

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.	Yes	
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.	Yes	
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.	Yes	Our VITA Manager, Matt East is an expert on the program. The SLED Director, Kent Stokley and the Customer Service Manager, Dustin Varella are well-versed on E-Rate through other programs.
1.4	Does your Solution include a valid SPIN number (<i>Service Provider Identification Number</i>) ? If yes, please provide number.	Yes	Our E-Rate Spin ID # is 143051804
1.5	Does your Solution include a valid SPI (<i>Service Provider Invoice</i>) ? If yes, please provide.	Yes	We have not to date provided an E-Rate invoice
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	Yes	We service several K-12 customers in the region including Alexandria, Dinwiddie, Falls Church, and D.C. Public schools
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.	Yes	ThunderCat is well versed in this requirement and currently offers numerous national catalogs. The ThunderCat solution includes a complete catalog of all manufacturer products and services. ThunderCat generates unique catalogs for each contract and our solution will be specifically tailored to VITA Hardware users. As we currently provide for VITA Software, OMNIA, NASA SEWP V, CIO-CS and Army ITES-SW2, the catalog will be constantly updated as manufacturer parts are modified, added or removed.
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?	Yes	The network products we are proposing are ubiquitous across IT infrastructure and can be deployed across all public bodies. ThunderCat currently provides network solutions across the state including Commonwealth agencies, Counties, and Colleges/Universities.
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.	Yes	Primarily OEM because of certifications. Other than ThunderCat, there is currently no plan for other disadvantaged businesses. We are open to the inclusion of others but it would be at an order level where the customer is already comfortable with them and we supervise based on ISO processes and industry Best Practices.
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.	Yes	Yes, with some guidance from VITA ThunderCat is willing to consider. Below is an example from Army ITES SW2. After the initial landing page, there is a link that drills down into the catalogs https://www.thundercattech.com/contract-vehicles/army-ites-sw2/
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?	Yes	In addition to eVA, we also participate with portals in New York, Ohio and West Virginia, amongst others.

1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	Yes	There are rebates and incentives available throughout the year for different reasons. One example is phase-out. In these instances, we make a recommendation on whether the older discounted model coupled with extended maintenance makes sense versus a new upcoming model being promoted at a premium.
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	Yes	Yes, ThunderCat personnel constantly negotiates with OEMs and suppliers to obtain deeper discounts based on various criteria. Quantity is a major factor and volume-based discounting is a routine process. We are also able to offer time-based discounts including quarter-end and year-end discounts that can align with VITA procurement cycles to benefit both VITA and our vendor partners.
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.	Yes	As we mentioned elsewhere, we have company-level and individual certifications; the latter of which is 56 pages and available in our Optional Attachments. For privacy reasons, we redact their full names and provide initials. We are especially strong in Data Centers and Unified Communications (Teleconferencing, video streaming, wireless, Command Centers, etc.) as well as 'as-a-Service' Leasing and Managed Services, i.e., Cloud and Cyber.
1.15	Does your Solution include a dedicated account manager for the duration of any awarded contract? If yes, please explain.	Yes	Our VITA Manager, Matt East is nearby in Chesterfield. The infrastructure supporting Matt is a corporate headquarters in Reston and an integration facility near Washington Dulles Airport.
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.	Yes	ThunderCat will market this contract to any/all qualified participants including schools, universities, local and non-executive branch state agencies. Our approach to marketing our contracts is a three-phased operation: Plan Generation and Internal Kickoff , an Implementation Plan (Publicity, Press Release, Search Engine Optimization, Re-targeting Ad Campaign, a Call Plan with current customers) and Participation (Industry-related events such as trade shows and fora with featured speakers).
1.17	Does your Solution include any additional marketing services that would be an added value to the Commonwealth? If yes, please provide details.	Yes	In particular, our incumbency on VITA Software and VHEPC allows us greater leverage to negotiate with OEMs since we would hold those and hopefully VITA Hardware. Should we receive this award, OEMs would be willing to promote Commonwealth-wide using their own advertising budgets.
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.	Yes	We use a hub-and-spoke method to service specific VITA orders. We have a dedicated Account Manager and Customer Service Manager. They are supported by various corporate functions. From there, support for each Task Order is a tailored solution which is spelled out in advance when we submit. During our meetings with VITA customers, we alert of new models, provide salient characteristics and make recommendations as they relate to their current technology stack. An example of this is just before the fourth year of a five-year contract because of potential incentives for 'early adopters.'

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>	No	<p>ThunderCat removes Supply Chain Risk and Security Risk by sourcing with primarily U.S.-owned, U.S.-sourced OEMS. Our Export Compliance Officer is certified on ITAR and OFAC and checks for issues such as the U.S. Treasury's sanctions against Kaspersky for ties to Russian intelligence agencies.</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: 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>	No	<p>ThunderCat offers an extensive line of products and services from a variety of vendors. The vast majority of these products are 508 compliant and conform to federal guidelines for accessibility. Products that lack full 508 compliance may be included in our portfolio to accomodate specific customer requirements but as a rule ThunderCat offers alternative solutions that are compliant</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.	Yes	ThunderCat responds to orders daily. VITA customers can reach out to the dedicated VITA Manager, Matt East or to the dedicated VITA Customer Service Manager which is Dustin Vanella. Normal response to an email or telephonic Order (confirmed by email) is four business hours. Emergency orders are possible however these parameters vary by OEM. There are complex orders that requires research. Normally, these complex orders involves equipment that is phased-out, back-ordered or requires custom integration. These complex orders, however rare, can take as long as 48-72 hours.
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.	Yes	Yes. We track all orders in real-time and can fulfill same-day requests 99% of the time. Part of this is due a streamlined 'drop ship' system which integrates the CRMs of OEMs and the freight forwarders.
2.3	Does your Solution include an in-house order tracking system that can be accessed by a customer? If yes, please provide details.	Yes	Normally we set the CRM up so the email update is automatically forwarded to the customer. If there is another method of access, we are open to other possibilities.
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	No	There is no restocking fees for standard off-the-shelf products.
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Yes	ThunderCat understands ordering and billing disputes can occur and while these are rare, we take them seriously. Customer satisfaction is our primary objective and when ordering or billing disputes occur, we employ a formalized process that includes independent review by our compliance officer and finance department, with oversight by our program management office. This ensures the review, negotiation, and remediation occur at arms-length from the account team. This process ensures quick resolution.
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.	Yes	That is sent automatically by CRM and consolidated into the report to the VITA customer. Please see the example located in Optional Attachments.
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.	Yes	We can configure our reporting based on Customer Requirements. Normally it is an Integrated Master Checklist that has the features of a GANTT Chart, a Requirements Compatibility Matrix (Program Management) and a Milestone Checklist. An example is provided in Optional Attachments.
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.	Yes	Our CRM feeds into an Excel Spreadsheet where we can show VITA all the purchases made on the contract from the very beginning. The value is that VITA can use this for a Pivot Table to create Bar or Pie Charts to explain the trend analysis of IT purchases to the Governor's office or the Legislature.

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.	Yes	If VITA is referring to Form 471 filing where invoices and purchase orders converge at Line 21 of the USAC template, the answer is yes.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Yes	The account team is able to facilitate this requirement.

	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.	Yes	We are sensitive to disruption during operating hours. ThunderCat can accommodate scheduling requirements and can arrange installations, deployment, site visits, services and other activities to avoid disruption to classrooms and peak office times. This is normal and customary as we work closely with our customers to ensure scheduling conflicts and disruptions do not occur.
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.	Yes	ThunderCat can work to any schedule and we scope each engagement to meet the individual customer requirements. Many customers require after-hour and weekend work to avoid disruption. ThunderCat does not charge overtime.
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.	Yes	We have a dedicated Unified Communications practice dedicated to provide these beginning-to-end network solutions. ThunderCat engineers are available to come onsite and evaluate the specific requirements and physical conditions of individual schools and will custom design solutions specific to the environment.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Yes	Due to constant changes in product capabilities and new technologies, the principals of network design are constantly evolving. ThunderCat employs many engineers with advanced training in each major product and vendor, including CCIE, JNCIA, and other certifications. Our process employs industry and manufacturer best practices and design guidelines coupled with real-world experience. Designs will vary widely based on the unique requirements of each customer and site. For instance a WiFi access point might be rated for 500' range, but our engineers might examine the facility and determine the age and design of the building include unshielded electronics, high quantities of steel or dense building materials that will limit the range to 300'. As a result, a 'paper' design would fail, but our engineers will identify these limitations and design the solution accordingly.
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.	Yes	We have over 20 Chief Technology Officers, Systems Engineers and Solution Architects with multiple OEM certifications and the highest security clearances available. The site survey is the real indicator of the quantity and mix of individuals but we have implemented solutions across entire Federal agencies to customer satisfaction.

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.	Yes	ThunderCat engineers can execute the entire deployment process from initial site evaluation/discover, design, deployment, testing, tuning, final configuration, and turnover to the end customer. The test and validation phase is particularly important as this step proves the system functions per design specifications and validates the coverage and performance meet the design goals.
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.	Yes	On a per-project basis, ThunderCat provides customer and site-specific documentation showing how the systems are installed and configured. This documentation varies by deployment but typically includes model numbers, serials, quantities, and configuration details such as vlans, zones, IPs, names, and other pertinent details.
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	Yes	We provide a blended learning environment that covers platform familiarization with experiential hands-on learning.

	Warranty, Service & Maint.	A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	Yes	Most major components include warranty and maintenance agreements. These agreements include software updates and replacements for failed components or systems while the maintenance agreement is in force. Remediation of items under warranty would not require fees.
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.	Yes	Warranties vary by manufacturer but in general any product that is defective or fails within the warranty period is replaced at no cost to the end user. Some products lack specific warranties, but these are generally low-cost and consumable items like low-end cables. Switches, electronics, optics, etc. generally include warranty and maintenance agreements and would be replaced without cost to the end user. Shipping costs may be incurred but are often waived.
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.	Yes	Warranty replacement hardware and system software will be comparable or better than the original for the following proposed manufacturers: Extreme Networks/Aerohive, Arista, Cisco and Juniper. Replacements may vary; for example, Extreme Networks/Aerohive hardware and software replacements are for like kind and quality of the product originally purchased.
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	Yes	Normally the OEM provides a level of product support with us filling in or we employ qualified third-party support to assure that the customer's Service Level metrics are met. Normally escalation follows a tiered approach with Tier 1 being troubleshooting and Tier 3 being an on-site visit and if necessary a hot swap.
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.	Yes	Replacement items will assume the warranty coverage terms for the proposed manufacturers.
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.	Yes	All provisions of a contract, including those of warranties and scheduled maintenance will be honored regardless of our continued presence on the VITA contract.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	Yes	Matt East is the Manager and Key Point of Contact for VITA with Kent Stokley being the Director for ThunderCat's SLED practice.
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Yes	The roster of on-call or standby engineer support is maintained by the Senior VP of Engineering. The identification and qualifications of this engineer is one of the first deliverables we provide. We identify and/or introduce the whole team at the Kickoff meeting.
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	Yes	Systems procured through ThunderCat include service and support from manufacturer-certified service technicians. Services are typically performed by manufacturer engineers or by ThunderCat engineers certified in the specific products. A list of ThunderCat personnel and their certifications are located at Optional Attachments.
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	Yes	ThunderCat offers direct manufacturer support. Each vendor offers options for 'follow-the sun' service that employs foreign English-speaking technicians as well as options for 'US-only' Support when required by the contract. ThunderCat can provide either option to VITA on a per-order basis or as a fixed requirement.

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.	Yes	ThunderCat can arrange for loaner equipment on VITA's behalf in the event of system outage and for limited testing and evaluation, when required.
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.	Yes	A two-hour response is generally limited to counties within a 90-minute drive of the major cities including Northern VA, Richmond, Tidewater, and Blacksburg. We do not maintain a list of counties, but we can provide specific details of technician locations and availability based on specific vendors and products, and the proposed installation site. This level of detail is available prior to ordering and is specific to each procurement.