

**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: <a href="https://www.vita.virginia.gov/it-governance/itrm-policies-standards/">https://www.vita.virginia.gov/it-governance/itrm-policies-standards/</a> If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.	TBD	Based on an assessment from the OEM (Cisco), they were not able to make a determination regarding compliance with COV ITRM Policies and Standards. Primarily due to a lack of insight of VITA's environment/procedures/architecture/plans/personnel to correlate such a big amount of regulations and provide an accurate response.
1.2	Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at <a href="https://www.vita.virginia.gov/media/vitaviriniagov/it-governance/docs/COV_Adopted_Standards.xlsx">https://www.vita.virginia.gov/media/vitaviriniagov/it-governance/docs/COV_Adopted_Standards.xlsx</a> If not, please explain.	TBD	Based on an assessment from the OEM (Cisco), they were not able to make a determination regarding compliance with COV ITRM Policies and Standards. Primarily due to a lack of insight of VITA's environment/procedures/architecture/plans/personnel to correlate such a big amount of regulations and provide an accurate response.
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	DSI has been participating in the E-Rate program for more than 15 years. Our staff has complete knowledge of complete lifecycle of the E-Rate process from application for request for funding to Service provider Invoicing. For example, DSI has held several multi-year procurements under E-Rate.
1.4	Does your Solution include a valid SPIN number ( <i>Service Provider Identification Number</i> )? If yes, please provide number.	Y	143022163
1.5	Does your Solution include a valid SPI ( <i>Service Provider Invoice</i> )? If yes, please provide.	Y	There are two methods that can be used to invoice USAC. Once USAC has processed an invoice for a Funding Request Number (FRN), that method of invoicing must be used for that FRN for the remainder of the invoicing process.  Invoicing Method #1 Applicants file the FCC Form 472, Billed Entity Applicant Reimbursement (BEAR) Form if they have paid you in full for the services and want to be reimbursed for the discount amount.  Invoicing through June 30, 2022 Applicants can file BEAR forms online or on paper. You approve a paper BEAR Form by completing page four and returning it to the applicant. The applicant then includes the completed page four in its submission. If the applicant files a BEAR Form online, you must approve it online.

	General	A	B
		Y	<p><b>After July 1, 2022</b> Applicants file BEAR forms online in the E-rate Productivity Center (EPC). Billed entities will receive payment directly to their bank account. In order to begin direct BEAR payments, the applicant must have completed an FCC Form 498 to obtain an applicant 498 ID. After July 1, 2016 2020, service providers will not be involved in the BEAR payment process.</p> <p><b>Invoicing Method #2</b> You file the FCC Form 474, Service Provider Invoice (SPI) Form if you have billed the applicant for the non-discount amount (the applicant's share of the cost) and want to be reimbursed for the discount amount. USAC will review the SPI Form and process a payment to you if payment is approved. The applicant is always required to pay the non-discount portion of the cost of the services.</p>
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	DSI is the current VITA contract holder since July 2000 and have actively promoted the Contract to several K-12, Municipalities, Higher Ed and State Agencies. DSI has worked with most of the customers in the abovementioned categories in the Commonwealth of Virginia.
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	DSI is authorized to resell the complete manufacturer's catalog, including all network equipment products and related services for Cisco. Please <b>see Attachment A</b> for a letter of authorization from Cisco.
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	DSI has an online store ( <a href="http://www.dsitech.com/online">www.dsitech.com/online</a> ) setup to support our current VITA contract. All public bodies throughout the entire Commonwealth will be able to order products and services through this online store. Customers will be able to sign up for a User ID and Password that will provide them access to pricing specific to VITA contract users. In addition, please <b>see Attachment B</b> .
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>Our proposed solutions will not be dependent upon subcontractors or alliances. DSI is capable of supporting this contract with our own resources – as we have done on the current Cisco contract.</p> <p>However, to better serve VITA customers, we have assembled a number of small business subcontractors with Cisco certified technicians that can quickly provide support on an as needed basis.</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: <a href="https://eva.virginia.gov/pages/eva-catalog-creation.htm">https://eva.virginia.gov/pages/eva-catalog-creation.htm</a>  Please provide either screen shots or a link to serve as an example.	Y	DSI currently has a catalog website in place that interfaces with eVA. <b>See Attachment C</b> for a screenshot of our eVA account. Our punch-out catalog website is currently setup through Ariba.

	General	A	B
1.11	Does your organization currently interface, via a punch out to your application, with existing customer e-procurement portals similar to the Commonwealth's eVA portal solution?	Y	DSI has over 20 contracts which utilize a catalog powered by our online store or using punch out technology. As a current VITA contract holder, DSI currently has a punch out catalog in place through the Commonwealth's eVA portal. Our punch-out catalog website is currently setup through Ariba. Please <b>see Attachment C</b> for a screenshot of our Ariba account.
1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Y	DSI can provide additional incentives such as trade-in credit for old equipment. In addition, Cisco offers rebate programs that will change throughout the course of the contract. Increase rebates can result in discounts being passed on to the customer.
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Y	The discounts provided increased based on the amount of the purchase order. This information is provided in our pricing response.
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	Along with quality network hardware and software at competitive prices, DSI is proud to offer value added services to our customers. We provide value added services to compliment all areas of a customer's business operations including: 1.Disposal and Recycling Services 2.Asset Management 3.Asset Tagging 4.Public Access to DSI Website 5.Customized/Restricted Site Pages 6.Secure Online Shopping and Commonwealth E-Procurement Program Participation 7.New Product Documentation and Training 8.Product Trade-In and Recycling 9.Free Technology Needs Analysis  Fee Based Services such as Hardware Recycling, Asset Management, Remote Network Management, Project Management, Total Cost of Ownership (TCO), and Return on Investment (ROI) studies.
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Y	As a current VITA Contract Holder, DSI has a dedicated sales and technical team in place to support this contract. Jatinder Vohra, VA Territory Manager will be the main point of contact. He will have several backup Sales team members and has experience in dealing with Commonwealth of Virginia customers for the last 19 years. The DSI VITA Support Team organizational chart is included as <b>Attachment D</b> .
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	DSI plans to market this contract to all eligible customers. Please <b>see Attachment E – Marketing Plan</b> for more information.
1.17	Does your Solution include any additional marketing services that would be an added value to the Commonwealth? If yes, please provide details.		Please <b>see Attachment E – Marketing Plan</b> for more information about additional marketing services that we can provide.

	General	A	B
1.18	<p>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.</p>		<p>DSI will provide a customer support program for VITA under this contract. Our Dedicated Sales Team can provide Contract Users with product updates in a variety of ways such as providing training/informative sessions for new product/technology releases, product brochure updates, interactive training CD-ROM tutorials, and web based training and demo equipment.</p> <p>We can also provide product updates via email. The Outside Sales Reps assigned to the VITA will bring product updates with them on site visits. We can provide access to products in our technical lab as well as Cisco's Partner Website. We suggest monthly meetings to discuss emerging technologies, Cisco offered webinars, and technology white pages. We would be most happy to arrange demonstrations by Cisco at customer site, Cisco's regional office in Richmond or Cisco's Briefing Center in Herndon</p>
1.19	<p>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></p>	N	<p>Cisco does not carry any Kasperdky-branded products.</p>
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: <a href="https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psqs/domain-amp-topic-reports/pdf/ETAITAccessibilityTopicReportGOV103.pdf">https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psqs/domain-amp-topic-reports/pdf/ETAITAccessibilityTopicReportGOV103.pdf</a></p> <p>(Refer to <a href="https://www.section508.gov/">https://www.section508.gov/</a> and <a href="http://www.access-board.gov">www.access-board.gov</a> 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 If no, does your Solution provide alternate accessibility functionality? Please describe.</p>		<p>Please see the attached Section 508 and VPAT responses from Cisco's Corporate Business document (<b>Attachment O</b>).</p> <p>Please see the attached Section 508 and VPAI responses from Cisco's Corporate Business Not applicable</p>

	<b>Ordering &amp; Reports</b>	<b>A</b>	<b>B</b>
<b>2.1</b>	Will your organization respond to an order request within one (1) business day? Please provide detail on how this will be accomplished.	Y	A DSI Sales Rep is required to respond to quote/information requests within one hour. Please <b>See Attachment F</b> for more information about our order processing capabilities and order escalation procedures.
<b>2.2</b>	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	In-stock items that do not require configuration or installation will be shipped within 24 hours of order receipt. Please note, if an order is received after business hours (5PM EST), it will be considered to have been received at the start of the next business day. <b>See Attachment F – Order Processing Capabilities</b> for more information
<b>2.3</b>	Does your Solution include an in-house order tracking system that can be accessed by a customer? If yes, please provide details.	F	DSI has this capability. Customers will be provided access to our secure portal through user name and password. Password can be changed by the customer. Login will take the customer to an excel spreadsheet containing their purchase order number. Double clicking the PO number will provide status of the order including shipping details. Tracking information can also be requested from the dedicated sales rep. Authorized users will be able to track their orders directly from DSI's website 24 hours a day, 7 days a week.
<b>2.4</b>	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	N	DSI will allow up to 30 days for returns with no restocking fees. Customers should contact our returns department as soon as a defect or mis-shipment occurs. DSI reserves the right to charge a restocking fee for items returned after 30 days. Our primary concern is to achieve customer satisfaction. In the past, we have always been able to resolve all RMA cases to the total satisfaction of our customers.
<b>2.5</b>	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	DSI has a well-established process for ordering billing dispute resolution. This process will cater for other disputes also. This process provides acknowledgement of dispute within one hour of receipt of dispute and initiation of corrective action within two days of receipt of dispute. The full corrective action should take no more than 10 calendar days. Efforts will be made resolve the issue on the same day. Please <b>see Attachment G.</b>
<b>2.6</b>	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	DSI has documented reporting capabilities in <b>Attachment H.</b>
<b>2.7</b>	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	DSI has documented installation procedures in <b>Attachment P.</b> The installation reports are also provided in an Excel Spreadsheet in <b>Attachment I.</b>
<b>2.8</b>	Does your Solution include any additional inventory management reports that would be an added value to the Commonwealth? If yes, please provide details.	Y	DSI includes the following reports: Metric Reports, Sales Reports, IT Services Supplier Report, MBE Report, Installation Report, Warranty Report, Warranty Status Report, Invoice report, Performance Tracking Report. DSI has a very versatile accounting system with the capability to generate custom reports as desired by the Customer. Please see <b>Attachment H.</b>

	<b>Ordering &amp; Reports</b>	<b>A</b>	<b>B</b>
<b>2.9</b>	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	DSI is very familiar with Item 21 of USAC (template) <b>Attachment J</b> . DSI accounting software can keep accurate track of amount due from the School System as well as USAC.
<b>2.10</b>	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	DSI can generate any kind of Spend Report and we will customize it in consultation with the Customer.

	<b>Design, Plan, Install, and Configuration</b>	<b>A</b>	<b>B</b>
3.1	Can your organization work around various school schedules to avoid impacting classroom or busy office times? Please explain.	Y	DSI will coordinate with the teams in advance and develop a detailed work plan and schedule to avoid impact to classroom or busy times.
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	DSI is committed to work any work hour shifts including any work required on the weekend without charging OT.
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	DSI conducts RF assessments to analyze the existing wireless infrastructure; Wired and wireless site-survey to plan and design the high-density reliable wireless and wired networks. DSI engineers are Cisco and AirMagnet Survey certified.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	DSI's solution built on PPDIIO (prepare, Plan, Design, Implement, Operate and Optimize) methodology that defines the continuous life-cycle of services required for a high-capacity wireless networks. Lifecycle approach provides several key benefits aside from keeping the design process organized. The main documented reasons for applying a lifecycle approach to the design are as follows: <ul style="list-style-type: none"> <li>• Lowering the total cost of network ownership</li> <li>• Increasing wireless network availability</li> <li>• Improving business agility</li> <li>• Speeding access to applications and services</li> </ul>
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 DSI technicians have many years of experience in installing network hardware efficiently as per customer requirements. DSI technicians also work with customers in advance to plan for rack space, cabling requirements etc. in order to ensure flawless installation and operation.
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	DSI engineers will make sure all hardware has been configured with latest Cisco recommended firmware. Access point firmware update will be pushed from Cisco Wireless LAN Controller and where ever possible, DSI engineers will utilize Cisco Prime Infrastructure, a single pane of glass to push firmware upgrades to all/ selected switches, access points and networking devices.
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	DSI provides comprehensive documentation containing all installed equipment, part numbers, quantities, serial numbers, asset tags and equipment naming. DSI also provides other as needed documentation such as configurations, low level design, inventory documents and other as needed document.
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Y	DSI provides documented training for all hardware, which augments existing vendor provided documentation. DSI can provide both onsite/remote training on the installed hardware as per the agreement.

	<b>Warranty, Service &amp; Maint.</b>	<b>A</b>	<b>B</b>
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Y	This is part of our standard warranty procedures. Software updates are allowed free of charge during the standard warranty period.
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	This is part of our standard warranty procedures.
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	This is part of our standard warranty.
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Y	See <b>Attachment P</b> for details.
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	This is part of our standard warranty procedures.
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	This is part of our standard warranty.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Y	Please see <b>Attachment L</b> for a brief overview of these personnel. Specific Technical Personnel will be assigned based upon the type of technology associated with the Scope of Work.
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	DSI Engineers have a total of 24 Expert Level (CCIEs) and a total of 62 CCNP, CCDP, CCNA, CCDA, CCENT certifications Please see <b>Attachment L</b> for a brief overview of these personnel.
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Y	DSI Engineers have a total of 24 Expert Level (CCIEs) and a total of 62 CCNP, CCDP, CCNA, CCDA, CCENT certifications Please see <b>Attachment L</b> for a brief overview of these personnel.
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 service personnel are based in the USA.
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	Any equipment cover by Cisco's SMARTnet maintenance will be repaired or replaced within 24 hours. For equipment not covered by SMARTnet maintenance, DSI technicians will attempt to repair equipment within 24 hours. If the equipment cannot be repaired within 24 hours, DSI can work with Cisco to provide a loaner while the equipment is being repaired or replaced.
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	DSI has the infrastructure in place to meet a 2-hour on-site response time throughout the Commonwealth. DSI has its corporate headquarters in Northern Virginia as well as Sales/Engineering assets in the Williamsburg and Richmond metropolitan areas. In addition, we have an engineering resource based in Raleigh, NC that will be available to provide support.