

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	Copper River IT's solution complies with all current COV ITRM Policies and Standards, as applicable.
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	Copper River IT's proposed interfaces to Commonwealth systems comply and have approved exceptions to all applicable Commonwealth Data Standards.
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	Copper River IT is fully registered with USAC and is compliant with E-Rate with a valid SPIN number. Copper River IT has utilized the E-Rate program in the past with customers such as Arlington Public Schools and Gloucester City Public Schools. Copper River IT also has a new SLED sales team dedicated to focusing on growth throughout the Commonwealth, with an emphasis on tracking new projects for the coming E-Rate year. Copper River IT also has multiple individuals who are familiar with the rules and regulations of E-Rate in our contracts, legal, and sales departments.
1.4	Does your Solution include a valid SPIN number (Service Provider Identification Number)? If yes, please provide number.	Y	143046369
1.5	Does your Solution include a valid SPI (Service Provider Invoice)? If yes, please provide.	Y	Copper River IT will provide valid SPI as required upon completion of USAC projects.
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	Copper River IT has several K-12 customers highlighted throughout our proposed solution. We provide hardware and services to our K-12 customers supporting all the manufacturers that we are proposing.
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.	F	Copper River IT can provide access to the complete manufacturers' product catalog for each vendor we support within the scope of this contract. Upon contract award we will publish manufacturers' rates with pre-established discounts. This will ensure transparency and clarity. A new e-portal site, that Copper River IT can produce if awarded the new contract, can include the manufacturer's catalog, available to all public bodies in the Commonwealth, including costs for the range of products and networks services offerings to provide a deeper level of product information. Copper River IT has assigned a dedicated account team to VITA and their end users. Paul Pflieger will be the dedicated, qualified primary point of contact for all inquiries. Paul's e-mail and telephone information will be posted prominently on the site, and he will be available to address any concerns or questions posed by clients/potential clients.
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	Copper River IT's proposed solution provides the Commonwealth with a full suite of services including presales architecture support, design and configuration support, implementation services, and training support services. The Copper River IT strategy is to educate all potential VITA end users on the product portfolio to make sure that we are offering the best wired and wireless solutions. The dedicated Copper River VITA team also works with customers across the Commonwealth, in a consultative role, for both wired and wireless solutions. Our wired solutions include, but are not limited to, providing wireless site surveys and predictive "heat maps" to show customers the levels of performance they can expect to see within their locations and network, and installation. From our office in Chantilly, our Account Managers and Engineers provide these consultations via electronic or in-person discussions. Our distributors currently deliver all equipment orders to locations in the Commonwealth within 72 hours of shipment. Finally, post-delivery services will be fulfilled via our Engineers or partner personnel, anywhere in the Commonwealth.
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	Copper River IT will not use subcontractors or alliances initially, but we do have an extensive network of partners for assistance, if needed. Our partnerships include other Small Disadvantaged businesses and SWaM certified entities.
1.10	Does your Solution include a punch-out catalog website? VITA encourages Suppliers to develop a catalog website that interfaces with eVA.	F	Copper River IT will utilize the tools and recommendations provided by eVA to develop a punch-out catalog website that can interface with the Virginia marketplace. The Copper River IT team, including our marketing team, will work with the eVA catalog team to determine the proper documentation needed to "fast track" our effort for an initial contract catalog offering to our customers. We will work within the checklist framework provided in the eVA catalog manual in order to determine the success criteria for our potential punch-out catalog.
	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?	F	Copper River IT is a registered vendor to the Commonwealth using the eVA portal and other tools that the state has made available. If awarded the contract, Copper River IT can develop an e-procurement system and ordering tool for use by our customers. Copper River IT has a wide variety of partnerships with manufacturers and distributors who have the ability to interface with each product line that we are proposing. We are familiar with punch-out capabilities through the use of these tools and understand the value they can bring to our customer base. Upon award, Copper River IT can work with the eVA Catalog Team to develop a strategy to potentially interface with our distributor portals so they have punchout access through multiple means and multiple sites.

1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Y	Copper River IT will provide all customers with incentives and rebates, when applicable. Copper River IT has strong relationships with all vendors we support, which enables us to provide the most competitive pricing to all of our customers. To help support the Commonwealth and our customers, Copper River IT will develop programs such as quarterly incentives and special pricing programs with each of our vendors and extend it to all VITA users, much like we have with the Virginia Higher Education Procurement Consortium (VHEPC) contract, which we were awarded in 2020. In addition to the quarterly incentives, Copper River IT will also provide new product announcements and specials when one of our manufacturers releases new solutions to the industry, to ensure that VITA users are aware of the latest technologies offered by our vendors.
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Y	Copper River IT will provide volume-tiered pricing to all VITA users and to the Commonwealth. Through our top level partnerships with our vendors we will ensure that all VITA users are provided with the maximum discount we can offer and we will structure our pricing on both volume tiers along with solution sets.
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	Through the engineering and expertise that we have gained since our founding in 2006, and as a VITA contract holder since 2012, we have an extensive history of providing a range of services to end users across the Commonwealth. As a small business we feel that it is important for our team to provide a wide range of services while accommodating any end user request in order to ensure a successful engagement. For example, during the wireless upgrade to the Virginia State University campus, our team used Jig Personnel Lifts (JPL) to install access points into various locations such as the football field, campus towers, and stairwells. Included in our solution is "presales" support to VITA end users. With our extensive vendor relationships we provide support for all aspects of the network ranging from servers, networking equipment, security equipment, and network management.
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Y	Upon award Copper River IT will dedicate a new team to the contract. The VITA dedicated account manager will be Paul Pflieger who has served as the VITA dedicated account manager since 2012. Paul has grown the Copper River IT presence across the state and has grown the VITA contract each year since he has been involved. Paul is certified with each of the manufacturers we are proposing and holds several certifications outside of the proposed solutions as well ensuring that the Commonwealth end users have the expertise to provide solution and network recommendations. Our team structure/approach is also illustrated in the proposed Copper River organization chart (see Supplier Profile, Section 2.3), which includes a dedicated account manager for the duration of the contract, two (2) additional account managers to promote the contract across the Commonwealth, a customer support specialist, a reporting and compliance manager, and a Commonwealth engagement and marketing specialist.
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	As a small business, we understand the importance of maximizing value and acting as our clients' trusted advisor, resolving tomorrow's challenges with innovative thinking today. Copper River IT is committed to the success of the VITA contract, which involves the success of all public entities in the Commonwealth, where we live and work. To do this, we must not only develop a program that offers deep discounts and service benefits but promote them; assist our clients with their IT challenges and navigating the e-procurement site; and provide ongoing support. Within Copper River IT's mission of being a leading Value-Added Integrator, providing solutions that increase the security and reliability of public and private entities nationwide, we focus on two key elements—reducing total cost of ownership (TCO) and enhancing operational effectiveness. Our framework of partnering with leading vendors and providing top-notch engineers promotes excellence, quality, and efficiency; while bringing innovation, flexibility, and skill to every project. We will launch a robust marketing program targeting the heaviest expected users, such as schools, universities, local, and non-Executive Branch state agencies, through both traditional and non-traditional marketing efforts. We will also address users who have historically not been heavy users of VITA/eVA but are due for significant IT investment or are experiencing growth in budget or needs. Our plan to accomplish this will leverage various mediums and methods, and is highlighted below: Using a multi-modal methodology, we will market VITA in a manner that best reaches as many end users, procurement officers, and program personnel as possible. Key elements include the following: Within 30 days of award, we will launch a customized program to support customer and supplier activities. This site is the primary mode of marketing for the VITA contract and will include FAQ pages, contract information, purchasing guides, How-To guides, whitepapers, and other informational resources to assist buyers in making the best procurement decision for their specific requirements. Plan Launch, Customer Education – Copper River IT will launch an education campaign targeting several specific market segments including: § Virginia Cities, Towns and Counties § Colleges and Universities § School Districts § State Agencies § Utilities For each of these segments, a list of contacts will be gathered and an informational e-mail will be sent to identified POCs. The goal of this educational campaign is to encourage POCs to visit the Copper River IT Web site to learn more about the VITA contract, and how they can use it to their best advantage. Additionally, prospective new and past buyers will be encouraged to sign-up to Copper River IT's VITAblast, a monthly e-mail blast with updates regarding both the contract, our available services, product announcements, and vendor updates on supported or new technologies.

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	With an established in-house marketing department supported by four (4) full-time staff members, Copper River IT's marketing department is prepared to provide services in support of the VITA contract to ensure its success. Copper River IT can produce custom graphics and documentation tailored to particular applications, Web-based portal functionality, product demonstration, educational briefings, and more, all within a streamlined organization. Copper River IT will also promote technical working sessions to help educate the Commonwealth entities. These sessions will focus on current technology and innovations for the future and the benefits of using the VITA contract. In addition, Copper River will host user groups for our proposed manufacturers. Our experience has taught us that these events are well attended by customers across the Commonwealth as they provide our customers with the ability to discuss network ideas and trends they see across the state and across the US. Please refer to Appendix G. for our VITA-designed contract guide datasheet.
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	Copper River IT solution and customer support program will provide all VITA users with technical and vendor support for the duration of this contract. Our customer support program combined with our account management plan will create a highly responsive and full support program for all our customers. Copper River IT's VITA newsletter will provide public bodies with information regarding periodic special discounts, informative case studies, spotlights to highlight technological achievements of Commonwealth agencies (e.g., cost savings programs, state-of-the-art implementations, security advancements, etc.), as well as scholastic events. We will utilize our marketing program to keep our customers informed of vendor news, new technologies that are released, any changes to existing technologies and solutions, and any upcoming events that are hosted by Copper River IT or one of our partners. Copper River IT also has a 24x7 call center that VITA users can contact for additional technical support for the vendors that we support through the VITA community. The Copper River VITA account team will also work with each manufacturer and end user to ensure they have proper maintenance coverage across their network. Copper River IT will track all support contracts, periods of performance, and type of support by each serial number within a customer's network. This database will also help each end user keep accurate records of support entitlement and device history. These tools and this system will help keep the VITA community informed of where each manufacturer is in the industry, any change to their support models, and to the Copper River IT VITA marketing plan for market related information.
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	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	The solutions and manufacturers that Copper River IT is proposing provide effective and interactive controls for IT accessibility and compliance. A example of the compliance documents for some of the manufacturers Copper River IT is proposing is below, but a full list can be provided upon request. § Juniper VPAT Compliance: https://apps.juniper.net/compliance/vpat.html § Palo Alto Networks VPAT Compliance: https://static.carahsoft.com/concrete/files/6715/5717/4854/Palo_Alto_VPAT_PaloAltoNetworks_v9-7-5-18.pdf § Arista Networks VPAT: https://static.carahsoft.com/concrete/files/5615/5717/0457/Arista_VPAT2.1--March2018_Arista_Network_Devices_-_4.11.2019.pdf § Aruba Networks VPAT: https://www.arubanetworks.com/vpats/ When customers require VPAT accessibility information Copper River IT will provide it via the manufacturer at the time of the request.

	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	Copper River IT has developed an email address specific for only VITA users that will be sent directly to the account team for acknowledgement and review. This email address will also be used for eVA related purchase orders that are sent to the dedicated team. Through our approach to contract management and customer support a VITA user will be able to submit an order, receive a confirmation email that the order has been received, and then the account team will reach out to the end user to verify the order within (1) business day.
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	Copper River IT has an expansive network of distributors ready to ship all in-stock orders within 48 hours of receiving an order. We process all received orders in the same day and our internal SLA for order processing is 2 hours from receipt. Copper River IT's distribution sources have over 2.7 million square feet of warehouse space. Our warehouses have space for commodity and enterprise products, but also secured space for high value items. To ensure inventory accuracy, a cycle count is conducted every 10 days in each of the warehouses. Our team has developed an efficient product management process that incorporates both historical procurement data and future estimates provided by the front-line management team to allocate the correct amount of product within each warehouse. Product is transferred within our network to accommodate surges in demand, while warehouse space is allocated for ongoing product rollouts and deployment.
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	Copper River IT uses a custom built in-house tracking system, that we have used since 2016, to provide our customers the ability to track their deliveries, manage their device entitlements, and track delivery information of support contracts to accurately maintain for manufacturers contract information. Our solution will enable our customers to accurately track their orders after they are submitted. Currently Copper River IT provides all tracking information to our customer straight from the logistics provider (such as FedEx).
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	N	We make every attempt to limit restocking fees for returned items. If our distributor or the OEM charges a restocking fee, we may pass that cost to the customer. However, our OEM and distribution partner relationships include the trust and leeway for us to negotiate restocking fees. In the case of "dead-on-arrival" (DOA) equipment, Copper River IT does not charge a restocking fee, nor do we impose a fee if the equipment is malfunctioning and needs to be replaced. Malfunctions are handled under our Warranty Process.
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	The Copper River IT ordering and billing disputes process follows our Customer Support process, as referenced in this spreadsheet (Warranty, Service, & Maint. tab, and General tab, Section 1.18). After customers notify us of a potential problem, our Technical Assistance Center staff document the concern and route the dispute to our responsible stakeholder for resolution. Copper River IT will work with each customer in a consultative manner to minimize ordering issues or billing disputes. Copper River IT has reliable processes and procedures to make sure that our invoices are accurate, but will work with any end user to review all details of the over project from the time the order is placed until the invoice has been paid.
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	Copper River IT's dedicated account team will provide a new approach to providing customers with detailed reports for each order submitted. Copper River IT's new positions to the team of Customer Support Specialist and Compliance and Reporting Specialist will help the team provide accurate and up-to-date reports that the VITA community can use to manage their networks. Utilizing our account management strategy each customer will be provided very detailed reports of what they order. Each report will include the technologies that were ordered, product descriptions, pricing, serial number, and any support information that may correspond with each order.
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	To accurately ensure that our customers have the most detailed reports on maintenance and manufacturers support we will, as an added value, provide all customers with a report detailing what hardware has been installed at which location. Detailed documentation and Visio diagrams will be delivered to the customer at the end of each engagement so they can accurately manage their new network with an understanding of where the hardware has been installed.
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	In an effort to make sure that all VITA users have access to manufacturers support we will provide all customers with reports that include service terms, period of performances, serial number for device identifications, and asset management reports. These reports will also help the Copper River IT team inform customers about important milestones assisting with lifecycle management of their network.
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	As an added service Copper River IT will provide assistance to customers' funding requests by completing Item 21 from USAC. Copper River IT will work with each customer request to include each narrative description of the product, the line item detail of the Bill of Materials, the location information, along with any other additional pertinent details.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	When a customer utilizes our SPIN number we will work with them to ensure that all E-Rate and USAC forms are completed in a timely manner and a records are maintained for the contract's duration in the event a customer needs access to the forms at a later date and time. The Copper River IT Accounting Team has extensive experience submitting invoices using the SPI method or working with customers through the BEAR 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.	Y	Copper River IT has provided wired and wireless services to K-12, higher education, and various other education institutions over the last 8 years as a VITA contract holder. Our Project Management Organization (PMO) will work with our end users to schedule support services during times that are most convenient for school schedules and students. We schedule implementations, support services, and engineering maintenance windows during school breaks, such as winter or spring break. We also provide cutover and maintenance window support during off-hours so as not to impact the classroom or school schedules. We schedule these non-invasive services so that they result in the least impact school schedules and classrooms during these times of COVID where remote learning can commence at any time day or night. Copper River IT has built a new practice around COVID and adapting to the new environments, customers, and customer verticals that we need to support.
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	Copper River IT understands that some support activities will occur outside of standard business hours. Copper River IT's pricing includes standard business hours and after-hours components. The Copper River IT PMO will work directly with VITA end users to properly schedule engineering support services so there are no additional charges or OT fees associated with work that occurs outside standard business hours. Project Statements of Work will be used to document project logistics and hours of operation.
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	The Copper River family of companies has over 500 employees nationwide with a strong bench of engineers that can provide support to various locations across the Commonwealth. We have engineers with various levels of qualifications to support each of the manufacturers we are proposing. This bench of engineers can provide onsite services, but during the pandemic we've shifted to both an onsite installation support model as well as a remote and smart hands approach to installation services.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	The Copper River IT PMO approach outlined in the Supplier Profile describes our methodology and approach to professional services engagements. Our methods are clearly expressed to our customers from a pre-sales and design approach through the implementation and training phases to validate a successful engagement.
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	Copper River IT provides certified technicians for the products/solutions we offer. Certifications encompass instruction on operating, implementing, and maintaining the solutions we provide. Our staff can accommodate every aspect of this solution. Such services include the utilization of a JLG personnel lift to install access points and other industrial equipment tools to implement wired and wireless solutions.
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	Copper River IT's technicians follow our proven Seven Stage Model of PMO and Engineering to ensure a successful engagement. As part of that model each project will go through a rigorous testing and validation phase before a network is cut over to new hardware, software, or cloud environment. It is imperative that a new configuration be thoroughly tested across the current network and in accordance with other technologies it may rely on before it is deployed. Our technicians can design the solution according to the client's coverage and performance requirements and will staff appropriately to test and confirm results.
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	Copper River IT will be responsible for collecting and maintaining hardware inventory details and will collaborate with the client to ensure naming conventions are appropriate to current deployment. Copper River IT will keep detailed records of customer networks based on entitlement information for all part numbers, serial numbers, and device periods of performance. The Copper River IT team will also provide detailed network Visio diagrams depicting the current state of a customer's network so they can properly understand the current state of their network in preparation for future expansion and growth.
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Y	Copper River IT has authorized trainers and engineers with hands-on experience for the proposed solution. We will consult with the appropriate manufacturers to determine the best approach to training programs from each manufacturer, training partner, customized training program, and multi-vendor solution training programs.

Warranty, Service & Maint.		A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Y	The manufacturers Copper River IT is proposing have a warranty on their solutions for a certain period of time from when the order is placed. In addition to the manufacturers' warranties Copper River IT will work as the trusted partner to inform our customers of any additional support programs for hardware replacement or software updates as a higher level of support to ensure each solution we provide to VITA users has the replacement and support needed. These software updates can be covered by a vendor-specific maintenance package. Copper River IT has also provided additional services to identify lifetime warranty coverage packages that can provide the VITA end users with significant savings during the period of performance.
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	Copper River IT will provide replacement or repair, assuming that there is a service contract in place for the failed hardware. Terms and conditions of the warranty are detailed in the individual service contract. As a cost-savings mechanism, entities can purchase the level of service, warranty, etc. they feel appropriate based on their use, available internal support, and expected product usage. In this manner, public bodies can maximize their IT funding through effective decision-making processes that balance their unique requirements, budgetary limitations, and overall risk.
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	Copper River IT will ensure that the warranty replacement will be compatible, equal, or better than the hardware and software that it is replacing as long as there is a service contract in place for the item in question. As part of our commitment to maximizing cost savings where possible, entities are able to purchase the level of warranty they feel is appropriate based on a number of factors. These maintenance packages can include advanced replacement that can have new hardware delivered within 4 hours from notification, next day hardware replacement, and various other support plans that include hardware and software support. This allows public bodies to best utilize IT funding based on their specific requirements and budgetary limitations.
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Y	The proposed Copper River IT solution includes all documentation for our customers outlining the technical support that we provide to our customers. We can provide this on a manufacturer bases and on a project basis depending on the services that are being provided. All documentation will include solution based technology specific documentation for each of the wired and wireless solutions we provide. The documentation will also be reviewed and maintained by certified Copper River IT engineers in case updates or new documentation is released, to ensure that our customers have the most up to date information possible.
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	Copper River IT will work with each manufacturer to ensure coverage and warranty terms. Copper River IT will assume warranty coverage terms for hardware and software until end of contract or renewal, as long as there is a service contract in place for the item in question. Copper River IT feels that freedom of choice related to service contracts allows for the greatest overall value, as each entity has different budget restraints and requirements. This allows us to meet the individual needs of our clients.
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	Copper River IT will honor warranties after the resulting contract may have expired, or have been cancelled.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Y	Copper River IT will include profiles and potential resumes for personnel that will support the Commonwealth on this contract. We can provide specific resumes or past performance for each manufacturer that we are proposing. Copper River IT can make these profiles readily available to any and all end users across the state highlighting our capabilities across our contract portfolio. These profiles will be maintained by the dedicated VITA Account Team and will be updated on a monthly basis.
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	Copper River IT maintains all our partnership statuses with each of the manufacturers that we are proposing. As part of these partner programs, Copper River IT staff must maintain certified engineers on staff along with other members of the Copper River IT team such as Sales Representatives, Program Managers, and other supporting staff. These certifications are tracked by our Partner Alliance team in order to make sure certifications are renewed on time and remain active. The Copper River team also looks to grow our capabilities by identifying new certifications for our team to obtain released by each manufacturer and partner.
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Y	Copper River IT will use technicians that hold vendor specific certifications for each of the technologies and manufacturers we support. Our team is diligent to ensure our engineers are up to date on all technologies we support. The VITA Compliance Manager will work directly with the engineering team to make sure that all certifications are up to date, promote new training courses being offered by the manufacturer, and multi-vendor training certifications for interoperability. We have an extensive bench of engineers holding various high-level certifications across each vendor in our product portfolio.
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	Y	All telephone Technical Assistance Center support that Copper River IT provides directly to our customers is provided by our team which is located in the continental U.S., but some support that our customers may interface directly with the manufacturers may be from call centers that are outside the U.S.
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	Copper River IT will provide loaner equipment to customers when available and depending upon the solution needed. In the event of an outage the Copper River VITA account team will also work with the customer to determine if there are alternative solutions that can be provided, such as a short term cloud or VM environment, in order to limit damage to the network, limit customer outage exposure, and to provide additional assistance to improved network reliability.
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	Upon request, Copper River IT can provide a list of counties for which we will be able to provide onsite 2 hour response if needed or required.