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 ANS Response
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	We refer to and rely upon each manufacturer's standard published documentation product specifications. As of the date of our proposal, we have no reason to believe that our solution proposal fails to meet the Commonwealth of Virginia's requirements as referenced per the RFP. For example, the policy/standards categories applicable to Fortinet products and services to be offered through the contract are: ITRM-wide, Enterprise Architecture, and Information Security policies and standards. Fortinet products/services are aligned with COV's ITRM-wide and Enterprise Architecture standards and will assist organizations within COV in achieving compliance with IT Security policies/standards.
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	We refer to and rely upon each manufacturer's standard published documentation product specifications. As of the date of our proposal, we have no reason to believe that our solutions proposal fails to meet the Commonwealth of Virginia's requirements as referenced per the RFP.
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	Advanced Network Systems has been providing solutions to K-12 customers under the Federal E-Rate program for many years and we are therefore extremely familiar with the rules and regulations of the Federal E-Rate program. All of our sales and operations staff receive ongoing training on the Federal E-Rate program and we fully understand the proposal, ordering, invoicing and reporting requirements.
1.4	Does your Solution include a valid SPIN number *(Service Provider Identification Number)*? If yes, please provide number.	Y	Advanced Network Systems Service Provider Identification Number (SPIN) is: 143017970.
1.5	Does your Solution include a valid SPI *(Service Provider Invoice)*? If yes, please provide.	Y	Advanced Network Systems understands the E-rate invoicing process and we provide SPI Form 474 to USAC to request reimbursement for the discounted amount of eligible items. We file the SPI via the online process. At the time of invoice, our accounting department goes online and files the form 474, and submits it for the portion that has been E-Rate approved.
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	Advanced Network Systems (ANS) is a local provider, headquartered in Charlottesville, Virginia with regional offices in Bluefield and Richmond. ANS has been serving customers in Virginia for over 20 years. We have many public and private school system clients within the Commonwealth of VA, along with clients who are public sector state and local agencies. In total we serve over 130 educational and public sector accounts. We have long-established relationships and a proven track-record of providing complete, functional solutions that fit our customer's needs. We also serve many commercial clients within the Commonwealth, and currently support a customer base of over 350 active accounts.
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	Advanced Network Systems will provide a complete catalog with a specific link through our website, www.getadvanced.net. It will be updated quarterly to ensure all VITA entities can have quick access to available products and services from our proposed manufacturers. This is a process we already follow for our existing state contracts. An example can be found here for our existing Watchguard state contract: https://www.getadvanced.net/vita-contract-pricing-watchguard-security-products
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	Advanced Network Systems has been providing network products and services solutions to customers in Virginia since 1996. As a well established provider in the Commonwealth, ANS has the bandwidth to provide networking hardware, as well as services to all public bodies across Virginia. Our strategically placed offices (Charlottesville, Bluefield and Richmond) allow us to access all regions of the state with relative ease. Our well-established and proven Technical Assistance Center (TAC), will be the first line of contact for all public bodies of the Commonwealth's service needs. The TAC is our 24x7x365 operations center that combines multiple tiers of technical support with 100% in-sourced personnel. Field engineering resources are available and used to provide onsite technical support as required with prioritization for clients with service contracts. TAC can easily be accessed via email or by a toll-free telephone number, and all contact options have the same case management process definitions and guidelines. Adherence to guidelines is measured using service level agreements that are defined by a number of factors, including type of issue, user impact, issue severity, and maintenance support contract priority. All contact is documented and results in creation of a service case. All service cases are stored in a central repository and managed using our state-of-the-art customer relationship and service ticketing management (CRM) framework.

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	Advanced Network Systems may utilize TAC Communications as a subcontractor for installation/mounting of wireless access points. Advanced Network Systems and TAC Communications are current service providers for a large number of K-12 school districts as well as private schools. As a result, the companies working together have a successful, established track record of satisfying the requirements of many school IT departments.
1.10	Does your Solution include a punch-out catalog website? VITA encourages Suppliers to develop a catalog website that interfaces with eVA. Refer to: https://eva.virginia.gov/pages/eva-catalog-creation.htm Please provide either screen shots or a link to serve as an example.	F	Should Advanced Network Systems be awarded a contract, we will provide an electronic, web-based catalog or other product ordering documentation for use by eVA clients. It will be hosted through our existing website, www.getadvanced.net. Our catalog will be updated regularly, but kept concise and clear for a quick and easy reference for the user.
1.11	Does your organization currently interface, via a punch out to your application, with existing customer e-procurement portals similar to the Commonwealth's eVA portal solution?	F	Not currently, but if awarded this contract, Advanced Network Systems would be willing implement an electronic, web-based catalog or other product ordering documentation for use by eVA clients.
1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Y	The Inside Sales team at Advanced Network Systems continuously tracks manufacturer partner incentives, credits and rebate programs. Any special pricing and/or relevant promotional pricing is incorporated into our price quotes to clients. Examples include special promotional pricing and/or programs available at certain time periods, trade up programs for qualifying existing hardware/software, additional discounts available for deal registration, etc.
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Y	Advanced Network Systems will offer volume-tiered discounts. Please see Appendix C for specific information, as they vary by each manufacturer and volume. There may be additional volume discounts available on a case by case basis on a specific project's bill of materials (BOM). Also, as noted in 1.12, Advanced Network Systems will inform the customer of any additional special pricing that could be included at the time of quote.
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	For over twenty years, Advanced Network Systems has provided clients in public and private schools, government entities with personalized service. Our commitment to unmatched customer service is well known throughout Virginia. Our presales engineers add a wealth of value in solution design and we ensure that configurations we propose are correct. ANS' expertise in multi-vendor network design, systems integration and maintenance; Virginia-based presence and locally-based support services provide added value to the Commonwealth. For additional details, please see the Executive Summary.
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Y	Advanced Network Systems has product-specific account managers and sales engineers who work as a team to provide support to K-12 customers. The account managers and sales engineers, along with our inside sales team, will support the customers for the duration of the contract. Additional information can be found in the organizational chart in Advanced Network Systems' Supplier Profile.
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	Advanced Network Systems has strong capabilities in the area of marketing, and as such, we would develop programs and resources to promote the VITA contract to the K-12 education/public sector statewide. Advanced Network Systems has a dedicated in house marketing department, and ANS also employs outside contractors to work with us to develop proactive marketing campaigns. Advanced Network Systems' existing marketing efforts include contact with the IT staff from all Virginia K-12 school districts and local governments. Our objectives for our marketing efforts would be to: •Promote the contract's solution offerings, advantages and values through both digital marketing, vertical-specific trade shows and events as well as our own client presentations and sponsored/in-house events. •Provide education to each client on all aspects of the contract, how to use it as a purchasing vehicle, and how leverage it to fulfill their technology requirements. •Provide education to each client on the benefits of the technologies and related solutions we represent. •Provide effective solutions that can be customized to fit each client's individual requirements. In addition to these efforts Advanced Network Systems would evaluate the effectiveness and ROI of each marketing activity in order to fine-tune our messages and methodologies to best reach and engage this target audience.

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	To add value to the Commonwealth and this contract, Advanced Network Systems would: • Develop any required marketing materials to promote or support the use of the contract. • Provide sponsorship support for, attend, and promote state events where we can highlight the use of the contract. • Provide speakers for state sponsored events. • With permission from the appropriate parties, develop case studies and other success stories which highlight use of the contract.
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	Advanced Network Systems offers several post-implementation support options with the purchase of a maintenance contract. Manufacturers also offer the ability for our customers to sign up and receive automatic notifications to get the latest information on products and solutions – including firmware and software updates, new product releases, end of sales life details, critical bug fixes, product promotions and more. Customers can subscribe to receive automatic notifications. Additionally, we use various forms of marketing (email, telephone calls, and face to face appointments) to keep customers up to date on new products and services available (including any manufacturers' promotions), technology changes, specifications, and changes within the technology market. Advanced Network Systems' Inside Sales Team maintains records of all service contracts and proactively contacts customers about upcoming support renewals for existing customers. The Inside Sales team also notifies customers of systems with upcoming end of life/end of support dates and keeps customers apprised of trade-ins available at the time of their renewal.
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	No
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	We are proposing multiple manufacturer's solutions, and the specific compliance information varies. Some examples include: Fortinet products are, to the extent practical, designed to comply with Section 508 standards. We are providing VPAT information as an attachment within the Appendix of Manufacturer Information to demonstrate the extent of our compliance. VPATs for other Fortinet product lines can be downloaded at https://www.fortinet.com/fr/corporate/508_compliance Extreme Networks- the solutions proposed are designed for use by IT staff and network administrators, as opposed to being traditional academic or administrative systems that will be leveraged by students, teachers, or office staff. As such, the interfaces are not specifically developed to, or tested against accessibility standards. However, they offer web-based management interfaces based on best-practice UX and UI designs. Furthermore, the HTML code Extreme uses is compliant across a myriad of browsers, and any accessibility options within those browsers to make text more readable is supported. In addition, the interface is a pure-text and graphic interface. Across the major tenants of WCAG 2.0/2.1 (Perceivable, Operable, Understandable, Robust), the solutions have the following elements: • Multi-language support native to the product • Keyboard, mouse interaction, and with the use of Amazon Alexa integration, voice-controlled interface (Alexa integration is with ExtremeCloud IQ only) • No flashing lights, and the use of a cool color pallet • Easily navigable, using industry standard "top and left" menus (major selections on the top, minor selections on the left) • Context based search to easily find things minimally Extreme Networks offers web-based management interfaces based on best-practice UX and UI designs. Furthermore, the HTML code Extreme uses is compliant across a myriad of

	Ordering & Reports	A	B ANS Response
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	Advanced Network Systems' will respond to a service order request within one (1) business day. All customer activity is tracked with customer relationship management software. Our advanced CRM system ensures that customer communication is logged and tracked. All information is entered and updated in real-time. We use automatic workflow notifications both internally for quote and order requests, and externally to notify the customer of order status, e.g. Order Confirmation, Tech Order Review, Equipment Order(s) Placed, Ready to Install, Ready for QA, Tracking Information, etc.
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	Orders are typically processed the same day they are received. Any in-stock hardware that does not require configuration or installation will be shipped from one of our Virginia warehouses within 48 hours of order receipt.
2.3	Does your Solution include an in-house order tracking system that can be accessed by a customer? If yes, please provide details.	F	Clients currently all order tracking notifications are sent automatically via email. Whenever the status of an order is updated or changed, the customer is automatically notified. Currently, if a customer would like additional details on the status of the order, they may receive this information via phone or email by contacting our inside sales/customer service department. Advanced Network Systems' customer management system has the ability to provide access to customers with a designated login. At present, this feature is not currently in use. When given credentials, customers have the ability to view the status of their orders, as well as shipping information.
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	Y	Advanced Network Systems will make every effort to work with the customer and manufacturer to eliminate and/or minimize any restocking fees. Returns will be subject to the manufacturer's return policy but ANS will always help in in this process. Customers can support the process by contacting ANS for an RMA and returning products to Advanced Network Systems in their original container, along with all packing materials. All parts must be returned (e.g., cables, software, manuals, etc.). The RMA Service Order Number(s) issued to the client by ANS should be clearly marked on the shipping label for each carton returned. Returns which do not comply with the above-mentioned requirements will delay RMA processing and may be subject to a restocking fee.
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	Ordering and billing disputes are handled by Advanced Network Systems' dedicated accounting team. If needed, the accounting team will work in conjunction with our sales team to reach a reasonable solution for all parties. In the event a problem should arise, our customers are encouraged to contact the account manager who will escalate the matter to the correct person so problems can be identified, investigated and resolved in a timely manner.

2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	Advanced Network Systems' order processes include multiple reports used by different departments for tracking customer orders. For example, our open purchase orders report provides our logistics team with a way to constantly track equipment orders and keep tabs on customer order status. This report is updated in real time so the data is always current and accurate. ANS provides order details on all service orders, invoices, and packing lists. These documents provide important information to the customer such as product SKUs, product descriptions, prices, serial numbers, labor time logs, tracking information, and customer PO details.
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	As part of the post-sales process, customers are provided with network documentation. In cases where configuration and installation has been provided by Advanced Network Systems, we provide the customer with details on where hardware has been installed. For example, when possible, service orders are often processed by client location. From there, our customer asset tracking system is tied to product serial numbers, which are linked to customer service orders and invoices; documents that contain not only serial numbers, but also part numbers and product IDs, dates, time logs of work performed, invoice amounts, customer PO numbers, etc. Additionally, within the asset tracking system, individual items have the ability to be assigned to specific locations.
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	Advanced Network Systems' order entry system tracks client inventory by location. Our team can work with the Commonwealth, as well as individual entities, to produce reports. ANS' team works rigorously to make sure that all current hardware and software renewal subscriptions are kept up to date and proactively suggests when an upgrade may be required.
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	We currently provide all vendor information required by USAC including the completion of Item 21 template information. Through past and existing projects throughout the state of Virginia, ANS is well-versed in Item 21 of the USAC's form 471.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	We provide all vendor information required by USAC including the completion/submission of all requisite invoicing. We file the SPI via the online process. At the time of invoice, our accounting department goes online and files the form 474, and submits it for the portion that has been E-Rate approved. Concurrently, the accounting department sends the invoice report to the customer with a breakdown showing what E-Rate has approved for their payment and the amount the customer is responsible for paying.

	Design, Plan, Install, and Configuration	A	B ANS Response
3.1	Can your organization work around various school schedules to avoid impacting classroom or busy office times? Please explain.	Y	Advanced Network Systems (ANS) works with many public school systems and other public entities and we are therefore very familiar with educational customer scheduling requirements. ANS understands the importance of scheduling projects around the school day to minimize disruptions to students, teachers and staff. ANS will work with schools and all agencies in the State to meet their specific scheduling requirements.
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	ANS understands the scheduling needs of K-12 customers. We will make every effort to perform installation projects during after hours and school holidays at our standard hourly rate. As part of the installation process, installation times that are allocated at or around 3PM will be accommodated with our normal hourly rates. Advanced Network Systems will work with individual school systems to develop plans that will need to be in place to ensure access to buildings for any installations scheduled outside of normal business hours.
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	Advanced Network Systems offers complete turn-key implementation including planning, design, configuration, implementation and operation. Our staff of presales engineers and field engineers employ a variety of tools for network design and planning. Our site surveys and network audits provide details to the customer on what solution is required to achieve optimal results. After the site deployment has been completed, system tools are utilized to ensure performance has been achieved from the network architectural design. This assessment is conducted on both wired and wireless networks. These tests are verified with the customer's IT Department.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	Advanced Network Systems follows industry standard best practices for all implementations in order to ensure optimal coverage for all projects. The methodology for deployment is based on: plan, design, implement and operate. We perform site surveys in order to accomplish this, and generally provide detailed documentation showing coverage criteria in specified areas. ANS currently makes use of software assessment tools such as Ekahau Pro 10.3.1 for both pre-site and post site surveys. We use Wi-Fi analyzers and capturing products for problem resolution with any existing networks.
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	All technicians are trained and certified on the products they install and therefore Advanced Network Systems' service engineers can provide complete turn-key implementation, including rack/stack, cabling and access point mounting. Currently, ANS has 13 field technicians to provide installations within the state of Virginia. These technicians are also supported by our backend office staff of Technical Coordinators in our Technical Assistance Center (TAC) who facilitate all scheduling and logistical requirements. Each technical installation is assigned a project manager who manages to project for the duration of the installation. This approach supports better overall continuity and workflow until the project is completed.

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	All of our projects conclude with a period of testing/validation/acceptance. This approach ensures the solution meets the customer's network coverage and performance requirements.We utilize the most modern software systems to model and survey wireless solutions to eliminate common issues that arise with high density wireless deployments. Current software assessment tools use Ekahau Pro 10.3.1 and Ekahau SideKick for both pre-site and post-site surveys. Wi-Fi analyzers and capture products are used for problem resolutions with any existing networks. Through the use of these tools, ANS generates heat maps to provide detail on expected coverage through the use of site surveys. The same systems are used post-install to verify that the new deployments emulate the original design and performance expectations. Additionally, in existing customer environments where wireless coverage has been less than successful in the past, we can utilize the software to help customers reconfigure environments and gain a much better level of coverage.
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	Advanced Network Systems provides documentation at the completion of all projects, and this information includes all of the requested details - inventory of installed equipment, part numbers, quantities, serial numbers, and the locations and naming/labeling of all installed equipment.
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Y	Knowledge transfer is provided with all professional services implementations. This training allows the customer to be able to use, support and troubleshoot the solution implemented as needed. In addition to necessary training on installed hardware, additional training can be offered on all features/functions as part of the quoted system implementation. Advanced training can be quoted on a case by case basis. Additionally, customers have the option of purchasing training classes offered by the manufacturer.

	Warranty, Service & Maint.	A	B ANS Response
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Y	While each individual proposed manufacturer has its own product warranty, many come with a warranty at no additional cost to the customer. Many products even offer a limited lifetime warranty. Please see below for additional information. Extreme: • For full warranty details, including specific coverage on individual products, please refer to Extreme's Standard Warranty Policy, Warranty Summary, Warranty Finder, as well as other related documents located on Extreme's Support website at https://www.extremenetworks.com/support/policies/. Fortinet: • https://www.fortinet.com/content/dam/fortinet/assets/legal/EULA.pdf • https://www.fortinet.com/content/dam/fortinet/assets/legal/Fortinet-Service-Offering-Terms.pdf Juniper: • Many of our 'EX' products include an Enhanced Limited Lifetime warranty detailed in: https://support.juniper.net/support/pdf/warranty/990240.pdf • Warranty terms for our "Mist WIFI" products are detailed here: https://support.juniper.net/support/pdf/warranty/9900103.pdf • Other Juniper Networks product lines follow our standard 12 month warranty detailed in: https://support.juniper.net/support/pdf/warranty/990220.pdf. • Software product warranty entitlements are detailed in this matrix: https://support.juniper.net/support/warranty/sw-matrix/ Watchguard: • https://www.watchguard.com/wgrd-support/hardware-warranty • https://www.watchguard.com/wgrd-support/support-levels Vertiv: • Warranty information for specific products can be found here: https://www.vertiv.com/en-us/support/WarrantyInfo/
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	The manufacturers' standard warranty repair would be covered at no additional cost to the customer. Advanced Network Systems will process all RMAs for items covered under the manufacturer's product warranty. Replacement product turnaround will also depend on each specific product's warranty - for example some products may include warranty coverage that provides next business day advanced replacement, while other products may include warranty coverage that provides 15 day replacement.
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	All items covered under the warranty will include warranty replacement hardware and software that is equal to or better than, and compatible with, the system being replaced. Each of the proposed manufacturers has its own product warranty. Please refer to 3.1 for specifics.
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Y	Please see the attachment, Guide to Using ANS Technical Services for this information.

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 hardware/system software/parts will assume the warranty coverage terms of the failed/replaced hardware and system software.
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	If purchased from us through VITA, support would be provided according to the terms of the remaining manufacturers warranty. ANS would continue to provide its role in warranty support for systems with a remaining valid warranty term for the length of the equipment warranty regardless of the status of a purchasing contract.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Y	Advanced Network Systems has provided a sample of resumes for our management-level professional services resources in this response, located in Vendor Information. Please note the confidentiality statement on these documents. Additional personnel profiles, including job descriptions can be supplied upon request. Our engineering and technical services departments have a depth of management and technical expertise ranging from Vice Presidents and Departmental Directors to Regional Technical Managers and Field Support Engineers. At each level, our technical staff focus on their areas of expertise, while also being cross-trained to support multiple lines of technology.
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	Advanced Network Systems holds certifications covering all network products/technologies we design, install and support. We hold manufacturer-required training and certifications in the areas of sales, pre-sales engineering, installation, troubleshooting and support. Advanced Network Systems' knowledgeable team of certified technicians is dedicated to providing support services to customers in the Commonwealth and beyond. Our Technical Assistance Center and its certified staff are available 365 days a year to provide assistance.
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Y	Advanced Network Systems holds certifications covering all network products/technologies we design, install and support. We hold manufacturer-required training and certifications in the areas of sales, pre-sales engineering, installation, troubleshooting and support. Advanced Network Systems' knowledgeable team of certified technicians is dedicated to providing support services to customers in the Commonwealth and beyond. Our Technical Assistance Center and its certified staff are available 365 days a year to provide assistance.

| 4.10 | Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain. | Y | Our Technical Assistance Center (TAC) is located in central Virginia and is staffed by company employees who live in Virginia. If customers are contacting the manufacturers directly, some of the manufacturer's representatives may be located in a location not in the United States.

For example, Extreme Networks provides a global 24x7 follow the sun methodology to deliver our Global Technical Assistance Center (GTAC). Typical business working hours of 9AM-5PM are covered from within the United States, where our US based Technical Assistance Centers are primarily located in New Hampshire, North Carolina, and California. Calls into our GTAC outside of typical first shift business working hours are covered by qualified personnel in both Asia and Europe. Working alongside our GTAC we do have a dedicated team in India to process all RMA hardware replacement requests. Similarly, we have dedicated team in Malaysia that works with the GTAC to process all licensing requests as well. All GTAC support is provided by Extreme insourced employees and is not outsourced to third party support vendors, which provides significant advantages to our customers. |
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| 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 spares are available through the purchase of an Advanced Network Systems NetWORKS maintenance support program. Under the terms a maintenance program a spare/loaner hardware would be provided temporarily without additional costs to the client. For additional information on our NetWORKs programs, please see Vendor Information. Manufacturers may also offer loaner equipment, for example, Extreme Networks offers a Temporary Spares service for use in the event of an unexpected hardware failure during planned software upgrade migrations. This service is an option available for an extra fee on equipment that's under an ExtremeWorks maintenance agreement. |
| 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 | Our maintenance support contracts cover all counties located in Virginia. Our standard support contracts provide a 4-hour response for critical network issues with prioritized on-site dispatch of field engineers when required. A two hour response time for a contract is possible, but would need to be approved by ANS. Please review our Maintenance Support Program literature for additional details on what is included in this program, located in Vendor Information.

Due to our strategically positioned offices around the state (Charlottesville, Richmond, Bluefield), we have sales and technical resources available to be on site (if required) within two hours of all counties in Virginia. |