

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	
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	
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	NTS has an assigned SLED Program Manager responsible for e-rate business, understands program requirements, and maintains knowledge annually to keep pace with changing rules and regulations.
1.4	Does your Solution include a valid SPIN number (<i>Service Provider Identification Number</i>)? If yes, please provide number.	Y	143029249
1.5	Does your Solution include a valid SPI (<i>Service Provider Invoice</i>)? If yes, please provide.	F	NTS will use a Service Provider Invoice (SPI) for school e-rate orders in the future and will provide a template for VITA review and approval within 45 days of contract award.
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Y	NTS supports over 25 K-12 public and private school systems geographical dispersed throughout the Commonwealth. The majority of engagements are related to network infrastructure.
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	The requested URLs providing Manufacturer List Prices contain the complete catalogs with orderable SKUs.
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	NTS' ordering processes are open to all in scope entities. The distributors can ship to any location in the Commonwealth and our professional services teams can be dispatched to implementation services. NTS has a fully staffed 24X7 Network Operations Center and Helpdesk located in Midlothian, VA. We have a technical staff of approximately 150 IT technical experts. We can reach any location in VA within 8 to 10 hours and can offer a two hour SLA to virtually all locations in northern, central, and southside VA. Engineers will use remote support, OEM TACs and on-site spares to address critical deployments beyond the two-hour reach.
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	While NTS can deliver most services internally, some hardware repairs may be escalated to the OEM's.
1.10	Does your Solution include a punch-out catalog website? VITA encourages Suppliers to develop a catalog website that interfaces with eVA. Refer to: https://eva.virginia.gov/pages/eva-catalog-creation.htm Please provide either screen shots or a link to serve as an example.	F	As a current VITA contract holder our company has experience creating and maintain a CIF catalog that interfaces with eVA. Our team is evaluating an enhanced punch-out catalog with greater features and functionality. At a minimum NTS will create a CIF catalog within 60 days of contract award.
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	NTS is a current VITA contract holder and maintains an existing catalog that interfaces with eVA. NTS has utilized existing customer catalogs under other agreements, and evaluating portal solution requirements for a punch-out. Punch out catalog evaluation will be completed within 60 days of contract award.

1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Y	NTS will extend product incentives, credits, or rebate programs to customers that are offered by the manufacturers.
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Y	The solution offers volume-tiered discounts for Sophos security products in our price proposal.
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	NTS will assist customers design, budget, and implement network solutions. Provide roadmaps, consulting services, EOL and emerging technology consultation.
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Y	The SLED Program Manager has been dedicated to managing other VITA contracts for the organization and will continue in this role if awarded a contract.
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	NTS has established business relationships with many localities, school systems, universities, and non-Executive Branches throughout the Commonwealth. NTS' account management team will leverage these existing relationships to promote this contract vehicle. In addition, NTS will leverage our manufacturer relationships and new business development campaigns highlighting the contract.
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	NTS has an established marketing team that participates in conferences, trade shows, vendor meetings, new product customer events, committees, and direct marketing such as mailing, and email product updates.
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	The proposed solution offers a customer support program through sales and service. NTS has an account management team dedicated to public sector accounts. NTS will leverage manufacturer representatives to keep users abreast on new technologies, products, and specification updates. The program will involve consulting, developing solutions, fulfilling requirement, keeping end users aware of new technology product roadmaps, future technology evolution, lifecycle, EOL, and warranty coverage.
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>	Y	<p>NTS will engage the OEM's directly on accessibility/compliance needs for a user. A listing of accessibility features and functionality are included in the VPAT template details from the manufacturer. A link to CISCO VPAT documentation is as follows: https://www.cisco.com/c/en/us/about/accessibility/all-voluntary-product-accessibility-templates.html?dtid=osscdc000283 A VPAT templates from Sophos has been included in the Appendix F - additional.</p>
------	---	---	---

	Ordering & Reports	A	B
2.1	Will your organization respond to an order request within one (1) business day? Please provide detail on how this will be accomplished.	Y	Inside sales receives eVA orders via e-mail and will process an order in the same business day if received by 3:30pm. In the event additional information is required an account manager will contact the user 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	Orders place by 3:30 EST will ship within 24 hours for in-stock items. Caveats for delay can include receiving the order after 3:30 EST, additional information required from authorized user to place order, or direct ship from the manufacturer.
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	NTS will have access to tracking information based upon email address for equipment shipping from distributor warehouse to site. The end user will be notified via email with tracking information. NTS inside sales can also provide tracking information on an order for an end user.
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	Y	Typically 15% if equipment is factory sealed and returned within 30 days of the invoice date, distributors may waive this fee. In the event the equipment is opened or aged, this will be assessed on a case-by-case basis to determine if a re-stocking fee is applicable.
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	The SLED Program Manager will resolve all disputes. If his solution is not acceptable he will escalate all the way to the CEO if necessary.
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Y	Included in the Appendix F - additional.
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Y	Included in the Appendix F - additional.
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	NTS uses a cloud based asset management system accessible to our clients. Samples included in the Appendix F - additional.
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.	F	Our accounting system supports customizable invoices and order reports to include content information for Item 21 of Form 470. We also have the ability to flag orders as e-rate for reporting purposes. These templates and reports will be completed and submitted for VITA review and approval within 45 days of contract award.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	Form 470 with SPIN included in Appendix F - additional. NTS can develop additional reports to include the SPIN and SPI Form 470 information; and, submit for review and approval within 45 days of contract award.

	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	NTS will work with each school on an acceptable schedule.
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	NTS will commit to starting work at 3pm and working for up to 8 hour work days charging normal business hour rates.
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	NTS has experienced technical staff and consultants to perform the design and implementation services. NTS will employ assessment tools to evaluate the network and validate the solution. NTS will engage OEM SME's as necessary in solution development.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	NTS will collaborate with each school on goals and objectives, plan and design including but not limited to analyzing network topology, performing network assessments, wireless coverage mapping, and providing equipment recommendations. We provide full network assessments using state-of-the-art tools that capture analytics to produce quality architecture documents. We have a scanner that we place on a network for a week and collect details about bandwidth usage traffic patterns, node details, application or website usage, noise and other network impacting activities. We have a wireless assessment tool that produces heat maps, interference maps and other data. For project implementation services NTS follows PMI project management methodologies and ISO best practices.
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	NTS has technicians experienced in mounting and installing network hardware including access points and switches. NTS has 10 field technicians that can support installations.
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	NTS will verify the hardware is fully operational and meets coverage and performance standards.
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	NTS will provide asset documentation as a project installation deliverable.
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Y	NTS will provide training on installed hardware for administration and support.

	Warranty, Service & Maint.	A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Y	Warranty, software updates and patches are included in the purchase of support agreements.
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	Depending on the level of service purchased, the warranty for each sku is described in the product literature. Most warranties can be uplifted for a fee to provide exchange or on-site in a specific timeframe.
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	NTS will provide OEM certified like new functionally equivalent replacements.
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Y	NTS provides service agreements for current customers defining scope, SLAs, terms and conditions. A sample helpdesk support document is provided in the Appendix F - additional.
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	If equipment has a 12 month warranty and the unit fails in month 10, the replacement will have a two month warranty.
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	The terms of the warranty will survive the contract.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Y	Profiles provided in Appendix F- additional.
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	NTS has engineers on staff with multiple manufacturer certifications for CISCO and Sophos.
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Y	The OEMs require us to maintain certifications in order to maintain our authorizations.
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	Y	The NOC and Helpdesk is 24x7, located in Midlothian, VA.
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	If a buyer purchases a warranty that includes an SLA of less than 24 hours, and we can't fix it within 24 hours, we'll provide a replacement at no additional charge
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	Manassas, Waynesboro, Charlottesville, Manassas Park, Richmond city, Colonial Heights, Hopewell, Petersburg, Williamsburg, Prince William, Fauquier, Albemarle, Augusta, Amherst, Nelson, Culpeper, Fairfax, Stafford, Orange, Buckingham, Louisa, Spotsylvania, Hanover, King George, Essex, Caroline, King and Queen, Westmoreland, King William, Chesterfield, Fluvanna, Appomattox, Campbell, Halifax, Charlotte, Cumberland, Goochland, Powhatan, Amelia, Prince Edward, Lunenburg, Henrico, New Kent, James City, Charles City, Prince George, Dinwiddie, Brunswick, Nottoway, Mecklenburg, Greensville, Sussex, Surry, Gloucester, Hampton, Norfolk, Virginia Beach, York, Southampton, Isle of Wight, Newport News, Portsmouth, Suffolk, Chesapeake.