

# EXHIBIT A

Suppliers are to indicate their capability of fulfilling each specific requirement. Each Supplier's responses will be reviewed and compared to the requirements 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 B, a code that best corresponds to its intended response for the requirement listed.

The acceptable codes for Column B 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 C an explanation of how it will fulfill the requirement. This may include use of alliances with other Suppliers. Supplier may also use Column C 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 one month.

A blank response in Column B will be interpreted as a "No" response. VITA has posed some open-ended questions. In those instances, Supplier is to provide adequate information to allow VITA to properly evaluate its proposal.

## Security Requirements

Y/N

Description

Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at <https://www.vita.virginia.gov/itgovernance/itrm-policies-standards/> If not please explain.

Y

Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at [http://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/COV\\_Adopted\\_Standards.xlsx](http://www.vita.virginia.gov/media/vitavirginiagov/it-governance/psgs/pdf/COV_Adopted_Standards.xlsx) If not, please explain.

Y

Does your solution/application/product 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](http://www.access-board.gov) for further information

Y

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.

IBM provides access to all VPAT information via their website. IBM has moved to the Accessibility Conformance Report (in VPAT 2.x format). This information may be found at the following link -->  
[https://www.ibm.com/able/product\\_accessibility](https://www.ibm.com/able/product_accessibility) -- Please see attachment titled Triad Technology Partners IBM Software & Services Appendix H IBM Maximo 7.6 VPAT for an example as requested.

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:

N

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.

## General Requirements

Y/N

## Description

Has your organization won any awards with regards to selling/servicing/supporting IBM software? If so, please describe.

Y

We have won the top reseller of IBM Maximo for North America Award, 4 years in a row. Triad has also maintained preferred partner status with IBM since our inception in 2009. During that time we have met or exceeded the program sales and certification goals. Triad has achieved both Gold or Platinum Partner status since Triad first became an IBM business partner in 2009. These partner statuses provide us with leverage software development environments that can be leveraged by our customers for use in their evaluation and testing of new solutions. Triad's lengthy relationships with IBM leadership have provided Triad (and our customers) the opportunity to benefit from us being named 1 of 3 partners selected to resell their IBM Tokens program. This is just one example of how Triad provides unique solutions to solve customer pain points.



Has your organization won any contracts with other states/localities/universities for IBM software and Services? If so, please describe.

Y

Triad is named as a partner on the VASCUPP Contract as a partner to IBM. Go to -> <https://www.ibm.com/industries/sled-contracts> Click on Virginia -> Commonwealth of Virginia VASCUPP contract UVA682546 -> Scroll Down to IBM & Partner Contacts -> Click on Download information on IBM Authorized Business Partners (XLSX, 17 KB) to see Triad listed as a partner. Triad has won many contracts over the years with states, localities and universities for IBM Software and Services. NYCHA (New York City Housing Authority) to implement mobile solutions to better facilitate maintenance using the IBM Maximo Mobile Solution. We are currently in a 4 year contract with WMATA (Washington Metropolitan Area Transit Authority for IBM Maximo Software and Support, this contract manages and maintains the critical infrastructure for WMATA. Triad supported Johns Hopkins University APL (Applied Physics Laboratory) with their Maximo Software, Support and Services. For 3 years we supported Tampa (Hillsborough) International Airport with their IBM FileNet Software that maintains vital records within their environment. We also have a long standing relationship with Maryland DOIT (Department of IT) where we have provided IBM and ServiceNow software and support over the past 7 years. Our commitment and longevity to customer relationships remains a core value of Triad Team members.

Does your organization participate in any governmental conferences such as the DGS Forum, Virginia Association of Counties, etc.? If so, please describe.

Y Triad has participated in the DGS Forum for the past 4 years as a sponsor. We are also an Ambassador level sponsor of COVITS. Triad has also sponsored SWaMFest for the past several years, most recently at the Leader Level this year. We have also participate in VACO (Virginia Association of Counties) as a vendor and sponsor. We have hosted our own events in partnership with IBM to benefit the Commonwealth's investment in technology.

Does your company offer any type of electronic social communities (i.e. blogs, forums, Facebook, Twitter, etc.) where customers can ask questions, leave feedback, etc.? If so, please explain and provide examples.

Y Triad manages multiple social media accounts, Twitter, Facebook, and LinkedIn. Triad technical resources operate in the IBM Developer Portal and community, answering questions on blog posts, and engaging in conversations with our suppliers, customers and partners. The Developer Portal may be located via -> [developer.ibm.com](http://developer.ibm.com). Customers can find information on specific industry topics, products & services, as well as blogs, events, digital conferences, and podcasts. Our team also works and delivers other industry best in class software solutions such as ServiceNow. Similar to IBM we participate in developer communities, blog support and developing complementary solutions for our customers. We strive to provide our customers the most up to date information as such Triad recommends our customers link directly to IBM's website for blogs and forums. Triad personnel can assist in directing customers to the appropriate IBM documentation, websites and community forums as needed. Requests and questions can be directed to [virginia@triadtechpartners.com](mailto:virginia@triadtechpartners.com)

Will your solution provide product incentives, credits and or rebate programs? Please provide details.

Triad has always provided additional incentive discounts to CoVA customers through our current contract and we will continue to do so should we be awarded another opportunity to serve. Using our unique relationships with the IBM leadership and the IBM incentive programs available to business partners of our standing we leverage additional discounts on software and we pass those discounts on to customers. For example most recently we provided the Virginia Supreme Court with heavily discounted pricing for Informix Cloud Pak for Data more than 40% off of published pricing. Triad has continually provided exemplary service and competitive pricing for engagements with our customers. We also work with customers to exchange licenses for credits or migrate those licenses to new products to leverage their initial investment into greater savings. Recent examples include DSS Rational Tokens and Cloud Paks for VITA and Supreme Court.

Will your Solution market and promote this contract to schools, universities, local and state agencies? Please provide marketing plan and examples of marketing tools.

Y

k12 schools, universities, local governments, state agencies, and the judicial institutions of the Commonwealth. We have had success working with all entities throughout our term as the incumbent vendor and feel as though we have learned lessons as to how to best engage with specific groups. We have established regular (bi-weekly, monthly) touch base meetings with multiple clients including c-level executives at VITA, VDSS, DMAS, VSP, DBHDS, SBSB, VDOT, VDOC, DMV, Va Beach, Fairfax, Va Tech, UVA, Va State, ODU, VCCS and many others. Our customers in Education engage well with us during events such as SWaMFest (Triad is a current sponsor and attendee for SWaMFest which is sponsored by 11 Virginia Universities) and at State Council of Higher Education for Virginia (SCHEV) sponsored meetings and seminars. Triad has also seen great success in attending and sponsoring the VACO (Virginia Association of Counties) conference. Localities that have participated in VACO have responded well to our marketing materials and our team to further adoption and use of the VITA contract. At the Executive Branch level, we have coordinated with IBM and Red Hat on multiple email campaigns, webinar events, and VIP sessions ... all promoting the solution content that is made available through the VITA contract. Triad supports the DGS Forum (where we participate as a vendor and sponsor) and COVITS (where we participate as a sponsor and a vendor. We have hosted Commonwealth clients at IBM conferences such as THINK, where we are present and working with our existing and potential customers to further their adoption and use of IBM Software and

## Breadth of Offerings

Is your organization an authorized reseller of IBM software? If so, please list the categories that you are authorized to resell. In addition, the categories listed should tie back to the software list in the Excel document titled "Appendix C Pricing". If there are software titles that you are authorized to resell and those titles are not listed in the tab labeled "Software Titles", then you should add those titles to the tab labeled "Additional Software Titles".

Y/N

## Description

Y

Triad is an authorized IBM Reseller. We have been granted an IBM Letter of Supply for ALL software titles. Triad is authorized to resell ALL of the titles listed in the Software Titles tab of this solicitation, we have also listed the additional 30,000+ other products that we are authorized to provide. Triad is one of three business partners who are authorized to resell IBM Token based software. Triad is a Platinum business partner authorized to resell software in all categories. In order to become authorized, business partners must take certifications and prove proficiency in each group. Triad is authorized to resell the following IBM Software Groups --> Advanced Analytics, Predictive Analytics, Prescriptive Analytics, Risk & Compliance, Open Source Analytics, Information Integration & Governance, Assets & Operations, Data Repositories & Appliances, Safer Planet, Customer Analytics, Telco Network Analytics, Customer Engagement Solutions, Digital Experience, Partner & Supplier Engagement Solutions, Watson Health, Application Platform & Integration, Process Transformation, Internet of Things, Security, Messaging & Collaboration, Social SW & Unified Communication, Talent Management, Financial & Operational Performance Management, Sales Performance Management, IBM Spectrum Storage Software, Enterprise Content Management, Watson, IBM XaaS - Entry, and Software open distribution products. IBM is continually adding and removing products from their software portfolio, Triad aligns our support closely with IBM's annual release of new products along with their yearly adjustments. As an example we have included some of these new items on the Additional Software Titles tab.

Is your organization an authorized IBM service provider? If so, describe all the areas of expertise and provide details such as degree of expertise in the particular field, dedicated resources in these fields, number of successful installations in these areas, etc.

Please describe your current partnership level with IBM and the advantages that level can provide to your proposed solution.

Y

Provider. The depth and breadth of our experience is further expanded by the knowledge and capabilities of our partner network. We have been fortunate to build a strong team of industry experts in the areas that align with CoVA priorities and that of our customer base. Our team has delivered Maximo software implementations for the past 12 years and where we derive our original expertise. Our team also has direct experience working with IBM MaaS360 (mobile device management software), Cognos, and TRIRIGA (facilities management). Aside from our dedicated resources we leverage our vast partner network to fulfill services and expertise in areas where we may not have a Triad resource to meet the requirement. Our partner network is comprised of other small businesses who Triad has vetted for teaming on engagements. We provide additional details and skill levels of these partners in the Staffing Requirements section of this

Y

Business Partners must achieve criteria such as sales, certifications and badges, as well as company assigned resources. Some of the advantages of the Platinum level are services that can be provided to our customers such as: IBM Cloud Service Credits (to build out test environments), IBM Partner Packages, IBM Software Catalog (access to ALL of IBM Software offerings to download, install and test), SaaS Demos, Pre-Sales Support, Remote Technical Support, Co-Marketing for events (i.e. COVITS, DGS Forum, etc.), ability to achieve certifications and badges in IBM Software solutions, resources to assist our customers with engagements, and demo and development systems. Business partners also receive the IBM Business Partners Mark of recognition, access to the IBM Skills

## Technical Training

Y/N

## Description

Does your firm offer pre-sales support such as trials, architecting, sizing, etc. If so, please describe.

Y

In coordination with IBM we have provided and will continue to provide a myriad of pre-sales support. This includes demonstrations, pilot programs, trials, lunch and learn sessions, and hands on learning sessions. For example in recent discussions with Radford University we recognized their desire to move to the Cloud version of IBM Cognos. As such we engaged with IBM Client Technical Specialist (CTP), the IBM Brand Representative, and the Triad Team to introduce Cognos on Cloud. We reviewed licensing models, product capabilities, demonstrations, training and support. Triad also reviewed migration and implementation for the new instance. Radford was able to purchase a small instance of Cognos on Cloud to run concurrently with their existing perpetual licenses so they can evaluate the solution and slowly migrate their existing environment to the Cloud based environment on a timeline that works for their business.

Will your firm provide any additional services that would be an added value to the Commonwealth? Please describe and provide examples.

Y

Triad is currently working on developing and delivering VIP Sessions. A few examples of the sessions that are currently being planned for delivery this quarter are 1) Learn How Government Agencies Can Dramatically Improve Citizen Service Through AI Chatbots and Automation 2) Nimble App/Dev and Modification using Openshift 3) How Agencies can quickly provide savings on all systems through modern Data Management. Each of these sessions is being hosted, organized and delivered by Triad. We have also hosted educational sessions for Commonwealth customer and end users. One such example was our Identity and Access Management Session that Triad hosted along with IBM and Business Partner speakers at the Jefferson Hotel in Richmond.

Does your firm have the ability to provide access to IBM advanced expertise? Please describe and provide examples.

Y

Triad has direct access to experts in all areas of IBM software. We continually provide resources to state level agencies and localities as they have requested during the term of our contracts. We have provided Red Hat Open Shift knowledge to VITA, Business Automation to Department of Health Professions, Cloud Support to Department of Small Business and Supplier Diversity to name a few. This is at the core of the value that Triad provides to VITA and their customers and it is a reflection of the extensive relationships we have within IBM and Red Hat. We view our ability to reach back into these organizations at the highest levels as a critical success factor in our support of our clients. Most recently, we helped to introduce Victor Brown (IBM Distinguished Engineer, Vice President and Chief Technology Officer, IBM US Public and Federal Market) to several agencies as well as VITA as an available expert collaborative resource. Triad has a close relationship with IBM's new PEP for the Commonwealth, Judy Kelly (IBM Cloud Industry General Manager, Public Sector). We have participated in regular calls with her and act as an advocate for increased IBM investment and support of the Commonwealth.

Does your proposed solution offer onsite/offsite or virtual training on IBM software? If so, please describe.

Y

We have partnered with our Distributor Ingram Micro to offer IBM packaged training (classroom and online) offerings as well as Triad delivered customer directed custom training. For example we have provided custom APM and Monitoring Training to DSS, in each implementation SOW that we deliver to our customers training is always included. For example the VDOT Data Governance and DataStage projects both include training as an integral part of our solution delivery. There is also a wealth of self-paced online training and certification through IBM's website that is FREE and easy to use. You may see more details at this link -> <https://www.ibm.com/training>



Does your proposed solution offer any free webinars that specifically deal with IBM software? If so, please describe.

Y

Triad offers opportunities for learning, sharing and collaboration around IBM Software and tools. Our plan is to offer monthly lunch and learn style webinars where customers and prospects can attend an educational session of their choosing. These sessions will be published on our website [www.triadtechpartners.com](http://www.triadtechpartners.com) and will be sent out via email blast to our existing customer base. In the past we have hosted webinars such as IBM MaaS360 Mobile Solution - securing your device with an increased remote workforce, IBM Maximo - New Features in version 7.6, and Maximo Hosting - what you need to know and a timeline to get there, to list a few examples. Upcoming sessions are planned for Red Hat OpenShift and IBM Virtual Data Pipeline (VDP). We also notify our customers of the many free learning tools available from IBM via their website, and we benefit from the expertise in our Partners Network by sharing their scheduled offerings.

Does your proposed solution offer and house an IBM certified Business Partner Innovation Center (BPIC) locally in the mid-Atlantic region? If so, please explain.

Y

IBM has determined the most effective way to provide innovation, testing, sandbox development and demonstrations is to leverage the IBM Garage process. This is a virtual environment that has proved to be vital in the current restricted climate that many customers find themselves due to COVID-19. Triad recommends that our customers utilize this process as IBM BPIC's have been slowly replaced by IBM Garage (<https://www.ibm.com/garage>). Triad personnel have the skills and expertise to assist clients with the full Garage experience. These locations have been unable to service customers in person due to COVID restrictions. BPIC's have not been a viable customer solution for the past 18 months. Triad's recommendation would be to approach this from the current and supported methods of innovation and testing through IBM Garage.

Does your proposed solution have the ability to provide either in-person or virtual demonstration, briefing, and proof-of-concepts at your local BPIC? If so, please describe.

Y

Triad provides in person and remote demonstrations, product briefings, new features sessions, webinars, lunch and learns, and proof-of-concepts. IBM Garage is innovation that accelerates your digital transformation. Take a tour here --> <https://www.ibm.com/garage/tour/>. Another option are the many free trials that IBM now offers that may be located here --> <https://www.ibm.com/products/trials>. Online demonstrations may be located here --> <https://www.ibm.com/demos/>.

Will your firm provide training recommendations based on the products or services being purchased?

Y

Training is offered and provided as an option in all of our current statements of work (SOWs) with our Commonwealth customers. For example we are providing training to VDOT on the new features of IBM Information Server, as well as the Data Governance and DataStage products as part of our large scale implementation. This training can be offered as classroom style, train the trainer, and on the job training both delivered on site and remotely. Triad uses our own personnel and leverages our business partner network to augment skills where need in order to deliver the best training experience for our customers.

**Staffing Requirements****Y/N****Description**

Will the staff that will be assigned to this contract have an understand of all the various licensing terms that IBM has like user based licensing, virtual processor cores, containers, processor value units, etc.? If so, please explain the various types that you are experienced in.

Y

Our team is comprised of former IBMers that have extensive knowledge of IBM's licensing terms, programs and methods. We have worked with the following license types for IBM software: user based, virtual processor cores, processor value units, containers, server based, tokens, bridge to cloud, flex points, AppPoints, monthly subscripoin (SaaS) licensing, annual subscription (SaaS) licensing, and MLC. As a group of seasoned software resellers and former IBMers Triad team members are intimately familiar with IBM licensing models, and how to maximize the best customer experience, price and value from an engagement. Our vast network of IBM executives, deep knowledge of the IBM incentive programs and long standing relationships with the IBM software representatives places us in a position to negotiate better opportunities for all our customers.

Will your solution have a dedicated account management team assigned to this contract? If so, please explain.

Y

Triad's account management team begins with the individual who will be the single point of contact for any Commonwealth of Virginia entity that wishes to leverage the contract with VITA and do business with our team. That individual is Andy Harmond; he currently manages the IBM line of business for Triad as Senior Director and has the primary responsibility for Triad's overall relationship with the Commonwealth. Prior to joining Triad, Andy was the CoVA Client Executive and a 30 year employee of IBM, he has a vast knowledge of Commonwealth customers, their installation and use of IBM software as well as unparalleled customer and IBM relationships. On Andy's team are Jennifer Stevenson, Director of IBM and Services Delivery, who will manage the overall IBM relationship as well as all of the IBM software subscription and support renewals. Jennifer is assisted by Teresa Clay, Sales Operations Assistance, in supporting the software renewals process. Kristin Rydland, Manager, Programs and Operations, who is the head of our Project Management Office (PMO) and will have overall program and specific project level responsibility for all services engagements. She will deliver status reports for delivered services, interface with all of our subcontractors, and facilitate the invoicing process to VITA by working with Juli Murphy Sales Operations Administrator in our accounting office. Our centralized email address of [virginia@triadtechpartners.com](mailto:virginia@triadtechpartners.com) will reach all members of our team for any questions that may arise during the term of our contract and beyond.

What are the certifications that staff members have obtained that will be assigned to this contract if awarded. Please describe.

Y

In alignment with Triad's core value of personal growth and continuing education our team members have achieved the following IBM Badges: Cloud Pak for Data Sales Foundations, Hybrid Data Management Sales Foundations, IBM Planning Analytics V2.0.0 Modeler, Decision Optimization on Cloud V3.x, Data Science and Business Analytics Competency Sales Foundation, IoT - Optimize Buildings with AI - Introduction, IoT - Intro to IBM IoT Worker Insights, DevOps Sales Foundations, IoT - Managing Engineering Complexity, an Introduction, and Cloud Management Sales Foundations. Our team members have also achieved the following IBM Certifications: IBM Certified Administrator - Security Guardium V10.0, IBM OpenPages GRC Sales Professional v1, IBM StoredIQ Technical Professional v1, IBM Certified Specialist - SPSS Modeler Professional v3, IBM Certified Specialist - SPSS Statistics Level 1 v2, IBM InfoSphere Information Server for Data Integration Fundamentals Technical Professional v1, and IBM InfoSphere QualityStage Fundamentals Technical Professional v1. Our partner network has also achieved certification in other areas of expertise where we see value within the Commonwealth IBM Software deployment. Those areas include but are not limited to IBM DataStage, IBM Data Governance, IBM FileNet, and IBM Rational.

How often does your staff attending training/retraining?  
Please describe.

Y

Our staff attends training at a minimum on a monthly basis. This includes industry level certifications (i.e. PMP), IBM partner training, webinars, new solution release, IBM distributor educational series, and self paced training. Triad believes deeply that personal growth and education are critical to our development as individuals and professionals within the Information Technology industry. We also host internal Triad team meetings quarterly that focus on our cross functional teams sharing ideas, technology advancement, and industry trends. Each individual brings their own content and educational materials to share for this meeting. Lunch and learn sessions are facilitated both internally and externally by our technical team for Triad team members and customers. Triad engages with our large partner network to broaden the skills of our team as well as share their deep knowledge of specific technologies with our customers.

Do you have different levels of skilled professionals that would be assigned to this contract if awarded? If so, please provide those positions here. If possible, they should be the same titles as those listed in the Excel document "Appendix C Pricing" tab labeled "Labor Rate".

Triad will provide personnel for all of the positions listed in Appendix C Pricing on the Labor Rate tab. We will continue to augment our staff using our Partner Network as we do on our current contract, however, we will always retain project management responsibility for our projects under the Labor Rates: Project Coordinator, Project Lead 1, Project Lead 2, Project Manager 1, Project Manager 2, Project Manager 3, Project Manager 4, Project Manager 5, ERP Project Manager 1, ERP Project Manager 2, and ERP Project Manager 3.

Does your sales staff routinely visit current and prospective clients to keep them informed on current and emerging software products from IBM? If so, please explain.

Y

Our sales team routinely visits our current and prospective customers. Specifically, Andy Harmond, your main point of contact, has reoccurring weekly/bi-weekly/monthly/quarterly meetings scheduled (through the end of 2022) with the Supreme Court of VA, VITA, VDOT, VDSS, VDEM, SCC, DBHDS, DMAS, VSP, VDOC, VPA, DMV, VEC, VDEM, City of Va Beach, VBPS, Fairfax County, Va Tech University, VCCS, VCU, ODU, UVA, Va State University, Radford, and Regent University. We bring in IBM industry expertise to align with the stated goals and objectives of each respective organization. We also sponsor Technical Exchanges, VIP Sessions, Webinars, and Virginia Conferences (i.e DGS Forum, COVITS) where we bring forward the current emerging IBM technologies that align with the current Commonwealth and VITA's innovation and technology goals and objectives. We also conduct weekly and biweekly communication sessions with the IBM team(s) that support and engage with the Commonwealth ... all focused on bring forward the best solutions, in a coordinated fashion, to the Commonwealth.

Will your solution be incorporating subcontractors or alliances? Please provide the details of your plan.

Y

As a woman owned small business Triad strives to partner with other small and large firms that share the same values and work ethc in order to deliver superior value and service. Over the past several years we have assembled a vetted and tested team of partners that we use to support the Commonwealth. This team consists for IBM, IntegrityFirst Solutions, Mainline Information Systems, Prolifics, Red Hat, Salient Process, and Technology Solution Consultants. We have outline the specific details of each members skills and their capabilities in the Supplier Profile section of our response.

## Reporting Requirements

Y/N

## Description

Will your solution provide reports on request to users detailing products that have been placed in any of their locations? Please provide examples.

Y

all purchases made through our vehicle. We consistently provide information regarding what is owned by an end user and evaluate what additional software may benefit an organization and where changes and updates could be made to further allow an entity derive more value out of their IBM investment. Triad can provide on demand reports from our systems to detail products deployed in customer locations we will continue to provide this service to the Commonwealth. For example the Virginia Department of Social Services inquired as to their current IBM Software entitlements. Triad was able to provide the exact details of what software is owned by the DSS, as well as copies of their IBM POEs (Proof of Entitlement) that illustrated the software owned (IBM part number, quantity, description, period of performance , date purchased, and IBM Passport Advantage Site ID.

Will your solution provide additional reports that would be an added value to the Commonwealth? Please describe and provide examples.

Y

Triad can provide reports of software owned and licensed to individual customers at their request, or at the request of VITA. We have provided this service in the past to our customers and intend to continue to provide this benefit. Triad will also continue to inform customers when IBM announces end of life (EOL) for a product or group of products via notification emails. Another benefit is the report of subscription and support renewals due 60-90 days prior to their expiration. Triad also continually reviews existing customer entitlements to provide information on upgrades, trade-ups and product exchanges. For example Triad provides detailed quotes and product informatio as well as past POEs to customers in ancitipation of their annual renewal process.

For SaaS solutions, will you follow the ECOS process and complete all required documentation including the ongoing compliance reporting? Please describe previous ECOS submissions, if applicable.

Y

Triad has supported the ECOS process with several IBM SaaS based solutions and we will continue to do so to allow the Commonwealth to adopt the most competitive and leading solutions to support their business. We have provided monthly compliance reporting on our existing contract and will continue to do so. Prior ECOS submissions include IBM Bluemix for the Department of Medical Assistance Services, IBM Collaborative Lifecycle Management on Cloud for the Department of Medical Assistance Services, and IBM Business Automation Content Services on Cloud (BACSoC) for the Virginia Department of Taxation. For each of the aforementioned submissions Triad provided all of the required documentation and supplied the monthly compliance reporting to VITA. We are currently working with IBM and VITA on a AlaaS (Watson based) solution that will be going through the ECOS process.



## Service Requirements

Y/N

## Description

Does your proposed solution have a customer support program that will keep users informed of new products, changes in technology, advanced specification documentation and other market information.

Y

IBM's customer support program is very robust as such to ensure our customers receive the most up to date and accurate information Triad directs customers to IBM's support network. Additional information regarding support may be found here --> <https://www.ibm.com/mysupport/>. Our team is available to assist end users in locating the appropriate IBM resource or support advocate to assist them with their concern or issue. Information regarding IBM support announcements and topics may be found here --> [https://www.ibm.com/mysupport/s/community-releases?language=en\\_US](https://www.ibm.com/mysupport/s/community-releases?language=en_US). Support for licensing may also be acquired by calling IBM's Passport Advantage toll free number 1-800-266-8720. Information regarding new product releases, updates, changes and end of life notifications are provided on IBM's web site. Triad also provides these notifications as part of our service to CoVA customers. Product Documentation may be found here --> <https://www.ibm.com/docs/en>. Triad has engaged with customers in on-going support contract where requested to provide additional end user and technical support for IBM software solutions. Customers also have 24/7/365 access to extensive IBM resources via their website.

Does your proposed solution have an in-house order tracking system that can be accessed 24 x7 by a user? Please provide details.

Y/F

Triad currently tracks every order in our systems by customer, IBM Passport Advantage Site ID, product, end user, and many other data points. This information is available to all Triad team members and can be accessed easily. To protect our customer's data and privacy we do not currently allow customers access to our internal database, however, each customer in the Commonwealth may currently access their IBM software entitlements via the IBM Passport Advantage website, this information is updated in real time. Should VITA wish for customers to access more than the information that is available via PPA today. Triad will work with VITA to create an access portal that would

When an Authorized User has an issue that requires on-site service visit, please describe your process for dispatching the technician and the timeframe surrounding these types of calls.

Y

There are many options you could pursue for assistance we have provided two potential scenarios that could take place to answer this question. 1) Several customers within the Commonwealth have elected to purchase IBM's AVP (Accelerated Value Program) that provides the customer with a dedicated representative from IBM within desired the solution area that they would contact for assistance and on site support services. This request would be initiated by the designated primary customer contact to the IBM assigned representative. 2) An alternative to the AVP is where the customer contract switch Triad at our published contract rates to provide on site support and assistance that would augment their existing IBM support. This would be managed by the customer sending an email to [virginia@triadtechpartners.com](mailto:virginia@triadtechpartners.com) to create a mutually agreeable solution.

Does your proposed solution provide the ability to track software license purchases? If so, please explain and provide examples.

Y

Triad tracks all purchases on our contract by customer, technical and procurement contact, IBM Passport Advantage Site ID and period of performance. We maintain this database of purchase history for all customers. For example, the Department of Social Services (DSS) was recently inquiring about their IBM Rational Token renewal. Triad was able to provide copies of last year's purchase order, our contract, the IBM proof of entitlement and Triad's quote.

This assisted the end user and procurement team in processing the order and evaluating cost increases year over year. Triad will continue to provide this detailed level of service for all transactions made against a resulting contract. Specific installed IBM software solutions provide the tools to monitor usage and consumption of licenses, these tools are product specific. IBM also provides tools that can provide this service. If the end customer does not own software that enables them to track usage by user type Triad can and has offered this service, however, it is not provided with all software solutions out of the box. In these instances the

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customer would communicate with Triad this need and we would provide a quote for the installation and implementation of such products and services as part of our delivery. On example is the IBM MaaS360 solution for mobile device management offers business partners such as Triad the ability to monitor customer usage to ensure that overages do not occur and notify customers of usage thresholds. Triad leverages our position as an IBM business partner and uses the IBM internal tools to provide usage

Does your proposed solution provide monitor service consumption and provide notifications based on usage thresholds? If so, please explain and provide examples.

Does your organization have experience in large scale solutions (i.e. design, implementation, training, on-going support, etc.) If so, please describe.

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Triad has delivered large scale solutions within the Commonwealth since the inception of our first contract back in 2011 and 2012. Most recently we have partnered with VDOT to deliver IBM's DataStage product, Data Governance, and an upgrade of IBM Information Server. As part of this engagement Triad is responsible for delivering the full suite of services to VDOT including design, develop, configuration, security, implementation, testing, training, go live and support. Other projects we have completed this year include Virginia Tax's IBM DataCap Upgrade, DBHDS Website Modernization, and SBSB Certification Website Redesign and Cloud Support.