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.

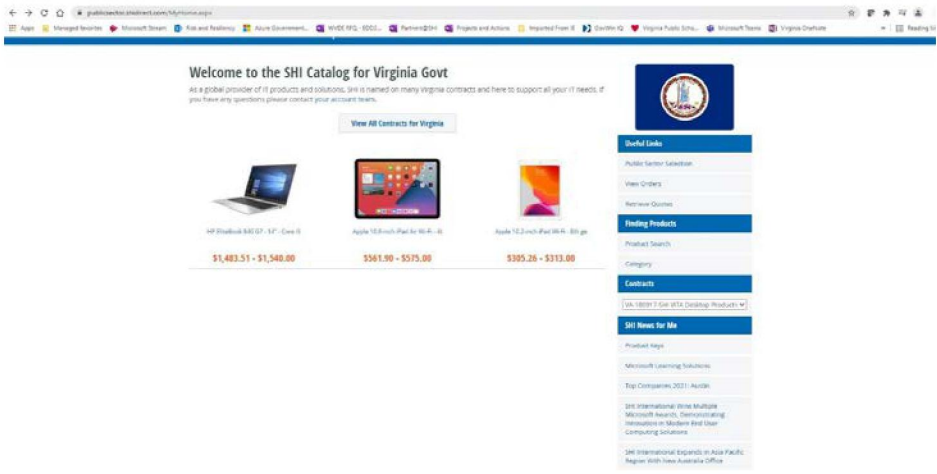The acceptable codes for **Column A** are as follows:

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.**
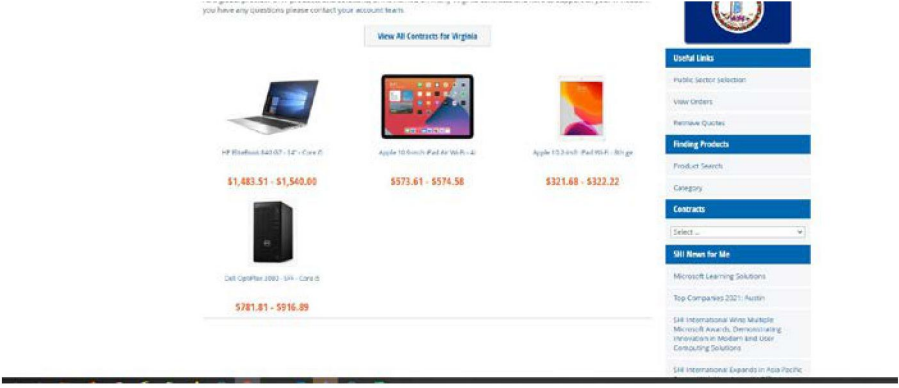
N - "No" - Supplier cannot meet the requirement and has no firm plans to be in the position to meet this need within three months from the date of the proposal.

	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	
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	
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	With over 20 years as an E-rate Service Provider, SHI helps schools, districts, and libraries leverage E-rate funds to get services and products they need, especially those they otherwise could not afford. SHI focuses on offering cost-effective and compelling solutions to ensure that every E-rate dollar secured can be utilized to achieve each customers' specific needs and ultimately empower learning in the communities they serve. In support of this initiative, SHI established a dedicated team of E-rate experts that consists of tenured Senior E-rate Program Specialists, E-rate Business Development Managers, dedicated OEM experts, and agnostic data center and networking professionals. Through SHI's E-rate team, SHI Solutions supports both Category 1 and 2 services and products.
1.4	Does your Solution include a valid SPIN number *(Service Provider Identification Number)*? If yes, please provide number.	Y	Yes, SHI SPIN # is 143012572
1.5	Does your Solution include a valid SPI *(Service Provider Invoice)*? If yes, please provide.	Y	With SPI invoices, the order cannot be placed until the FCDL letters and Form 486 are received. Once the paperwork is settled, SHI will issue two invoices: one to USAC for the portion they are funding, and a second to you for the remaining balance, if applicable.
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	SHI has been supporting the IT needs of education customers for over 20 years, including K12 schools throughout Virginia. Collaborating with a broad range of educational institutions, including K-12 public and private schools, private and public colleges and universities, county and community colleges, technical schools, and consortiums, we believe that each individual entity is as important as the whole. To stay connected and up to date with the challenges that K12 schools currently face, SHI strategically partners with nationwide organizations such as ISTE, CoSN, AASA, and Educause. SHI currently support over a hundred k-12 schools in the Commonwealth and 55 of those school are currently utilizing our Microsoft 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.	Y	We offer our complete catalog of products and services in response to this RFP. Providing a vendor-neutral approach to help customers find the right technology that meets every specific requirement of their IT environment, one of our greatest strengths is our ability to provide tremendous depth and breadth in choosing the ideal software, hardware, Cloud, and other products and services for each unique customer.

In fact, SHI's current catalog includes options around tens of thousands of hardware, software, and other product partners. Generally, SHI is able to sell between 75%-100% of our partners' product lines, and we offer a wide range of services delivered directly by our internal teams, by the manufacturer directly, or by subcontracting to a third-party, vetted partner.

In addition, SHI provides VITA with full IT solutions, from commodity software and hardware to complete, end-to-end datacenter solutions. We specialize in IT solutions that fit precisely with our customers' needs and wants, and your end-users will benefit from our experience and breadth of knowledge to help design, implement, and optimize their IT ecosystem. |
| **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 | We recognize the needs of educators and can help you make the best choices for those needs, including Mobility; Networking Infrastructure upgrades; Security and Cybersecurity; Virtualization, and, of course, Cost Savings. SHI offers pre-sales support with our Solutions Team and a vendor-neutral approach to all of our advising, focusing on your needs rather than one specific OEM. In support of your eligible networking components strictly for Cat2, SHI's tenured Networking team understands the challenges of deploying and maintaining your infrastructure. We have the technical expertise to help you address, acquire, and adopt solutions to ensure you implement an efficient, secure, and cost-effective solution. Our Networking team is experienced in supporting our customers and evaluating your current environment, and providing recommendations. These discussions include understanding details on your upcoming projects/refreshes of equipment and your current pain points. The Team can help K-12 school districts and libraries determine what manufacturer to lead with based on your current setup, goals, and needed functionality.

SHI works with industry-leading hardware, software, and infrastructure partners such as:

Microsoft: offering Internet access and telecommunication, internal connections, and maintenance;
Cisco Meraki: offering Cloud-managed networking, system/device management;
Hewlett Packard Enterprise (HPE): offering unified wired/wireless network, software-defined networking, next-generation firewall;
Aruba Networks: offering Wi-Fi solutions, access points, Airwave software, switches; and
Ruckus: offering Access Points, Wi-Fi

As an eligible Service Provider under the Schools and Libraries Program, SHI focuses on providing our library and K-12 customers with complete solutions for their IT initiatives and technology plans. SHI can help you with cost-effective and innovative solutions delivering world-class customer service and support through long-term relationships with industry-leading hardware manufacturers, software publishers, and service providers. |

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	As previously stated, SHI maintains an Elite Partner network of service providers across the U.S. and, based on the specific project requirements and scope of work, we might need to utilize subcontractors. As part of our vetting process, we look for partners who share our core values and can deliver services seamlessly. We value small businesses and the benefit they bring to local communities, and we enthusiastically support customers' requests regarding MWBE participation. Since our inception in 1989 as a MWBE business, we have partnered with local small businesses, minority-owned businesses, and women-owned businesses to help fulfill the service needs of our customers. As a registered MWBE within several States, our dedication to supporting the small business community remain a consistent priority. Our plan is to engage and work with local small businesses, minority-owned and women-owned partners for any services needed and requested by VITA. We believe that our partners are an enhancement and extension of SHI's own quality and cost-efficient offerings. Our relationship with subcontractors are as essential to our success (and yours!) and our alliances with OEM, distributors, and IT Service partnerships.
1.10	Does your Solution include a punch-out catalog website? VITA encourages Suppliers to develop a catalog website that interfaces with eVA.	Y	SHI currently provides the Commonwealth with an available catalog website for both academic and government agencies and will continue to offer the same capabilities. SHI catalogs also integrate with eVA and allow for punch out capabilities for easy procurement. The SHI Account Team is happy to meet with the Commonwealth to review the current site and discuss future updates when applicable.
	Refer to: https://eva.virginia.gov/pages/eva-catalog-creation.htm		

	Please provide either screen shots or a link to serve as an example.		
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	SHI builds custom catalogs to support the unique business needs of our customers.

Examples of large and robust Custom Catalogs for Public Sector customers include: |
| **1.12** | Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details. | | SHI has access to top-level pricing discounts via our certifications and partner rankings with almost every major OEM. We maintain relationships with many distributors in order to ensure that our pricing is always competitive, allowing you to benefit from the combined buying power of all SHI customers. For top tier spend with strategic suppliers, SHI leverages our decades-long experience as one of the largest, global software resellers, and calls upon the resources in our award-winning licensing and solutions teams to help VITA optimize the key technologies in their IT software portfolio. For those key technologies, including security, storage, mobility, data center and networking, SHI can present customers with a neutral view of the industry, identify the leading technology providers to assist VITA with portfolio analysis. SHI shares industry best-practices and trends and will help VITA understand the total value and cost of potential changes.
For non-strategic tail spend suppliers, the SHI team will review spend on a quarterly basis to identify areas of overlap among the Commonwealth's tail spend suppliers, to identify opportunities for contract co-termination, as well as supplier consolidation. For these opportunities, SHI will make recommendations for Commonwealth's consideration as the Commonwealth's end-users are likely to be the best source of subject-matter expertise on the technologies for their direct needs. The end-user community can then determine which products meet their requirements, and SHI can assist in contacting the selected suppliers to leverage volume discounting and preferential usage terms as directed by the Commonwealth. |
| **1.13** | Does your Solution include volume-tiered discounts on products? If yes, Please provide details. | | Yes, many hardware manufacturers offer volume discount programs based on a commitment or contractual agreement with the customer. SHI has product specialists and hardware resource representatives who are available to review your purchases and to make recommendations for when the Commonwealth may benefit from these programs. Your Account Executive will work with you and the internal resources at SHI to ensure that you are receiving all of the benefits for which you are eligible.
Even for manufacturers who do not have formal discount programs, there may be additional discounts available to the Commonwealth based on your size and purchasing volume. SHI will negotiate with manufacturers to obtain the best price available to you. Your Account Executive will use SHI's extensive reports to determine those product line or manufacturers that you purchase in large quantity and will negotiate based on the data that we have. |

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	SHI looks forward to maintaining our symbiotic partnership and value added services with VITA in the following ways: •SHI has acted as an extension of the VITA team to ensure that the network remains secure. We have monitored purchase and contract requests and upheld VITA regulations, facilitating a partnership between the Commonwealth and the Executive Branch and maintaining accessibility to other agencies not covered by executive branch; •SHI energetically promotes our VITA contracts to localities and education customers. Your SHI Account Team participates in tradeshows, procurements, and sponsorships – COVITS, VAGP, and DGS Forum, and others detailed within this proposal and focuses its energies on ensuring VITA has long-term success; •For over ten years, the Commonwealth has procured its software from SHI, representing over $50 million per year in revenue. We are profoundly and unwaveringly committed to nurturing this partnership, and we are confident that our strategic relationships with other industry partners – in conjunction with our growing internal resources – help solidify future successes; •SHI has continued to provide extraordinary value to the Commonwealth and its agencies and public bodies. While the cost of doing business and the complexity of licensing have both increased, SHI has continued to offer competitive discounts while delivering a tremendous amount of value. We are committed to continuing this value for VITA. SHI has clearly demonstrated our dedication and successes in our longstanding collaboration with VITA. Our proposal explicitly articulates our methodologies, strategies, service and support management, and pricing information, in addition to case studies of similar scope and other requested elements. Please know that we are eager to sustain our strong partnership with you.
1.15	Does your Solution include a dedicated account manager for the duration of any awareded contract? If yes, please explain.	Y	Erik Schroeder, District Sales Manager, Mid-Atlantic, is currently the dedicated account manager for VITA and responsible for the team of Account Executives who cover our Mid-Atlantic territory including the Commonwealth. From a historical perspective, Erik has been the primary contact and the face of SHI in Virginia public sector since 2006 and then took a promotion in July of 2018 to become the District Sales Manager as his team grows to meet the needs of Commonwealth customers. A partner to the Commonwealth, he has worked directly with VITA to maximize contract usage, ensure customer and partner compliance, and to provide world class support to both procurement and IT customers through continued sponsorships. These sponsorships have included events with VAGP, CAPA, VACO, DGS, COVITS and more. Erik will continue to head up the Virginia team for the next contract period and continue to look for ways to increase overall customer support and satisfaction and look for additional efficiencies and partnerships in the technology community. In an industry that is ever-changing, Erik is prepared to help the Commonwealth and VITA to evolve with it. Erik is located in Richmond and has been with SHI for over two decades with a dedicated focus on the public sector.

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	We understand the importance of marketing contracts and reaching all eligible customers. We have tremendous experience supporting customers' needs, and we understand the unique requirements of procurement organizations. SHI Account Executives will share their experience and knowledge with Contract customers, ensuring they have the information, resources, and products they need.
			Upon award of contract, we will create a special edition newsletter for distribution to all existing relevant contacts, introducing the new contract for SHI as a select vendor for Technology Hardware, Software, and Services and introducing the members of our Account Team. The newsletter will also contain specific information regarding the manufacturers and products available under the contract, as well as information on how to obtain quotes and any other needed assistance. We will send this newsletter to our existing contact list and will also work closely with publisher and manufacturer representatives to market the benefits of using the contract.
			In addition, the SHI Account Team uses a variety of methods to market and sell the products that we represent, including customer meetings, vendor presentations, trade shows, web seminars, printed marketing materials, our website, and a monthly electronic newsletter. We also host strategic events with many of the SHI and Manufacturer Representatives to provide our mutual customers with new product information, product changes, and industry direction. Additionally, we participate in vendor exhibits at numerous monthly events, including technology trade shows.
			Some of the marketing-related items that contract customers can expect to continue receiving and accessing include:
			Newsletters – SHI creates various informative, monthly newsletters containing information regarding important contract dates, product releases or changes, Q&A, and upcoming events. Thousands of our customers currently receive these newsletters, and we will continue to make them available as a subscription to anyone who is interested.
			Web Seminar Presentations – SHI hosts a series of web seminars covering a variety of topics including new product announcements, changes to licensing programs for major software OEMs, procurement and technology trends, and foundational IT information. Webinar schedules are published quarterly, and historically, our webinars have a regular public sector audience. Please check the events page on our web site for the most current schedule.
			Marketing Documents – SHI creates hundreds of marketing texts for our major manufacturer partners and SHI core services offerings, all of which are made available to customers through in-person meetings, trade shows, email delivery, and mail-outs. Marketing documents will include those that we receive from the manufacturers, those that SHI creates for a general audience, and those that SHI creates specific to this contract's customers.
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	In addition, SHI participates in hundreds of trade shows, conferences, and meetings across the country – virtually when needed. We also provide seminars and workshops to our public-sector customers across the country and are eager to do so for the Commonwealth members. In all cases, we will work with you to determine the right topics, venue, timing, and participants.

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.		Along with the dedicated sales team, VITA will benefit from SHI's extensive and knowledgeable pre-sales technical and product support. Over the past decade IT has changed. Although there is still a need for commodity products, attention has turned more and more to building solutions that will solve customers' needs. In response to this evolution, and working within our customer-centered foundation, we developed our Enterprise Solutions Group to include solution-based support. This team has over 230 people who hold 3,000+ certifications for various products and solutions. These Solutions Teams are always vendor-neutral, and they use their breadth of experience to help tailor conversations in order to optimize a customer's specific environment. We engage our customers during the strategy and solution design phases of a project and assist with strategic planning, assessments, white boarding, proof of concepts, and more. Initiating conversations early in the process leads to enhanced project outcomes and cost savings. In addition, we provide extensive product and vendor-specific support to ensure successful adoption and development during the life of the project.
			SHI has the experience and vendor partnerships in place to bring value to the Commonwealth. As detailed within our proposal, all of the leading manufacturers have established SHI as an authorized partner. Furthermore, SHI has a very diverse partner ecosystem, supporting over 30,000 Publishers and Manufacturers today. SHI has invested substantially in both pre- and post-sales resources to better serve our customers and their long-term needs as they Select, Deploy, and Manage their IT Lifecycle solutions. All of the resources mentioned above can be accessed via the the Commonwelath Account Team.
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	To the best of our knowledge, none of the solution and equipment being proposed to VITA in this response include 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/psgs/domain-amp-topic-reports/pdf/ETAITAccessibilityTopicReportGOV103.pdf

(Refer to https://www.section508.gov/ and www.access-board.gov for further information)

If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal. The VPAT template can be accessed at the following URL: https://www.section508.gov/sell/vpat

If no, does your Solution provide alternate accessibility functionality? Please describe. | Y | SHI is not the manufacturer for the products requested and is therefore not responsible for the products IT Accessibility and 508 Compliance. Please refer to the link below for Cisco's VPAT info as we are leading with Cisco for our market basket offering. Please note that, upon award, SHI can work with each of the OEMs proposed under the discount category to gather their VPAT infor for VITA. https://www.cisco.com/c/en/us/about/accessibility/voluntary-product-accessibility-templates.html |

	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	SHI's standard SLA for order entry is within 24 business hours. Once you place an order with SHI, it is entered and directed to SHI's Procurement Department for processing. This team is responsible for placing the order with the appropriate Distributor or Manufacturer. The orders are sent electronically and confirmed, and all orders are placed within 24 hours of being received
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	With the exception of custom built or custom configured products, most products are delivered within 2-5 days of being ordered. Pre-configured systems are delivered to the customer on average 1.5 days from receipt of order. Custom PCs and Data Center hardware have longer lead times depending on the manufacturer and product ordered. At the time of quoting and again at order placement, the SHI sales team will inform the end user of the exact delivery timeframe. On average, across our largest distributors, our fill rate is between 93%-100%. In most cases, where we are not filling orders on time, it is due to constrained items. In these cases, we notify the customer immediately and either source from a different distributor at the same cost to customer, continue to wait, or cancel the order based on what the customer wishes to do. SHI will also provide any substitutions available for comparable products if [customernameshort] would like to consider another option.
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	SHI's order management system is a complete order tracking and order maintenance system. All of the information your Inside Account Manager needs to provide the customer with tracking information resides on their desktops. Each day, SHI receives the tracking numbers for all products shipped from our distributors via EDI. These tracking numbers feed into the SHI Sales Orders and are ready for immediate access by your Inside Account Manager. In addition, SHI provides this tracking information directly to our customers through Your Home at SHI. Authorized VITA employees can log onto our web site to check order status and tracking data direct from the carriers.
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	N	SHI's return policy is customer-centered – we will always do our best to accommodate returns for any unopened box up to 30 days after receipt. Rarely, a customer might receive an incorrect, damaged or non-working (DOA) product; if a product issue occurs, SHI accepts return of that product within 30 days, with no restocking fees, regardless of the package being opened. After 30 days of receipt, SHI will still make a best-faith effort to accommodate a return. Occasionally, the product manufacturer has a "no returns" policy; in these cases we notify customers at the time of quote to ensure transparency and confidence in purchase. In these specific instances, SHI is unable to accommodate returns.

| 2.5 | Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain. | Y | SHI realizes the Commonwealth's needs for exceptional responses in terms of technical issues, product delivery, billing, and requests regarding Statements of Work. We also understand the need for communication of timely information in order to keep your projects moving forward. The first step to ensure success in these areas is to collaboratively and clearly define SLAs that meet the needs of the Commonwealth. Generally, our response turnaround is articulated as such:
 •Email and Phone requests – Respond to all email and phone requests within 2-4 hours;
 •Orders – Process orders within 24 hours of receipt, unless additional information is required first;
 •Pending request – Provide daily updates (every 24 hours),
 Customer Service
 We are confident that the Account Team will be able to fully support the daily needs of the Commonwealth and provide accessible, courteous, responsive, and seamless customer service, but if at any time the State feels that you are not getting the proper level of support, we encourage you to escalate to the next level for support.
 We are confident that the Account Team will be able to fully support the daily needs of the State and provide accessible, courteous, responsive, and seamless customer service, but if at any time the State feels that you are not getting the proper level of support, we encourage you to escalate to the next level for support.
 1.All new requests and customer service issues related to this contract will primarily be handled by the SHI Account Executive (AE) and Inside Account Management (IAM) Team.
 2.If the AE or IAM Team cannot resolve issues within 24-48 hours or the matter is urgent, the District Manager (DM), Erik Schroeder, will step in.
 3.If the DM does not resolve issues after 48-72 hours, please contact the Regional Director, Frank DiIusto.
 4.Final escalations that the team has not addressed can be escalated to Denise Verdicchio, Public Sector Sr. Sales Vice President. |

2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	Our order entry system is developed and maintained in-house and is ever-evolving to stay ahead of the changes in the IT industry and our customers' requirements. We have customized the system to track all of the standard information that SHI needs to process an order and the standard information that manufacturers need to track customers' volume purchases. Additionally, our order entry system is fully customizable to meet the individual requirements of each of our customers for custom data collection and reporting. SHI creates custom fields within our order entry system to capture the data up to an unlimited number. Once the information is collected, it is readily available for reporting and inclusion on your invoices. SHI's order entry system also has the mechanisms to track our customers' maintenance purchases and expiration dates. In addition, we capture detailed information about the hardware assets that we manage within our configuration center. We can also combine the asset information with the end-user information the customer provides and generate asset tracking reports, which can be used as they are or can be loaded into your internal asset management databases. The information that we may capture includes, but is not limited to: -Serial Number -Asset Tag Number -End-User Name -Department, cost center, etc. -Other information as required by VITA
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	SHI creates custom fields within our order entry system to capture the data up to an unlimited number. Once the information is collected, it is readily available for reporting and inclusion on your invoices. SHI's order entry system also has the mechanisms to track our customers' maintenance purchases and expiration dates. In addition, we capture detailed information about the hardware assets that we manage within our configuration center. We can also combine the asset information with the end-user information the customer provides and generate asset tracking reports, which can be used as they are or can be loaded into your internal asset management databases.

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	Yes, SHI offers an up-to-the-minute E-Commerce tool for every part of your acquisition process – from product comparisons to invoicing. With custom catalogs for your organization, real-time pricing and availability, vendor-neutral bundled systems, approval routing, and smart part wizard, our website allows you flexible interfacing and quick procurement turnaround. Product availability is based on feeds from the manufacturers and our tier 1 distribution partners. Our catalog is updated daily with the latest information from our partners. Furthermore, SHI.com can show product availability via our Integration Centers in Pickaway, NJ (Customer Allocated). For physical products such as hardware and peripherals, SHI.com will show stocking information such as Warehouses and available stock. If the stock is not currently available, the catalog will SHI an ETA quantity and associated ETA time frame for restocking. If the product in question is out of stock, SHI recommends engaging your dedicated SHI Account Team for further assistance. Ensuring your stock is available, our inventory management service provides product warehousing so that your products are available and fully configured as needed and when needed. Also, our inventory management allows SHI to preconfigure systems, provide asset tagging and serial number capture, and create custom labels and packaging for rapid deployment of your assets.
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	SHI keeps records for all E-rate material and we can also accomodate either invoicing method.
	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	SHI keeps records for all E-rate material and we can also accomodate either invoicing method.

	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, Future	SHI takes a consultative approach to assist their customers in evaluating, procuring, implementing, and maintaining technology. Providing depth and breadth with our vendor-neutral pre- and post-sales resources, SHI is able to offer our customers the support they need throughout the deployment cycle with our own resources as well as our network of sub-contractors. We will work with VITA to coordinate, develop and meet the required SLAs and work around the school schedules to minimized classroom or busy office hours impact.
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, Future	SHI will work with VITA, our resources and our sub-contractors to define and develop project schedules that meet and exceed VITA's requirements and expectations.
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	SHI internal delivery resources are based both in NJ and across the country. Today we have approximately 270 SHI employees who deliver various IT Services to our customers. We will work with customers to evaluate their current Infrastructure and offer competitive solutions for expansion or refresh. With skilled resources around traditional tiered infrastructure as well as converged/hyperconvereged technologies, SHI will work with you to craft the best solution for your specific needs. Once a solution is decided upon, SHI Architects will work with you to implement the solution, using best practices. Throughout the project, our Architects will share knowledge and documentation with the Commonwealth so that, at the time of handover, VITA users will know how to run their new environment efficiently and effectively. Once the environment is operable, SHI can offer a wide range of customized managed services to monitor or manage your environment to a degree that meets your requirements.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	SHI can provide consulting services across all areas of LAN/WLAN networks. With our pre- and post-sales resources, SHI takes a consultative approach to ensure that your network is running optimally and according to best practices. Through a variety of LAN and WLAN techniques we can assess, document, and offer remediation on your physical and wireless networks. During these assessments SHI will analyze the infrastructure and configurations of your physical network, or placement of your WAPs, and document our findings. In addition, we can offer a full remediation plan with estimated costs to achieve the desired network performance and functionality. Remediation can include changing configurations or adding additional equipment to obtain peak network performance. SHI can also offer a variety of managed services to monitor or manage a customer's network to their specific needs.

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	In synchrony with other support teams, SHI's Advanced Solutions Group (ASG) has the agility and expertise to help design, build, test, and deploy hardware and software solutions. ASG's goal is to help customers execute their mission and educate end-users by getting the right technology to the right people at the right time. Today there are over 250 people dedicated to this division of SHI. SHI provides services in one of three ways: **SHI-Delivered Services** – our internal delivery resources are based both in NJ and across the country. Today we have approximately 270 SHI employees who deliver various IT Services to our customers. **Partner Delivered Services** – SHI has the ability to resell partner services. In this case, we rely on either employees of that partner or contractors of that partner. Although it is difficult to clearly quantify the number of resources in this category, as the number of partners that we support in this manner is quite large, we are happy to provide more detailed information if needed. **Service Partner Network** – SHI maintains an Elite Partner network of service providers across the U.S. and Canada. These partners are vetted and managed carefully by SHI to ensure customer satisfaction and success. Currently, our Elite Network is comprised of 50 partners; in addition to that network, we also collaborate with external Service Partners at a customer's request. Often, our customers have established relationships with local partners, and in these cases, SHI will eagerly join with that partner in order to provide services on contract. Our capability for services is extensive, and with resources across the country and Canada, SHI facilitates services in almost every IT Solution area.
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	Once a solution is decided upon, SHI Architects will work with you to implement the solution, using best practices. Throughout the project, our Architects will share knowledge and documentation with the Commonwealth so that, at the time of handover, VITA users will know how to run their new environment efficiently and effectively. Once the environment is operable, SHI can offer a wide range of customized managed services to monitor or manage your environment to a degree that meets your requirements.
3.7	Does your Solution include documentation given to customers that includes all installed equipment, part numbers, quantities, serial numbers, and equipment naming? If yes, please explain.	Y	SHI creates custom fields within our order entry system to capture the data up to an unlimited number. Once the information is collected, it is readily available for reporting and inclusion on your invoices. SHI's order entry system also has the mechanisms to track our customers' maintenance purchases and expiration dates. In addition, we capture detailed information about the hardware assets that we manage within our configuration center. We can also combine the asset information with the end-user information the customer provides and generate asset tracking reports, which can be used as they are or can be loaded into your internal asset management databases.

3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Y	Providing on-site, online, or on-demand Technical, End-User, and Professional Development Training, our newly acquired Corporate Training Group complements our other services seamlessly. We recognized the need to equip our customers with the skills and knowledge to increase their adoption and consumption of technology, and our CTG team offers full-service training to meet those growing demands – from IT professionals to end-users – we provide training that enables customers to increase their return on investment in technology. With approximately 20 training experts dedicated to our CTG team, we are always ready to provide invaluable, personalized training for all of your end-users!

	Warranty, Service & Maint.	A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Y	Warranty and software updates are available from the following proposed manufacturers: Cisco, Fortinet, HPE, Extreme Networks, Barracuda, F5, Thales, SonicWall, Palo Alto, Watchguard, Zscaler, Vertiv/Liebert, APC, Belkin and Cables to Go. SHI will pass on any included Manufacturer warranties at the time of purchase. In addition, we will educate the end-user on any and all available extended warranty, maintenance, and service programs at the time of quote. Should the customer have the need to use the warranty SHI can facilitate the interaction between the customer and the OEM. We will gladly provide any contact information, process information, or assist in escalating with the OEM when necessary.
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	SHI will pass on any included Manufacturer warranties at the time of purchase. In addition, we will educate the end-user on any and all available extended warranty, maintenance, and service programs at the time of quote. Should the customer have the need to use the warranty SHI can facilitate the interaction between the customer and the OEM. We will gladly provide any contact information, process information, or assist in escalating with the OEM when necessary. SHI also offers a Warranty Uplift. Any devices that are marked as a warranty uplift are still covered under the OEM (which is usually 8x5 NBD). This will give VITA the flexibility to upgrade to a 24/7/4 service level for a fraction of an OEM rate. Service Express would still base service metrics off of the 24/7/4 SLA even if there is a warranty uplift designation in place. In addition, our coverage includes remote monitoring that automatically flags assets that are about to fail. A ticket is auto generated to repair the device before it fails.

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	SHI offers several options to support original Manufacturer warranties. These standard warranties typically offer limited, short-term coverage and can result in unexpected downtime and expensive repairs. Our Enterprise Warranty Services will extend the life of your technology investment and will keep your systems – and your business – running at peak performance.

The benefits of our Enterprise Warranties include

- Coverage up to 5 years;
- 24/7 technical support;
- U.S.-based call center;
- Global support capabilities;
- 100% coverage for commercial use, parts, labor, and accidental damage;
- $0 deductible.

In addition, SHI provides comprehensive, flexible coverage for Product Protection that goes beyond a manufacturer's limited warranty and that provides

- 100% coverage on parts and labor, normal wear and tear, and power surges;
- "No Lemon" guarantee;
- Replacement for products that are beyond repair;
- No deductibles, hidden fees, or surprise charges;
- Commercial use.

Your SHI Coverage can begin on the date of purchase or after the manufacturer's warranty expires, and coverage is not affected by what the limited manufacturer warranty offers. Our Warranty Services alleviate multi-year budgeting constraints and deliver service when and where you need it! Included in Product Protection Services in basic triage and remote diagnosis; 24-hour advanced exchange, depot service, and three-way shipping. As an additional benefit, our warranties protect against accidental damage, including drops, spills, and cracked screens.

Finally, SHI offers post-warranty and maintenance agreements for products that are still viable and in use!

4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Y	Along with the dedicated sales team, the Commonwealth will benefit from SHI's extensive and knowledgeable pre-sales technical and product support. Over the past decade IT has changed. This team has over 230 people who hold 3,000+ certifications for various products and solutions. These Solutions Teams are always vendor-neutral, and they use their breadth of experience to help tailor conversations in order to optimize a customer's specific environment. We engage our customers during the strategy and solution design phases of a project and assist with strategic planning, assessments, white boarding, proof of concepts, and more. Initiating conversations early in the process leads to enhanced project outcomes and cost savings.

In addition, we provide extensive product and vendor-specific support to ensure successful adoption and development during the life of the project.

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	SHI offers several options to support original Manufacturer warranties.Our Enterprise Warranty Services will extend the life of your technology investment and will keep your systems – and your business – running at peak performance.
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	SHI provides comprehensive, flexible coverage for Product Protection that goes beyond a manufacturer's limited warranty and that provides -100% coverage on parts and labor, normal wear and tear, and power surges; -"No Lemon" guarantee; -Replacement for products that are beyond repair; -No deductibles, hidden fees, or surprise charges; -Commercial use.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Y	Based on additional details provided by VITA in regard to the specific requirements of future implementations, SHI will align the resources who have the necessary technical expertise, certifications, and qualifications to discuss procurement, installation, configuration, testing, change management and the implementation processes. Our response includes the profiles of all pre-sales and leadership personnel that will be assigned. Below are resources who may partake in these discussions with VITA: **SHI Integration Team** As a vendor neutral company, SHI technicians hold a variety of certifications, including: A+, Network +, Cisco CCNA, MCP, MCSE and more. SHI will assign defined personnel to work with your team to see the entire project through completion. The assigned resources will have clearly defined roles, and each can be considered your first call for support of any kind, for the given area of coverage, at any time during the project. Resources may include: **Project Coordinator**: Maintains streamlined communication between sales department and configuration teams, ensuring service level agreements are met and the Integration Services process runs smoothly. **Lead Integration Center Technician**: Responsible for managing the team of deployment resources set to deliver the services agreed upon. **Lead Network Engineer**: Responsible for managing the team of engineers set to deploy the Site to Site VPN Network Connection. **SHI Senior Configuration Manager**: Maintains complete oversight and responsibility for the successful completion of Configuration Services. **Quality Control Specialist**: Responsible for ensuring our Configuration Services maintain compliance with ISO 9001 standards, which includes managing internal & customer documentation securely, performing sampling inspections on configurations to ensure customer requirements are met, and

4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	We realize that IT changes constantly and exponentially: although there always remains a need for basic IT commodities, the urgency to build solutions that will solve customers' technology and data challenges is more acute than ever. In response to this urgency, we restructured our Service Force to include solution-based support. In fact, we now have specific, technical expertise around our entire portfolio of services and products, ensuring we are able to meet all of the Commonwealth's IT needs. A sampling of our Service Force for the U.S. and Canada includes these areas: Field Solutions Engineers - In order to provide more technical expertise, SHI currently employs a team of 32 Field Solution Engineers in the US and 2 FSEs serving Canada, and those numbers are increasing in the near future. Our FSEs collaborate directly with Account Executives and are the first point of contact for more in-depth technical discussions. Advanced Solutions Group - In synchrony with other support teams, SHI's Enterprise Solutions Group (ESG) has the agility and expertise to help design, build, test, and deploy hardware and software solutions. ESG's goal is to help customers execute their mission and educate end-users by getting the right technology to the right people at the right time. Today there are over 250 people dedicated to this division of SHI.
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Y	Please refer to *Exhibit 2* for a list of all our certified personnel for each proposed OEM.
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	Y	Technical support is handled directly by the OEM/Publisher. In these cases, SHI can assist in getting the customer connected to the right person at the OEM/Publisher. SHI does offer technical support/helpdesk services for an additional fee.
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	Loaner equipment is available from the following proposed manufacturers: Cisco, Fortinet, HPE, Extreme Networks, Barracuda, F5, Thales, SonicWall, Palo Alto, Watchguard, Zscaler, Vertiv/Liebert, APC, Belkin and Cables to Go.
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 - Future	SHI maintains an Elite Partner network of service providers across the U.S. and Canada. These partners are vetted and managed carefully by SHI to ensure customer satisfaction and success. Currently, our Elite Network is comprised of 50 partners; in addition to that network, we also collaborate with external Service Partners at a customer's request. We have established relationships with local certified and diversed partners in Virginia that can meet and exceed the 2 hour on-site response time, and in these cases, SHI will eagerly join with that partner in order to provide services on contract. Our capability for services is extensive, and with resources across the country, SHI facilitates services in almost every IT Solution area.