



Commonwealth of Virginia  
Virginia Information Technologies Agency

**DESKTOP PRODUCTIVITY SOFTWARE**

**Mandatory Use Contract for Executive Branch Agencies; Optional Use Contract for all other Public Bodies.**

Date: February 26, 2016

Contract #: VA-140401-CDWG

Authorized User: Authorized User (AU): All public bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 of the *Code of Virginia*. Also includes private institutions of higher education chartered in Virginia and granted tax-exempt status under §501(c)(3) of the Internal Revenue Code. A list of the private institutions eligible to use this contract can be found at: <http://www.cicv.org/Our-Colleges/Profiles.aspx>.

Contractor: CDW Government, LLC  
One CDW Way, 230 N Milwaukee Ave  
Vernon Hills, IL 60061

FIN: 36-4230110

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Fax: 847-990-8045  
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Pricing: See Exhibit B

FOB: Destination

Term: April 1, 2016 – March 31, 2017

Payment: Net 30 days

For Additional Information, Please Contact:  
Supply Chain Management  
Virginia Information Technologies Agency

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Fax: 804-416-6361

NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at <http://vita2.virginia.gov/procurement/contracts.cfm>

**VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA):** Prior review and approval by VITA for purchases in excess of \$100,000.00 is required for State Agencies and Institutions only.





# COMMONWEALTH of VIRGINIA

## Virginia Information Technologies Agency

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February 25, 2016

Jamie Jusino  
CDW Government LLC  
2 Corporate Drive  
Suite 800  
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Mr. Jusino,

Per Section 3.A. ("Term and Termination") of contract VA-140401-CDWG, The Virginia Information Technologies Agency has elected to exercise its option to renew the contract for one year, from April 1, 2016 through March 31, 2017. Should you have any questions, please feel free to contact me.

Respectfully,  
Doug Crenshaw  
Strategic Sourcing Manager  
Virginia Information Technologies Agency  
(804) 416-6160

**MODIFICATION NO. 2  
TO  
CONTRACT NUMBER VA-140401-CDWG  
BETWEEN THE  
COMMONWEALTH OF VIRGINIA  
AND  
CDW GOVERNMENT LLC**

This MODIFICATION No. 2 is hereby incorporated into and made an integral part of Contract VA-140401-CDWG

The purpose of this Modification is to add the clause(s) and clarifications listed below:

1. Remove Subsection F of "FEES, ORDERING AND PAYMENT PROCEDURE" in Section 11 on Contract Page 16.
2. Add to "FEES, ORDERING AND PAYMENT PROCEDURE" in Section 11 on Contract Page 16.

**"F. Alternate Channel Participation (Resellers/Distributors)**

It is the intention of VITA to allow Resellers (including Value Added Resellers (VARs), distributors and dealers) to participate as alternate distribution sources for Supplier under the following conditions:

"i.) Designation of Reseller(s): "Supplier (Prime) shall provide to the VITA Contract Manager the names and applicable contact information of the proposed Resellers in order for that third party to be recognized as an alternate distribution source for the Supplier."

"ii.) Conditions of Participation: "Reseller(s) must be approved in advance by VITA as a condition of eligibility under this section. VITA may require certification from Supplier (Prime) that the third party is an authorized reseller acting on behalf of Supplier."

"iii.) Responsibility for Reporting/Performance: Supplier (Prime) shall be fully liable for Reseller(s)' performance and compliance with all Contract terms and conditions. Supplier (Prime) agrees that Reseller shall be governed by the terms and conditions of this Contract." If the Reseller is a Virginia certified SWaM Supplier their sales must be reported as SWaM Sales on the VITA subcontractor report.

"iv.) Payment Responsibility: "All orders will be placed with the Supplier (Prime), and all payments will be made to the Supplier (Prime)."

The foregoing is the complete and final expression of the parties' agreement to modify Contract VA-140401-CDWG by this Modification No. 2.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.

CDW GOVERNMENT LLC

BY: *Amanda Ewertowski*

NAME: Amanda Ewertowski

TITLE: Sr. Program Manager

DATE: 07/29/2014

COMMONWEALTH OF VIRGINIA

BY: *Day Crenshaw*

NAME: Day Crenshaw

TITLE: ~~WTA~~ Sercy Mgr

DATE: 8/11/14

**MODIFICATION NO. 1  
TO  
CONTRACT NUMBER VA-140401-CDWG  
BETWEEN THE  
COMMONWEALTH OF VIRGINIA  
AND  
CDW GOVERNMENT INC.**

This MODIFICATION No. 1 is hereby incorporated into and made an integral part of Contract VA-140401-CDWG

The purpose of this Modification is to add the clause(s) and clarifications listed below:

1. Add to the definition of "Authorized Users" in Section 2 Subsection C on Contract Page 4.  
*"Authorized Users also include private institutions of higher education chartered in Virginia and granted tax-exempt status under §501(c)(3) of the Internal Revenue Code. A list of the private institutions eligible to use this contract can be found at <http://www.cicv.org/our-Colleges/Profiles.aspX>*
2. Add to the definition of "SOFTWARE LICENSE" in Section 4 on Contract Page 7.  
*"If Authorized User is a state agency, board, commission, or other quasi-political entity of the Commonwealth of Virginia or other body referenced in Title 2.2 of the Code of Virginia, the license shall be held by the Commonwealth. If Authorized User is a locality, municipality, school, school system, college, university, local board, local commission, or local quasi-political entity, the license shall be held by that public body. If Authorized User is a private institution, the license shall be held by that private institution."*
3. Add to the definition of "Acceptance" in Section 6 Subsection A on Contract Page 9.  
*"If the authorized User is a private institution chartered in Virginia and granted tax-exempt status under §501(c)(3) of the Internal Revenue Code, such private institution may have its own per diem amounts applicable to Supplier's pre-approved travel expenses."*
4. Add to the definition of "Indemnification" in Section 15 Subsection A on Contract Pages 17-18.  
*"In the event of settlement between Supplier and privative institution of higher education who is an Authorized User of this contract, the settlement shall be satisfactory to such institution."*
5. Add to the definition of "Dispute Resolution" in Section 19 Subsection E on Contract Page 21.  
*"In the event of any breach by a public body or a private institution, Supplier's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Supplier's remedies include to the right to terminate any license or support services hereunder."*

The foregoing is the complete and final expression of the parties' agreement to modify Contract VA-140401-CDWG by this Modification No. 1.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.

CDW GOVERNMENT LLC

BY:

NAME: Amanda Ewertowski

TITLE: Sr. Program Manager

DATE: 07/22/2014

COMMONWEALTH OF VIRGINIA

BY:

NAME: Day Crenshaw

TITLE: VITA Senior mgr

DATE: 7/24/14



# **Software License Contract**

between

**The Virginia Information Technologies Agency**

on behalf of

**The Commonwealth of Virginia**

and

**CDW Government LLC**

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## SOFTWARE LICENSE CONTRACT

THIS SOFTWARE LICENSE CONTRACT ("Contract") is entered into by and between the Virginia Information Technologies Agency (VITA) pursuant to §2.2-2012 of the Code of Virginia and on behalf of the Commonwealth of Virginia, (hereinafter referred to as "VITA") and CDW Government LLC ("Supplier"), a corporation headquartered at One CDW Way, 230 N. Milwaukee Avenue, Vernon Hills, IL 60061, to be effective as of April 01, 2014 ("Effective Date").

### 1. PURPOSE AND SCOPE

VITA, on behalf of the Commonwealth, is seeking [a] solution that will provide DPS software, installation services, training services and manufacturer's software maintenance. This Contract sets forth the terms and conditions under which Supplier agrees to grant a license to use certain DPS software, and to provide various Services to the Authorized Users.

### 2. DEFINITIONS

#### A. Acceptance

Acceptance shall take the form of successful delivery or completed and successful Acceptance testing in conformance with the Requirements as determined by the Authorized User in the applicable order.

#### B. Agent

Any third party independent agent of any Authorized User.

#### C. Authorized Users

All public bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 of the Code of Virginia.

#### D. Computer Virus

Any malicious code, program, or other internal component (e.g., computer virus, computer worm, computer time bomb, or similar component), which could damage, destroy, alter or disrupt any computer program, firmware, or hardware or which could, in any manner, reveal, damage, destroy, alter or disrupt any data or other information accessed through or processed by such software in any manner.

#### E. Confidential Information

Any confidential or proprietary information of a Party that is disclosed in any manner, including oral or written, graphic, machine readable or other tangible form, to any other Party in connection with or as a result of discussions related to this Contract or any order issued hereunder, and which at the time of disclosure either (i) is marked as being "Confidential" or "Proprietary", (ii) is otherwise reasonably identifiable as the confidential or proprietary information of the disclosing Party, or (iii) under the circumstances of disclosure should reasonably be considered as confidential or proprietary information of the disclosing Party.

#### F. Documentation

Those materials detailing the information and instructions needed in order to allow any Authorized User and its Agents to install, implement, and make productive use of the Software.

#### G. Electronic Self-Help

Any use of electronic means to exercise Supplier's license termination rights, if available pursuant to the Software License section of this Contract, upon breach or cancellation, termination or expiration of this Contract or any order issued hereunder.

**H. Maintenance Level**

The parameters of Maintenance Services, including the times during which and time-frames in which Supplier shall respond to a request for Maintenance Services. The available Maintenance Levels shall be as defined in Exhibit C hereto. The actual Maintenance Level for a unit of Software shall be set forth in the executed order for Maintenance of that Software referencing this Contract.

**I. Maintenance Period**

The term during which Maintenance is to be provided for a unit of Software.

**J. Maintenance Services (or Maintenance)**

Those Services, preventive and remedial, provided by Supplier at Authorized User's request in order to ensure continued operation of the Software. Maintenance Services shall include support services.

**K. Party**

Supplier, VITA, or any Authorized User.

**L. Requirements**

The functional, performance, operational, compatibility, Acceptance testing criteria and other parameters and characteristics of the product as set forth in the applicable documentation, Exhibit A and such other parameters, characteristics, or performance standards for the product that may be agreed upon in writing by VITA and Supplier or the Parties to an order issued hereunder. [Note: In case of conflict, see the Entire Contract clause for order of precedence.]

**M. Services**

Any services, including installation, Software configuration, maintenance, support and training provided by Supplier under this Contract.

**N. Software**

The programs and code, and any subsequent releases, provided by Supplier under this Contract as set forth in Exhibit A or as described on Supplier's US and International price lists in effect at time of order placement.

**O. Software Publisher**

The licensor of the Software provided by Supplier under this Contract.

**P. Supplier**

Means the Supplier and any of its Affiliates (i.e., an entity that controls, is controlled by, or is under common control with Supplier).

**3. TERM AND TERMINATION****A. Contract Term**

This Contract is effective and legally binding as of the Effective Date and, unless terminated as provided for in this section, shall continue to be effective and legally binding for a period of two (2) years. VITA, in its sole discretion, may extend this Contract for up to three (3) additional one (1) year periods after the expiration of the initial two (2) year period. VITA will issue a written notification to the Supplier stating the extension period, not less than thirty (30) days prior to the expiration of any current term. Warranty on or Maintenance Services for any Software ordered during the term of the Contract may extend beyond the term of this Contract. Performance of an order or SOW issued during the term of this Contract may survive the expiration of the term of this Contract, in which case all terms and conditions required for the operation of such order or SOW shall remain in full force and effect until Services pursuant to such order or SOW have met the final Acceptance criteria of the applicable Authorized User.

**B. Termination for Convenience**

VITA may terminate this Contract, in whole or in part, or any order issued hereunder, in whole or in part, or an Authorized User may terminate an order, in whole or in part, upon not less than thirty (30) days prior written notice at any time for any reason.

**C. Termination for Breach or Default**

VITA shall have the right to terminate this Contract, in whole or in part, or any order issued hereunder, in whole or in part, or an Authorized User may terminate an order, in whole or in part, for breach and/or default of Supplier. Supplier shall be deemed in breach and/or default in the event that Supplier fails to meet any material obligation set forth in this Contract or in any order issued hereunder.

If VITA deems the Supplier to be in breach and/or default, VITA shall provide Supplier with notice of breach and/or default and allow Supplier fifteen (15) days to cure the breach and/or default. If Supplier fails to cure the breach as noted, VITA may immediately terminate this Contract or any order issued hereunder, in whole or in part.

If an Authorized User deems the Supplier to be in breach and/or default of an order, such Authorized User shall provide Supplier with notice of breach and/or default and allow Supplier fifteen (15) days to cure the breach and/or default. If Supplier fails to cure the breach and/or default as noted, such Authorized User may immediately terminate its order, in whole or in part.

Any such termination shall be deemed a Termination for Breach or a Termination for Default. In addition, if Supplier is found by a court of competent jurisdiction to be in violation of or to have violated 31 USC 1352, or if Supplier becomes a party excluded from Federal Procurement and Nonprocurement Programs, VITA may immediately terminate this Contract, in whole or in part, for breach. VITA shall provide written notice to Supplier of such termination, and Supplier shall provide prompt written notice to VITA if Supplier is charged with violation of 31 USC 1352 or if federal debarment proceedings are instituted against Supplier.

**D. Termination for Non-Appropriation of Funds**

All payment obligations under this Contract are subject to the availability of legislative appropriations at the federal, state, or local level, for this purpose. In the event of non-appropriation of funds, irrespective of the source of funds, for the items under this Contract, VITA may terminate any order, in whole or in part, or an Authorized User may terminate its order, in whole or in part, for those goods or services for which funds have not been appropriated. Written notice will be provided to the Supplier as soon as possible after legislative action is completed.

**E. Effect of Termination**

Upon termination, the Commonwealth shall have no future liability except for Software accepted or Services rendered by Supplier prior to the termination date.

In the event of a Termination for Breach or Termination for Default, Supplier shall accept return of any Software or Services that were not accepted by the Authorized User(s), and Supplier shall refund any monies paid by any Authorized User for such Software or Services, and all costs of de-installation and return of such Software or Services shall be borne by Supplier.

**F. Transition of Services**

Prior to or upon expiration or termination of this Contract and at the request of VITA, Supplier shall provide all assistance as VITA or an Authorized User may reasonably require to transition Services to any other supplier with whom VITA or such Authorized User contracts for provision of Software-related services. This obligation may extend beyond expiration or termination of the Contract for a period not to exceed six (6) months. In the event of a termination for breach and/or default of Supplier, Supplier shall provide such assistance at no charge or fee to VITA or any Authorized User; otherwise, Supplier shall provide such assistance at a reasonable hourly rate or a charge agreed upon by Supplier and VITA or an Authorized User.

**G. Contract Kick-Off Meeting**

Within 30 days of Contract award, Supplier may be required to attend a contract orientation meeting, along with the VITA contract manager/administrator, the VITA and/or other CoVa Agency project manager(s) or authorized representative(s), technical leads, VITA representatives for SWaM and Sales/IFA reporting, as applicable, and any other significant stakeholders who have a part in the successful performance of this Contract. The purpose of this meeting will be to review all contractual obligations for both parties, all administrative and reporting requirements, and to discuss any other relationship, responsibility, communication and performance criteria set forth in the Contract. The Supplier may be required to have its assigned account manager as specified in Section 6.0 and a representative from its contracts department in attendance. The time and location of this meeting will be coordinated with Supplier and other meeting participants by the VITA contract manager.

**H. Contract Closeout**

Prior to the contract's expiration date, Supplier may be provided contract close out documentation and shall complete, sign and return to VITA Supply Chain Management within 30 days of receipt. This documentation may include, but not be limited to: Patent/Royalty Certificate, Tangible Property/Asset Certificate, Escrow Certificate, SWaM Reports Completion Certificate, Sales Reports/IFA Payments Completion Certificate, and Final Payment Certificate. Supplier is required to process these as requested to ensure completion of close-out administration and to maintain a positive performance reputation with the Commonwealth of Virginia. Any closeout documentation not received within 30 days of Supplier's receipt of our request will be documented in the contract file as Supplier non-compliance. Supplier's non-compliance may affect any pending payments due the Supplier, including final payment, until the documentation is returned.

**4. SOFTWARE LICENSE**

If Authorized User is a state agency, board, commission, or other quasi-political entity of the Commonwealth of Virginia or other body referenced in Title 2.2 of the Code of Virginia, the license shall be held by the Commonwealth. If Authorized User is a locality, municipality, school, school system, college, university, local board, local commission, or local quasi-political entity, the license shall be held by that public body.

Nothing contained herein shall be construed to restrict or limit an Authorized User's rights to use any technical data which such Authorized User may already possess or acquire under proper authorization from other sources.

Compliance with the terms and conditions of any license granted pursuant to this Contract is solely the responsibility of the Authorized User which purchased such license and not the responsibility of VITA, unless VITA purchased such license on its own behalf.

**I. License Type**

All licenses granted, regardless of the type, include all uses set forth above. License type may vary by Software product and shall be set forth in Exhibit B and identified on any order issued pursuant to this Contract

Designated CPU License:

The license(s) granted under this Section authorizes use of the Software only on the number of CPU(s) listed on Exhibit B. An Authorized User may transfer the Software to a different machine to the extent that the license price for such new CPU(s) is equivalent to the CPU(s) initially licensed. If the licensed CPU is inoperative because of (i) malfunction, (ii) performance of maintenance, or (iii) modification to the licensed CPU, or (iv) because the Software is being transferred to another CPU, such Authorized User may use the Software on a replacement CPU as long as required by the mentioned conditions.

Concurrent Use License:

The license(s) granted under this Section authorizes use of the Software on any system based on the total number of Concurrent Users. The number of "Concurrent Users" is defined as the maximum number of concurrent Sessions connected at a given point in time. A "Session" is defined as an active user executing the Software. The Authorized User shall specify an initial number of Concurrent User licenses in its initial order pursuant to this Contract. An Authorized User may increase the number of Concurrent User licenses upon issuing an order for additional Concurrent User licenses. The license fee for additional Concurrent User licenses and payment of the license fee is set forth on Exhibit B.

**Site License:**

The license(s) granted under this Section authorizes use of the Software on any system located at the "Site" as such term is defined in the applicable order.

**Project Specific License:**

The Project Specific License authorizes use of the Software on any CPU, on any system, and by any user, without limitation as to quantity or location.

**Enterprise Wide License:**

The Enterprise Wide License authorizes use of the Software on any CPU, on any system, and by any user within the "Enterprise", as such term is defined in the applicable order, without limitation as to the quantity or location or project.

**J. No Subsequent, Unilateral Modification of Terms by Supplier ("Shrink Wrap")**

Notwithstanding any other provision or other unilateral license terms which may be issued by Supplier after the Effective Date of this Contract, and irrespective of whether any such provisions have been proposed prior to or after the issuance of an order for Software licensed under this Contract, or the fact that such other agreement may be affixed to or accompany Software upon delivery ("shrink wrap"), the terms and conditions set forth herein shall supersede and govern licensing and delivery of all products and services hereunder.

**5. DELIVERY AND INSTALLATION**

**A. Scheduling**

Supplier shall deliver Software and perform the Services according to the delivery dates set forth on the appropriate order.

**B. Installation of Software**

**1. Supplier Installation of Software**

The Software license fee includes initial installation. Supplier is required to install the Software in accordance with the installation schedule set forth on the order. Supplier shall conduct its standard appropriate diagnostic evaluation at the Authorized User's user site to determine that the Software is properly installed and fully ready for productive use, and shall supply the Authorized User with a copy of the results of the diagnostic evaluation promptly after completion of installation. Supplier agrees that failure to install the Software in accordance with the delivery schedule in the applicable order shall constitute a material breach of this Contract resulting in damages to the Authorized User. As an estimate of the damages such Authorized User shall suffer, Supplier agrees to credit such Authorized User an amount equal to one-tenth percent (0.1%) of the total license fee, for each day of undelivered or delivered but non-operational Software for a period of thirty (30) days following the agreed upon delivery date. If the delay lasts longer than thirty (30) days, such Authorized User may immediately cancel the order and collect the damages for that period of late delivery. Such Authorized User reserves any and all other remedies available at law or in equity for delays lasting longer than thirty (30) days or for non-delivery.

**2. Authorized User Installation of Software**

If an Authorized User elects to install the Software itself or to contract with a third party to perform installation services, the Software shall be deemed to be installed when all programs, program libraries and user interfaces are copied to and initialized on the appropriate equipment as executable by having the ordering Authorized User, its Agent, or its third party installer invoke the primary function of each major component of the Software or when Acceptance criteria have been met. Authorized User shall provide to Supplier written notice of Acceptance upon completion of installation and successful Acceptance testing.

**C. Documentation of Software Configuration**

If the Services include configuration of Software by Supplier, Supplier shall provide to the appropriate Authorized User documentation containing a description of the configuration. Such documentation shall be sufficiently detailed such that any appropriately trained employee or Agent of any Authorized User may reconstruct the configuration of the Software.

**6. ACCEPTANCE AND CURE PERIOD****A. Acceptance**

Software shall be deemed accepted upon Receipt by the Authorized User, subject to Supplier's standard return policy. Such Authorized User agrees to commence Acceptance testing upon receipt of the Software, or within such other period as set forth in the applicable order, after receipt of the Software. Acceptance testing will be no longer than fifteen(15) days, or such longer period as may be agreed in writing between Authorized User and Supplier, for the first instance of each product type set forth in Exhibit B. Supplier agrees to provide to such Authorized User such assistance and advice as such Authorized User may reasonably require, at no additional cost, during such Acceptance testing, other than travel expenses pre-approved by the Authorized User which will be reimbursable by such Authorized User at the then-current per diem amounts as published by the Virginia Department of Accounts <http://www.doa.virginia.gov>, or a successor URL(s). Authorized User shall provide to Supplier written notice of non-Acceptance upon completion of unsuccessful Acceptance testing. Should Authorized User fail to provide Supplier written notice of unsuccessful Acceptance testing within fifteen (15) days following the Acceptance testing period, the Software shall be deemed to successfully operate in accordance with the Requirements.

**B. Cure Period**

Supplier shall correct any non-conformities identified during Acceptance testing and re-submit such non-conforming Software for re-testing within seven (7) days of the appropriate Authorized User's written notice of non-conformance, or as otherwise agreed between such Authorized User and Supplier in the applicable order. Should Supplier fail to cure the non-conformity or deliver Software which meets the Requirements, such Authorized User may, in its sole discretion: (i) reject the Software in its entirety and recover amounts previously paid hereunder; (ii) issue a "partial Acceptance" of the Software with an equitable adjustment in the price to account for such deficiency; or (iii) conditionally accept the applicable Software while reserving its right to revoke Acceptance if timely correction is not forthcoming. Failure of the Software to meet, in all material respects, the Requirements after the second set of acceptance tests may constitute a default by Supplier. In the event of such default, the Authorized User may, at its sole discretion, terminate its order, in whole or in part, for the Software and Services to be provided thereunder by Supplier.

## 7. WARRANTY SERVICES

At any time during the Warranty Period of one (1) year after Acceptance, Supplier shall provide the following warranty services (including unlimited telephonic support and all necessary travel and labor) without additional charge to any Authorized User to maintain the Software in accordance with the Requirements:

### A. Known Defects

Promptly notify all Authorized Users of any defects or malfunctions in the Software or Documentation of which it learns from any source other than an Authorized User and provide to all Authorized Users a correction of any such defects or malfunctions, or a work around until a correction is available, within seven (7) days of Supplier's knowledge of such defect or malfunction.

### B. Coverage

Monday through Friday, 8 a.m. to 5 p.m., excluding Commonwealth holidays, provide to any Authorized Users all reasonably necessary telephone or written consultation requested by such Authorized Users in connection with use, problems and operation of the Software.

### C. Service Levels

Respond to problems with the Software identified by an Authorized User in no more than one (1) hour after notification. Resolve all problems according to the following:

- i). Priority 1 (Software inoperable) within six (6) hours
- ii). Priority 2 (certain processing interrupted or malfunctioning but Software able to process) within twenty four (24) hours
- iii). Priority 3 (minor intermittent malfunctioning, Software able to process data) within three (3) days.

The level of severity (e.g., 1, 2, 3), shall be defined by such Authorized User.

### D. Remedies

If Supplier is unable to make the Software conform, in all material respects, to the Requirements within thirty (30) days following written notification by an Authorized User, Supplier shall, at such Authorized User's request, cancel the license to such Software, accept return of such Software and Documentation, if applicable, rendered unusable, and return all monies paid by such Authorized User for the non-conforming Software and Documentation and such other related Service(s) rendered unusable.

## 8. MAINTENANCE SERVICES

Supplier shall provide Maintenance Services during the Maintenance Period at the prices identified in Exhibit B without additional charge to maintain the Software in accordance with the Requirements and to provide upgrades, updates, and new releases as they are made generally available.

The prices identified in Exhibit B are inclusive of all necessary labor and, unless otherwise provided therein, all necessary travel. Should travel not be included in the prices identified in Exhibit B, any travel expense must be pre-approved by the Authorized User and shall be reimbursed in accordance with the then-current per diem rates established by the Virginia Department of Accounts <http://www.doa.virginia.gov>, or a successor URL(s).

In addition to the minimum Maintenance Services described in this section, Exhibit C provides detailed descriptions of Supplier's additional maintenance offerings, if any, and Supplier's associated responsibilities as well as remedies available to the Authorized User in the event Supplier fails to perform its maintenance obligations. Any monetary remedies shall be paid to the Authorized User on a quarterly basis. Exhibit C defines coverage periods, response times, and restore times.

**A. Ordering**

An Authorized User may order Maintenance Services for any Software at any time during the term of the Contract, irrespective of whether such Software is covered under warranty or maintenance at the time the order is issued to Supplier. Each order shall identify:

- i). Software product and number of units for which Maintenance Services shall be provided,
- ii). Maintenance Level to be provided, and
- iii). Maintenance Period for Software Maintenance.

Authorized User may elect, at any time, an alternate Maintenance Level offered by Supplier. Such amendment shall take effect within thirty (30) days following Supplier's receipt of Authorized User's written notice, in the form of a modification to an order.

Unless otherwise agreed by the Authorized User and Supplier, the Maintenance Period for a unit of Software shall be one (1) year from the effective date of any executed order for Maintenance on such Software product.

**B. Renewal**

Not less than sixty (60) days prior to the expiration of the Maintenance Period for each unit of Software, Supplier shall notify the Authorized User of such expiration, and the Authorized User, at its sole discretion, may issue an order to Supplier to renew Maintenance Services for an additional one (1) year period. The annual fee for Maintenance Services shall not exceed the fee charged for the preceding year's Maintenance Services by more than three percent (3%), or the annual change in CPI, as defined in the Fees and Charges section, in effect at the time, whichever is less. Termination of this Contract or cancellation of Maintenance Services by an Authorized User shall not affect this Contract or the grant of any license.

**C. Services**

At a minimum, Maintenance Services shall include the following:

**1. Known Defects**

Supplier's offerings and responsibilities related to known defects in the Software are described in Exhibit C.

**2. New Releases**

Supplier's offerings and responsibilities related to new releases of the Software are described in Exhibit C.

**3. Coverage**

Supplier's offerings and responsibilities related to coverage for telephonic and written consultation in connection with use, problems, and operation of the Software are described in Exhibit C.

**4. Service Levels**

Supplier's offerings and responsibilities related to response and restore times for any problems with the Software identified by an Authorized User, and any associated remedies are described in Exhibit C.

**5. Additional Maintenance Services**

Supplier's additional Maintenance Service offerings are described in Exhibit C.

**D. Software Evolution**

Should Supplier or Software Publisher merge or splinter the Software previously provided to any Authorized User, such action on the part of Supplier or Software Publisher shall not in any way result in any Authorized User being charged additional license or support fees in order to receive enhancements, releases, upgrade or support for the Software.

If Supplier or Software Publisher reduces or replaces functionality contained in a licensed Software product and provides the same or substantially similar functionality as or within a separate or renamed Software product, then the Commonwealth or the Authorized User shall be entitled to license such Software product at no additional license or maintenance fee, and subject to the terms and conditions herein.

If Supplier or Software Publisher releases an option, future Software product or other release that has substantially the same functionality as the Software products provided under this Contract, and Software Publisher and/or Supplier ceases to provide maintenance for the older Software product, then Supplier shall offer the Commonwealth or the Authorized User the option to exchange licenses for such replacement Software product or function at no additional charge.

**E. Escalation Procedures**

To be provided by Supplier

**F. Remedies**

In addition to any remedies described in Exhibit C, if Supplier is unable to make the Software conform, in all material respects, to the Requirements within thirty (30) days following notification by an Authorized User, Supplier shall, at such Authorized User's request, accept cancellation of the license to such non-conforming software and (i) return all monies paid by such Authorized User for the cancelled license, pro-rated using the straight-line method for an estimated software life cycle of five (5) years, or, if a term license, shall return the prorated license fee for the remainder of the license term; and (ii) return the prorated maintenance charge for the remainder of the maintenance term. The prorated amount due an Authorized User shall be calculated from the date on which the Software ceased operating in accordance with the Requirements.

**9. GENERAL WARRANTY**

Supplier warrants and represents to VITA the Software described in Exhibit A as follows:

**A. Ownership**

Supplier is the owner of the Software or otherwise has the right to grant the license to use the Software granted hereunder without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party.

**B. Software and Documentation**

Supplier warrants the following with respect to the Software:

- i). If the RFP specified or Exhibit A specifies the hardware equipment an Authorized User shall use to run the Software, then Supplier warrants the Software, and any subsequent release, is compatible with and shall perform as stated with such hardware for a period of five (5) years of the Effective Date. However Supplier will in no event be liable for the failure of Software if such failure is due to changes in the hardware or use of third party software by an Authorized User.
- ii). If an order issued by an Authorized User pursuant to this Contract specified the hardware equipment such Authorized User shall use to run the Software, then Supplier warrants the Software, and any subsequent release, is compatible with and shall perform as stated with such hardware for a period of five (5) years of the date of such order. However Supplier will in no event be liable for the failure of Software if such failure is due to changes in the hardware or use of third party software by such Authorized User.

- iii). The Software provided hereunder is at the current release level unless an Authorized User specifies an older version in its order, in which case item (iii) shall not apply and the older version of the Software, and any subsequent release, is compatible with and shall perform as stated with any hardware specified in the applicable order for a period of five(5) years of the date of such order; and
- iv). No corrections, work-arounds or future Software releases provided by Supplier under the warranty provisions or under maintenance or support services shall degrade the Software, cause any other warranty to be breached, or require an Authorized User to acquire additional hardware equipment or software.
- v). No corrections, work-arounds or future Software releases provided by Supplier under the warranty provisions or under maintenance or support services shall degrade the Software, cause any other warranty to be breached, or require an Authorized User to acquire additional hardware equipment or software;
- vi). Supplier warrants that the Documentation and all modifications or amendments thereto which Supplier is required to provide under this Contract shall be sufficient in detail and content to allow an Authorized User to load/use/operate the Software without reference to any other materials or information.

**C. Limited Warranty**

During the warranty period of one (1) year, or as specified in the applicable order, Supplier warrants that the Software shall meet or exceed the Requirements. Supplier shall correct, at no additional cost to any Authorized User, all errors identified during the warranty period that result in a failure of the Software to meet the Requirements.

**D. Malicious Code**

Supplier has used its best efforts through quality assurance procedures to ensure that there are no Computer Viruses or undocumented features in the Software at the time of delivery to an Authorized User. Supplier warrants that the Software does not contain any embedded device or code (e.g., time bomb) that is intended to obstruct or prevent any Authorized User's use of the Software. Notwithstanding any rights granted under this Contract or at law, Supplier hereby waives under any and all circumstances any right it may have or may hereafter have to exercise Electronic Self-Help. Supplier agrees an Authorized User may pursue all remedies provided under law in the event of a breach or threatened breach of this Section, including injunctive or other equitable relief.

**E. Open Source**

Supplier will notify all Authorized Users if the Software contains any Open Source code and identify the specific Open Source License that applies to any embedded code dependent on Open Source code, provided by Supplier under this contract.

**F. Supplier's Viability**

Supplier warrants that it has the financial capacity to perform and continue to perform its obligations under this Contract; that Supplier has no constructive or actual knowledge of a potential legal proceeding being brought against Supplier that could materially adversely affect performance of this Contract and that entering into this Contract is not prohibited by any contract, or order by any court of competent jurisdiction.

**G. Supplier's Past Experience**

Supplier warrants that the Software has been installed and is operating in a production environment in a non-related third party's facility without significant problems due to the Software or Supplier.

**THE OBLIGATIONS OF SUPPLIER UNDER THIS GENERAL WARRANTY SECTION ARE MATERIAL. SUPPLIER MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY CONCERNING MERCHANTABILITY OR FITNESS FOR ANY OTHER PARTICULAR PURPOSE.**

#### **10. TRAINING AND DOCUMENTATION**

The license fee includes all costs for the training of one Authorized User trainer at such Authorized User's designated location on the use and operation of the Software, including instruction in any necessary conversion of Authorized User's data for such use. Pursuant to a mutually agreed upon schedule, Supplier shall provide personnel sufficiently experienced and qualified to conduct such training. Available optional training, and applicable pricing and discounts, are described in Exhibit B.

Supplier shall deliver to the Authorized User, one (1) complete hard copy or electronic media of Documentation, as requested by such Authorized User. Authorized User shall have the right, as part of the license granted herein, to make as many additional copies of the Documentation, in whole or in part, for its own use as required. This Documentation shall include, but not be limited to, overview descriptions of all major functions, detailed step-by-step installation and operating procedures for each screen and activity, and technical reference manuals. Authorized User shall have the right, as part of the license granted herein, at its own discretion, to take all or portions of the Documentation, modify or completely customize it in support of the authorized use of the Software and may duplicate such Documentation and include it in an Authorized User document or platform. Authorized User shall continue to include Supplier's copyright notice.

#### **11. FEES, ORDERING AND PAYMENT PROCEDURE**

##### **A. Fees and Charges**

As consideration for the Software license(s) and Services provided herein, an Authorized User shall pay Supplier the fee(s) set forth on Exhibit B, which lists any and all fees and charges. The fees and any associated discounts shall be applicable throughout the term of this Contract; provided, however, that in the event the fees or discounts apply for any period less than the entire term, Supplier agrees that it shall not increase the fees more than once during any twelve (12) month period, commencing at the end of year one (1). No such increase shall exceed the lesser of three percent (3%) or the annual increase in the Consumer Price Index for All Urban Consumers (CPI-U), U.S. City Average, All Items, Not Seasonally Adjusted, as published by the Bureau of Labor Statistics of the Department of Labor (<http://www.bls.gov/cpi/home.htm>), for the effective date of the increase compared with the same index one (1) year prior. Any such change in price shall be submitted in writing in accordance with the above and shall not become effective for sixty (60) days thereafter. Supplier agrees to offer price reductions to ensure compliance with the Competitive Pricing Section.

##### **B. Reproduction Rights**

At an Authorized User's request, Supplier shall provide the Authorized User with a reproducible diskette or CD. Such Authorized User shall be responsible for making copies and distributing the Software as required. Within thirty (30) days of the end of each calendar quarter, such Authorized User shall provide to Supplier a report of the net number of additional copies of the Software deployed during the quarter. Supplier shall invoice such Authorized User for the net number of new licenses reported as deployed.

##### **C. Ordering**

Notwithstanding all Authorized User's rights to purchase or license Supplier's products or services under this Contract, an Authorized User is under no obligation to purchase or license from Supplier any of Supplier's products or services. This Contract is optional use and non-exclusive and all Authorized Users may, at their sole discretion, purchase, license or otherwise receive benefits from third party suppliers of products and services similar to, or in competition with, the products and services provided by Supplier.

Supplier is required to accept any order placed by an Authorized User through the eVA electronic procurement website portal (<http://www.eva.virginia.gov>). eVA is the Commonwealth of Virginia's e-procurement system. State agencies, as defined in §2.2-2006 of the Code of Virginia, shall order through eVA. All other Authorized Users are encouraged to order through eVA, but may order through the following means:

- i). Purchase Order (PO): An official PO form issued by an Authorized User.
- ii). Any other order/payment charge or credit card process, such as AMEX, MASTERCARD, or VISA under contract for use by an Authorized User.

This ordering authority is limited to issuing orders for the Software and Services available under this Contract. Under no circumstances shall any Authorized User have the authority to modify this Contract. An order from an Authorized User may contain additional terms and conditions; however, to the extent that the terms and conditions of the Authorized User's order are inconsistent with the terms and conditions of this Contract, the terms of this Contract shall supersede.

Notwithstanding the foregoing, Supplier shall not accept any order from an Authorized User if such order is to be funded, in whole or in part, by federal funds and if, at the time the order is placed, Supplier is not eligible to be the recipient of federal funds as may be noted on any of the Lists of Parties Excluded from Federal Procurement and Nonprocurement Programs.

**ALL CONTRACTUAL OBLIGATIONS UNDER THIS CONTRACT IN CONNECTION WITH AN ORDER PLACED BY ANY AUTHORIZED USER ARE THE SOLE OBLIGATION OF SUCH AUTHORIZED USER AND NOT THE RESPONSIBILITY OF VITA UNLESS VITA IS THE AUTHORIZED USER.**

#### **D. Invoice Procedures**

Supplier shall remit each invoice to the "bill to" address provided with the order promptly after all Software or Services have been accepted. Payment for Software support Services, including Maintenance, shall be annually in arrears unless otherwise stated herein, or in any order referencing this Contract. No invoice shall include any costs other than those identified in the executed order, which costs shall be in accordance with Exhibit B. Without limiting the foregoing, all shipping costs are the Supplier's responsibility except to the extent such charges are identified in Exhibit B, or as noted in any executed order referencing this Contract. Invoices issued by the Supplier shall identify at a minimum:

- i). Software or Service type and description
- ii). Quantity, charge and extended pricing for each Software and/or Service item
- iii). Applicable order date
- iv). This Contract number and the applicable order number
- v). Supplier's Federal Employer Identification Number (FEIN).

Any terms included on Supplier's invoice shall have no force or effect and will in no way bind VITA or any Authorized User.

#### **E. Purchase Payment Terms**

Supplier is responsible for the accuracy of its billing information. Supplier agrees not to issue invoices hereunder until Software has been accepted. Charges for Software or Services accepted more than ninety (90) days prior to receipt of a valid invoice may not be paid. Should Supplier repeatedly over bill Authorized User, Authorized User may assess a one percent (1%) charge for the amount over billed for each month that such over billing continues.

In the event Software is shipped without the applicable Documentation, payment shall not be due until the required Documentation is provided.

If there are any disputed items, an Authorized User shall pay all undisputed charges and promptly notify Supplier in writing of any disputed amount. Supplier shall thereupon review its records, and, if it does not concur with the Authorized User, provide the Authorized User with documentation to support the charge. If such charges remain in dispute, such dispute shall be resolved in accordance with the Dispute Resolution section of this Contract. In the absence of the Supplier's written evidence identifying the merit of the disputed amounts, Authorized User may not pay the disputed amounts and may consider the matter concerning the specific identified amounts closed. All payment terms are net 30 days after Acceptance.

#### **F. Alternate Channel Participation (Resellers/Distributors)**

It is the intention of VITA to allow Resellers (including Value Added Resellers (VARs), distributors and dealers) to participate as alternate distribution sources for Supplier under the following conditions:

- i). Supplier shall provide to VITA the names and applicable contact information of its authorized Resellers. VITA may, at its sole discretion, issue a solicitation in accordance with the Virginia Public Procurement Act (VPPA), §§ 2.2-4300 et seq. of the Code of Virginia, for the participation of such Resellers as alternate distribution sources for Supplier.
- ii). Once a Reseller is issued a contract in accordance with the VPPA, an Authorized User may issue an order directly to such Reseller, in accordance with the VPPA and/or other applicable statutes or regulations. Reseller shall ship and bill Authorized Users directly in accordance with the terms of its contract with VITA, on behalf of the Commonwealth of Virginia.
- iii). Orders placed with Resellers pursuant to a contract awarded in accordance with items (i) and (ii) above may contain only Software previously approved for license under this Contract.
- iv). Reseller may invoice and will be paid in accordance with the terms of its contract with VITA.
- v). Supplier agrees that all licenses for the Software acquired by Authorized User through a Reseller shall be governed by the terms and conditions of this Contract in lieu of VITA's execution of a sublicense agreement with Reseller, regardless of whether such Authorized User referenced this Contract in its order.
- vi). As to all Software acquired through Resellers, Supplier warrants and represents that all warranties and indemnities set forth in the Contract will be honored by Supplier as to such Software, regardless of whether the ordering Authorized User referenced this Contract in its order.

#### **12. REPORTING**

Supplier is required to submit to VITA the following monthly reports:

- Report of Sales; and
- Small Business Subcontracting Report

These reports must be submitted using the instructions found at the following URL:  
<http://www.vita.virginia.gov/scm/default.aspx?id=97>

Failure to comply with all reporting requirements may result in default of the Contract.

Suppliers are encouraged to review the site periodically for updates on Supplier reporting.

#### **13. COMPETITIVE PRICING**

Subject to applicable law and competitive market consideration, Supplier represents that it will use reasonable commercial efforts to offer prices for products herein that are competitive with the prices offered by Supplier to other similarly situated customers under the same terms and conditions for purchase of a comparable volume of the same products from Supplier.

## 14. CONFIDENTIALITY

### A. Treatment and Protection

Each Party shall (i) hold in strict confidence all Confidential Information of any other Party, (ii) use the Confidential Information solely to perform or to exercise its rights under this Contract, and (iii) not transfer, display, convey or otherwise disclose or make available all or any part of such Confidential Information to any third-party. However, an Authorized User may disclose the Confidential Information as delivered by Supplier to subcontractors, contractors or agents of such Authorized User that are bound by non-disclosure contracts with such Authorized User. Each Party shall take the same measures to protect against the disclosure or use of the Confidential Information as it takes to protect its own proprietary or confidential information (but in no event shall such measures be less than reasonable care).

### B. Exclusions

The term "Confidential Information" shall not include information that is:

- i). in the public domain through no fault of the receiving Party or of any other person or entity that is similarly contractually or otherwise obligated;
- ii). obtained independently from a third-party without an obligation of confidentiality to the disclosing Party and without breach of this Contract;
- iii). developed independently by the receiving Party without reference to the Confidential Information of the other Party; or
- iv). required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order.

### C. Return or Destruction

Authorized User, Supplier shall (i) at its own expense, (a) promptly return to the disclosing Authorized User all tangible Confidential Information (and all copies thereof except the record required by law) of the disclosing Authorized User, or (b) upon written request from the disclosing Authorized User, destroy such Confidential Information and provide the disclosing Authorized User with written certification of such destruction, and (ii) cease all further use of the Authorized User's Confidential Information, whether in tangible or intangible form.

VITA or the Authorized User shall retain and dispose of Supplier's Confidential Information in accordance with the Commonwealth of Virginia's records retention policies or, if Authorized User is not subject to such policies, in accordance with such Authorized User's own records retention policies.

## 15. INDEMNIFICATION AND LIABILITY

### A. Indemnification

Supplier agrees to indemnify, defend and hold harmless the Commonwealth, VITA, any Authorized User, their officers, directors, agents and employees (collectively, "Commonwealth's Indemnified Parties") from and against any and all third party claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, assessments, fines, penalties (whether criminal or civil), judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Commonwealth's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any intentional or willful conduct or negligence of any employee, agent, or subcontractor of Supplier, (ii) any act or omission of any employee, agent, or subcontractor of Supplier, (iii) breach of any representation, warranty or covenant of Supplier contained herein, (iv) any defect in the Software or the Services, or (v) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Software or Services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code of

Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to VITA or the Authorized User against whom the claim has been asserted.

In the event that a Claim is commenced against any of Commonwealth's Indemnified Parties alleging that use of the Software or that the provision of Services under this Contract infringes any third party's intellectual property rights and Supplier is of the opinion that the allegations in such Claim in whole or in part are not covered by this indemnification provision, Supplier shall immediately notify VITA and the affected Authorized User(s) in writing, via certified mail, specifying to what extent Supplier believes it is obligated to defend and indemnify under the terms and conditions of this Contract. Supplier shall in such event protect the interests of the Commonwealth's Indemnified Parties and secure a continuance to permit VITA and the affected Authorized User(s) to appear and defend their interests in cooperation with Supplier as is appropriate, including any jurisdictional defenses VITA or the affected Authorized User(s) may have.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Software or Services, and in addition to all other obligations of Supplier in this Section, Supplier shall at its expense, either (a) procure for all Authorized Users the right to continue use of such infringing Software or Services, or any component thereof; or (b) replace or modify such infringing Software or Services, or any component thereof, with non-infringing products or services satisfactory to VITA. And in addition, Supplier shall provide any Authorized User with a comparable temporary replacement Software or reimburse VITA or any Authorized User for the reasonable costs incurred by VITA or such Authorized User in obtaining an alternative product in the event such Authorized User cannot use the affected Software. If Supplier cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then Supplier shall accept the return of the infringing component of the Software or Services, along with any other components of any products rendered unusable by any Authorized User as a result of the infringing component, and refund the price paid to Supplier for such components.

#### **B. Liability**

Supplier shall have liability with respect to (i) any intentional or willful misconduct or negligence of any employee, agent, or subcontractor of Supplier, (ii) any act or omission of any employee, agent, or subcontractor of Supplier, (iii) claims for bodily injury, including death, and real and tangible property damage, (iv) Supplier's indemnification obligations, (v) Supplier's confidentiality obligations, and (vi) Supplier's security compliance obligations. Supplier agrees that it is fully responsible for all acts and omissions of its employees, agents, and subcontractors, including their gross negligence or willful misconduct.

**IN NO EVENT WILL ANY PARTY BE LIABLE TO ANY OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS. IN THE EVENT OF ANY LIABILITY INCURRED BY SUPPLIER OR ANY OF ITS AFFILIATES, THE ENTIRE LIABILITY OF SUPPLIER AND ITS AFFILIATES FOR DAMAGES FROM ANY CAUSE WHATSOEVER WILL NOT EXCEED THE LESSER OF: (A) THE DOLLAR AMOUNT PAID BY THE AUTHORIZED USER FOR EITHER THE PRODUCT(S) GIVING RISE TO THE CLAIM OR THE SPECIFIC SERVICE GIVING RISE TO THE CLAIM; OR (B) \$100,000.00.**

#### **16. INSURANCE**

In addition to the insurance coverage required by law as referenced in the Incorporated Contractual Provisions section of this Contract, Supplier shall carry errors and omissions insurance coverage in the amount of \$1,000,000 per occurrence.

**17. SECURITY COMPLIANCE**

Supplier agrees to comply with all provisions of the then-current Commonwealth of Virginia security procedures, published by the Virginia Information Technologies Agency (VITA) and which may be found at (<http://www.vita.virginia.gov/library/default.aspx?id=537#securityPSGs>) or a successor URL(s), as are pertinent to Supplier's operation. Supplier further agrees to comply with all provisions of the relevant Authorized User's then-current security procedures as are pertinent to Supplier's operation and which have been supplied to Supplier by such Authorized User. Supplier shall also comply with all applicable federal, state and local laws and regulations. For any individual Authorized User location, security procedures may include but not be limited to: background checks, records verification, photographing, and fingerprinting of Supplier's employees or agents. Supplier may, at any time, be required to execute and complete, for each individual Supplier employee or agent, additional forms which may include non-disclosure agreements to be signed by Supplier's employees or agents acknowledging that all Authorized User information with which such employees and agents come into contact while at the Authorized User site is confidential and proprietary. Any unauthorized release of proprietary or Personal information by the Supplier or an employee or agent of Supplier shall constitute a breach of its obligations under this Section and the Contract.

Supplier shall immediately notify VITA and Authorized User, if applicable, of any Breach of Unencrypted and Unredacted Personal Information, as those terms are defined in Virginia Code 18.2-186.6, and other personal identifying information, such as insurance data or date of birth, provided by VITA or Authorized User to Supplier. Supplier shall provide VITA the opportunity to participate in the investigation of the Breach and to exercise control over reporting the unauthorized disclosure, to the extent permitted by law.

Supplier shall indemnify, defend, and hold the Commonwealth, VITA, the Authorized User, their officers, directors, employees and agents harmless from and against any and all fines, penalties (whether criminal or civil), judgments, damages and assessments, including reasonable expenses suffered by, accrued against, or charged to or recoverable from the Commonwealth, VITA, the Authorized User, their officers, directors, agents or employees, on account of the failure of Supplier to perform its obligations pursuant this Section.

**18. BANKRUPTCY**

If Supplier becomes insolvent, takes any step leading to its cessation as a going concern, fails to pay its debts as they become due, or ceases business operations continuously for longer than fifteen (15) business days, then VITA may immediately terminate this Contract, or an Authorized User may terminate an order, on notice to Supplier unless Supplier immediately gives VITA or such Authorized User adequate assurance of the future performance of this Contract or the applicable order. If bankruptcy proceedings are commenced with respect to Supplier, and if this Contract has not otherwise terminated, then VITA may suspend all further performance of this Contract until Supplier assumes this Contract and provides adequate assurance of performance thereof or rejects this Contract pursuant to Section 365 of the Bankruptcy Code or any similar or successor provision, it being agreed by VITA and Supplier that this is an executory contract. Any such suspension of further performance by VITA pending Supplier's assumption or rejection shall not be a breach of this Contract, and shall not affect the right of VITA or any Authorized User to pursue or enforce any of its rights under this Contract or otherwise.

**19. GENERAL PROVISIONS****A. Relationship between VITA, Authorized User, and Supplier**

Supplier has no authority to contract for VITA or any Authorized User or in any way to bind, to commit VITA or any Authorized User to any agreement of any kind, or to assume any liabilities of any nature in the name of or on behalf of VITA or any Authorized User. Under no circumstances shall Supplier, or any of its employees, hold itself out as or be considered an agent or an

employee of VITA or any Authorized User, and neither VITA nor any Authorized User shall have any duty to provide or maintain any insurance or other employee benefits on behalf of Supplier or its employees. Supplier represents and warrants that it is an independent contractor for purposes of federal, state and local employment taxes and agrees that neither VITA nor any Authorized User is responsible to collect or withhold any federal, state or local employment taxes, including, but not limited to, income tax withholding and social security contributions, for Supplier. Any and all taxes, interest or penalties (including, but not limited to, any federal, state or local withholding or employment taxes and any penalties related to health care or employee benefits laws) that are imposed, assessed or levied as a result of this Contract or Services performed pursuant to this Contract shall be paid or withheld by Supplier or, if assessed against and paid by VITA or any Authorized User, shall be reimbursed by Supplier upon demand by VITA or such Authorized User.

#### **B. Incorporated Contractual Provisions**

The then-current contractual provisions at the following URL are mandatory contractual provisions, required by law or by VITA, that are hereby incorporated by reference: <http://www.vita.virginia.gov/uploadedFiles/SCM/StatutorilyMandatedTsandCs.pdf>

The contractual claims provision §2.2-4363 of the Code of Virginia and the required eVA provisions at <http://www.vita.virginia.gov/uploadedFiles/SCM/eVATsandCs.pdf> are also incorporated by reference.

The then-current contractual provisions at the following URL are required contractual provisions, required by law or by VITA, that apply to this VITA-specific Contract that is OR to all orders placed under this Contract that are partially or wholly funded by the American Recovery and Reinvestment Act of 2009 (ARRA) and are hereby incorporated by reference: [http://www.vita.virginia.gov/uploadedFiles/SCM/ARRA\\_Ts\\_Cs\\_Rev3.pdf](http://www.vita.virginia.gov/uploadedFiles/SCM/ARRA_Ts_Cs_Rev3.pdf)

In order to provide agencies with all information available regarding compliance with Section 508 accessibility standards, so that they can make informed decisions, Supplier makes available on its website, [ww.cdwg.com/508](http://ww.cdwg.com/508), accessibility features on products and services it offers for sale. Supplier's website includes information and links to manufacturers for each product or service with Section 508 information. This information is compiled using information received from the manufacturer, and Supplier will make all reasonable efforts to ensure that the information is timely and appropriately updated.

The then-current terms and conditions in documents posted to the aforereferenced URLs are subject to change pursuant to action by the legislature of the Commonwealth of Virginia, change in VITA policy, or the adoption of revised eVA business requirements. If a change is made to the terms and conditions, a new effective date will be noted in the document title. Supplier is advised to check the URLs periodically.

#### **C. Compliance with the Federal Lobbying Act**

Supplier's signed certification of compliance with 31 USC 1352 (entitled "Limitation on use of appropriated funds to influence certain Federal Contracting and financial transactions") or by the regulations issued from time to time thereunder (together, the "Lobbying Act") is incorporated as Exhibit F hereto.

#### **D. Governing Law**

This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

**E. Dispute Resolution**

In accordance with §2.2-4363 of the Code of Virginia, Contractual claims, whether for money or other relief, shall be submitted in writing to the public body from whom the relief is sought no later than sixty (60) days after final payment; however, written notice of the Supplier's intention to file such claim must be given to such public body at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. The relevant public body shall render a final decision in writing within thirty (30) days after its receipt of the Supplier's written claim.

The Supplier may not invoke any available administrative procedure under §2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the decision of the relevant public body on the claim, unless that public body fails to render its decision within thirty (30) days. The decision of the relevant public body shall be final and conclusive unless the Supplier, within six (6) months of the date of the final decision on the claim, invokes appropriate action under §2.2-4364, Code of Virginia or the administrative procedure authorized by §2.2-4365, Code of Virginia.

Upon request from the public body from whom the relief is sought, Supplier agrees to submit any and all contractual disputes arising from this Contract to such public body's alternative dispute resolution (ADR) procedures. Supplier may invoke such public body's ADR procedures, if any, at any time and concurrently with any other statutory remedies prescribed by the Code of Virginia.

In the event of any breach by a public body, Supplier's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Supplier's remedies include the right to terminate any license or support services hereunder.

**F. Advertising and Use of Proprietary Marks**

Supplier shall not use the name of VITA or any Authorized User or refer to VITA or any Authorized User, directly or indirectly, in any press release or formal advertisement without receiving prior written consent of VITA or such Authorized User. In no event may Supplier use a proprietary mark of VITA or an Authorized User without receiving the prior written consent of VITA or such Authorized User.

**G. Notices**

Any notice required or permitted to be given under this Contract shall be in writing and shall be deemed to have been sufficiently given if delivered in person, or if deposited in the U.S. mails, postage prepaid, for mailing by registered, certified mail, or overnight courier service addressed to:

- i). To VITA and to Supplier, if Supplier is incorporated in the Commonwealth of Virginia, to the addresses shown on the signature page.
- ii). To Supplier, if Supplier is incorporated outside the Commonwealth of Virginia, to the Registered Agent registered with the Virginia State Corporation Commission.

Pursuant to Title 13.1 of the Code of Virginia, VITA or Supplier may change its address for notice purposes by giving the other notice of such change in accordance with this Section.

Administrative contract renewals, modifications or non-claim related notices are excluded from the above requirement. Such written and/or executed contract administration actions may be processed by the assigned VITA and Supplier points of contact for this Contract and may be given in person, via U.S. mail, courier service or electronically.

**H. No Waiver**

Any failure to enforce any terms of this Contract shall not constitute a waiver.

**I. Assignment**

This Contract shall be binding upon and shall inure to the benefit of the permitted successors and assigns of VITA and Supplier. Supplier may not assign, subcontract, delegate or otherwise

convey this Contract, or any of its rights and obligations hereunder, to any entity without the prior written consent of VITA, and any such attempted assignment or subcontracting without consent shall be void. VITA may assign this Contract to any entity, so long as the assignee agrees in writing to be bound by the all the terms and conditions of this Contract.

If any law limits the right of VITA or Supplier to prohibit assignment or nonconsensual assignments, the effective date of the assignment shall be thirty (30) days after the Supplier gives VITA prompt written notice of the assignment, signed by authorized representatives of both the Supplier and the assignee. Any payments made prior to receipt of such notification shall not be covered by this assignment.

**J. Captions**

The captions are for convenience and in no way define, limit or enlarge the scope of this Contract or any of its Sections.

**K. Severability**

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. VITA and Supplier further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

**L. Survival**

The provisions of this Contract regarding Software License, Warranty, Escrow, Confidentiality, Liability and Indemnification, and the General Provisions shall survive the expiration or termination of this Contract.

**M. Force Majeure**

No Party shall be responsible for failure to meet its obligations under this Contract if the failure arises from causes beyond the control and without the fault or negligence of the non-performing Party. If any performance date under this Contract is postponed or extended pursuant to this section for longer than thirty (30) calendar days, VITA, by written notice given during the postponement or extension, may terminate Supplier's right to render further performance after the effective date of termination without liability for that termination, and in addition an Authorized User may terminate any order affected by such postponement or delay.

**N. Remedies**

The remedies set forth in this Contract are intended to be cumulative. In addition to any specific remedy, VITA and all Authorized Users reserve any and all other remedies that may be available at law or in equity.

**O. Right to Audit**

VITA reserves the right to audit those Supplier records that relate to the Software purchased and Services rendered or the amounts due Supplier for such services under this Contract. VITA's right to audit shall be limited as follows:

- vii). Three (3) years from Software delivery or Service performance date;
- viii). Performed at Supplier's premises, during normal business hours at mutually agreed upon times; and
- ix). Excludes access to Supplier cost information.

In no event shall Supplier have the right to audit, or require to have audited, VITA or any Authorized User.

**P. Contract Administration**

Supplier agrees that at all times during the term of this Contract an account executive, at Supplier's senior management level, shall be assigned and available to VITA. Supplier reserves the right to change such account executive upon reasonable advance written notice to VITA.

**Q. Entire Contract**

The following Exhibits, including all subparts thereof, are attached to this Contract and are made a part of this Contract for all purposes:

- a). Exhibit A            Software Functional Requirements
- b). Exhibit B            Software Product List, License Fee and Service Charges
- c). Exhibit C            Software Maintenance Services description
- d). Exhibit D            Certification Regarding Lobbying
- e). Exhibit E            Statement of Work

This Contract, its Exhibits, and any prior non-disclosure agreement constitute the entire agreement between VITA and Supplier and supersede any and all previous representations, understandings, discussions or agreements between VITA and Supplier as to the subject matter hereof. Any and all terms and conditions contained in, incorporated into, or referenced by the Supplier's Proposal shall be deemed invalid. The provisions of the Virginia Department of General Services, Division of Purchases and Supply Vendor's Manual shall not apply to this Contract or any order issued hereunder. This Contract may only be amended by an instrument in writing signed by VITA and Supplier. In the event of a conflict, the following order of precedence shall apply: this Contract document, Exhibit A, Exhibit B, any individual order and Exhibit C.

An Authorized User and Supplier may enter into an ordering agreement pursuant to this Contract. To the extent that such ordering agreement or any order issued hereunder include any terms and conditions inconsistent with the terms and conditions of this Contract, such terms and conditions shall be of no force and effect.

VITA and Supplier each acknowledge that it has had the opportunity to review this Contract and to obtain appropriate legal review if it so chose.

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

CDW Government LLC

By: Tara K Barbieri

(Signature)

Name: Tara K. Barbieri

(Print)

Title: Director, Program Sales

Date: 03/13/2014

VITA

By: Samuel A. Nixon, Jr.

(Signature)

Name: Samuel A. Nixon, Jr.

(Print)

Title: Chief Information Officer

Date: 03-18-2014

Address for Notice:

CDW Government LLC

2 Corporate Drive, Ste. 800

Shelton, CT 06484

Attention: Tara Barbieri

Address for Notice:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Attention: Contract Administrator

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

CDW Government LLC

VITA

By: \_\_\_\_\_

By: \_\_\_\_\_

(Signature)

(Signature)

Name: \_\_\_\_\_

Name: \_\_\_\_\_

(Print)

(Print)

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Address for Notice:

Address for Notice:

\_\_\_\_\_  
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\_\_\_\_\_

Attention: \_\_\_\_\_

Attention: Contract Administrator

# Exhibit A Requirements

5.1 GENERAL		
Requirement	Y/N/F	Description
<p>5.1.1 Does your Solution comply with all current COV ITRM Policies and Standards, as applicable, found at: <a href="http://www.vita.virginia.gov/library/default.aspx?id=537">http://www.vita.virginia.gov/library/default.aspx?id=537</a>.</p> <p>If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.</p>	Y	Yes, CDW•G complies with all current COV ITRM Policies and Standards.
<p>5.1.2 Do your proposed interfaces, to Commonwealth systems, comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at: <a href="http://www.vita.virginia.gov/oversight/default.aspx?id=10344">http://www.vita.virginia.gov/oversight/default.aspx?id=10344</a></p> <p>If not, please explain.</p>	Y	Yes, CDW•G complies with all applicable Commonwealth Data Standards.
<p>5.1.3 Does your Solution provide effective, interactive control and use with nonvisual means and provide 508 Compliance in accordance with the</p>	Y	Regarding Non-Visual Access and Section 508 compliance, in order to provide agencies with all information available regarding compliance with Section 508 accessibility standards, so that they can make informed decisions, CDW•G makes available on its website, <a href="http://www.cdwg.com/508">www.cdwg.com/508</a> , accessibility features on products and services it offers for sale. CDW•G's website includes information and links to manufacturers for each product or service with Section 508 information. This information is compiled using information received from the manufacturer, and CDW•G will make all reasonable efforts to ensure that the information is timely and appropriately updated.

following standard regarding IT Accessibility and 508 Compliance:

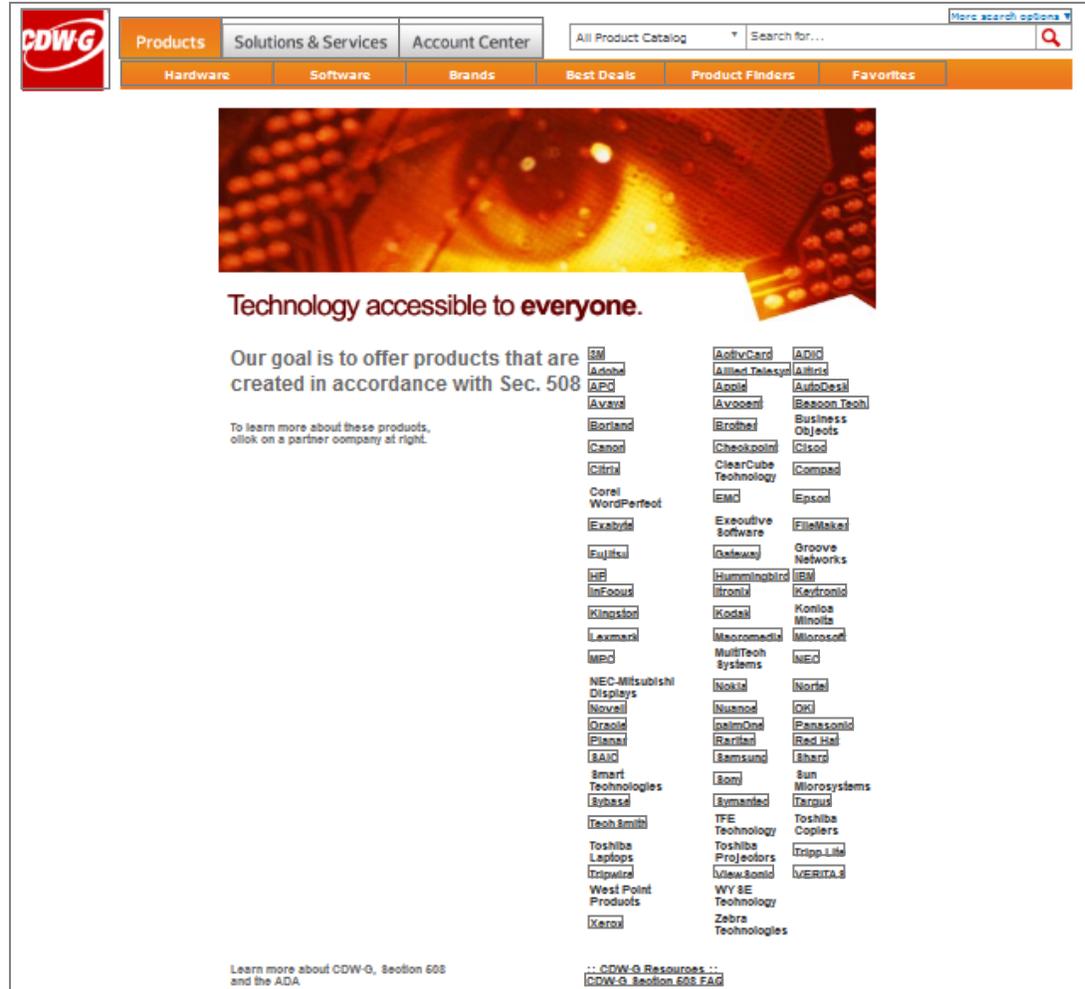
[http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard\\_GO V103-00\\_Eff\\_11-04-05.pdf](http://www.vita.virginia.gov/uploadedFiles/Library/AccessibilityStandard_GO V103-00_Eff_11-04-05.pdf) (Refer to [www.section508.gov](http://www.section508.gov) and [www.access-board.gov](http://www.access-board.gov) 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 is located in APPENDIX C of the Accessibility Standard (GOV103-00)).

If no, does your solution/application/product provide alternate accessibility functionality? Please describe.

If not applicable to this procurement, mark "N/A."

VITA has set a page limitation for Detailed Description of Proposed Solutions section to 25 pages. Given that completed VPAT's are typically 10 pages each, VITA can go to CDW•G's Section 508 site at [www.cdwg.com/508](http://www.cdwg.com/508) to view VPAT's from manufacturers. VPAT's can also be requested on a case-by-case basis.

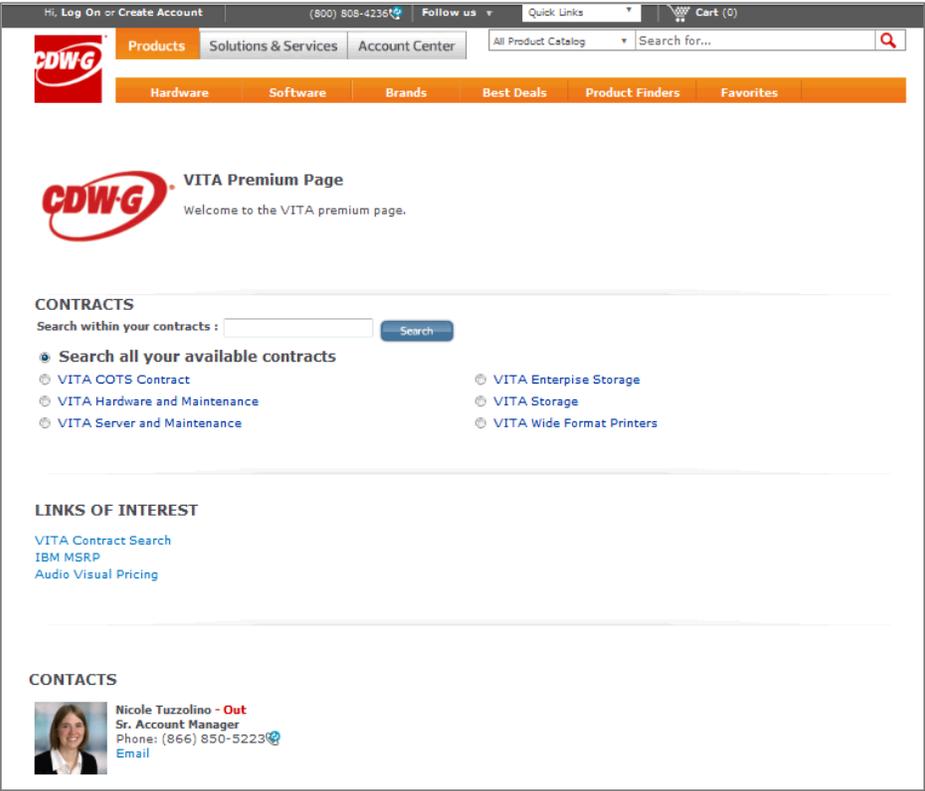


5.1.4 Does your Solution require incorporating subcontractors or alliances to provide sales/service

N

CDW•G is able to provide sales of all proposed products to the entire Commonwealth of Virginia. We do not require subcontractors to provide ample coverage to VITA customers, but we are partnered with two SWaM subcontractors so customers have the option to utilize a SWaM partner.

CDW•G is able to utilize two subcontractors, Enterprise Solutions, Inc. and Accelera Solutions, as needed, for this contract.

<p>coverage for the entire Commonwealth of Virginia or will you provide all in-house sale/service personnel? Please explain.</p>		<div style="background-color: red; color: white; padding: 5px; text-align: center;"><b>Subcontractors</b></div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <p>Enterprise Solutions, Inc. 8000 Towers Crescent Drive, Suite 1350 Vienna, VA 22182 <a href="http://www.enterprisesolutions.net">http://www.enterprisesolutions.net</a></p> </div> <div style="width: 45%;"> <p>Accelera Solutions 12150 Monument Drive, Suite 800 Fairfax, VA 22033 <a href="http://www.accelerasolutions.com/">http://www.accelerasolutions.com/</a></p> </div> </div>
<p>5.1.5 VITA encourages Suppliers to develop a catalog website that interfaces with eVA. Can your Solution produce a punch-out catalog website? Refer to: <a href="http://www.eva.virginia.gov/vendors/pages/catalogcreation.htm">http://www.eva.virginia.gov/vendors/pages/catalogcreation.htm</a> Please provide either screen shots or a link to serve as an example.</p>	<p>Y</p>	<p>CDW•G will establish a Premium Page on the CDW•G website for VITA customers. This page will include the contract licenses, products and pricing, as well as contact information and contract specific buying help. One of the more interesting features is that the contact information provides real-time status of the Account Team – showing who is at their desk and ready to respond to requests.</p> <p>The website provides a trustworthy way to easily choose and order new licenses and products on the contract; it is a key element in our effort to expand the contract's reach. The contract pricing will be displayed for all items. Purchasers can review available products and add items into their cart without logging into their CDW•G Extranet. Once they are ready to place an order, they can log into their Extranet account to complete the process. Additionally, when logged into this account, they can add products from any of their available contracts, all on one order.</p> <p>A screenshot of an example Premium Page is provided below. For an Extranet tour, visit <a href="http://www.cdwsiteinfo.com/extranet-video/">http://www.cdwsiteinfo.com/extranet-video/</a>.</p> 
<p>5.1.6 Does your Solution include a detailed comprehensive list of DPS software available under</p>	<p>Y</p>	<p>CDW•G is authorized to resell the entire catalog for each manufacturer listed in our proposal response.</p> <p>A complete comprehensive list of software for each manufacturer is available at <a href="http://www.cdwg.com/software">www.cdwg.com/software</a>.</p>

each manufacturer that your firm is authorized to sell? Please provide details.		
5.1.7 Does your Solution have the ability to have a catalog website up, functioning and interfacing with eVA within 30 days of contract award? Please provide details.	Y	<p>Upon award, CDW•G will load the contract structure into our internal contract editor system, which will then create a customer Premium Page with a distinct URL that will reflect the contracted price. Once the structure is loaded, no additional manual intervention is needed to maintain it. End users will be able to view the contracted pricing through this unique URL without the need to login with a password. See Premium Page below.</p> <p><a href="http://www.cdwg.com/VITA">www.cdwg.com/VITA</a></p>
5.1.8 Does your Solution have the ability to have individual portals for each agency to view purchase history, updates and expirations to maintain compliance? Please provide details.	Y	<p>Yes, each account has its own CDW•G Extranet so it can view purchase history, updates and expirations as well as place orders for its specific company only. VITA customers can access consolidated information for all related accounts online. Administrators are able to view, place and track orders without having to log onto multiple extranets. CDW•G's account linking capability helps centralize the purchasing process, yet offers the flexibility to place and track orders by location, division, or other sub entity.</p> <p>In addition to the ad hoc reports available through your CDW•G Extranet, VITA's dedicated Deputy Program Manager, Yolanda Blomquist, can provide VITA with purchase summary reports on a quarterly or annual basis. Upon award, CDW•G can provide VITA with a complete list of the data fields available to your organization. We will work with you to set up the appropriate combination of information categories to accommodate your specific needs. Reports can be provided in Excel, CSV, and tab-delimited files depending on your preference.</p>
5.1.9 Does your Solution include a dedicated account management team? Please provide details.	Y	<p>Please see CDW•G's response on pgs. 19 – 23 of CDW•G's Supplier Profile document for VITA's dedicated account management team.</p>
5.1.10 Does your Solution include an account management team with experience working with State and local government? Please provide details.	Y	<p>Please see CDW•G's response on pgs. 19 – 23 of CDW•G's Supplier Profile document. VITA's account management team has a vast amount of experience working with state and local government customers in Virginia.</p>
5.1.11 Does your Solution include more than one field account executive? Please provide details.	Y	<p>VITA customers have access to two dedicated CDW•G Account Executives (field). They work jointly with your account managers and CDW•G technology and solution specialists to provide valuable consulting services and outstanding sales support. Field Account Executives are available for onsite business meetings as needed to provide project development, technical expertise, road mapping, and business reviews.</p>

**VITA's CDW•G Account Executives (Field)**



**Randy Stapleton**  
**Account Executive (Field), State and Local Government**  
[randsta@cdw.com](mailto:randsta@cdw.com)



**Scott Elder**  
**Account Executive (Field), K-12**  
[Scott.elder@cdwg.com](mailto:Scott.elder@cdwg.com)

VITA customers will also have access to 18 software engineers that are strictly dedicated to Citrix, VMware, and Novell.

We utilize a number of avenues to keep contract purchasers informed of available contracts. Our marketing efforts that generate the highest sales include teleprospecting and Events and Webinars. These are the avenues we will rely on to market and promote this contract.

CDW•G's marketing and sales coordination includes more than just glossy marketing flyers. We know customers are more likely to respond to live contact, and therefore focus our marketing campaign on this mindset, complimented by publications and advertisement. We work with our partners to keep our account managers trained on our available contracts. Often, when a CDW•G customer utilizes the State's various contracts, it is a direct result of their Account Manager informing them of the benefits of the agreement.

Additionally, as part of our internal Sales Enablement drive, CDW•G initiated a quarterly "PLAY" campaign, which targets low spend member accounts. This campaign, is developed and maintained internally by a team of CDW•G leaders from sales enablement, product partner management, sales, business intelligence, and marketing. The program provides Account Managers insight to the specific contract benefits to their targeted customers. Information Account Managers are armed with includes an overview of the customer target; the contract details to discuss; a guide on how to create the conversation, including how to start the conversation, talking points, qualifying questions, and overcoming objectives; a product guide; supporting documents; and a contact list of subject matter experts and internal resources who can provide assistance. This campaign resulted in hundreds of millions of increased sales for the company in 2012.

**SALES BY LEAD ACTIVITY**



Y

5.1.12 Does your Solution have the marketing ability and resources to promote this contract to schools, universities, localities and state agencies? Please provide marketing plan and examples of marketing tools.

<p>5.1.13 Does your Solution allow the use of purchasing cards, credit cards and eVA for small purchases? Please provide details.</p>	<p>Y</p>	<p>CDW•G accepts payment through:</p> <ul style="list-style-type: none"> <li>• Credit Cards* (American Express, Discover, MasterCard, Visa)</li> <li>• Checks</li> <li>• EDI</li> <li>• EFT (Electronic Funds Transfer)</li> <li>• Procurement Cards</li> </ul> <p>CDW•G's standard payment terms are net 30 days from the date the invoice is issued.</p> <p>While CDW•G appreciates prompt payment, we do not offer discounts for early payment. Prompt payment ensures that CDW•G is able to continue offering low prices while managing our costs.</p>
<p>5.1.14 Does your Solution provide product incentives, credits and or rebate programs? Please provide details.</p>	<p>Y</p>	<p>CDW•G is able to offer product incentives, credits and rebate programs, when available. We are happy to discuss these at a future date.</p>
<p>5.1.15 Does you Solution provide additional discounts on software maintenance? Please describe.</p>		<p>Our proposed discounts will be extended to the manufacturer's maintenance agreements, which are available for separate purchase.</p>

## 5.2 REPORTS

Requirement	Y/N/F	Description
<p>5.2.1 Does your Solution include standardized invoicing and reporting formats to VITA and all other public bodies?</p>	<p>Y</p>	<p>As part of CDW•G's solution, we offer our Software License Manager (SLM), whereby Authorized Users have the ability to run an array of standardized and custom reports. These reports include such detail as Authorized User, order number, Microsoft Master Agreement, Enrollment number, as well as other fields such as such as licensing program ordered under, manufacturer part number, quantity, date of purchase, among others. Additionally, users can navigate their agreements, invoices, catalog items, and provide version maintenance management. This tool is available on each agency's CDW•G Extranet, enabling Authorized Users to pull the most updated reports as needed from their secure portal.</p> <p>Upon award, CDW•G uploads users' Microsoft license history into our system. As new purchases are made, the information will update automatically. CDW•G and the Authorized Users can also manually update licensing information as needed, allowing further consolidation of software license reports and information.</p>
<p>5.2.2 Does your Solution include reports on request to users detailing software products</p>	<p>Y</p>	<p>In addition to the ad hoc reports available through your CDW•G Extranet, VITA's dedicated Deputy Program Manager, Yolanda Blomquist, can provide your organization with purchase summary reports on a quarterly basis. These reports can help to lighten the administrative burdens associated with the management of your purchasing throughout the year. Not only will they empower VITA users to more effectively forecast your budget and keep track of your</p>



### 5.3 SERVICES & SALES

Requirement	Y/N/F	Description
5.3.1 Does your Solution include DPS software installation services? Please provide details.	Y	CDW•G can provide software installation and configuration for desktops, notebooks, tablets, servers and more, which includes complete operating system and application setup. We can install and configure most commercially available network operating systems such as Microsoft® Windows® platforms and variations of Linux and UNIX. We also perform application installations for Microsoft Office, Adobe® Acrobat, ® Symantec™ Norton AntiVirus™ and other popular applications.  Please note that these services are an additional charge. Please see CDW•G's cost proposal for a list of our hourly rates.
5.3.2 Does your Solution include DPS software training services? Please provide details.	Y	CDW•G, manufacturer partners, and our service partners all offer software training services. Pricing for these services will be provided on a case-by-case basis.
5.3.3 Does your Solution include on-site software training services? Please provide details.	Y	CDW•G, manufacturer partners, and our service partners all offer on-site software training services. Pricing for these services will be provided on a case-by-case basis.
5.3.4 Does your Solution include web-based software training services? Please provide details.	Y	CDW•G, manufacturer partners, and our service partners all offer web-based software training services. Pricing for these services will be provided on a case-by-case basis.
5.3.5 Does your Solution include software maintenance that offers online self help functions? Please provide details.	Y	Each software solution proposed will have FAQs on their website, but more advanced functions will be available when the Standard Support is uplifted to a higher level of service for an additional cost.
5.3.6 Does your Solution	Y	Each software solution will have a support email that can be accessed with the purchase of a support contract with the software.

include software maintenance support via email? Please provide details.								
5.3.7 Does your Solution include remote technical support? Please provide details.	Y	CDW•G, our manufacturer partners, and service partners all offer remote technical support. Pricing for remote technical support will be provided on a case-by-case basis.						
5.3.8 Does your Solution include a customer support program? Please describe your firm's ability to keep users informed of new products, changes in technology, advanced specification documentation and other market information.	Y	CDW•G's customer service is available Monday through Friday from 8 AM until 10 PM EST. We service customers through phone support, email, and live chat.  CDW•G will help keep VITA customers informed of new products, changes in technology, advanced specification documentation and other market information by communications with our inside/outside account teams and through coordinated communications/initiatives with our marketing department. Additionally, we will arrange meetings with VITA and vendor partners to discuss product roadmaps and assist with future planning.						
5.3.9 Does your Solution respond to an order within two (2) business hours? Please provide detail on how this will be accomplished.	Y	Each customer has a dedicated CDW•G Account Manager whose daily tasks are to process orders and be available to their customers during regular business hours M-F. Customers also can place orders online and they will be processed immediately.						
5.3.10 Does your Solution include 8am to 5pm EST software support? Please provide details.	Y	CDW•G provides phone support for hardware and operating systems from 8 AM to 8 PM EST. Most hardware and software manufacturers offer support between these required hours and additional Call Center services are available for an additional cost.						
5.3.11 Does your Solution include after hours software support? Please provide details.	Y	After hours software support can be provided upon request and will be addressed in a Statement of Work (SoW) between the Agency and CDW•G to identify the requirements and costs.						
5.3.12 Does your Solution's installation and maintenance technicians have and maintain current industry certifications? Please provide details and types of certifications.	Y	CDW•G's technicians carry the breadth and depth of the IT industries' certifications.  VITA customers will benefit from CDW•G's technicians. Our technicians must have a minimum of two years help desk experience and one year customer service experience in lieu of certifications before they are qualified to provide technical support to customers. Technicians are dedicated exclusively to CDW•G customers to ensure you get the fastest and best service possible. Most are CompTIA certified and hold — at a minimum — A+ and Network+ certifications. Many technicians are also accredited in various engineering and manufacturing training courses.  See number of Configuration Center technicians with certifications below.  <table border="1" data-bbox="451 1812 857 1955"> <thead> <tr> <th colspan="2">Technician Summary</th> </tr> </thead> <tbody> <tr> <td>CompTIA</td> <td>204</td> </tr> <tr> <td>CISCO</td> <td>20</td> </tr> </tbody> </table>	Technician Summary		CompTIA	204	CISCO	20
Technician Summary								
CompTIA	204							
CISCO	20							

Microsoft	34
Red Hat	1
CITRIX	9
VMware	5
Apple	21
Novel	4
Riverbed	1
SonicWALL	6
Security	2
Oracle	2
<b>Total</b>	<b>309</b>

<b>Number of CDW•G Technicians - Detailed</b>		
<b>Certification</b>	<b># of Certs</b>	<b>Vendor</b>
A+	84	CompTIA
Net+	64	CompTIA
Server+	34	CompTIA
Sec+	15	CompTIA
Linux+	5	CompTIA
Storage+	2	CompTIA
CCEE	0	CISCO
CWNA	1	CISCO
CCA	3	CISCO
CCEA	0	CISCO
CCNA	10	CISCO
CCNP	1	CISCO
CCNA-Security	2	CISCO
CCNA-Voice	1	CISCO
CCENT	2	CISCO
MCP	11	Microsoft
MCSA	9	Microsoft
MCSE	7	Microsoft
MCTS	2	Microsoft
MCITP	2	Microsoft
MCDST	3	Microsoft
MCDBA	0	Microsoft
RHCSA	0	Red Hat
RHCT	0	Red Hat
RHCE	1	Red Hat
CCA	3	Citrix

		<table border="1"> <tr><td>CSSA</td><td>6</td><td>Citrix</td></tr> <tr><td>CCEA</td><td>0</td><td>Citrix</td></tr> <tr><td>VCP</td><td>5</td><td>VMware</td></tr> <tr><td>VCP4</td><td>0</td><td>VMware</td></tr> <tr><td>ACMT</td><td>1</td><td>Apple</td></tr> <tr><td>ACSA</td><td>1</td><td>Apple</td></tr> <tr><td>ACDT</td><td>1</td><td>Apple</td></tr> <tr><td>ACHDS</td><td>16</td><td>Apple</td></tr> <tr><td>ACTC</td><td>2</td><td>Apple</td></tr> <tr><td>CNE</td><td>3</td><td>Novell</td></tr> <tr><td>CNA</td><td>1</td><td>Novell</td></tr> <tr><td>Security</td><td>2</td><td>Security</td></tr> <tr><td>SCSA</td><td>2</td><td>Oracle</td></tr> <tr><td>RCSP</td><td>1</td><td>Riverbed</td></tr> <tr><td>CSSA</td><td>6</td><td>SonicWALL</td></tr> <tr><td><b>Total</b></td><td><b>309</b></td><td></td></tr> </table>	CSSA	6	Citrix	CCEA	0	Citrix	VCP	5	VMware	VCP4	0	VMware	ACMT	1	Apple	ACSA	1	Apple	ACDT	1	Apple	ACHDS	16	Apple	ACTC	2	Apple	CNE	3	Novell	CNA	1	Novell	Security	2	Security	SCSA	2	Oracle	RCSP	1	Riverbed	CSSA	6	SonicWALL	<b>Total</b>	<b>309</b>		
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ACTC	2	Apple																																																	
CNE	3	Novell																																																	
CNA	1	Novell																																																	
Security	2	Security																																																	
SCSA	2	Oracle																																																	
RCSP	1	Riverbed																																																	
CSSA	6	SonicWALL																																																	
<b>Total</b>	<b>309</b>																																																		
<p>5.3.13 Does your Solution have an in-house order tracking system that can be accessed 24 x7 by a user? Please provide details.</p>	<p>Y</p>	<p>All VITA authorized users can get automatic real-time order status updates directly from your CDW•G extranet site at any time. The Order Status utility gives VITA the ability to track all orders from beginning to end via your extranet site. You can filter by open, completed, backordered and cancelled orders. The My Orders feature under the My Purchases section shows orders for the past 45 days.</p> <p>Once the order is shipped, VITA can find the tracking information along with the tracking number on your Extranet site under the Order Status or My Purchases section. If the order was shipped by UPS, FedEx, DHL, or AIT, there will be a hotlink directly to the appropriate shipper's site. This link will automatically bring up the shipment information, proof of delivery information and/or provide the tracking information. This saves VITA time because there is no need to cut and paste the tracking information into the carrier site.</p>																																																	
<p>5.3.14 Does your Solution offer any additional license tracking and inventory management services that would be an added value to the Commonwealth? Please describe and provide examples.</p>	<p>Y</p>	<p>Your CDW•G Extranet has tools that enable you to find, download, activate and manage software licenses. These tools include:</p> <ul style="list-style-type: none"> <li>• <b>Software Asset Manager</b> – captures a complete inventory of every software application running on every hardware device on your network; reveals what you own, what you are using, and whether you are over- or under-licensed.</li> <li>• <b>Software Filters</b> – assist with finding the right software.</li> <li>• <b>Software Downloads</b> – provide the convenience of downloading media.</li> <li>• <b>Software Keycodes</b> – display your keycodes.</li> <li>• <b>CDW•G License Manager</b> – displays all of your software purchasing records; lets you maintain and track your software agreements. Provides alerts to upcoming agreement expirations; lets you upload additional purchasing information from other sources.</li> </ul> <p>To take the CDW•G Extranet Software Management tour, click here:</p>																																																	

[CDWG.com/software management](http://CDWG.com/software%20management)

VITA customers benefits from CDW•G's robust Software Asset Management (SAM) solution, the Snow License Manager. This productivity enhancing tool is an advanced and user-friendly SAM solution that empowers customers to reduce their licensing expenditure while mitigating the various compliance risks associated with the administration of software agreements. It provides true software metering across all applications within your environment, allowing VITA customers to view what software is actually used and make more informed licensing decisions based on the most dependable data. It automatically reconciles software licenses and agreements against deployments, enabling you to optimize your infrastructure based on your unique business requirements and needs. It can help VITA customers to manage the complete life-cycle of both your hardware and software assets. Provided below is a high level overview of the specific features available to VITA customers through Snow License Manager:

System Feature	Feature Description
<p><b>Software Management</b></p>	<ul style="list-style-type: none"> <li>• Manage ownership based on licenses, computers and users as well as allocating cost to departments, cost centers and other organizational units. Automatically allocate licenses based on actual installations.</li> <li>• Full support for different license types, for example datacenter/cluster, user based licenses, installation based licenses, virtual licenses, site licenses, processor based licenses, per processor core licenses, secondary user rights, named user licenses, concurrent users or subscription licenses. When regular inventory data is not applicable; e.g. Cloud services, OEM licenses, CALs, you can create your own license metrics - and get the same powerful license management.</li> <li>• Monitor and manage virtual applications including VMware and Microsoft App-V applications.</li> <li>• Support for licenses in Microsoft Terminal Server or Citrix environments. Choose between licenses based on total amount or concurrent users/devices. Easily check which devices and users have used which applications in your Terminal Server environment and track usage trends over time.</li> <li>• Support for Oracle databases on UNIX environments with support for reporting.</li> <li>• Store license information, such as:               <ul style="list-style-type: none"> <li>• Location of license entitlement</li> <li>• Scanned copies of documents, e.g. license proof</li> <li>• System owner</li> <li>• License keys</li> </ul> </li> <li>• Integrated SKU repository with advanced license intelligence that helps users with the registration and import of license purchase records.</li> <li>• Define named users right to specific applications and set alerts to inform you when other users access the application.</li> </ul>

		<p><b>SAM Process Management</b></p>	<ul style="list-style-type: none"> <li>• Enforce an efficient SAM process by validating required information and available options at license and agreement registration. Snow License Manager follows the naming convention detailed in the ISO 19770 standard.</li> <li>• Register and administer licenses both locally and centrally in accordance with ISO 19770.</li> </ul>
		<p><b>Hardware Management</b></p>	<ul style="list-style-type: none"> <li>• View a wide range of hardware information such as model, OS, memory, BIOS serial number, hard drives, processor cores, memory slots, printers etc.</li> <li>• Register datacenter and cluster configurations and attach servers and applications.</li> <li>• Automatically manage the entire lifecycle of your computers, users and devices. Set automatic rules for how discarded computers should be handled and automatically reharvest software licenses from end of life machines. Easily exclude specified computers or business units from the automatic end of life management.</li> <li>• Ability to archive computers in order to save all historic information before removal as a base for software or hardware purchases.</li> <li>• Automatically attach computers and users to organizational structure with several values, e.g. combination of an IP-address and an environment variable.</li> </ul>
		<p><b>Contract Management</b></p>	<ul style="list-style-type: none"> <li>• Manage any type of contract or agreement. Set ownership of contracts and specify cost centers. Allocate and track software and hardware to specific contracts.</li> <li>• Upload and store copies of your contracts and agreements and store valuable information about vendors and associated contracts, creating one central repository for all licenses and contracts.</li> <li>• Use your own agreement types when creating new agreements and attach computers or objects to them dynamically. License Manager allows agreements to be assigned to specific user roles in line with your internal processes and security policies.</li> </ul>
		<p><b>Additional Features</b></p>	<ul style="list-style-type: none"> <li>• Comprehensive reporting capabilities</li> <li>• Integrate easily with all existing inventory tools, for example Microsoft SMS/SCCM, FrontRange (Centennial), Altiris, and Active Directory to maximize your return on existing investments.</li> <li>• Automatically import any object or attachment and link it to users and computers in the system. Customize import in terms of mapping data, creating filters and import actions.</li> <li>• Create role based log-in credentials to provide local and global access. Use roles to manage multiple users' security and access rights.</li> <li>• Snow License Manager Action Log traces all changes in the</li> </ul>

system, enabling you to quickly identify errors, when they occurred and who or what caused them.

- The Support Center allows users to directly log support cases or send feedback to Snow Software, directly from the web interface.
- Add an unlimited number of fields for custom information for licenses, applications, users, computers, objects or agreements.
- Based on the latest Microsoft technology to guarantee maximum performance and optimal user experience. Web interface available in multiple languages.
- Option to make users anonymous in order to meet integrity demands.

The Snow License Manager is one of the industry's most powerful IT discovery and software license management solutions. Provided below is a detailed overview of the various benefits of taking advantage of this tool:

Advantage	Benefit
<b>Monitor Software Usage &amp; Lower Costs</b>	Localize unused licenses for removal or re-use them within the organization. Easily manage one global or multiple local license pools for all or parts of your organization. Ensure you never buy unnecessary licenses again!
<b>Enforce &amp; Maintain your IT Policy</b>	Snow License Manager adapts the internal processes as well as enabling administrators to reinforce the registration process of licensing. Provide an unlimited amount of custom fields and help standardize the IT environment.
<b>Make the Right Financial Decision</b>	A prerequisite for cost reductions in the SAM process is that the organization is able to make the right strategic decisions. Snow License Manager is fully adjustable to any organizational structure and decision making processes where every user receives information for their specific roles. This enables full central control as local license administration is spread throughout the company's different entities. The powerful and transparent reporting tool provides a readable, customized and real-time foundation for the daily and the strategic license management.
<b>Up to Date Software Definitions with Software Recognition Service (SRS)</b>	Use SRS to keep your application definition repository updated and avoid the time consuming process of identifying inventoried software. SRS guarantees to recognize every commercial application within the estate to name, manufacturer, whether it was installed as part of a suite or a bundle and if it requires a license as part of a 30-day SLA.
<b>Manage all your IT Agreements</b>	Contract management maximizes financial and operational performance and minimizes risks. Snow License Manager provides you with a proactive and efficient system for storing and managing contracts for applications, agreements, hardware, services and support.
<b>Full integration with Existing Business</b>	Snow License Management offers an open SDK, fully automated and compatible with any business system e.g. ERP, CMDB, service desk and system management tools.

		<p><b>Processes &amp; Systems</b></p> <p>Incorporate Snow's unique data with existing strategic information and processes contributes to a more accurate business decision. Snow License Manager can also use information from your existing inventory tool, for example Microsoft SMS/SCCM, Front range or Altiris, maximizing the benefits of your investment while providing a full SAM solution.</p>
<p>5.3.15 Does your Solution provide any additional services that would be an added value to the Commonwealth? Please describe and provide examples.</p>	<p>Y</p>	<p>CDW•G approaches software management as a lifecycle. We help manage the complexities of software and maximize return on investment. As a trusted advisor throughout the lifecycle of an organization's agreements, we offer a variety of resources to consult and manage your business solutions.</p> <p>Our lifecycle approach includes the following.</p> <ul style="list-style-type: none"> <li>• <b>Technology validation:</b> This includes briefings and strategy sessions to ensure the right technology meets the business requirements.</li> <li>• <b>Licensing purchase assistance:</b> This includes evaluating total spend, assets, usage and purchase history; proposing TCO and ROI friendly contracts; optimizing through vendor and contract consolidation.</li> <li>• <b>Contract management:</b> This includes ensuring contract compliance for true-ups and renewals and providing updates on products, licensing and technology roadmaps.</li> <li>• <b>Deployment:</b> This includes providing solutions budgets, ensuring the realization of purchase value through deployment, and utilizing packaged design, planning and pilots for rapid deployment.</li> </ul>

## Exhibit B Pricing

Enter discounts for publishers

Publisher	Gov't Discount %	Academic Discount %
Absolute	2%	2%
Adobe	3%	3%
Autodesk	2%	2%
Citrix	3%	3%
Corel	2%	2%
DoubleTake	2%	2%
Intuit	2%	2%
McAfee	3%	3%
Norton	3%	3%
Novell	2%	2%
Nuance	2%	2%
Quark Software	2%	2%
Quest Software	2%	2%
Roxio	2%	2%
Symantec	3%	3%
Techsmith	2%	2%
Trend Micro	2%	2%
WebSense	2%	2%

*\*Please provide link to publicly available price list.*

*\*Warranty is software publisher's warranty.*

*\*Delivery Terms (If Applicable): F.O.B. Destination.*

*\*For purposes of evaluation VITA will create a market basket.*

Enter discount and price from publicly available price list for individual titles based on the most current versions

Title	Gov't Discount %	Gov't Price \$	Academic Discount %	Academic Price \$
Absolute Manage	2%	\$ 44.96	2%	\$ 32.25
Adobe Acrobat Standard	3%	\$ 183.83	3%	\$ 158.67
Adobe Creative Suite Standard	3%	\$ 1,140.76	3%	\$ 448.95
Adobe Photoshop	3%	\$ 614.40	3%	\$ 299.94
Autodesk Sketchbook Pro	2%	\$ 52.78	2%	\$ 31.27
Autodesk Autocad	2%	\$ 4,455.67	2%	\$ 984.38
Citrix Presentation Server	3%	\$ 385.10	3%	\$ 209.51
Corel Designer Technical Suite 12	2%	\$ 648.10	2%	\$ 92.86
Double Take 5.x for Win Server 2003	2%	\$ 3,053.67	2%	\$ 3,053.67
Intuit Quickbooks Pro	2%	\$ 222.87	2%	\$ 222.87
McAfee Active Virus	3%	\$ 55.14	3%	\$ 55.14
McAfee Anti-Spyware	3%	\$ 17.41	3%	\$ 17.41
Norton Anti Virus	3%	\$ 53.20	3%	\$ 53.20
Norton Anti Virus w/ Internet Security	3%	\$ 84.17	3%	\$ 84.17
Novell Open Workgroup Suite	3%	\$ 216.73	3%	\$ 216.73
Dragon Naturally Speaking	2%	\$ 459.44	2%	\$ 459.44
Nuance PDF Conv Pro 5	2%	\$ 73.30	2%	\$ 38.11
Quark Xpress	2%	\$ 904.23	2%	\$ 904.23
Quest Recovery Manager for Exchange	2%	\$ 1,795.75	2%	\$ 1,795.75
Roxio Creator NXT Pro	2%	\$ 127.39	2%	\$ 127.39
Symantec Backup Exec	3%	\$ 609.57	3%	\$ 609.57
Snag IT	2%	\$ 41.05	2%	\$ 29.32
Trend Micro SMB Solutions	2%	\$ 22.47	2%	\$ 22.47
WebSense Security Filtering Subscription	2%	\$ 51.80	2%	\$ 36.25

## **Exhibit C**

### **Software Maintenance Services Description**

The actual maintenance level for a unit of software shall be set forth in the executed order for maintenance of that software referencing this contract.

Software products resold under this agreement will be governed by the maintenance agreement between authorized user and the software publisher.

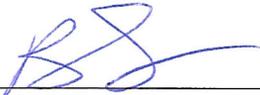
## EXHIBIT D: CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

- i). No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee or an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.
- ii). If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- iii). The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and Contracts under grants, loans and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature:

  
\_\_\_\_\_

Printed Name:

Brandi Steckel, Manager, Proposal Teams

Organization:

CDW Government LLC

Date:

11/19/2013

Executed as of the last date set forth below by the undersigned authorized representatives of VITA and Supplier.

CDW Government LLC

VITA

By: Tara K Barbieri

By: Samuel A. Nixon, Jr.

(Signature)

(Signature)

Name: Tara K. Barbieri

Name: Samuel A. Nixon, Jr.

(Print)

(Print)

Title: Director, Program Sales

Title: Chief Information Officer

Date: 03/13/2014

Date: 03-18-2014

Address for Notice:

Address for Notice:

CDW Government LLC

\_\_\_\_\_

2 Corporate Drive, Ste. 800

\_\_\_\_\_

Shelton, CT 06484

\_\_\_\_\_

Attention: Tara Barbieri

Attention: Contract Administrator

**EXHIBIT E**  
**STATEMENT OF WORK (SOW) TEMPLATE**  
**BETWEEN (NAME OF AUTHORIZED USER) AND CDW GOVERNMENT LLC**

**ISSUED UNDER**

**CONTRACT NUMBER VA-140401-CDWG**  
**BETWEEN**  
**VIRGINIA INFORMATION TECHNOLOGIES AGENCY**  
**AND**  
**CDW GOVERNMENT LLC**

Exhibit E, between (Name of Agency/Institution) and CDW Government LLC (“Supplier”) is hereby incorporated into and made an integral part of Contract Number VA-140401-GDWG (“Contract”) between the Virginia Information Technologies Agency (“VITA”) on behalf of the Commonwealth of Virginia and Supplier.

In the event of any discrepancy between this Exhibit E and the Contract, the provisions of the Contract shall control.

*[Note to Template Users: Instructions for using this template to draft a Statement of Work are in gray highlight and **italics**. These instructions should be deleted after the appropriate text has been added to the Statement of Work. Contractual language is **not italicized** and should remain in the document. Text that is highlighted in blue is variable based on the nature of the project.]*

**STATEMENT OF WORK**

This Statement of Work (SOW) is issued by the (Name of Agency/Institution), hereinafter referred to as “Authorized User” under the provisions of the Contract.”. The objective of the project described in this SOW is for the Supplier to provide the Authorized User with a Solution (“Solution”) or Services (“Services”) or Software (“Software”) or Hardware and Maintenance or Licensed Application Services” for Authorized User Project Name. *(Customize the last sentence to state what you are getting from the Supplier, based on the VITA Contract language, and with your project name.)*

**1. PERIOD OF PERFORMANCE**

The work authorized in this SOW will occur within XX (XX) months of execution of this Statement of Work. This includes delivery, installation, implementation, integration, testing and acceptance all of products and services necessary to implement the Authorized User’s Solution, training, and any support, other than on-going maintenance services. The period of performance for maintenance services shall be one (1) year after implementation or end of Warranty Period and may be extended for additional one (1) year periods, pursuant to and unless otherwise specified in the Contract. *(Customize this section to match what you are getting from the Supplier, based on the allowable scope of the VITA Contract and your project’s specific needs within that allowable scope.)*

**2. PLACE OF PERFORMANCE**

*(Assign performance locations to major milestones or any other project granularity, depending on your transparency and governance needs, if needed.)*

Tasks associated with this project will be performed at the Authorized User’s location(s) in City/State, at Supplier’s location(s) in City/State, or other locations as required by the effort.

**3. PROJECT DEFINITIONS**

*Provide project unique definitions so that all stakeholders have the same understanding. Ensure these do not conflict with the Contract definition.)*

All definitions of the Contract shall apply to and take precedence over this SOW. Authorized User's specific project definitions are listed below:

**4. PROJECT SCOPE**

*(Provide a description of the scope of your project and carve out what is NOT in the scope of your project. Remember that it must fit within the VITA Contract scope.)*

**A. General Description of the Project Scope**

**B. Project Boundaries**

**5. AUTHORIZED USER'S SPECIFIC REQUIREMENTS**

*(Provide information about your project's and your agency's specific requirements for this particular project including, but not limited to the following subsections):*

**A. Authorized User-Specific Requirements**

**B. Special Considerations for Implementing Technology at Authorized User's Location(s)**

**C. Other Project Characteristics to Insure Success**

**6. CURRENT SITUATION**

*(Provide enough background information to clearly state the current situation to Supplier so that Supplier cannot come back during performance claiming any unknowns or surprises. Some example subsections are provided below. You may collapse/expand as you feel is necessary to provide adequate information and detail.)*

**A. Background of Authorized User's Business Situation**

**B. Current Architecture and Operating System**

**C. Current Work Flow/Business Flow and Processes**

**D. Current Legacy Systems**

**E. Current System Dependencies**

**F. Current Infrastructure (Limitations, Restrictions)**

**G. Usage/Audience Information**

**7. PRODUCTS AND SERVICES TO SUPPORT THE PROJECT REQUIREMENTS (AND/OR SOLUTION)**

**A. Required Products (or Solution Components)**

*(List the products, or if your project is for a Solution, the Solution components, (software, services etc.) provided by Supplier that will be used to support your project requirements. Identify any special configuration requirements, and describe the system infrastructure to be provided by the Authorized User. Provide an overview that reflects how the system will be deployed within the Authorized User's environment. You are urged to refer to the VITA Contract for allowable scope and other guidance in drafting language for this section.)*

**B. Required Services**

*(List the services (e.g., requirements development, Solution design, configuration, interface design, data conversion, installation, implementation, testing, training, risk assessment, performance assessment, support and maintenance) that will be provided by Supplier in the performance of your project. You are urged to refer to the VITA Contract for the definition of Services and for the allowable scope in drafting language for this section. You will notice subsections "C" and "D" below offer areas for expanded detail on training, support and maintenance services. You may add other subsections in which you wish to expand the information/details/requirements for other service areas as well. It is likely some of this detail will be a combination of your known needs and the Supplier's proposal. In all*

cases the provisions should include all negotiated commitments by both parties, even if you reference by incorporation the Supplier's proposal in any subsection.)

**C. Training Requirements and/or Authorized User Self-Sufficiency/Knowledge Transfer**

(Provide an overview and details of training services to be provided for your project and any special requirements for specific knowledge transfer to support successful implementation of the Solution. If the intent is for the Authorized User to become self-sufficient in operating or maintaining the Solution, determine the type of training necessary, and develop a training plan, for such user self-sufficiency. Describe how the Supplier will complete knowledge transfer in the event this Statement of Work is not completed due to actions of Supplier or the non-appropriation of funds for completion affecting the Authorized User. You may refer to the VITA Contract for guidance on the allowable scope for this.)

**D. Support and Maintenance Requirements**

(Document the level of support, as available under the Contract, required by your project to operate and maintain the Solution. This may include conversion support, legacy system integration, transition assistance, Solution maintenance (including maintenance level), or other specialized consulting to facilitate delivery or use of the Solution.)

**E. Personnel Requirements**

(Provide any supplier personnel qualifications, requirements, licenses, certifications or restrictions including project manager, key personnel, subcontractors, etc., but ensure they do not conflict with the VITA Contract terms.)

**F. Transition Phase-In/Phase-Out Requirements**

(Describe any specific requirements for orientation or phasing in and/or phasing out of the project with the Supplier. Be specific on what the project needs and expected results are, the duration and other pertinent detail, but ensure they do not conflict with the VITA Contract provision(s) regarding Transition of Services or with any other training requirements in the SOW.)

**8. TOTAL PROJECT PRICE**

The total Fixed Price for this Project shall not exceed \$US XXX.

Supplier's invoices shall show retainage of ten percent (10%). Following completion of Solution implementation, Supplier shall submit a final invoice to the Authorized User, for the final milestone payment amount shown in the table in section 9 below, plus the total amount retained by the Authorized User. If travel expenses are not included in the fixed price of the Solution, such expenses shall be reimbursed in accordance with Commonwealth of Virginia travel policies as published by the Virginia Department of Accounts (<http://www.doa.virginia.gov>). In order to be reimbursed for travel expenses, Supplier must submit an estimate of such expenses to Authorized User for approval prior to incurring such expenses.

(Sections 9 through 11 should be used or deleted depending on the project's complexity, risk and need for governance. For a simple project you may only need the section 10 table, but for a more complex project, or a major IT project, you may need a combination of or all of the tables for check and balance and redundancy.)

**9. PROJECT DELIVERABLES**

(Provide a list of Supplier's deliverable expectations. The table is to be customized for the Authorized User's project. You may want to categorize deliverables for each phase or major milestone of the project and then categorize other interim deliverables and/or performance and status reports under one of them or under an Administrative or Project Management section.)

The following deliverables are to be provided by Supplier under this SOW. Subsequent sections may include further detail on the content requirements for some deliverables.

No.	Title	Due Date	Format Required (i.e., electronic/hard copy/CD/DVD)	Distribution Recipients	Review Complete Due Date	Final Due Date
	Project Plan					
	Design Plan					
	Implementation Plan					
	Test Plan					
	Training Plan					
	Contingency Plan					
	Disaster Recovery Plan					
	Cutover Plan					
	Change Management Plan					
	Monthly Status Reports					
	Quarterly Performance /SLA Reports					
	Training Manual					
	Final Solution Submission Letter					
	Final Acceptance Letter					

**10. MILESTONES, DELIVERABLES, PAYMENT SCHEDULE, AND HOLDBACKS**

*(This table should include the project’s milestone events, associated deliverables, when due, milestone payments, any retainage amount to be held until final acceptance and the net payment you promise to pay for each completed and accepted milestone event. This table includes sample data only and must be customized for your project needs.)*

The following table identifies milestone events and deliverables, the associated schedule, any associated payments, any retainage amounts, and net payments.

Milestone Event	Associated Milestone Deliverable(s)	Schedule	Payment	Retainage	Net Payment
Project kick-off meeting	---	Execution + 5 days	---	---	---
Site survey	Site survey report	Execution + 10 days	---	---	---
Requirements Analysis & Development	Design Plan	Execution+45 days	\$30,000	\$15,000	\$15,000
	Project Plan	Execution+45 days			
	Implementation Plan	Execution + 45 days			

Begin Implementation		Execution + 60 days			
Installation of software	---	Execution + 90 days	\$10,000	\$1,000	\$9,000
Configuration and testing	---	Execution + 120 days	---	---	---
Training	Training manual	Execution + 130 days	\$10,000	\$1,000	\$9,000
30-Day User Acceptance Testing	---	Execution + 160 days	\$20,000	\$2,000	\$18,000
Implementation complete	Solution	Execution + 160 days	\$10,000	--	\$10,000
Final Acceptance		Execution + 210 days	--	--	\$23,000

**11. EVENTS AND TASKS FOR EACH MILESTONE**

*(If needed, provide a table of detailed project events and tasks to be accomplished to deliver the required milestones and deliverables for the complete Solution. Reference each with the relevant milestone. A Work Breakdown Structure can be used as shown in the table below or at the very least a Project Plan should have this granularity. The Supplier’s proposal should be tailored to the level of detail desired by the Authorized User’s business owner/project manager for project governance.)*

The following table identifies project milestone events and deliverables in a Work Breakdown Structure format.

WBS No.	Milestone	Milestone Event	Milestone Task	Interim Task Deliverables	Duration
1.0	Site survey				
1.1		Conduct interviews			
1.1.1			Schedule interviews	None	20 days after contract start
1.1.2			Complete interviews	Interview Results Report	25 days after contract start
1.2		Receive AU information			

**12. ACCEPTANCE CRITERIA**

*(This section should reflect the mutually agreed upon UAT and Acceptance Criteria specific to this engagement. Please read the VITA contract definitions for the definitions or Requirements and Acceptance. Ensure the language in this section does not conflict with the VITA Contract language.)*

Acceptance Criteria for this Solution will be based on a User Acceptance Test (UAT) designed by Supplier and accepted by the Authorized User. The UAT will ensure that all of the requirements and functionality required for the Solution have been successfully delivered. Supplier will provide the Authorized User with a detailed test plan and acceptance check list based on the mutually agreed upon UAT Plan. This UAT Plan check-list is incorporated into this SOW in Exhibit E-X.

Each deliverable created under this Statement of Work will be delivered to the Authorized User with a Deliverable Acceptance Receipt. This receipt will describe the deliverable and provide the Authorized User’s Project Manager with space to indicate if the deliverable is accepted, rejected, or conditionally accepted. Conditionally Accepted deliverables will contain a list of deficiencies that need to be corrected in order for the deliverable to be accepted by the Project Manager. The Project Manager will have ten (10) days from receipt of the deliverable to provide Supplier with the signed Acceptance

Receipt unless an alternative schedule is mutually agreed to between Supplier and the Authorized User in advance.

**13. PROJECT ASSUMPTIONS AND PROJECT ROLES AND RESPONSIBILITIES**

*(This section contains areas to address project assumptions by both the Supplier and the Authorized User and to assign project-specific roles and responsibilities between the parties. Make sure that all assumptions are included to alleviate surprises during the project. Ensure that all primary and secondary (as needed) roles and responsibilities are included. You will tailor the Responsibility Matrix table below to fit your project's needs.)*

**A. Project Assumptions**

The following assumptions are specific to this project:

**B. Project Roles and Responsibilities**

The following roles and responsibilities have been defined for this project:

**(Sample Responsibility Matrix)**

Responsibility Matrix	Supplier	Authorized User
Infrastructure – Preparing the system infrastructure that meets the recommended configuration defined in <b>Section 2B herein</b>		√
Relational Database Management Software (Installation and Implementation)		√
PC Workstations – Hardware, Operating System, Network Connectivity		√
PC Workstations – Client Software		√
Application Installation on PC Workstations	√	
Cabling, Electric and User Network Connectivity from Access Points		√
Project Planning and Management	√	√
Requirements Analysis	√	√
Application Design and Implementation	√	
Product Installation, Implementation and Testing	√	
Documentation	√	
Training	√	
Product Maintenance and Support	√	
Problem Tracking	√	√
Troubleshooting – IT Infrastructure		√
Troubleshooting – Solution	√	

**14. COMMONWEALTH AND SUPPLIER-FURNISHED MATERIALS, EQUIPMENT, FACILITIES AND PROPERTY**

*(In this section, provide details of any materials, equipment, facilities and property to be provided by your Agency or the Supplier in performance of this project. If none, so state so that the requirements are clear. If delivery of any of these is critical to the schedule, you may want to identify such delivery with hard due dates tied to “business days after project start” or “days after **event/milestone**.” Be sure to specify the delivery and point of contact information.)*

**A. PROVIDED BY THE COMMONWEALTH****B. PROVIDED BY THE SUPPLIER****15. SECURITY REQUIREMENTS**

*(Provide (or reference as an Attachment) Authorized User's security requirements.)*

For any individual Authorized User location, security procedures may include but not be limited to: background checks, records verification, photographing, and fingerprinting of Supplier's employees or agents. Supplier may, at any time, be required to execute and complete, for each individual Supplier employee or agent, additional forms which may include non-disclosure agreements to be signed by Supplier's employees or agents acknowledging that all Authorized User information with which such employees and agents come into contact while at the Authorized User site is confidential and proprietary. Any unauthorized release of proprietary information by the Supplier or an employee or agent of Supplier shall constitute a breach of the Contract.

Supplier shall comply with all requirements in the Security Compliance section of the Contract

**16. REQUIRED STANDARDS, CERTIFICATIONS AND SPECIFICATIONS**

In addition to any standards and specifications included in the Contract, Supplier shall follow the standards and specifications listed below during performance of this effort.

*(List any specific Commonwealth, VITA, Federal, engineering, trade/industry or professional standards, certifications and specifications that Supplier is required to follow or possess in performing this work. The first bullet includes a link to COVA-required standards for all Commonwealth technology projects. The rest are examples only and highlighted to reflect this. If you need an exception of any COVA-required standard, please follow the process located at this link: <http://www.vita.virginia.gov/oversight/default.aspx?id=10344> and select the Data Standards Guidance bulleted link. Your AITR can assist you.*

- COV ITRM Policies and Standards: <http://www.vita.virginia.gov/library/default.aspx?id=537>
- IEEE 802®
- HIPAA
- SAS 70 Type II

**17. U.S. ENVIRONMENTAL PROTECTION AGENCY'S AND DEPARTMENT OF ENERGY'S ENERGY STAR GUIDELINES RISK MANAGEMENT**

*(Risk is a function of the probability of an event occurring and the impact of the negative effects if it does occur. Negative effects include schedule delay, increased costs, failure of dependent legacy system interoperability, other project dependencies that don't align with this project's schedule, and poor quality of deliverables. Depending on the level of risk of this project, as assessed by your Project Manager and/or Steering Committee, this section may contain any or all of the following components, at a level of detail commensurate with the level of risk. Remember to add them to the Deliverables table.)*

**C. Initial Risk Assessment**

Authorized User and Supplier shall each provide an initial assessment from their point of view.

**D. Risk Management Strategy**

*(The list below is taken from VITA PMD template discussing what should go into a Risk Management Strategy. Don't forget to consider and plan for any budget contingencies to accommodate potential risks that are identified.)*

1. **Risk Identification Process:** The processes for risk identification.
2. **Risk Evaluation and Prioritization:** How risks are evaluated and prioritized.
3. **Risk Mitigation Options:** Describe the risk mitigation options. They must be realistic and available to the project team.

- 4. Risk Plan Maintenance:** Describe how the risk plan is maintained during the project lifecycle.
- 5. Risk Management Responsibilities:** Identify all project team members with specific risk management responsibilities. (e.g., an individual responsible for updating the plan or an individual assigned as a manager).

#### **E. Risk Management Plan**

*(Include a description of frequency and form of reviews, project team responsibilities, steering and oversight committee responsibilities and documentation. Be sure to add all deliverables associated with risk strategizing and planning to the list of Deliverables.)*

### **18. DISASTER RECOVERY**

*Planning for disaster recovery for your project is paramount to ensure continuity of service. The criticalness and complexity of your project, including its workflow into other dependent systems of the Commonwealth or federal systems, will help you determine if you require a simple contingency plan or a full-blow contingency plan that follows the Commonwealth's ITRM Guideline SEC508-00 found at this link:*

[http://www.vita.virginia.gov/uploadedFiles/Library/ContingencyPlanningGuideline04\\_18\\_2007.pdf](http://www.vita.virginia.gov/uploadedFiles/Library/ContingencyPlanningGuideline04_18_2007.pdf)

*It is advisable that you visit the link before making your decision on how you need to address contingency planning and related deliverables in this SOW; as well as, how this will impact your planned budget. A likely deliverable for this section would be a Continuity of Operations Plan. You may choose to include the above link in your final SOW to describe what the Plan will entail. The same link includes the following processes, which you may choose to list in your final requirements for this section, to be performed by your team, the Supplier or both and/or a steering committee if your project warrants such oversight and approval:*

- *Development of the IT components of the Continuity of Operations Plan (COOP)*
- *Development and exercise of the IT Disaster Recovery Plan (IT DRP) within the COOP*
- *Development and exercise of the IT System Backup and Restoration Plan*

### **19. PERFORMANCE BOND**

*(If your project is sizeable, complex and/or critical, and the VITA Contract does not already provide for a performance bond, you may want the Supplier to provide one. The VITA Contract may include an Errors and Omissions insurance requirement, which would cover the Supplier's liability for any breach of the Contract or this SOW. Be sure to read the Contract for this information. However, if you feel that this project warrants further performance incentive due to the project or the Supplier's viability, you may include the following language in this section.)*

**The Supplier shall post performance bond in an amount equal to one hundred percent (100%) of the total contract value and provide a copy of the bond to Authorized user within (10) days of execution of this SOW Agreement. In the event that the Supplier or any subcontractor or any officer, director, employee or agent of the Supplier or any subcontractor or any parent or subsidiary corporation of the Supplier or any subcontractor fails to fully and faithfully perform each material requirement of this SOW Agreement, including without limitation the Supplier's obligation to indemnify the Authorized User, the performance bond shall be forfeited to Authorized User. The bond shall be in a form customarily used in the technology industry and shall be written by a surety authorized to do business in Virginia and that is acceptable to Authorized User.**

### **20. OTHER TECHNICAL/FUNCTIONAL REQUIREMENTS**

*(Provide any other unique project technical and functional requirements and expectations in sufficient detail in this section. Ensure they do not conflict with existing requirements in the VITA Contract. Several examples are listed.)*

**A. Service Level Requirements****B. Mean-Time-Between-Failure Requirements****C. Data Access/Retrieval Requirements****D. Additional Warranties****21. REPORTING**

*(The following are examples of reporting requirements which may be included in your SOW depending on the project's need for governance. In an effort to help VITA monitor Supplier performance, it is strongly recommended that the SOW include "Supplier Performance Assessments". These assessments may be performed at the Project Manager's discretion and are not mandated by VITA.)*

**A. Weekly/Bi-weekly Status Update.**

The weekly/bi-weekly status report, to be submitted by Supplier to the Authorized User, should include: accomplishments to date as compared to the project plan; any changes in tasks, resources or schedule with new target dates, if necessary; all open issues or questions regarding the project; action plan for addressing open issues or questions and potential impacts on the project; risk management reporting.

**B. Supplier Performance Self-Assessment.**

Within thirty (30) days of execution of the project start, the Supplier and the Authorized User will agree on Supplier performance self-assessment criteria. Supplier shall prepare a monthly self-assessment to report on such criteria. Supplier shall submit its self-assessment to the Authorized User who will have five (5) days to respond to Supplier with any comments. If the Authorized User agrees with Supplier's self-assessment, such Authorized User will sign the self-assessment and submit a copy to the VITA Supplier Relationship Manager.

**C. Performance Auditing**

*(If you have included service level requirements in the above section entitled, Other Technical/Functional Requirements, you will want to include a requirement here for your ability to audit the results of the Supplier's fulfillment of all requirements, Likewise, you may want to include your validation audit of the Supplier's performance reporting under this Reporting section. It is important, however, that you read the VITA contract prior to developing this section's content so that conflicts are avoided. Suggested language is provided below, but must be customized for your project.)*

Authorized User (or name of IV&V contractor, if there is one), will audit the results of Supplier's service level obligations and performance requirements on a monthly/quarterly basis, within ten (10) days of receipt of Supplier's self-assessments and service report(s). Any discrepancies will be discussed between the Authorized User and Supplier and any necessary invoice/payment adjustments will be made. If agreement cannot be reached, the Authorized User and Supplier will escalate the matter in accordance with the Escalation provision of the Contract. *(If none, you may add your escalation procedure in this section.)*

**D. Supplier Performance Assessments**

*(You may want to develop assessments of the Supplier's performance and disseminate such assessments to other Authorized Users of the VITA Contract. Prior to dissemination of such assessments, Supplier will have an opportunity to respond to the assessments, and independent verification of the assessment may be utilized in the case of disagreement.)*

**22. CHANGE MANAGEMENT**

*(Changes to the baseline SOW must be documented for proper project oversight. Depending on your project, you may need to manage and capture changes to configuration, incidents, deliverables, schedule, price or other factors your team designates as critical. Any price changes must be done in compliance with the Code of Virginia, § 2.2-4309. Modification of the contract, found at this link:*

<http://leg1.state.va.us/cgi-bin/legp504.exe?000+coh+2.2-4309+500825>. Changes to the scope of this SOW must stay within the boundaries of the scope of the VITA Contract.

For complex and/or major projects, it is recommended that you use the VITA PMD processes and templates located at: <http://www.vita.virginia.gov/oversight/projects/default.aspx?id=567>.

Administrative or non-technical/functional changes (deliverables, schedule, point of contact, reporting, etc.) should extrapolate the affected sections of this SOW in a "from/to" format and be placed in a numbered modification letter referencing this SOW and date, with a new effective date. The VITA Contract may include a template for your use or you may obtain one from the VITA Contract's Point of Contact. It is very important that changes do not conflict with, but do comply with, the VITA Contract, which takes precedence. The following language may be included in this section, but additional language is needed to list any technical/functional change management areas specific to this SOW; i.e., configuration, incident, work flow, or any others of a technical/functional nature.)

All changes to this SOW must comply with the Contract. Price changes must comply with the Code of Virginia, § 2.2-4309. Modification of the contract, found at this link: <http://leg1.state.va.us/cgi-bin/legp504.exe?000+coh+2.2-4309+500825>

All changes to this SOW shall be in written form and fully executed between the Authorized User's and the Supplier's authorized representatives. For administrative changes, the parties agree to use the change template, attached to this SOW. For technical/functional change management requirements, listed below, the parties agree to follow the processes and use the templates provided at this link: <http://www.vita.virginia.gov/oversight/projects/default.aspx?id=567>

**23. POINT OF CONTACT**

For the duration of this project, the following project managers shall serve as the points of contact for day-to-day communication:

Authorized User: [Redacted]

Supplier: [Redacted]

By signing below, both parties agree to the terms of this Exhibit.

**Supplier:**

**Authorized User:**

\_\_\_\_\_  
(Name of Supplier)

\_\_\_\_\_  
(Name of Agency/Institution)

By: \_\_\_\_\_  
(Signature)

By: \_\_\_\_\_  
(Signature)

Name: \_\_\_\_\_  
(Print)

Name: \_\_\_\_\_  
(Print)

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_