

RFP 2021-10
Exhibit A
Requirements

Instructions

Suppliers are to indicate their capability of fulfilling each specific requirement. Each Supplier's responses will be reviewed and compared across Suppliers within each section in order to determine the best solution for the Commonwealth.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of Solution by the Supplier. To respond to each requirement, Supplier is asked to enter, in the space provided in **Column A**, a code that best corresponds to its intended response for the requirement listed.

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

Y - "Yes" - Supplier can fully meet the requirement as documented with its current application or proposed solution. If applicable, Supplier should provide in **Column B** an explanation of how it will fulfill the requirement. This may include use of alliances with other suppliers. Supplier may also use **Column B** to cross-reference a detailed explanation included in an attachment of its proposal.

F - "Yes, Future" - Supplier will be able to fully meet this requirement in the near future (*not longer than three months from the date of the proposal*). Supplier should provide a proposed start date and cross-reference any attached documentation in **Column B**.

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

	General	A	B
1.1	Does your Solution comply with all current COV ITRM Policies and Standards, as applicable, found at: https://www.vita.virginia.gov/it-governance/itrm-policies-standards/ If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.	Y	As of the date of our proposal, we have no reason to believe that our proposed solution fails to meet the State of Virginia requirements as referenced in the RFP.
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	As of the date of our proposal, we have no reason to believe that our proposed solution fails to meet the State of Virginia requirements as referenced in 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	<p>Carousel's expert guidance will provide you with the right combination of technology recommendations to reshape your K-12 learning landscape. We have helped school districts across the country to determine which E-Rate eligible services are right for the demands of 24/7/365 classroom connectivity.</p> <ul style="list-style-type: none"> - Enabling Better Communications for K-12 Schools & Libraries* • High-Speed Connectivity to Schools • Critical Data Privacy & Security • High-speed WIFI throughout Schools • High-quality, Low-cost Devices • Home Internet Access • Digital Citizenship & Responsible Use <p>Support Modern Learning by using the latest in video conferencing, AV, audioconferencing and visual communications for distance & in-house</p> <ul style="list-style-type: none"> • Provide Faster WIFI, and the bandwidth to support it, by upgrading your network infrastructure • Boost School Security with next-gen firewalls and endpoint solutions • Robust Network Monitoring & Management to setup intelligent networking platforms in order to free-up your IT Team. <p>-Discovery session to understand your goals, requirements and budget</p> <ul style="list-style-type: none"> • Review of your existing network environment and project requirements • Detailed vendor recommendations, future design and proof of concept • Procurement, configuration and deployment of the final solution • Ongoing product support throughout the lifecycle <ul style="list-style-type: none"> - Green Light Billing Status with the FCC • Best-of-Breed Technologies from Approved Manufacturers <p>*Consultative Advice throughout the 470 Funding</p>
1.4	Does your Solution include a valid SPIN number (Service Provider Identification Number)? If yes, please provide number.	Y	143025324
1.5	Does your Solution include a valid SPI (Service Provider Invoice)? If yes, please provide.	Y	We are in full compliance with the regulations of invoicing for e-rate and at the completion of the project we will provide a valid SPI on form 474.
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	Nelson County Schools, Roanoke Public Schools to name a couple of K-12 organizations that have done business with Carousel Industries. As a systems integrator, Carousel Industries has many state and local government customers throughout the Commonwealth including over (25) Local city/county governments as well as agencies such as DOH, DOC, DMV and VDOT.
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	Carousel Industries will post the most current catalogs on our VITA portal . http://www.carouselindustries.com/vita

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	<p>With nearly 30 years of experience, Carousel has a successful record of providing technology solutions to entities within the public sector, to include K-12, Higher Education, State & Local Government, and Federal customers. In fact, Carousel is uniquely positioned as a provider who can offer not just core networking and security but also audits, managed services, and integrations to related components of an enterprise wide environment such as UC and Visual Communications all from one source. This holistic approach offers tremendous advantages over other providers and saves our customers significant time and expense.</p> <p>Carousel holds top partner status and certification with many leading technology companies including Cisco, Fortinet, Extreme, Juniper, HPE/Aruba, Avaya and others. These certifications are only given to business partners who have met rigorous requirements for converged voice, video and data, technical expertise, and customer satisfaction. These distinctions are a direct result of the talent, dedication, and commitment of the Carousel team including pre-sales engineering, project management, post-sales support, account management, and training.</p> <p>Carousel currently holds 24 state contracts that provide direct services to schools and agencies across the US. We are experienced in designing and implementing solutions for every level of government, with many solutions provided through E-Rate and other grant funding programs. Carousel engineers have the expertise to create high-quality, innovative distance learning and visual presentation systems that have positive impacts for the end-users.</p> <p>Carousel has experience working with the Commonwealth of VA, as we have held the Avaya VITA contract for several years. Carousel has an assigned account team assigned to this account and engineering resources in VA to provide local support to the end-users. Carousel's Regional Sales Director and assigned Account Managers have supported the Commonwealth for over 10 years. Carousel has past performance in all regions of the Commonwealth.</p> <p>"</p> <p>From a sales perspective, Carousel has an assigned VA Based Outside Sales and Sales Engineering Team that will leverage this contract and proactively market its technology. We will leverage our inside sales team of 20+ technically trained representatives to support the wired and wireless requirements of all Commonwealth K-12 and other organizations approved to use this contract. From an Operations perspective, Carousel currently supports over 25 municipalities in the Commonwealth including critical applications such as Public Safety 911 centers.</p>
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	<p>Carousel has a team of field technicians to provide installation and support services for our customers. We will occasionally use subcontractor partners to ensure geographic coverage and project timelines are met for our customers. These partners are vetted and managed entirely by Carousel personnel while working with us. We ensure and are 100% responsible for the quality of all of our projects regardless of whether subcontractors are involved or not. Opportunities for subcontracting will be identified utilizing existing source lists that Carousel maintains in a company database. Subcontractors are selected based on their capabilities in relation to our strict requirements to determine whether they are qualified to perform the services needed. Carousel Industries is committed to using small business owned and minority owned business as part of its overall practice. Our subcontractor database identifies these business types for our use. We provide and update our Small Business Subcontracting plan annually with our GSA representatives. We submit our New Small Business Subcontracting Goals each year and are reported in the ESR5 (Electronic Subcontracting Reporting System) database.</p>
1.10	Does your Solution include a punch-out catalog website? VITA encourages Suppliers to develop a catalog website that interfaces with eVA. Refer to: https://eva.virginia.gov/pages/eva-catalog-creation.htm Please provide either screen shots or a link to serve as an example.	Y	<p>An eCommerce catalog website is available (See sample in Attachments)</p>
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	<p>Punchout is available to integrate into eVA's ERP system. Development times and cost vary based on customer end systems. eVA has been handled manually in the past but Carousel is willing to interface if that is the preferred method.</p>
1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Y	<p>Carousel does offer periodic promotions and discounts, and any and all manufacturer incentives will be passed onto the customer to offer additional cost savings. Each program is unique and will be communicated to Commonwealth users as they are launched. Our Carousel Team takes pride in developing a partnership built on integrity and trust and this is standard practice in working with our customers.</p> <p>As specific product incentives, credits and or rebate programs are introduced and made available by each manufacturer, we will present and market them to the VITA customer database.</p>
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Y	<p>See attached Appendix C Pricing.</p>
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	<p>Carousel offers a number of value added services that can be beneficial to the commonwealth. We offer a flexible managed service offering that comes in three models to help serve different organizations. These solutions can be as simple as overseeing and monitoring your network devices, to a full hand off managed service. We also offer some network and security products under our Device as a Service solution. We can provide more details on this if you have any interest.</p>
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Y	<p>The VITA Contract is supported by two assigned account executives (Dan Heilman and Craig DeSimone). They will work in tandem and support VITA for support, sales and knowledge transfer. The Virginia area Sales Director (Tom Costa) will be responsible for the overall contract, compliance and communication with VITA</p>
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	<p>The following personnel will be able to market this contract as we do with others: Marketing and Social Media group, Inside Sales Group, Outside Sales Executives and our Regional Sales Director.</p>
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	<p>Carousel will partner with various manufacturers to educate staff - we can quarterly host either Virtual, or in-person product updates, industry updates and best practices events. These seem to resonate with out State clients to help educate them on what other agencies are doing and what products are available to help solve issues.</p>

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	<p>Carousel Industries', James Suller, is our Vice President of Customer Success cementing Carousel's commitment to ensuring success throughout every customer touchpoint. In this role, Mr. Suller is responsible for enhancing the company's Customer Success/Lifecycle Advisory Team and processes, enabling customers to derive significant value from their technology investments, and driving expanded levels of customer satisfaction. He leads Carousel's company-wide purpose of being "Customer Success Obsessed" by implementing and ensuring an integrated, consistent, customer-centric approach across all areas of the business.</p> <p>"Customer experience management has become the new battleground and is now arguably the single most important investment a brand can make in today's competitive global business climate," said Jim Marsh, Chief Revenue Officer, Carousel. "James Suller is a proven builder of world-class B2B and B2C customer-focused organizations who has added significant organizational value through his relentless obsession with the customer experience. He is the perfect leader to accelerate and oversee our company-wide initiative to be 'Customer Success Obsessed'."</p>
1.19	Does your Solution or any of your subcontractors' components include any Kaspersky-branded products? See definition below. If yes, please describe. <i>"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.</i>	N	
1.20	<p>Does your solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psqs/domain-amp-topic-reports/pdf/ETAITAccessibilityTopicReportGOV103.pdf</p> <p>(Refer to https://www.section508.gov/ and www.access-board.gov for further information)</p> <p>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</p> <p>If no, does your Solution provide alternate accessibility functionality? Please describe.</p>	N	<p>Each Manufacturer has very similar approaches to 508 compliance and VPAT response: Below is Extreme Network's Response: Extreme address the needs of users who need a non-visual means of controlling our product by designing our software so that it does not disrupt accessibility features supported by an end-user's browser or computer operating system. In addition, our network appliances include a command line interface (CLI) that allows the use of CLI-compatible assistive devices.</p> <p>Fortinet Response We are providing a sample VPAT for one of our network equipment product lines (FortiSwitch) that confirms the above information. (See Chapter 5, Software, responses 502.2.1 and 502.2.2). VPATs for other product lines that fall within the scope of this solicitation can be downloaded from our website."</p>

	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	Carousel will create a group distribution email in order for all key parties to be notified of the request so a response may be provided the same day. Our support model includes a third team member that will provide backup for Tom Costa, Craig DeSimone and Dan Heilman.
2.2	Does your Solution include shipment of all "in-stock" hardware, not requiring configuration or installation, within 48 hours of receiving an order? If yes, please explain.	Y	Carousel will turn around orders within 48 hours of receipt (not including holidays or inclement weather scenarios) - Please note custom builds would not be applicable to these
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	Carousel industries issues a unique order identifier, we have an existing tracking system which includes a portal for customer access to follow orders.
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	Y	Depending on products and if the item was special order there may be a 10% restocking fee applied. (typically products must be returned within 15 days of receipt)
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	As part of our commitment to VITA, Carousel will assign a Single individual responsible for all you invoice and billing needs. This person will have access to all VITA invoices and will be the single point for all your escalations.
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	Please see Attachment L. Sample Reports.
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	Please see Attachment L. Sample Reports.
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	Quarterly, Carousel will provide reports for inventory and assets sold with applicable serial numbers for tracking and warranty. Customized reports can be developed upon request to reflect specific customer reporting requirements.
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	Carousel will provide Invoice/purchase order reports, as required by the customer or VITA. We can create these reports using a USAC/Erate template or customize as needed.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	Carousel will provide quarterly reports which will reflect tracking by SPIN number and Service provider Invoice (SPI) when requesting payment for eligible services provided at discounted prices.

	Design, Plan, Install, and Configuration	A	B
3.1	Can your organization work around various school schedules to avoid impacting classroom or busy office times? Please explain.	Y	Carousel has extensive experience in the K-12 marketplace. We are very familiar with Erate eligibility as well as developing project plans and implementation schedules that avoid impacting classroom and administration activities while leveraging holiday, weekend, and break schedules.
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.	N	Standard rates would apply for M-F 8-5pm so this scenario would be a mix of standard and after hour rate schedule. This can be negotiable as Carousel will provide a firm fix bid for installations based on size and scope.
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	Carousel offers a complimentary service for Analyzing your switch and we Fi infrastructure remotely. If floor plans are provided we can also provide remote Heat Mapping free of charge. Carousel does offer additional on site services for detailed Network, Voice, Security and Video assessments that can be requested and quoted. These services provide a detailed evaluation of the customers network and any rework required to rectify the issues that are identified.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	We use standard wireless best practices for optimal coverage and density requirements, while keeping in mind the security and bandwidth requirements. We utilize Ekahau software to help identify coverage area. This requires careful channel and power planning for which we typically suggest physical site surveys. Carousel can also optionally conducts pre and post wireless surveys for optimal performance.
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	Carousel's technicians are capable of supporting all engineering, furnishing and installation of Network and Wireless hardware. We included first day of business support usually onsite. On a typical installation, we average assigning 2-4 technicians based on size and scope of engagement. Carousel in addition to our certified subcontractor partners, we have access to approximately 45 field technicians.
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	As part of any Carousel project, we stage and test all components. This service is included as part of our solution pricing. During this staging process we update firmware, load software and configuration and test traffic routing. This process confirms any our of box failures as well as reassures clients they are at the latest code prior to getting installed on their network. Once installed we verify performance analytics based on the scope of work.
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	At the conclusion of projects we provide a project workbook that contains the requested details. For installations, Carousel will provide the final configuration. Optionally, we can provide network typology Visio documents. For drop ship items we will include serial numbers on each invoice.
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Y	On the most common components of network hardware, clients often do not request training so it's not included as a default part of installation scope. However, Carousel offers both on site and off site system training classes if required. In addition, all manufacturers proposed have a full listing of solution specific courses that would be available to the end user.

	Warranty, Service & Maint.	A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Y	Based on the manufacturers proposed, we included the 2 year warranty per the market basket request. Some switching products offer a Limited Lifetime Warranty, these are usually edge switching devices, products with Limited Lifetime Warranty as well as any support option all include software updates as a feature of that service.
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 Standard Warranty repair is included. The equipment will be returned via an RMA and replaced with new equipment. Failed hardware should be returned within 15 days. For additional support on your solution, each manufacturer as well as Carousel offers a wide range of maintenance and support offers to authorized users. Enhanced and advanced parts replacement is also available upon request. (additional charges may apply)
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 RMA's will be of equal or better value(based on product availability).
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Y	See Attached Support Guide - Attachment S
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	Carousel keeps track of Serial numbers at time of purchase. When an RMA request is issued we work with manufacture to update support on the new replacement serial number. At time of renewal the new serial number will be included in the list of your products.
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	Some products offer a limited lifetime warranty. Most manufactures will no longer honor warranty once end of sale notification has occurred. Carousel will work with VITA and the manufactures to notify any end of support - any warranties purchased will usually be coterminous with manufacture end of support dates.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Y	Professional profiles and resumes are available to supply to your end users on a per project basis. Carousel does offer an added service that can assign a lead technician to your account for consistency. (Additional charges may apply)
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	See Attached List of the Technical certifications that we hold - See Attachment C
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Y	Carousel holds the highest certification levels of each manufacture we represent in this RFP. See attached list of Technical Certifications.
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	Y	If requested, the personnel will be restricted to within Continental US. For non US only request, we do have an offshore partner that provides certain support functions to our overall Network Operations Center

4.11	Does your Solution include the use of loaner equipment if equipment will be out of operation for more than 24 hours? If yes, please explain.	Y	<p>Based on how the question is written, loaner equipment can also be called Advanced replacement. As described above manufacturer advanced replacement is available at additional charges.</p> <p>The warrantied equipment that was sold may be returned via an RMA and replaced when received. Enhanced and expedited parts replacement is available for next business day, advanced replacement and 4 hrs. repair depot (additional charges may apply).</p>
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	<p>Maintenance contracts with a 2 hour on-site response must be pre-approved by Carousel and the Manufacture. The standard is a 4 Hrs. response. (The following list of manufacturers has approved 2 Hr Support in the following Counties):</p> <p>Alexandria, VA Arlington, VA Arlington, VA Christiansburg, VA Colonial Heights, VA Danville, VA Dulles, VA Fairfax, VA Falls Church, VA Fredericksburg, VA Gainesville, VA Glen Allen, VA Leesburg, VA Manassas, VA Mclean, VA McLean, VA Mt. Vernon, VA Newport News, VA North Chesterfield, VA Richmond, VA Roanoke, VA Sandston, VA Springfield, VA Sterling, VA Williamsburg, VA Winchester, VA Woodbridge, VA</p>