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	We have personnel on staff that are familiar with the e-rate program and continue staying up to date.
1.4	Does your Solution include a valid SPIN number (Service Provider Identification Number)? If yes, please provide number.		Yes, please see VIcom Appendix 3 for SPIN documentation
1.5	Does your Solution include a valid SPI (Service Provider Invoice)? If yes, please provide.	Y	We can provide a SPI to be in compliance regarding invoicing for e-rate.
1.6	Does your organization currently have existing K-12 customers in the Commonwealth? If yes, please explain.	y	Please review our references for details on a sample of our K-12 customers. We also do work for other school systems in the Commonwealth
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?		Vicom will provide a catalog website at http://www.vicom-corp.com/vita/. The URL is already in place and active and upon award will be populated with VITA price lists, discount schedules and manufacturers reference price lists.
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	Vicom currently works with customers throughout the commonwealth and can service all areas as necessary. With offices in Richmond and Virginia Beach, as well as employees located in other parts of the state, we can effectively cover the entire Commonwealth. We have over 75 full time employees.
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	Vicom will directly support this contract with Vicom employees for the vast majority of time. On occasion, Vicom will partner with subcontractors for specific portions of a project, such as electricans or other craftsmen. In addition, will partner with Manufacturer support personnel when needed and other strategic alliances. We mainatain our project oversight, standards and expectations for the highest customer experience.
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.		VIcom will provide a catalog which is accessible via our website. the link will be vicom-corp.com/vita
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	We interface with systems used by our clients such as Ariba.
1.12	Does your Solution include product incentives, credits and or rebate programs? If yes, please provide details.	y	Any incentives,, rebates, etc offered by our manufacturers will be added to any applicable discounts ensuring maximum value to each client
1.13	Does your Solution include volume-tiered discounts on products? If yes, Please provide details.	y	Pricing and discount levels are outline in Appendix C - Pricing. VIcom will always endeavor to gain the most favorable pricing for all customers
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	Our expertise and familiarity with Networking, UCC, and AV solutions provides added value to the Commonwealth
1.15	Does your Solution include a dedicated account manager for the duration of any awareded contract? If yes, please explain.	y	Vicom has a Capture Manager focused on this opportunity and will assign other personell as needed to meet demand
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	Vicom employs a full time Creative Director whose primary purpose is marketing and promoting Vicom throughout our service area. We will leverage this resource for specfic target marketing efforts to promote this contract to schools, universities, local Executive and non-Executive Branch state agencies. Our website includes a constantly evolving blog section which provides our customers the latest resources and AV related information, which we will continue to develop for VITA AV Contract driven related material. It can be found at https://www.vicom-corp.com/resources/. In addition, we will have multiple Vicom Account Managers and Senior leadership actively marketing and communicating to this target market, in order to develop opportunities to utilize this contract and grow our business with VITA.
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	Our website/blog is highly read and used by many customers as a information site to gain the latest industry news
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	VIcom aggressively and continously updates our website and social media pages with that highlight newest trends, products, and technology changes.
1.19	Does your Solution or any of your subcontractors' components include any Kaspersky-branded products? See definition below. If yes, please describe. "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.	n	We do not use Kaspersky Branded products
1.20	Does your solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the following standard regarding IT Accessibility and 508 Compliance: https://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/domain-amp-topic-reports/pdf/ETAITAccessibilityTopicReportGOV103.pdf (Refer to https://www.section508.gov/ and www.access-board.gov for further information) If yes, please describe how this functionality is achieved and include a completed Voluntary Product Accessibility Template (VPAT) with your proposal. The VPAT template can be accessed at the following URL: https://www.section508.gov/sell/vpat If no, does your Solution provide alternate accessibility functionality? Please describe.	y	Most solutions we would design would be custom designed and could be designed to provide nonvisual means of control as needed

	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	VIcom will provide a dedicated email address which will be responded to within one business day. We also offer live answering of out telephone lines, and all VITA quotes/orders will be responded to within the required timeframe
2.2	Does your Solution include shippment of all "in-stock" hardware, not requiring configuration or installation, within 48 hours of receiving an order? If yes, please explain.	y	In stock hardware will be shipped from either our Richmond or Virginia Beach warehouses within the timeframe required.
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	Vicom utilizes our Connectwise sytem that tracks a customers complete history log including orders. This can be available for them at anytime. Our Customer Service representatives work with customers proactively on a regular basis, to determine the detail of their reports and frequency of how often they would like access to these reports.
2.4	Does your Solution include restocking fees for returned standard off-the-shelf products? If yes, please explain.	n	Unopened items returned in like new condition will not be subject to a restocking fee
2.5	Does your Solution include an ordering/billing dispute process to resolve ordering/billing issues? If yes, please explain.	Y	If there is a concern, customer would contact their account manager, and Vicom would work to resolve any issue promptly.
2.6	Does your Solution include reports detailing equipment that has been ordered by customers? If yes, please provide examples.		VIcom's internal system provides a wide variety of reports that can be made available to our clients. Please see VIcom Appendix 3 for sample reports
2.7	Does your Solution include reports detailing where hardware has been installed? If yes, please provide examples.		All invoice and reports typically show billing and shipping/install locations. Custom reports can also be created at the level of detail required to meet client needs
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	Our robust system can provide key information such as serial numbers which are valuable to customer inventory management
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	We can provide reports regarding information for item 21 of the USAC form 471 upon request.
2.10	Does your Solution include any reports regarding SPIN number and SPI invoicing? If yes, please explain.	Y	We can provide reports regarding this information upon request.

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	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	We will work with schools to support specific schedules requested for projects
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	We can shift schedules to avoid OT on a case by case basis when needed.
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	VIcom professional services offers complete turn-key implementation including planning, designing implementation and operation.
3.4	Does your Solution include detailed methods/practices for designing/installing/validating high-capacity wired and wireless networks? If yes, please explain.	Y	We use best practice design methods and mutiple testing platforms including Ekahau, Fluke and Fortinet.
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	VIcom has the certified staff on the products/services included in this response to provide onsite installation services. 12+ Team Members
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	VIcom professional services engagements conclude with a pre-determined testing/validate/acceptance period to ensure the solution meets network coverage and performance requirements.
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	We provide complete design and as built documents for each project. Our CRM system can also produce reports for each invoice/projecct that can provide a complete description including part numbers, serial numbers, and quantitities.
3.8	Does your Solution include customer training on installed hardware? If yes, please explain.	y	Customer training will be provided per solution by Vicom support staff or Manufacture support staff for opitmal performance of system.

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	Warranty, Service & Maint.	A	B
4.1	Does your Solution include warranty and software updates? If yes, please explain.	y	Each manufacturer listed provides warranty and software updates upon purchase. After warranty period ends, they can be extended for additional support.
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	Coverage during the warranty period would include RMA services for replacement and or repair of equipment at no cost.
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	Warranty would repair or replace hardware with same or better solution.
4.4	Does your Solution include documentation describing how it provides technical support for its current customers? If yes, please explain.	y	We offer specific Technology Management Plans (TMP'S) developed per customer, system and services provided. We also have verbiage in our response regarding technical support.
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	It would assume the warranty coverage terms until original expiration date.
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 warranties will be honored for the warranty period purchased.
4.7	Does your Solution include profiles for the personnel that will be assigned to this contract? If yes, please explain.	y	Profiles have been included in our response.
4.8	Does your Solution include at least one certified engineer or equivalent on staff? If yes, please explain.	Y	Yes, we have certified engineer's for these products and services.
4.9	Does your Solution include technicians who have and maintain current industry-required certifications? If yes, please provide details.	y	Our technicians continue to keep updated industry-product certifications. See attached Resumes for details on individual certifications
4.10	Does your Solution include service representatives and technicians providing telephone support located in the continental United States? If yes, please explain.	y	Our Vicom support would be US based.
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	Our solution would provide loaners upon request in critical areas as available and based on specific warranty and support plans coverage.
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	With offices in Richmond and Virginia Beach, and remote staff located in Northern Virginia and the Charlottesvill area, we can support the majority of the state. Also, we can provide a list of counties that could have 2 hour on-site response, provided service level agreements were in place to support this.

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