements with the school's IT staff. Key activities in the Design Phase include analysis (review of the information gathered), design development; configuration templates for each type of hardware device to be deployed; and a design review and sign-off. During the Implementation and Testing Phase, the engineer will stage, build, configure, and test the agreed-upon solution. The project team will execute a defined test plan to verify implementation and configuration to test specific functionality and document the system configuration before turning the system over to the customer. Industry best practices will be followed during all phases of the solution.
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	CDW•G has both badged engineers and third-party service partners who can support wired and wireless networking installation. Junior, mid-level, and senior engineers are trained and capable of performing all network installation setup, configuration, and migration tasks. An advantage of partnering with CDW•G is a deep bench of technical resources that support all of our proposed OEM products. As an example, Cisco is one of our largest OEM networking partners. We have the following Cisco-certified engineering and architect resources in our organization: • 250+ Cisco Certified Network/Data/Voice Professionals (CCNPs/DPs/VPs) • Nearly 100 Cisco Certified Internetwork Expert (CCIE) certifications – one of the highest technical certifications offered by Cisco
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 sales team and solution architects will design and scope the solution based on each customer's requirements. Our implementation engineers will use this design during system setup and configuration. Post-implementation, our delivery engineers will test the network for connectivity and performance standards. The customer then signs off on the acceptance test, and the test plan is provided as a deliverable.
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	CDW•G provides asset tracking information to each customer once a device has shipped from our distribution centers. Additionally, asset tag information can also be tracked (if applied in our configuration center). During the implementation of a solution, our Field Services Engineer will confirm the asset information and location of the installed device within the customer's infrastructure. If the project includes rack and power installation, the engineer can also provide as-built diagrams that depict the physical layout of the devices in each rack. A benefit of CDW•G configuration services is that many of the installation and configuration steps for network deployments can be staged from our distribution centers. Our configuration engineers can provide detailed as-built rack elevations and cabling diagrams as an additional service for your customers. We have included example Rack-elevation and As-built diagrams in our Attachments section as Attachment Example Installation Documentation – Question 3.7.
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Y	Training is provided to include knowledge transfer as turnover to production support. This training comprises installation-specific configuration settings and features of installed hardware on a per-engagement basis. CDW•G can customize onsite or online training using certified professional trainers for in-depth product knowledge.

	Warranty, Service & Maint.	A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Y	Warranties honored beyond the expiration or cancellation of the resulting contract are available for most proposed manufacturers. Any new product warranty or extended warranty should be valid for the full term of the manufacturer's warranty period. While this may vary slightly by each manufacturer, we have included links within our Attachments Section for each proposed OEM.
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	Authorized users may have failed hardware replaced or repaired by the proposed manufacturers. These policies vary by the OEM and may include advanced replacement or onsite repair. The links to warranty information for each manufacturer are included in the Attachments Section named CDWG LLC OEM Warranty and VPATs.
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	Warranty replacement hardware and system software will be comparable or better than the original for the proposed manufacturer product. OEM warranty replacements may vary; for example, Aerohive hardware and software replacements are for like kind and quality of the product originally purchased.
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Y	Our Account Managers will provide your customers with documentation and contact information for any covered products. CDW•G provides post-sales customer support Monday – Friday from 7:00 a.m. – 7:00 p.m. Central time. Support is US-based and includes voice, chat, or email options. Technical support assists with product, download, and installation questions on a best effort basis for most hardware and operating systems. Customers can contact the support center at 800-383-4239 or submit an electronic request at https://www.cdw.com/content/cdw/en/help-center/contact-us.html. A summary description of the Technical Support Triage process is provided below: - A VITA customer contacts CDW•G Technical Support. Our agent will verify the product and problem and then warm transfer the customer to an experienced technician or set up a callback when a technician becomes available. The technician will verify the case notes and will troubleshoot the problem. - If the issue is resolved, the customer receives the case number, and the call ends. If the issue requires follow-up, the technician will contact the customer at a specified time. Unless further action is required, the technician will close the case. - If CDW•G technical support cannot resolve the issue, it will be escalated to the OEM's technical support. When warranty support is needed, the technician will guide the customer in the direction best suited to resolve the issue. If the customer has onsite support through the manufacturer or service company, the technician will view that online and direct the customer to call the appropriate provider.
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	Replacement items will assume the warranty coverage terms for the proposed manufacturers. Coverage terms may vary; warranty coverage terms are included in the Attachments Section.
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 honored beyond the expiration or cancellation of the resulting contract are available for most proposed manufacturers. Any new product warranty or extended warranty should be valid for the full term of the manufacturer's warranty period. While this may vary slightly by each manufacturer, we have included links within our Attachments Section for each proposed OEM.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Y	Resumes for key personnel (for example, Account Management) have been provided the Attachments section of our response. We have also provided sample resumes of personnel capable of performing on this contract in the Attachments Section. Named personnel will be assigned based on their availability at the execution of the SOW. Resumes of the assigned personnel can be provided in advance of the project start date. Key personnel resume and sample resumes for project staff can be found in the Attachments section of this proposal in the document titled, "CDWG LCC – Resumes."
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	• Our technical support team described in question 4.4 includes CDW•G badged coworkers, many of which hold A+ or Network+ certifications. • We have over 1,000 professional and managed services engineers who support our corporate and public customers. Most of these engineers are based in one of 29 field offices in the U.S., giving our customers access to technical engineering skills near their offices. • At our office in Reston, VA, 52 of our coworkers hold nearly 160 technical certifications across various technologies, including networking. • Our VITA account team is currently supported by two Enterprise Network Solution Architects, Luke Dellaperute and Paul Tuzzolino.

4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Y	All warranty service work will be performed by OEM authorized and certified resources. No matter whether that includes onsite dispatch for break-fix repair or advance replacement of a failing device. CDW•G's support for VITA customers also includes a nationwide bench of over 1,000 field and managed services engineers capable of supporting network deployments, implementation, migrations, and production support. As a demonstration of our commitment to being the most knowledgeable Supplier for assisting their VITA customers with these services, we have 52 VA-based coworkers holding a total of nearly 160 total industry-related certifications. Included in these certifications are nearly 100 Cisco certifications, two PMP certifications, and two ITIL certifications. CDW also has over 350 Cisco-certified field engineers to complement Cisco's internal resources and our subcontracting partners. CDW•G ensures the appropriate level of support for every Virginia networking solution. No matter how complicated the implementation is, we make sure each implementation is smooth from start to finish.
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	Y	CDW•G centralized technical support is located in the continental United States and is staffed Monday through Friday, 7:00 a.m. to 7:00 p.m. CT. VITA's customers can choose from three different contact methods: voice, chat, and electronic request. Our technicians must have a minimum of two years of help desk experience and one year of customer service experience in place of certifications before they are qualified to provide technical support to customers. Most are CompTIA certified and hold — at a minimum — A+ and Network+ certifications. Many technicians are also accredited in various engineering and manufacturing training courses. The average tenure of our technical support team is 13 years.
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	Individual warranty plans vary by manufacturer. Some provide escalated advanced replacement for failing components as part of either their standard or premium tier of warranty support. For mission-critical requirements, CDW•G can offer an OEM warranty uplift which typically provides faster response times for repair or replacement.
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	Manufacturer warranty coverage and response times vary by county, with select OEMs offering a higher tier of service for same-day critical break-fix events. CDW•G and our partners could offer a smart-hands technical support service as an extension of our Managed Services.