

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	ENA has read, understands, and will comply.
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	ENA has read, understands, and will comply.
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>ENA is a national leader in providing eligible E-rate services with a broad understanding of the E-rate program and a commitment to use that knowledge and experience to help our customers obtain the E-rate funding they deserve. ENA has been successfully working with E-rate customers since the inception of the program in 1998. ENA Services, LLC, is the respondent of record and should be the named vendor on potential contracts and E-rate filings.</p> <p>Multiple departments across ENA are well versed with the rules and regulations of E-rate. April Scott is the Director of Finance, E-rate with over 20-years of E-rate experience. She and her team are responsible for keeping up with the rules and regulations of the E-rate program and ensuring ENA is compliant.</p>
1.4	Does your Solution include a valid SPIN number (<i>Service Provider Identification Number</i>) ? If yes, please provide number.	Y	SPIN - 143030857
1.5	Does your Solution include a valid SPI (<i>Service Provider Invoice</i>) ? If yes, please provide.	Y	<p>ENA has significant experience in billing K-12 education and library E-rate participants and will be responsible for all service billing, as required. A large portion of our success with the E-rate program is attributed to our internal processes and organizational structure which allows ENA to provide dedicated account management for billing. Copies of all invoices sent to USAC are maintained for ten years as required under E-rate rules.</p> <p>Upon approval of E-rate funding, ENA works with you to select your E-rate billing method, either Service Provider Invoice (SPI) or Billed Entity Applicant Reimbursement (BEAR). This choice of methodology has proven successful to make reviewing invoices a much more efficient process for our customers.</p> <p>Please see Appendices for a sample Item 21 Template.</p>
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	<ol style="list-style-type: none"> 1. Eastern Shore Community Services Board utilizes ENA SmartVoice for their fully managed cloud-based VoIP platform. 2. Loudon County Public Schools utilizes ENA to provide Connectivity services. 3. Roanoke College utilizes ENA's Video Collaboration Platform. 4. Virginia Beach City Public Schools utilizes ENA's affiliate CatchOn data analytics solution.
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	Yes. The complete ENA Air catalog is included in the ENA Pricing document on USB No. 2.

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	ENA has experience in successfully deploying statewide service contracts and the expertise and the resources to provide the proposed services and hardware options to all public bodies within the Commonwealth without exception or limitation based on entity type or geography. Our team is experienced in understanding the unique requirements of each customer and providing an appropriate solution and implementation approach that meets their specific needs. This is accomplished through our standardized processes, which are scalable to the entire Commonwealth and include dedicated project management, remote and on-site engineering as well as full installation services.
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	Complete Communication Services, Inc. could be utilized to assist with equipment installation, support, and cabling.
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	ENA is happy to work with VITA to create punch-out catalog website for VITA members. See the provided link for other National Purchasing Groups linked to ENA's website. https://www.ena.com/purchasing-groups/
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?	N	
1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	N	
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Y	ENA works with the underlying infrastructure manufacturer to secure the lowest available discount rate for each unique customer situation. Customers purchasing large quantities of hardware are generally provided with additional discounts on an individual case basis.
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	ENA delivers future-ready connectivity, communication, cloud, security, and data analytics solutions to education, library, healthcare, and government organizations nationwide. Please see Appendices for a comprehensive list of ENA's Optional Services.
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Y	Every ENA customer is assigned an account service manager (ASM), who remains with the customer throughout the life of the ENA contract. The ASM builds a trusted relationship with you and your team by working to maintain an understanding of your specific goals and needs. The account manager is: Joe Street - Account Service Manager Phone: (615) 312-6094 E-mail: jstreet@ena.com

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>ENA's dedication to serving the education community is reflected throughout all our marketing efforts. Our active involvement with regional and national associations and initiatives helps us keep abreast of important education trends, share key information with your members, and take an active thought leadership role in the education community. The following are marketing activities that we will use to promote our VITA contract.</p> <ul style="list-style-type: none"> - Create a dedicated landing page for VITA on our website with information about the contract and links back to the VITA site - Promote benefits and availability of the contract on ENA's social media outlets - Send quarterly eblasts either to a provided member list or through VITA's distribution channels - Participate in VITA events, webinars, and meetings to provide thought leadership sessions - Develop customer success stories highlighting VITA members
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>ENA will collaborate with VITA to deliver informative content via webinars, topical articles, customer success stories, and helpful checklists that provide value to your members and in turn, promote contract awareness over the life of the contract.</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>ENA's U.S.-based, Customer Technical Assistance Center (CTAC) has operated as the single point of contact for customers to receive professional, exceptional support for all ENA service needs. We accomplish this by combining a comprehensive service and support center with an enhanced network operations center. Providing a 24x7x365 coverage model, the CTAC team can be reached via a single toll-free number, email, or online chat, as well as through our always accessible, online ticketing system at http://my.ena.com.</p> <p>The dedicated account manager, Joe Street, will update the customers on a regular basis of any new products or changes.</p> <p>Additionally, ENA sends regular newsletters to all customers highlighting new products or enhanced features and functionality of existing products.</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>	F	<p>ENA is currently working on bringing our my.ena.com portal and applications into compliance for Section 508 and the ADA. We are currently slated to complete this project in Q3/Q4 2021 (though full compliance may be achieved sooner) and will be able to provide compliance reports and a VPAT at that time.</p>
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	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	Upon notification of an order request, the assigned ENA Account Service Manager will contact the agency or organizational contact that submitted the request via phone or email to confirm details and initiate internal processes.
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	ENA will ship all "in-stock" hardware, not requiring configuration or installation, within 48 hours of receiving an order.
2.3	Does your Solution include an in-house order tracking system that can be accessed by a customer? If yes, please provide details.	N	
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	N	
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	<p>ENA considers delivery of a simple, easy to understand invoice that meets customer's needs to be integral to our customer-centric delivery model. We will work to meet and exceed all your billing requirements for an efficient and successful invoicing process. Typically, ENA is able to resolve small disputes on the same day or next day, with larger disputes taking approximately 1-2 weeks depending on the complexity of the issue. ENA has significant experience in billing higher education, K-12 education, and library E-rate participants and will be responsible for all service billing as required.</p> <p>A large portion of our success with the E-rate program is attributed to our internal processes and organizational structure, which allows ENA to provide dedicated account management for billing. Virginia Information Technologies Agency (VITA) will have a single point of contact from our Finance department for all invoice management, billing requirements, and any disputes. At ENA we value direct relationships with our customers, which sets us apart from the competition, guaranteeing that the VITA invoicing experience is simplified, fast, and hassle free.</p> <p>ENA's primary billing point of contact is: Spencer Curry – Operations Accountant, Team Lead 618 Grassmere Park Drive, Suite 12, Nashville, TN 37211 Email: scurry@ena.com Phone: (615) 312-6211</p>
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	ENA provides status and timing for all equipment being shipped as part of the solution being deployed. ENA is happy to provide additional reporting/visibility as needed. An example of an equipment ordered tracking email is included in Appendices .
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	ENA provides a WLAN activation report that builds on the WLAN design report with all details related to new wired and wireless network installation and operation, including updated RF heat maps for coverage and CCI. We have included a sample WLAN Validation Report in Appendices .

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	ENA provides ongoing visibility throughout the project and will work to include any additional reporting as needed or requested.
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	If ENA is awarded this proposal, we will work with the applicant to provide information and assist with preparing the Bulk Upload files for the Form 471 filing.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	ENA Services, LLC's SPIN is 143030857. ENA will work with the applicant to provide any additional information needed for invoicing or reporting purposes.

	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	ENA's implementation approach includes collaborating closely with each customer to determine any specific scheduling needs. ENA has the ability to develop a flexible schedule that minimizes disruption to classrooms, offices and other areas to allow customer operations to continue as normal as much as possible.
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	ENA's flexible scheduling capabilities allow us to perform work when it is convenient to you. While many of the planning activities can occur without disrupting classrooms, offices, or other areas, we understand that some work is better suited for after hours. ENA will work closely with each customer to identify a mutually agreeable schedule based on the activities required during implementation.
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	ENA's Wireless Engineering team is comprised of highly skilled and expert level certified team members. Our engineering team can perform network assessment, design, implementation, configuration, and validation services across the wired and wireless network segments.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	ENA's network assessment and validation reports describe the methodology and tools used to complete our network analysis and provide a detailed list of our findings across ten categories. In addition, this same deliverable includes details regarding all completed, as well as additional recommended, remediation details – ensuring that each customer has an as-built document for all aspects of the network that ENA was contracted to assess as well as a plan to future-proof the network. Please see the Section ENA's Detailed Description of Proposed Solution for complete details on our Wi-Fi solutions.
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	ENA's proposed service includes access to a full suite of cabling and installation services.
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	Network validation is arguably the most important aspect of any successful RF network deployment and is an included consideration of each ENA wireless network engagement. As part of network validation, ENA includes heat mapping to capture wireless signal and provides a report to show wireless coverage. ENA validates to industry coverage standards unless customer requests other performance requirements. Please see the Section ENA's Detailed Description of Proposed Solution for complete details on our Wi-Fi solutions.
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	After implementation, ENA can provide documentation that includes all installed equipment, part numbers, quantities, serial numbers, and equipment naming.

3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	y	ENA provides comprehensive help documentation, user guides, tutorials, and help videos for all our solutions and services at help.ena.com . To ensure customers fully utilize all ENA Air features and functions, this site offers detailed information regarding all of the robust reporting and monitoring tools included with your service. In addition to these online materials, ENA provides, on request, interactive webinars, including a live demonstration of ENA Air's reporting and monitoring tools along with a time for specific questions to be addressed.
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	Warranty, Service & Maint.	A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Y	<p>All hardware offered by ENA includes a limited lifetime warranty.</p> <p>Software updates are provided by the manufacturer and require an active support license associated with the serial number of each device. These support licenses can be renewed on an annual basis. The cost of each support license, and its subsequent renewal, varies based on the device type and level of manufacturer support required.</p>
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	RMA services are an included component of ENA's proposed managed service.
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	Should a warranty replacement of hardware and system software components be required, ENA will replace the warranted hardware with the same, or equivalent model, ensuring the overall compatibility of the system.
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Y	Upon finalizing implementation, the ENA Project Manager schedules a call with ENA's Customer Technical Assistance Center (CTAC) and does a hand-off between the customer and our CTAC. CTAC reviews available contact methods, how to submit trouble tickets, how to identify the sites, and provides details about ENA's online help site. ENA's CTAC can also provide our Support Escalation Matrix handout upon request.
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	All hardware proposed by ENA includes a limited lifetime warranty. This same warranty coverage applies to hardware or system software provided as part of a warranty replacement.
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	All hardware proposed by ENA includes a limited lifetime warranty. Should ENA's contract with VITA be terminated prior to the retirement or replacement of purchased hardware or system software, the limited lifetime warranty would still be available to members of the Commonwealth through direct manufacturer support. Any change to these warranty terms, such as an End of Support notification, will come from the manufacturer and will be communicated to members of the Commonwealth by ENA throughout the term of our agreement.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Y	Please see Section Appendices for Resumes of ENA's Project Team for VITA.
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	<p>ENA utilizes service technicians who all maintain current and relevant certifications for the work they are performing.</p> <p>Please see Appendices for ENA's Key Personnel Certifications Matrix showing the current certifications ENA employees hold.</p>

4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Y	<p>ENA utilizes service technicians who all maintain current and relevant certifications for the work they are performing.</p> <p>Please see Appendices for ENA's Key Personnel Certifications Matrix showing the current certifications ENA employees hold.</p>
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	Y	<p>All service representatives and technicians providing phone support are located within the continental United States. Please see our Supplier Profile section for insight into our professional support team.</p>
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	<p>As part of our managed service, ENA provide warm-standby spares that can be quickly configured to replace failed hardware components within the network.</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>Between ENA and Complete Communication Services, Inc., ENA has 6 field technicians in Virginia. If awarded a contract, ENA will work to define what constitutes a significant network outage and any exceptions to planned coverage.</p>