



Commonwealth of Virginia  
Virginia Information Technologies Agency

**NETWORK EQUIPMENT & SERVICES**

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

Date: March 29, 2016

Contract #: VA-160324-DALY

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: Daly Computers, Inc  
22521 Gateway Center Drive  
Clarksburg, MD 20871

FIN: 52-1541086

Contact Person: Daly Sales Team  
Voice: 301-670-0381  
Email: [vasales@daly.com](mailto:vasales@daly.com)

Term: March 24, 2016 – March 23, 2018

Payment: Net 30 days

Pricing: See Exhibit B, Product Discounts

For Additional Contract Information, Please Contact:

Virginia Information Technologies Agency  
Supply Chain Management

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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.





# **Information Technology Hardware and Maintenance Contract**

between

The Virginia Information Technologies Agency

on behalf of

The Commonwealth of Virginia

and

Daly Computers, Inc.

**INFORMATION TECHNOLOGY HARDWARE AND MAINTENANCE CONTRACT  
TABLE OF CONTENTS**

<b>1. PURPOSE AND SCOPE</b>	<b>4</b>
A. Acceptance	4
B. Agent	4
C. Authorized Users	4
D. Business Day/Hour	4
E. Computer Virus	4
F. Confidential Information	4
G. Deliverable	4
H. Documentation	5
I. E-rate	5
J. Electronic Self-Help	5
K. Eligible Entity	5
L. Maintenance Coverage Period (MCP)	5
M. Maintenance Level	5
N. Party	5
O. Preventative Maintenance	5
P. Product	5
Q. Receipt	5
R. Requirements	5
S. Response Time	6
T. Services	6
U. Statement of Work (SOW)	6
V. Supplier	6
W. System Software	6
X. Update	6
<b>2. TERM AND TERMINATION</b>	<b>6</b>
A. Contract Term	6
B. Termination for Convenience	6
C. Termination for Breach or Default	7
D. Termination for Non-Appropriation of Funds	7
E. Effect of Termination	7
F. Termination by Supplier	7
G. Transition of Services	7
H. Contract Kick-Off Meeting	8
I. Contract Closeout	8
<b>3. SUPPLIER PERSONNEL</b>	<b>8</b>
A. Selection and Management of Supplier Personnel	8
B. Supplier Personnel Supervision	8
C. Key Personnel	9
D. Subcontractors	9
<b>4. DELIVERY, INSTALLATION AND ACCEPTANCE</b>	<b>9</b>
A. Delivery Procedure	9
B. Late Delivery	9
C. Product Installation	10
D. Product Acceptance	10
E. Cure Period	10
<b>5. PRODUCT SUPPORT AND ADDITIONAL SERVICES</b>	<b>11</b>
A. Authorized User or Third Party Support	11
B. Parts and Maintenance Support	11
C. Additional Services	11
<b>6. GENERAL WARRANTY</b>	<b>12</b>
A. Ownership	12
B. Performance Warranty	12
C. Documentation and Deliverables	12

D. Malicious Code	12
E. Open Source	13
F. Supplier's Viability	13
G. Supplier's Past Experience	13
7. WARRANTY AND REMEDY OF PRODUCT	13
A. Product	13
B. Performance Standards and Mean Time Between Failure	13
C. Warranty Services	14
8. MAINTENANCE SERVICES	14
A. Ordering	14
B. Renewal	15
C. Services	15
9. SCOPE OF USE	16
10. SYSTEM SOFTWARE LICENSE	16
A. No Subsequent, Unilateral Modifications of Terms by Supplier ("Shrink-Wrap")	17
11. FEES, ORDERING AND PAYMENT PROCEDURE	17
A. Fees and Charges	17
B. E-Rate	17
C. Ordering	18
D. Reimbursement of Expenses	19
E. Statement of Work	19
F. Supplier Quote and Request for Quote	19
G. Invoice Procedures	20
H. Purchase Payment Terms	20
12. SUPPLIER-SPONSORED PRODUCT PROMOTIONS	20
13. REPORTING	21
14. TRAINING AND DOCUMENTATION	21
A. Training	21
B. Documentation	21
15. AUTHORIZED USER SELF-SUFFICIENCY	22
16. CONFIDENTIALITY	22
A. Treatment and Protection	22
B. Exclusions	22
C. Return or Destruction	22
D. Confidentiality Statement	23
17. INDEMNIFICATION AND LIABILITY	23
A. Indemnification	23
B. Liability	24
18. SECURITY COMPLIANCE	24
19. IMPORT/EXPORT	25
20. BANKRUPTCY	25
21. GENERAL PROVISIONS	25
A. Relationship Between VITA and Authorized User and Supplier	25
B. Incorporated Contractual Provisions	25
C. Compliance with the Federal Lobbying Act	26
D. Governing Law	26
E. Dispute Resolution	26
F. Advertising and Use of Proprietary Marks	26
G. Notices	26
H. No Waiver	27
I. Assignment	27
J. Captions	27
K. Severability	27
L. Survival	27
M. Force Majeure	27
N. Remedies	27
O. Right to Audit	28
P. Contract Administration	28
Q. Entire Contract	28

## INFORMATION TECHNOLOGY HARDWARE AND MAINTENANCE CONTRACT

THIS INFORMATION TECHNOLOGY Hardware and Maintenance 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 Daly Computers, Inc. ("Supplier"), headquartered at 22521 Gateway Center Drive, Clarksburg, MD 20871 to be effective as of March 24, 2016 ("Effective Date").

### 1. PURPOSE AND SCOPE

This Contract sets forth the terms and conditions under which Supplier shall provide TBD to the Authorized Users. Definitions

#### A. Acceptance

Successful delivery and performance by the Supplier of its contractual commitments at the location(s) designated in the applicable Statement of Work or order, including completed and successful Acceptance testing in conformance with the Requirements as determined by the Authorized User in the applicable Statement of Work or order.

#### B. Agent

Any third party independent agent of any Authorized User.

#### C. Authorized Users

Except for telecommunications contracts, means all public bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 and §2.2-2012 of the Code of Virginia. Authorized Users shall include private institutions of higher education that are listed at: <http://www.cicv.org/Our-Colleges/Profiles.aspx>

#### D. Business Day/Hour

Normal operating hours for the Commonwealth of Virginia: Monday-Friday, 8 a.m.-5 p.m. Eastern Standard/Daylight Time, unless otherwise specified on the applicable order or Statement of Work, excluding Commonwealth-designated holidays.

#### E. 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.

#### F. 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 or SOW 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 or (iv) is identifiable or should be reasonably considered as protected health information; (v) any personally identifiable information, including information about VITA's employees, contractors, and customers, that is protected by statute or other applicable law.

#### G. Deliverable

The tangible embodiment of the work performed or Services, Maintenance Services, Licensed Services, Solution, Component, Software, plans, reports, data, Product, Supplier Product and Updates provided by the Supplier in fulfilling its obligations under the Contract or as identified in the applicable Statement of Work or order.

**H. Documentation**

Those materials (including user manuals, training materials, guides, product descriptions, technical manuals, product specifications, supporting materials and Updates) detailing the information and instructions needed in order to allow any Authorized User and its Agents or Application Users to make productive use of the Solution, Component, Product, Service or Deliverable, and to implement and develop self-sufficiency with regard to the Solution, Component, Product, Service or Deliverable, provided by Supplier in fulfilling its obligations under the Contract or as may be specified in any Statement of Work or order issued hereunder.

**I. E-rate**

The universal service "Schools and Libraries Program" administered by the Universal Service Administrative Company (USAC) under the oversight of the Federal Communications Commission (FCC), or successor program.

**J. Electronic Self-Help**

Any use of electronic means to exercise Supplier's license termination rights, if allowable pursuant to the Contract, upon breach or cancellation, termination or expiration of this Contract or any Statement of Work or order placed hereunder.

**K. Eligible Entity**

Any school or library meeting the USAC definition of an "Eligible Entity" under the universal Schools and Libraries Program.

**L. Maintenance Coverage Period (MCP)**

The term during which Maintenance is to be provided for a Product.

**M. Maintenance Level**

The defined 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 or as defined in any Statement of Work or order issued hereunder. The actual Maintenance Level for a unit of Software or Product shall be set forth in the executed order or Statement of Work for Maintenance of that Software or Product referencing this Contract.

**N. Party**

Supplier, VITA or any Authorized User.

**O. Preventative Maintenance**

Maintenance that can be performed in advance of an actual problem or malfunction through the monitoring of internal diagnostic reports generated automatically by print output devices.

**P. Product**

Means hardware, peripherals, and any other equipment, including the System Software, all upgrades, all applicable user documentation and related accessories as set forth on Exhibit B or as specified in any Statement of Work or order provided pursuant to the Contract.

**Q. Receipt**

An Authorized User or its Agent has physically received or has unfettered access to any Deliverable at the correct "ship-to" location.

**R. Requirements**

The functional, performance, operational, compatibility, Acceptance testing criteria and other parameters and characteristics of the Product, Software, Solution, Component, Service(s), Application and Licensed Services and Deliverables, as authorized by the Contract and/or as set forth in Exhibit A and/or the applicable Statement of Work or order and such other parameters, characteristics, or performance standards that may be agreed upon in writing by the Parties.

**S. Response Time**

The time between Supplier's receipt of Authorized User's request for Maintenance and the time Supplier has notified Authorized User that it has commenced repair and resolution of the reported problem.

**T. Services**

Any work performed or service provided by Supplier in fulfilling its obligations under the Contract or, as applicable, any Statement of Work or order issued under the Contract, including local area network architecture, analysis or design services, and equipment installation, maintenance, support, testing, and training, or other provision to the Authorized User of any Deliverable described in the applicable Statement of Work or order, as authorized by the Contract scope. Structured network cabling is not permitted under this contract.

**U. Statement of Work (SOW)**

Any document in substantially the form of Exhibit D (describing the deliverables, due dates, assignment duration and payment obligations for a specific project, engagement, or assignment that Supplier commits to provide to an Authorized User), which, upon signing by both Parties, shall be deemed a part of the Contract.

**V. 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).

**W. System Software**

The operating system code, including software, firmware and microcode, (object code version) for each Product, including any subsequent revisions, as well as any applicable documentation.

**X. Update**

As applicable, any update, modification or new release of the Software, System Software, Application, Documentation or Supplier Product that Supplier makes generally available to its customers at no additional cost. Software Updates include patches, fixes, upgrades, enhancements, improvements, or access mode, including without limitation additional capabilities to or otherwise improve the functionality, increase the speed, efficiency, or base operation of the Software.

**2. 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 thirty (30) days prior to the expiration of any current term. In addition, 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 contractual terms and conditions required for the operation of such order or SOW shall remain in full force and effect until all of Supplier's obligations 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 or SOW issued hereunder, in whole or in part, or an Authorized User may terminate an order or SOW, 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 or SOW issued hereunder, in whole or in part, or an Authorized User may terminate an order or SOW, 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 or SOW 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 or SOW issued hereunder, in whole or in part. If an Authorized User deems the Supplier to be in breach and/or default of an order or SOW, 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 or SOW, in whole or in part. Any such termination shall be deemed a Termination for Breach or 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, and VITA shall provide written notice to Supplier of such termination. 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 from public bodies 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 this Contract, in whole or in part, or any order or SOW, in whole or in part, or an Authorized User may terminate an order or SOW, 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, neither the Commonwealth, nor VITA, nor any Authorized User shall have any future liability except for Deliverables accepted by the Authorized User or Services, including as applicable, Licensed Services and Maintenance Services, rendered by Supplier and accepted by the Authorized User prior to the termination date.

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

**F. Termination by Supplier**

Termination by Supplier will not be considered.

**G. Transition of Services**

Prior to or upon expiration or termination of this Contract and at the request of VITA or any Authorized User, Supplier shall provide all assistance as VITA or such Authorized User may reasonably require to transition the Supplier's contractual obligations, or any portion thereof, as requested by VITA or such Authorized User, to any other supplier with whom VITA or such Authorized User contracts for provision of same. This obligation may extend beyond expiration or termination of the Contract for a period of time (i.e., three (3) months, six (6) months, twelve (12) months or as required and defined by VITA or such Authorized User (herein referred to as "Transition Period"). If this Contract includes Supplier's provision of licensed products, Supplier agrees that, without the expressed prior consent of VITA or such Authorized User, no action will be taken by Supplier to restrict or terminate the use of such licensed products after the date of expiration or termination of the Contract and/or during any Transition Period in which Supplier is contractually committed to work with VITA or any Authorized User. VITA or any Authorized User agree to pay for any additional maintenance or licensing fees during any Transition Period at the

hourly rate or a charge agreed upon by Supplier and VITA or such Authorized User. Supplier must provide all reasonable transition assistance requested by VITA or such Authorized User to allow for the expired or terminated portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such Services to VITA or any Authorized User. Such transition assistance will be deemed by the parties to be governed by the terms and conditions of this Contract, except for those terms or conditions that do not reasonably apply to such transition assistance. Further, any period of transition will not affect VITA's or any Authorized User's rights in regards to any purchased Software Perpetual Licenses which are paid in full.

**H. 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 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.

**I. 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 Subcontracting Certification of Compliance, 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 the Commonwealth's 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.

**3. SUPPLIER PERSONNEL**

**A. Selection and Management of Supplier Personnel**

Supplier shall take such steps as may be necessary to ensure that all Supplier personnel performing under this Contract are competent and knowledgeable of the contractual arrangements and the applicable order or SOW between Authorized User and Supplier. Supplier shall be solely responsible for the conduct of its employees, agents, and subcontractors, including all acts and omissions of such employees, agents, and subcontractors, and shall ensure that such employees and subcontractors comply with the appropriate Authorized User's site security, information security and personnel conduct rules, as well as applicable federal, state and local laws, including export regulations. Authorized User reserves the right to require the immediate removal from such Authorized User's premises of any employee, subcontractor or agent of Supplier whom such Authorized User believes has failed to comply with the above or whose conduct or behavior is unacceptable or unprofessional or results in a security or safety breach.

**B. Supplier Personnel Supervision**

Supplier acknowledges that Supplier or any of its agents, contractors, or subcontractors, is and shall be the employer of Supplier personnel, and shall have sole responsibility to supervise, counsel, discipline, review, evaluate, set the pay rates of, provide (to the extent required by law) health care and other benefits for, and terminate the employment of Supplier personnel. Neither VITA nor an Authorized User shall have any such responsibilities for Supplier or subcontractor personnel.

**C. Key Personnel**

An order or SOW may designate certain of Supplier's personnel as Key Personnel or Project Managers. Supplier's obligations with respect to Key Personnel and Project Managers shall be described in the applicable order or SOW. Failure of Supplier to perform in accordance with such obligations may be deemed a default of this Contract or of the applicable order or SOW.

**D. Subcontractors**

Supplier shall not use subcontractors to perform its contractual obligations under the Contract or any order or SOW issued thereunder unless specifically authorized in writing to do so by the Authorized User. If an order or SOW issued pursuant to this Contract is supported in whole or in part with federal funds, Supplier shall not subcontract to any subcontractor that is a party excluded from Federal Procurement and Nonprocurement Programs. In no event shall Supplier subcontract to any subcontractor which is debarred by the Commonwealth of Virginia or which owes back taxes to the Commonwealth and has not made arrangements with the Commonwealth for payment of such back taxes.

If Supplier subcontracts the provision of any performance obligation under this Contract to any other party, Supplier will (i) act as prime contractor and shall be the sole point of contact with regard to all obligations under this Contract, and (ii) hereby represents and warrants that any authorized subcontractors shall perform in accordance with the warranties set forth in this Contract.

**4. DELIVERY, INSTALLATION AND ACCEPTANCE**

**A. Delivery Procedure**

Supplier shall deliver all Product F.O.B. destination, with such destination being the "ship to" address specified in the applicable order or SOW. For orders or SOWs for which Supplier is to provide installation of the Product, Supplier shall bear all risk of loss of or damage to the Product until Receipt/Acceptance by the Authorized User. For orders or SOWs for which Supplier is not to provide installation of the Product, Supplier shall bear all risk of loss or damage to the Product until Receipt. In all cases, Supplier shall arrange and pay for all transportation and insurance sufficient to fully protect the Product while in transit. Each shipment shall include a packing slip indicating this Contract number, the Authorized User's order number, the SOW number, if applicable, the part number, a description of the Product shipped and the quantity shipped. Each package in any shipment shall be numbered, shall have stenciled on one end and one side a description of the quantity of Product contained therein by part number and description, and shall conspicuously display the number of the package in that shipment which contains the packing slip. If required by the Authorized User, Supplier shall bar code all packages shipped. If any loss to, or damage of, the Product occurs prior to Acceptance by the Authorized User, Supplier shall immediately provide a replacement item. Title to Product, excluding System Software, shall pass upon Acceptance.

Supplier shall make available all appropriate and/or related user documentation at the time of delivery of the first unit of each different Product type. Product delivered without the appropriate and required documentation shall be considered "shipped short" until the applicable documentation has been received.

**B. Late Delivery**

Supplier hereby acknowledges and agrees that failure to deliver the Product ordered in strict accordance with the agreed upon delivery schedule determined in accordance with this Section shall constitute a material breach of this Contract resulting in damages to the ordering Authorized User, the total sum of which would be impracticable or difficult to ascertain as of the Effective Date of this Contract. As an estimate of the minimum amount of damages such Authorized User will suffer, Supplier agrees to credit the Authorized User an amount equal to one-half percent (.05%) of the total purchase price, for each day that the Product is undelivered or nonoperational for a period of thirty (30) days following the agreed upon delivery date, or if none specified, following the date order or SOW was received by Supplier. If the delay lasts longer than thirty (30) days, the Authorized User may immediately cancel the order or SOW and collect as late delivery damages ten percent (10%) of the total purchase price. Any credit due the Authorized User will be applied to the next periodic invoice.

In addition, in the event the Supplier fails for any reason to deliver within thirty-five (35) days of the agreed upon delivery date set forth in the order/schedule, or if none specified, following the date order or SOW was received by Supplier, the ordering Authorized User, at its own discretion, may give Supplier oral or written notice of breach regarding the subject order or SOW. Once notice by such Authorized User is sent or given, the Authorized User may immediately procure the undelivered items or items similar thereto, from another source. Once the Authorized User has effected a purchase from an alternate source (public bodies must purchase in accordance with the Virginia Public Procurement Act, §§ 2.2-4300 et seq. of the Code of Virginia), the Authorized User may charge-back Supplier, in which case Supplier agrees to reimburse the Authorized User for any difference in cost between the original contract price and the Authorized User's cost to cover from the alternate source. In no event shall any Authorized User be held to pay Supplier any costs incurred by Supplier, including but not limited to ordering, marketing, manufacturing, or delivering the item(s) which are subject of such Authorized User's notice of breach. Notwithstanding the foregoing, the Authorized User reserves any and all other remedies available at law or in equity.

**C. Product Installation**

Unless Authorized User's order or SOW includes Supplier's installation services, Supplier is not responsible for the initial installation of Product. Installation shall include: unpacking, removal of all shipping/packing materials, positioning, connecting to internal utility services, testing, and related necessary services to allow for Acceptance by the Authorized User.

All Product installations shall comply with building and facilities standards established by the ordering Authorized User.

**D. Product Acceptance**

Product shall be deemed accepted when the ordering Authorized User determines that such Product successfully operates in accordance with the Requirements. Such Authorized User shall commence Acceptance testing within five (5) days, or within such other period as set forth in the applicable order or SOW, after Receipt/installation of the Product. Acceptance testing will be no longer than five (5) days, or such longer period as may be agreed in writing between Authorized User and Supplier. Supplier agrees to provide to the Authorized User such assistance and advice as the Authorized User may reasonably require, at no additional cost, during such Acceptance testing, other than pre-approved travel expenses incurred which are reimbursable by the Authorized User at the then-current per diem amounts as published by the Virginia Department of Accounts. Any such travel expenses must be pre-approved by the Authorized User and shall 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). If the Authorized User is a private institution of higher education, all travel expenses shall be preapproved by such institution and will be in accordance with such institution's travel guidelines. Authorized User shall provide to Supplier written notice of Acceptance upon successful Acceptance testing. Should Authorized User fail to provide Supplier written notice of successful or unsuccessful Acceptance testing within five (5) days following the Acceptance testing period, the Product(s) shall be deemed Accepted.

**E. Cure Period**

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

## 5. PRODUCT SUPPORT AND ADDITIONAL SERVICES

### A. Authorized User or Third Party Support

#### 1. Documentation and Support Availability

In the event that VITA terminates this Contract, Supplier shall provide all the necessary user and installation documentation to enable any Authorized User to maintain the Product itself or to obtain support and maintenance services from a third-party. Supplier shall also provide the documentation and training necessary to allow any Authorized User to self-maintain to the subcomponent level.

#### 2. Timeliness and Price

Supplier agrees to make the above-referenced documentation, training and components available within fifteen (15) days following receipt of a written request, and at a price set forth in Exhibit B, such price not to exceed Supplier's published price list, or the fair market value, but in no event at prices above the lowest price paid by any other customer of Supplier. In addition, Supplier agrees to sell Product, as set forth in Exhibit B attached hereto, to any Authorized User's third-party maintenance provider under contract with such Authorized User, at the prices as set forth in Exhibit B, for the sole purpose of supporting the Authorized User's installed inventory. Supplier agrees to document and provide to all Authorized Users in a timely manner any and all revisions to information and parts and components lists as they are developed or supplied by Supplier.

### B. Parts and Maintenance Support

Supplier agrees to make available new/certifiable as new spare parts and the Maintenance Services identified in the Maintenance Services section herein and Exhibit D hereto for each Product type ordered by an Authorized User, for five (5) years from the expiration of the initial Warranty Period of the last unit of any given Product type provided by Supplier to such Authorized User. Thereafter, Supplier shall advise such Authorized User of its intent to discontinue either certain parts or maintenance services for any Product type ordered by the Authorized User.

Supplier shall notify the Authorized User at least six (6) months prior to the effective date of any such discontinuance, and shall provide to the Authorized User the opportunity to purchase spare parts in a quantity adequate to support its installed base. Should Supplier advise the Authorized User of its intent to discontinue certain parts for any Product type ordered by the Authorized User, the Authorized User has the option to request and Supplier has the obligation to provide, all documentation, including source code, required to ensure ongoing support, including full maintenance and repair by the Authorized User or its designated third-party maintenance provider within thirty (30) days prior to the discontinuance date or to replace the unsupported Product with a supported Product at a cost to the Authorized User of no more than the cost delta between the supported Product and the unsupported Product.

### C. Additional Services

In addition to any on-site warranty or maintenance service obligations, Supplier shall, upon request of an Authorized User by means of an order or SOW issued in accordance with the ordering provisions of this Contract, provide additional on-site services which may include: (i) relocation of previously installed hardware; (ii) assistance to Authorized User's communications department in mutually acceptable duties related to the warranty or maintenance services provided under this Contract; and (iii) network analysis, design, architecture and configuration services. The Authorized User shall compensate Supplier for such additional on-site services in accordance with the prices identified in Exhibit B.

Furthermore, Supplier shall, upon request of an Authorized User by means of an order or SOW issued in accordance with the ordering provisions of this Contract, provide the following services beyond those identified as warranty or maintenance service offerings: (i) service on equipment not covered by this Contract, (ii) repair of damage or replacement of parts of hardware resulting from changes in the hardware environment, extraordinary use of the hardware, or interconnected devices, or (iii) service outside the applicable hours of service specified in an executed order or SOW referencing this Contract. The charge for such services shall be at the hourly rate specified in Exhibit B and shall be inclusive of all expenses. Warranty or maintenance services requested for a unit of hardware within the forty-eight (48) hour period immediately following Remedial

Maintenance performed on the same unit of hardware for the same problem, shall not be considered an additional service and shall be provided at no charge. Requests for additional services shall only be approved for payment by the Authorized User when a Product Service Record is included with the applicable invoice.

## **6. GENERAL WARRANTY**

Supplier warrants and represents to VITA that Supplier will fulfill its contractual obligations and meet all needed requirements as described in Exhibit A as follows:

### **A. Ownership**

Supplier has the right to perform and provide all contractual obligations and provide all needed services and products without violating or infringing any law, rule, regulation, copyright, patent, trade secret or other proprietary right of any third party.

### **B. Performance Warranty**

Supplier warrants and represents the following with respect to Performance:

All contractual obligations shall be performed with care, skill and diligence, consistent with or above applicable professional standards currently recognized in Supplier's profession, and Supplier shall be responsible for the professional quality, technical accuracy, completeness and coordination of all plans, information, specifications, Deliverables and Services furnished under this Contract;

### **C. Documentation and Deliverables**

Supplier warrants the following as applicable to the Contract:

i. The Documentation which Supplier is required to provide under this Contract shall be sufficient in detail and content to allow a user to understand and fully utilize, as applicable, System Software, Services, Maintenance Services, Product, Updates and Deliverables without reference to any other materials or information.

ii. The System Software, Services, Maintenance Services, Product, Updates and Deliverables provided or delivered hereunder are at the current release level unless an Authorized User specifies an older version in its order or SOW.

iii. No Update or engineering change or revision made to any Software, System Software, Services, Maintenance Services, Product, Application, Licensed Services, Updates and Deliverables provided by Supplier hereunder shall degrade the performance of any Software, System Software, Services, Maintenance Services, Product, Application, Licensed Services, and Deliverables to a level below that defined in the Requirements or the Product manufacturer's or Software Publisher's published specifications, as applicable, or cause any other warranty to be breached, or require an Authorized User to acquire additional hardware equipment or software.

### **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 any Solution, Solution Component, Deliverables, Product, Software, System Software, Update, as obligated and provided by Supplier under the order or SOW, at the time of delivery to the Authorized User. Supplier warrants that the Solution, Solution Components, Deliverables, Product, Software, System Software, Update as obligated and provided by Supplier under the order or SOW 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 Solution, Solution Components, Deliverables, Product, Software or System 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 that 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 Solution, Solution Components, Deliverables, Product, Software, Updates as obligated and provided by Supplier, 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 it has met similar contractual obligations and fulfilled the Requirements as set forth in Exhibit A and in this Contract, in similar or greater complexity, to other customers without significant problems due to Supplier's performance and without causing a contractual breach or default claim by any customer.

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.

**7. WARRANTY AND REMEDY OF PRODUCT**

**A. Product**

Supplier warrants the following with respect to the Product:

- i). The Product shall be free of defects in material, design and workmanship;
- ii). Upon delivery, the Product shall be new and in Operating Condition and shall have all released engineering changes released to date already installed;
- iii). Supplier shall not disable any Authorized User's use of System Software through remote access or otherwise. If the System Software contains authorization codes allowing access to a data base or other software, Supplier warrants that such codes shall be perpetual and non-expiring.

**B. Performance Standards and Mean Time Between Failure**

For a period of five (5) years following acceptance of the Product by an Authorized User, Supplier warrants that the Product's performance standards and Mean Time Between Failure (MTBF) standards, calculated based upon such Authorized User's installed base of Supplier Product, shall be at least as good as the standards set forth in Exhibit B. If the Product fails to satisfy (i) the MTBF standards or (ii) the performance standards for that Product type as set forth herein, Supplier shall pay for any and all additional repairs, parts and labor required to bring Product to the appropriate level set forth in Exhibit B, including the cost to retrofit the entire installed Product base. If Supplier fails to so modify or replace the Product so as to achieve the MTBF standards within thirty (30) days, the Authorized User may, at its option, return such Product and receive a full refund during the Product warranty period, or if the warranty has expired, receive a straight line pro-rated refund, by year thereafter for the five (5) year period following installation of the Product.

### **C. Warranty Services**

During the warranty period of twelve (12) months, or as specified in the applicable order or SOW, Supplier warrants that the Product shall meet the Requirements. Supplier shall provide warranty services (including unlimited telephonic support and all necessary travel and labor) during the Warranty Period at the prices identified in Exhibit B. 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 Product to meet the Requirements.

Exhibit D provides detailed descriptions of the Supplier's warranty and maintenance offerings and responsibilities as well as remedies available to the Authorized User in the event Supplier fails to perform its warranty and maintenance obligations. Any remedies shall be paid to the Authorized User on a quarterly basis. Exhibit D defines coverage periods, response times, and restore times.

If multiple warranty levels are available, an Authorized User may elect, at any time, an alternative warranty 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 or SOW.

Authorized User's designated control organization shall have the exclusive authority to request warranty services. Supplier shall not respond to calls for service from any other source without prior written approval of Authorized User's agreement administrator designated on the relevant order.

In addition to any remedies described in Exhibit D, if Supplier is unable to make the Product, including System 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, either (i) replace the non-conforming Product or (ii) accept return of the non-conforming Product and return all monies paid by such Authorized User for the returned Product.

Exhibit D provides detailed descriptions of the Supplier's warranty and maintenance offerings and responsibilities as well as remedies available to the Authorized User in the event Supplier fails to perform its warranty and maintenance obligations. Any remedies shall be paid to the Authorized User on a quarterly basis. Exhibit D defines coverage periods, response times, and restore times.

Notwithstanding anything to the contrary in this Contract or in any exhibit hereto, VITA and any Authorized User retain all rights and remedies available at law or in equity.

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

## **8. MAINTENANCE SERVICES**

Supplier shall provide Maintenance Services (including unlimited telephonic support and all necessary travel and labor) during the Maintenance Coverage Period (MCP) at the prices identified in Exhibit B without additional charge to maintain the Product in accordance with the Requirements.

Exhibit D provides detailed descriptions of the Supplier's warranty and maintenance offerings and responsibilities as well as remedies available to the Authorized User in the event Supplier fails to perform its warranty and maintenance obligations. Any remedies shall be paid to the Authorized User on a quarterly basis. Exhibit D defines coverage periods, response times, and restore times.

Authorized User's designated control organization shall have the exclusive authority to request maintenance services. Supplier shall not respond to calls for service from any other source without prior written approval of Authorized User's agreement administrator designated on the relevant order or SOW.

### **A. Ordering**

See Fees, Ordering and Payment Procedure section of Contract.

## **B. Renewal**

At least sixty (60) days prior to the expiration of the MCP for each unit of Product, Supplier shall notify the Authorized User of such expiration, and the Authorized User, at its sole discretion, may issue an order or SOW to Supplier to renew Maintenance Services, including System Software 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 Purchase Price and Price Protection section, in effect at the time, whichever is less. Termination of this Contract or cancellation of Maintenance Services, including System Software Maintenance Services if provided as a separate offering from Supplier, by an Authorized User shall not affect this Contract or the grant of any license pursuant thereto.

## **C. Services**

Maintenance Services shall be as follows:

### **1. Product Covered**

Exhibit B lists all Product types for which Supplier offers Maintenance Services. No Authorized User is obligated to continue Maintenance Services on Product that has been removed from service, provided Supplier has been notified in writing of such removal.

### **2. Preventive Maintenance**

Supplier's Preventive Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit D.

### **3. Remedial Maintenance**

Supplier's Remedial Maintenance offerings and responsibilities, and the Authorized User's associated remedies, are described in Exhibit D.

### **4. Replacement Parts**

Supplier's offerings and responsibilities related to Replacement Parts, and the Authorized User's associated remedies, are described in Exhibit D.

### **5. Spares**

Supplier's offerings and responsibilities related to Spares, and the Authorized User's associated remedies, are described in Exhibit D.

### **6. Notification and Correction of Defects**

Supplier's offerings and responsibilities related to notification and correction of defects, and the Authorized User's associated remedies, are described in Exhibit D.

### **7. Advanced Replacement Services**

Supplier's advanced replacement service offerings and responsibilities are described in Exhibit D.

### **8. On-site Maintenance Services**

Supplier's on-site maintenance service offerings and responsibilities are described in Exhibit D.

### **9. System Software Maintenance**

During the MCP and as part of the standard Maintenance Services offering, Supplier shall provide the following Maintenance Services (including unlimited telephonic support and all necessary travel and labor) without additional charge to any Authorized User to maintain the System Software in accordance with the Requirements:

#### **a) New Releases**

Supplier's responsibilities related to new releases of System Software and Documentation are described in Exhibit D.

b) Coverage

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

c) Response and Restore Times

Supplier's response and restore times related to use, problems, and operation of the System Software, and any associated remedies, are described in Exhibit D.

10. Escalation Procedures

TBD based on Supplier proposal.

11. Remedies

In addition to any remedies described in Exhibit D, if Supplier is unable to make the Product, including the System 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, either (i) provide a replacement Product at no additional cost to the Authorized User, or (ii) accept return of the Product and return all monies paid by such Authorized User (a) for Maintenance Services for the returned Product, including System Software, pro-rated on a monthly basis as of the date the Authorized User reported the non-conformity and (b) for the Product, including System Software, pro-rated on a monthly basis as of the date the Authorized User reported the non-conformity and based on the average life of the Product.

Notwithstanding anything to the contrary in this Contract or in any exhibit hereto, VITA and any Authorized User retain all rights and remedies available at law or in equity.

**9. SCOPE OF USE**

Any Authorized User may use the Product, and any software licensed in connection with such Product, on a worldwide basis for the benefit of itself and its agents. Supplier further authorizes use of the Product by third parties who are under contract with an Authorized User to provide outsourcing services, including but not limited to providing application development services, data processing or facilities or infrastructure management services for the benefit of such Authorized User. For Products to which the Commonwealth or an Authorized User takes title, and any System Software which is integral to such Products, under the terms of this Contract, there are no restrictions on subsequent resale or distribution thereof by the Commonwealth or such Authorized User.

**10. SYSTEM 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. If Authorized User is a private institution of higher education which is listed at <http://www.cicv.org/Our-Colleges/Profiles.aspx>, the license shall be held by that private institution.

*Software License (for internal embedded software, firmware and unless otherwise provided in the State's solicitation document, or in an attachment hereto):* Products or Deliverables comprising goods, equipment or hardware may contain System Software for internal operation, or as embedded System Software or firmware that is generally not sold or licensed as a severable software product. System Software may be provided on separate media, such as floppy diskettes or CD-ROM, or may be included within the Product or Deliverable at or prior to delivery. Such System Software is proprietary, copyrighted, and may also contain valuable trade secrets and may be protected by patents. Supplier grants the Authorized Users of this Contract a license to use the code (or any replacement provided) on, or in conjunction with, only the Deliverables or Products purchased, or with any system identified in the Contract. Authorized Users may make and install copies of the System Software to support the authorized level of use. Provided, however that if the Product or Deliverable is inoperable, the System Software may be copied for temporary use on other hardware. Authorized Users shall promptly affix to any such copy the same proprietary and copyright notices affixed to the

original. Individual Authorized Users may make one copy of the software for archival, back-up or disaster recovery purposes. The license set forth in this paragraph shall terminate immediately upon the Authorized User's discontinuance of the use of the Product or Deliverable on which the System Software is installed. The System Software may be transferred to another party only with the transfer of the Product or Deliverable. If the Product or Deliverable is transferred by any Authorized User, such Authorized User shall before the transfer takes place i) destroy all System Software copies made by the Authorized User, ii) deliver the original or any replacement copies of the System Software to the transferee, and iii) notify the transferee that title and ownership of the System Software and the applicable patent, trademark, copyright, and other intellectual property rights shall remain with Supplier, or Supplier's licensors. Authorized Users shall not disassemble, decompile, reverse engineer, modify, or prepare derivative works of the embedded System Software, unless permitted under the Contract. Compliance with the terms and conditions of this paragraph and 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.

**A. No Subsequent, Unilateral Modifications 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 or SOW for System Software licensed under this Contract, or the fact that such other agreement may be affixed to or accompany System 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.

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

**A. Fees and Charges**

As consideration for the Supplier's performance obligations and any additional products and services provided hereunder to an Authorized User in accordance with the scope of this Contract and the Requirements, as authorized by Exhibit A, and per the Authorized User's order or SOW, 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 to VITA and to the Authorized User if such change impacts any SOW or order and 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. E-Rate**

Supplier agrees to make available all E-rate Eligible Services as listed and priced herein to any Authorized User which is an Eligible Entity. Supplier agrees to provide the Services directly to the Eligible Entity, and to bill each Eligible Entity directly. Supplier agrees and understands that the responsibility for collection of all charges incurred, and the responsibility for resolving all Product and Service problems as well as administration of this Contract for E-rate participation shall be the sole responsibility of Supplier.

Supplier warrants that it is qualified under applicable Federal Communications Commission and Virginia State Corporation Commission rules to apply for and receive Universal Service Fund allocations/disbursements for Products and Services provided pursuant to this Contract to Eligible Entities on behalf, and for the benefit, of those Eligible Entities. The Supplier also agrees to maintain those qualifications, and to assist Eligible Entities in applying for and receiving these allocations/disbursements.

### C. Ordering

Notwithstanding all Authorized User's rights to license or purchase 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. [Modify this sentence only if this Contract is mandatory use for any Authorized User] 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 or 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 or SOWs for the contractual offerings and Requirements available under the scope of this Contract. Under no circumstances shall any Authorized User have the authority to modify this Contract. An order or SOW 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 or SOW are inconsistent with the terms and conditions of this Contract, the terms of this Contract shall supersede.

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

- i. Product and, if applicable, serial number, for which Maintenance Services shall be provided,
- ii. Maintenance Level to be provided, and
- iii. MCP for the Product Maintenance.

Authorized User may elect, at any time, another 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 or SOW.

Unless otherwise agreed to by the Authorized User and Supplier, the MCP for a unit of Product shall be one (1) year from the effective date of any executed order or SOW for Maintenance on such Product.

Notwithstanding the foregoing, Supplier shall not accept any order or SOW from an Authorized User if such order or SOW is to be funded, in whole or in part, by federal funds and if, at the time the order or SOW 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 OR SOW PLACED BY ANY AUTHORIZED USER ARE THE SOLE OBLIGATION OF SUCH AUTHORIZED USER AND NOT THE RESPONSIBILITY OF VITA UNLESS SUCH AUTHORIZED USER IS VITA.**

#### **D. Reimbursement of Expenses**

If allowable pursuant to an Authorized User's Statement of Work, such Authorized User shall pay, or reimburse Supplier, for all reasonable and actual travel-related expenses for greater than thirty (30) miles from portal to portal incurred by Supplier during the relevant period; provided, however, that such Authorized User shall only be liable to pay for Supplier's travel-related expenses, including transportation, meals, lodging and incidental expenses, that have been authorized by such Authorized User in advance in the Statement of Work and 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 Users who are not public bodies may have their own per diem amounts applicable to Supplier's pre-approved travel expenses.

All reimbursed expenses will be billed to the Authorized User on a pass-through basis without any markup by Supplier. At Authorized User's request, Supplier shall provide copies of receipts for all travel expenses over US\$30.00.

#### **E. Statement of Work**

(Optional per Project; if not included, remove definition and all references in remaining provisions.)

An SOW, in the format provided in Exhibit D, shall be required for any orders placed by an Authorized User pursuant to this Contract. Supplier shall perform any and all contractual obligations at the times and locations set forth in the applicable SOW and at the rates set forth in Exhibit B herein. Unless VITA issues a written authorization for a time and materials type SOW, any SOW shall be of a fixed price type but may, with the written approval of VITA, contain a cost-reimbursable line item(s) for pre-approved travel expenses. In furtherance of compliance, invoicing, and auditing requirements, for time and materials type SOWs, Supplier personnel shall maintain daily time records of hours and tasks performed, which shall be submitted or made available for inspection by the Authorized User upon forty-eight (48) hours advance written notice.

Any change to an SOW must be described in a written change request (template provided as Exhibit E). Either Party to an SOW may issue a change request that will be subject to written approval of the other Party before it becomes part of this Contract. In no event shall any SOW or any modification thereto require the Supplier to provide any products or services that are beyond the scope of this Contract as such scope is defined in Exhibit A hereto.

#### **F. Supplier Quote and Request for Quote**

Should an Authorized User determine that a competitive process is required to ensure it receives the best value for its needed solution, product and/or services under this contract, such Authorized User may, at its sole discretion, on a case-by-case basis and upon approval by VITA, use a Request for Quote (RFQ) process to obtain identical or similar solutions, products and/or services to those provided by Supplier pursuant to this Contract. The RFQ process is typically used when an Authorized User requires a complete solution that may be fulfilled by Products and Services herein, but whose complexity or size may result in economies that could not be passed on to the Authorized User within the confines of the established contract catalog discount pricing. When an RFQ is used, the project timing and requirements will be clearly outlined in the RFQ document. In some situations, the Authorized User may not identify the exact specifications required. If that is the case, the RFQ respondents will be given the opportunity to identify and propose their recommended specifications.

Supplier shall respond to the RFQ by providing a quote, which shall include (a) a detailed description of each product or service proposed, including such product and services components, at the Exhibit B line item level, (b) the quantity of each such component, (c) the contract price, (d) any additional percentage discount offered, and (e) an extended price. If requested by the Authorized User, Supplier's quote shall also include a proposal describing the approach Supplier plans to take in developing, implementing, and maintaining its offering for the Authorized User. Should Supplier be unable to respond to the RFQ due, for example, to resource constraints, Supplier shall notify Authorized User in writing of its inability to perform the work requested by such Authorized User, and provide the reasons for such inability to perform, prior to the due date for the submission of quotes in response to the RFQ. [If only one contract is to be awarded add:] Supplier's failure to respond to an RFQ may be deemed a default of this Contract.

## **G. Invoice Procedures**

Supplier shall remit each invoice to the "bill-to" address provided with the order promptly after all Supplier's performance obligations have been accepted and in accordance with the milestone payment schedule, if any, in the applicable order or SOW. Additionally, Supplier shall bill each Eligible Entity directly according to section B above, E-Rate. Payment for any support services, as authorized in the Contract and the Authorized User's applicable order or SOW, shall be annually in arrears unless otherwise stated herein, or in any order or SOW referencing this Contract. No invoice shall include any costs other than those identified in the executed order or SOW, 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 or SOW referencing this Contract. Invoices issued by the Supplier shall identify at a minimum:

- i. Dates/periods that invoice covers, including any service or subscription periods, as applicable.
- ii. Line item description of the Deliverable(s), Product(s), Software, Hardware, Services, Solution and Solution Components, Maintenance Services, and/or Licensed Services, as applicable to this Contract, including components thereof or service type, and, if applicable, the project milestone.
- iii. Quantity, charge and extended pricing for each line item
- iv. Applicable order and/or SOW date
- v. This Contract number and the applicable order number and/or SOW number
- vi. 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.

## **H. Purchase Payment Terms**

Supplier is responsible for the accuracy of its billing information. Supplier agrees not to issue invoices hereunder until all Supplier's performance obligations have been accepted and in accordance with the milestone payment schedule, if any, in the applicable order or SOW, or until after services have been rendered. Charges for Deliverables, components 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.

## **12. SUPPLIER-SPONSORED PRODUCT PROMOTIONS**

The Supplier, at its discretion, may sponsor Product and Service promotions during the Contract term or any extensions thereof. Should Supplier choose to sponsor such a promotion, Supplier shall provide in writing to VITA, at least five (5) days prior to the promotion, the following information: (i) the dates of the promotion or the duration of the promotion to include the commencement date and the ending date; (ii) the exact Products or Services covered in the promotion; and (iii) the pricing or percentage discount offered during the promotion. VITA shall communicate to Supplier in writing its agreement to the promotion.

The Supplier shall be in breach of the Contract in the absence of a written agreement regarding the promotion. In any event wherein the Supplier proposes prices that are different than the Contract prices to any Authorized User without first obtaining VITA's agreement, the Supplier shall be in breach of the Contract, and VITA shall have all remedies available under Contract and law and in equity.

All Supplier-sponsored Product or Service promotions shall be available to all Authorized Users. Should the Supplier request a promotion that would be limiting, either through product configuration or quantities of Products and Services, VITA, at its sole discretion, may not provide a written agreement. VITA and Supplier agree that promotions shall not target any one Authorized User, or a few Authorized Users.

VITA and Authorized Users, at their discretion, may assist in advertising the promotion. This assistance may consist of advertising space on Authorized User web sites, or other assistance at an Authorized User's discretion.

### **13. REPORTING**

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

- i. Report of Sales; and
- ii. Small Business Procurement and Subcontracting Report

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

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

As required by Executive Order 20 (2014) in addition to the requirements in the Invoice Procedures section of this Contract, Supplier shall provide to VITA at the time the final invoice is sent to the Authorized User, a SWaM Subcontracting Certification of Compliance certifying that Supplier has fully complied with the Contract's Supplier Procurement and Subcontracting Plan ("Plan"), originally submitted with Supplier's Proposal. If Supplier has not fully complied, meaning there is any variance between the proposed and contractually bound Plan and the actual subcontractor spend by Supplier, the SWaM Subcontracting Certification of Compliance must include a written explanation of any variances between the Plan and the actual participation.

Further, VITA may require Supplier to submit on a scheduled basis (monthly, quarterly, or other frequency) a SWaM Subcontracting Certification of Compliance detailing Supplier's compliance or variance to-date, along with any variance explanation. All submitted SWaM Subcontracting Certifications of Compliance shall be certified and signed by Supplier's contractually authorized representative.

The Supplier's SWaM Subcontracting Certifications of Compliance shall be maintained by VITA in the procurement file.

Should Supplier fail to comply with its contractually obligated Plan spend or fail to report its contractually obligated Plan spend, VITA may, at its sole discretion, prohibit or delay any renewals or extensions of the Contract, and/or may withhold any final payments due. Supplier's failure to comply shall be considered in the prospective award of any future contracts with Supplier.

Failure to comply with all reporting and other requirements in this Section may result in default of the Contract.

### **14. TRAINING AND DOCUMENTATION**

#### **A. Training**

Supplier shall provide personnel sufficiently experienced and qualified to conduct such training at a time and location mutually agreeable to Supplier and Authorized User. Available additional and optional training, and applicable pricing and discounts, are described in Exhibit B.

#### **B. Documentation**

Supplier shall deliver to Authorized User three (3), or such number as agreed upon between the parties under an order or SOW, complete hard copies or electronic media of Documentation applicable to Supplier's Deliverable provided to Authorized User, as requested by such Authorized User. Should Supplier revise or replace the Documentation, or should Documentation be modified to reflect Updates, Supplier shall deliver to the Authorized User such updated or replacement Documentation, in the same quantity and media format as originally requested by such Authorized User, or as agreed upon between the parties. Any Authorized User shall have the right, as part of any license grant, 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. Such Documentation shall be revised to reflect any modifications, fixes or updates made by Supplier. Any Authorized User shall have the right, as part of the license granted by Supplier, 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 licensed application or software and may duplicate such Documentation

and include it in such Authorized User's document or platform. All Authorized Users shall continue to include Supplier's copyright notice.

## **15. AUTHORIZED USER SELF-SUFFICIENCY**

Prior to or at any time during Supplier's performance of an order or SOW issued pursuant to this Contract, an Authorized User may require that Supplier provide to Authorized User a detailed plan to develop Authorized User self-sufficiency and to transition operation and management to Authorized User or its Agent, which Agent may be VITA, or an agent of VITA, or a third party provider under contract with Authorized User. At Authorized User's request and pursuant to an order or SOW for Supplier's Services issued hereunder, Supplier shall provide all assistance reasonably required by Authorized User to develop Authorized User's self-sufficiency in operating and managing the Solution, Products and/or Services that Supplier provided to Authorized User under the applicable order or SOW. During and/or after the transition period, Authorized User may, at its sole discretion, elect to order or continue Maintenance Services from Supplier, if authorized under the scope of the Contract, for any of the Software or hardware Product, components or Solution Components delivered to Authorized User by Supplier.

## **16. 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**

Upon the termination or expiration of this Contract or upon the earlier request of the disclosing 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.

#### **D. Confidentiality Statement**

All Supplier personnel, contractors, agents, and subcontractors performing Services pursuant to this Contract shall be required to sign a confidentiality statement or non-disclosure agreement. Any violation of such statement or agreement shall be deemed a breach of this Contract and may result in termination of the Contract or any order or SOW issued hereunder.

### **17. 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 losses, damages, 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 Supplier-provided products or services, or (v) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Supplier-provided products 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 involving the Commonwealth or state agencies, the selection and approval of counsel and approval of any settlement shall be satisfactory to the Commonwealth. In the event of a settlement between Supplier and a private institution of higher education who is an Authorized User of this contract, such settlement shall be satisfactory to that institution.

In the event that a Claim is commenced against any of Commonwealth's Indemnified Parties alleging that use of the Supplier-provided products or services, including any components thereof, or that the Supplier's performance or delivery of any product or service 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 Supplier-provided Deliverables, Products, Software, Services, Solution, including Solution Components, Application and Licensed Services, as applicable, or Supplier's performance, 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 Deliverables, Products, Software, Services, Solution, including Solution Components, Application and Licensed Services, as applicable, or any component thereof; or (b) replace or modify such infringing Deliverables, Products, Software, Services, Solution, including Solution Components, Application and Licensed Services, as applicable, or any component thereof, with non-infringing Deliverables, Products, Software, Services, Solution or Solution Component(s), Application and Licensed Services, as applicable, satisfactory to VITA. And in addition, Supplier shall provide any Authorized User with a comparable temporary replacement products and/or services or reimburse VITA or any Authorized User for the reasonable costs incurred by VITA or such Authorized User in obtaining an alternative product or service, in the event such Authorized User cannot use the affected Deliverable, Product, Software, Services, Solution or Solution Component(s), Application and Licensed Services, as applicable, or any component thereof. 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 Deliverables, Products, Software, Services, Solution, Solution Component, Application and Licensed Services, as applicable, or any component thereof, along with any other components 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**

Except for 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, (vi) Supplier's security compliance obligations, and (vii) Supplier's data privacy and security obligations as specified under this Contract, Supplier's liability shall be limited to twice the aggregate value of the delivered and accepted Deliverables, Products, Software, Services, Solution, including Solution Components, Application and Licensed Services, as applicable, provided by Supplier to all Authorized Users under this Contract. 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. The limitation shall apply on a per-incident basis, it being understood that multiple losses stemming from the same root cause constitute a single incident.

FOR ALL OTHER CONTRACTUAL CLAIMS, 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.

## **18. 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: (<https://www.vita.virginia.gov/library/default.aspx?id=537>) 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.

## 19. IMPORT/EXPORT

In addition to compliance by Supplier with all export laws and regulations, VITA requires that any data deemed “restricted” or “sensitive” by either federal or state authorities, must only be collected, developed, analyzed, or otherwise used or obtained by persons or entities working within the boundaries of the United States.

## 20. 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, and an Authorized User may terminate an order or SOW, 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 or SOW. 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 or Authorized User pending Supplier’s assumption or rejection shall not be a breach of this Contract, and shall not affect the rights of VITA or any Authorized User to pursue or enforce any of its rights under this Contract or otherwise.

## 21. GENERAL PROVISIONS

### A. Relationship Between VITA and 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, and that are hereby incorporated by reference: [https://www.vita.virginia.gov/uploadedfiles/VITA\\_Main\\_Public/scm/StatutorilyMandatedTsandCs.pdf](https://www.vita.virginia.gov/uploadedfiles/VITA_Main_Public/scm/StatutorilyMandatedTsandCs.pdf)

The contractual claims provision §2.2-4363 of the Code of Virginia and the required eVA provisions at [https://www.vita.virginia.gov/uploadedfiles/VITA\\_Main\\_Public/scm/eVATsandCs.pdf](https://www.vita.virginia.gov/uploadedfiles/VITA_Main_Public/scm/eVATsandCs.pdf) are also incorporated by reference.

The then-current terms and conditions in documents posted to the aforementioned 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 an exhibit to this Contract.

**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, if any. 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 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 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 the 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 which will not be unreasonably withheld, 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**

Any provisions of this Contract regarding Software License, Rights To Work Product, Warranty, Escrow, Confidentiality, Content Privacy and Security, Liability, Indemnification, Transition of Services, 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 or SOW 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 Contract or any SOWs or orders issued there under. VITA's right to audit shall be limited as follows:

- i. Three (3) years from end date of the Contract;
- ii. Performed at Supplier's premises, during normal business hours at mutually agreed upon times; and
- iii. 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:

Exhibit A - Requirements

Exhibit B - Pricing

Exhibit C – Service Level Agreements (SLAs)

Exhibit D - Statement of Work (SOW) Template

Exhibit E – SOW Change Order Template

Exhibit F - Reserved

Exhibit G - Certification Regarding Lobbying

Exhibit H - Supplier Procurement and Subcontracting Plan

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, any individual SOW, and Exhibit B).

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 or SOW 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.

Supplier

By: Ryan Yu  
(Signature)

Name: Ryan Yu  
(Print)

Title: President

Date: 03/21/2016

Address for Notice:

Daly Computers

22521 Gateway Center Drive

Clarksburg, MD 20871

Attention: Ryan Yu

VITA

By: Nelson P. Moe  
(Signature)

Name: Nelson P. Moe  
(Print)

Title: Chief Information Officer

Date: 3/24/2016

Address for Notice:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Attention: Contract Administrator

# **Exhibit A**

# **Requirements**

## Instructions

Suppliers are to indicate their capability of fulfilling each specific requirement. Each Supplier's responses will be reviewed and compared across Suppliers within each section in order to determine the best solution for the Commonwealth.

Detailed requirements are presented in questionnaire format to facilitate direct responses and establish accountability regarding delivery of Solution by the Supplier. To respond to each requirement, Supplier is asked to enter, in the space provided in **Column A**, a code that best corresponds to its intended response for the requirement listed.

The acceptable codes for **Column A** are as follows:

**Y - "Yes"** - Supplier can fully meet the requirement as documented with its current application or proposed solution. If applicable, Supplier should provide in **Column B** an explanation of how it will fulfill the requirement. This may include use of alliances with other suppliers. Supplier may also use **Column B** to cross-reference a detailed explanation included in an attachment of its proposal.

**F - "Yes, Future"** - Supplier will be able to fully meet this requirement in the near future (*not longer than three months from the date of the proposal*). Supplier should provide a proposed start date and cross-reference any attached documentation in **Column B**.

**N - "No"** - Supplier cannot meet the requirement and has no firm plans to be in the position to meet this need within three months from the date of the proposal.

	General	A	B
1.1	<p>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	Daly's solution complies with current COV ITRM Policies and Standards. Daly has reviewed the Commonwealth of Virginia Information Security Program that provides the framework and practices for Agencies to use in securing their information.
1.2	<p>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	Daly's current interfaces to Commonwealth systems comply with applicable Commonwealth Data Standards as specified. For example, Daly has been providing ecommerce eVA punch-out services for VITA for many years.
1.3	Does your solution include individuals familiar with the rules and regulations regarding the Federal E-Rate program? Please explain.	Y	Daly's management and key staff members to include its Director of Sales, Director of Operations and many of its sales account managers are very familiar with the rules and regulations of the Federal E-Rate program. These people have received E-Rate compliance training and have been working with E-Rate transactions for many years. We understand the eligibility requirements of E-Rate funding as well as the significances and the requirements governing the various E-Rate forms, i.e. Form 470 (Services Requested and Certification Form), Form 471 (Services Ordered and Certification Form), Form 472 (BEAR Form), Form 474 (Service Provider Invoice (SPI) Form), Form 486 (Notification Letter), etc. Some sample copies of actual E-Rate forms from Daly are shown in Exhibit 1.
1.4	Does your solution include a valid SPIN ( <i>service provider identification number</i> )? Please provide.	Y	Daly's SPIN number is 143005121. A sample copy of an actual Form 486 from Daly with Daly's SPIN # is shown in Exhibit 1.
1.5	Does your solution include a valid SPI ( <i>service provider invoice</i> )? Please provide.	Y	A sample copy of a SPI Form 474 from Daly is shown in Exhibit 1.
1.6	Does your organization currently have existing customers in the Commonwealth? If yes, please explain.	Y	Daly has been a prime IT contractor in the Commonwealth of Virginia with VITA (and formerly DOIT), and a variety of local governments and educational institutions (both K-12 and higher education) for over 20 years. As such, Daly has worked with and is currently working with almost all of the Commonwealth of Virginia public sector entities. This list includes: VITA executive branch and non-executive branch agencies; Virginia K-12 school districts, VASCUUP and VCCS institutions, county governments, local governments, and cities. Some examples accounts are: VITA, Virginia Supreme Court, Virginia Department of Transportation, Virginia State Police, Albemarle County Public, University of Virginia, Virginia Polytechnic Institute and State University (Virginia Tech), Southwest Virginia Higher Education, Virginia State University, City of Richmond, Henrico County Government, Henrico County Library, Norfolk State University, Jamestown-Yorktown Foundation, Fairfax County Public Schools, Montgomery County Public Schools, Arlington County Government, Loudoun County Public Schools, Northern Virginia Community Colleges, etc. to name a few. The complete list covers organizations located from across the Commonwealth and numbers in the hundreds.

1.7	You have agreed that your proposed solution will provide a complete manufacturer's catalog, including all network hardware products and related services. Can you provide detail on how this will be accomplished?	Y	<p>The complete product catalog of each manufacturer proposed in Appendix C can be found online at Daly's ecommerce site located at <a href="http://www.daly.com">www.daly.com</a>. The catalog include all the network hardware products and related services from each of the proposed manufacturers. Combined the catalog contains thousands of line items from these manufacturers.</p> <p>Daly's ecommerce site and its engine is powered by CNET, one of the world's largest technology information clearing house used by all the major IT manufacturers and their authorized distributors in the industry. The product information stored in the ecommerce site is updated in near real time or as often as needed by the manufacturers and/or their authorized distributors. Daly has used CNET as its backoffice ecommerce engine for over 15 years and is confident that it can provide VITA, this contract, and the Commonwealth of Virginia public bodies with all the products and related services from each of the manufacturers proposed. Daly's ecommerce engine also allows Daly to upload custom product catalogs from any manufacturers. For this contract, Daly will hard code the discounts proposed for VITA into the VITA contract price profile resulting in contract users having access to the correct VITA discounts. Daly's ecommerce site from CNET has been programmed years ago to be eVA punch-out ready.</p>
1.8	You have agreed that your proposed solution will be capable of providing wireless and wired hardware and related services to all public bodies in the entire Commonwealth. Can you provide detail on how this will be accomplished?	Y	<p>Daly has been providing wireless and wired hardware and related services to Virginia customers statewide for many years and will continue to do so into the future. Daly has the technical expertise, the resources, the project management capability, the experience and the technical infrastructure to provide wireless and wired hardware and related services to all public bodies within the Commonwealth of Virginia. As the prime contractor, Daly certifies that it is responsible for all of its deliverables and is committed to utilizing and dispatching its technical personnel to fulfill the technical requirements statewide. Daly is currently providing such services already under its many VITA and VASCUUP contracts. Daly has teams of technical and services personnel providing technical support in the far eastern Virginia (Tidewater area) as well as the central and northern regions of the state. This pool of resources is also used to cover regions in the far western parts of the state as well. In addition to utilizing its available technical resources, when appropriate and needed, Daly will utilize the technical resources from its manufacturer partners and qualified subcontractors. Some current examples of accounts where Daly is providing wireless and hardware and related services are: Virginia Tech, University of Virginia, City of Richmond, Virginia State University, Norfolk State University, and Montgomery County Public Schools.</p>
1.9	Does your proposed solution plan to utilize subcontractors or alliances? If yes, please describe the type of work that will be performed by them.	Y	<p>As part of its proposed solution, Daly is proposing to use qualified Virginia certified SWAM technology company and qualified subcontractors to help enhance its solution offering. The SWAM company is RAM Consulting Corp., a Virginia certified SWAM located in Dulles. Other subcontractors that Daly plans to utilize are mainly cabling companies. With the permission of VITA, Daly may opt to add more qualified subcontractors to its technical services team in the future.</p>
1.10	VITA encourages Suppliers to develop a catalog website that interfaces with eVA. Does your solution include a punch-out catalog website?	Y	<p>Daly Computers currently already maintains several punch-out catalogs, many of them are for its current VITA contracts. Should Daly be awarded a contract under this solicitation, it will provide a catalog website that interfaces with eVA for this contract.</p>
	<p>Refer to:  <a href="https://eva.virginia.gov/pages/eva-catalog-creat">https://eva.virginia.gov/pages/eva-catalog-creat</a>  Please provide either screen shots or a link to serve as an example.</p>	Y	<p>Sample screen shot of Daly's current VITA eVA punch-out catalog is shown in Exhibit 2.</p>

1.11	Does your organization currently interface, via a punch out to your application, with existing customer e-procurement portals similar to the Commonwealth's eVA portal solution?	Y	<p>Daly's ERP system is and has been interfacing with various customers' e-procurement portals for many years. As an example, Daly Computers is currently receiving electronic purchase orders directly into its ERP system from University of Virginia's Marketplace e-procurement system via CXML protocol. The interface also allows Daly to submit e-invoices via CXML to UVA's Marketplace e-procurement system. Considerable programming development effort was spent to create this capability years ago. Similar, transaction processes are also in place with Virginia Tech's Hokiemarkart.</p> <p>Daly Computers will most certainly be able to program and interface its ERP application system with an authorized Virginia customer's e-procurement portal, i.e. to receive and send POs, invoices, and other transactions electronically via CXML. In addition to having the above CXML transaction capability in place, Daly is currently already providing Virginia government and education customers XML punch-out capability to its online ecommerce catalog.</p>
1.12	Will your solution provide product incentives, credits and or rebate programs? Please provide details.	Y	<p>Daly has been providing product incentives, credits and rebate programs to its public sector customers for over 20 years. Working closely with the manufacturers proposed, Daly will provide the Commonwealth with a variety of such programs. Examples of some such programs are as follows:</p> <p>Incentive Programs: Incentive programs may include offering additional significant discounts above and beyond the proposed contract price. This type of incentive programs are often crafted when the volume of the purchase or the requirements of the purchase are known ahead of time.</p> <p>Trade In / Upgrade Credit Programs: Customer's legacy equipment and products may be eligible for trade in credits that may be applied towards new equipment purchases. Some of the legacy equipment may also qualify for free upgrade credits earned from the purchase of new equipment. Trade in and upgrade eligibility are assessed on a case by case basis.</p> <p>Rebate Programs: Some models of new network equipment may qualify for manufacturer rebates. These rebates are either available directly to the customers or available through Daly. When such programs are available, Daly will proactively let the customers know of such programs.</p>
1.13	Will your solution offer volume-tiered discounts on products? Please provide details.	Y	<p>Daly will offer volume-tiered discounts to the Commonwealth and this contract. Please see the Product Discounts tab in Appendix C. Volume tiered discounts will vary from manufacturer to manufacturer.</p> <p>Volume-tiered discounts above and beyond what is offered in the price proposal may also be available but they will need to be determined on a case by case basis. Additional discounts in addition to what is proposed in Appendix C may be available, based on different factors, i.e. time of the year the equipment is needed, an agency's equipment standardization strategy, future volume estimation, availability of certain marketing campaigns, etc. Daly's sales team will inform the customers of such additional discounts. Please note that Daly has over the years consistently been able to offer additional volume discounts to its government and educational customers in the Commonwealth when the volume and opportunity details were significant and more clearly defined.</p>

<p><b>1.14</b></p>	<p>Does your solution provide any additional related services that would be an added value to the Commonwealth? Please describe and provide examples.</p>	<p><b>Y</b></p>	<p>Daly can provide a wealth of additional related services that can be of great added value to the Commonwealth government and educational institutions. Daly has learned from experience that value added services are most effective and appreciated when they are customized to the customer's exact specifications. For that reason, Daly's sales specialists, technical and project management personnel will work closely with the customers to design services and solutions that can produce meaningful results and real value. Some of the added value services that Daly routinely provide its customers are as follows:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Design, architect, and configure network solutions based on a variety of network platforms to include equipment from different manufacturers.</li> <li><input type="checkbox"/> Customize, install and integrate multi-vendor network hardware and software with the customer's legacy equipment and the new equipment delivered.</li> <li><input type="checkbox"/> Custom configurations and design of network solutions from the core of the network in the data center to the edge of the network at remote locations.</li> <li><input type="checkbox"/> Provide complete wireless and wired network assessment to include heat map generation.</li> <li><input type="checkbox"/> Provide network managed services solution either remotely or on premise.</li> <li><input type="checkbox"/> Provide customized onsite deployment and project management services.</li> <li><input type="checkbox"/> Design and configure virtual and or non-virtual based solutions.</li> <li><input type="checkbox"/> Provide full scale asset management to include custom bar coding and asset tagging of equipment.</li> <li><input type="checkbox"/> Provide equipment and technology prototyping, testing, and simulation.</li> <li><input type="checkbox"/> Develop proof of concept white paper and live demonstration prior to production implementation.</li> <li><input type="checkbox"/> Provide onsite application installation and management.</li> <li><input type="checkbox"/> Provide data center and network system administration.</li> <li><input type="checkbox"/> Provide customized quality checks and diagnostic testing of equipment to the customer's specifications.</li> <li><input type="checkbox"/> Provide customized equipment production, staging, and warehousing schedule.</li> </ul>
<p><b>1.15</b></p>	<p>Does your solution include a dedicated account manager for the duration of any contract? Please provide details.</p>	<p><b>Y</b></p>	<p>Daly has in place an experienced and dedicated team of account managers and sales personnel servicing and supporting the Commonwealth of Virginia statewide. Dedicated customer/field focused account managers and inside sales reps are assigned to service and support the entire Commonwealth. The account manager located in Roanoke covers the areas from western Virginia, through Danville and up to the Harrisonburg area. The account manager located in the Lynchburg area covers Richmond up through Charlottesville, down through Mecklenburg County and over to parts of the Tidewater area. The Northern Virginia based account manager covers the region spanning from Fairfax County, Loudoun County over to Shenandoah, down to Rockingham County, Spotsylvania County, Essex and Lancaster Counties. This account manager also covers parts of the Tidewater region. To complement the field focused account managers, a dedicated team of inside sales reps located at Daly's headquarters will provide the day to day inside sales support needed to address and respond to all sales and related service needs of Virginia customers. In addition to the above dedicated resources, Daly has teams of network subject matter experts, project managers, marketing personnel, engineers / architects, and technical personnel servicing the Commonwealth.</p>

<p><b>1.16</b></p>	<p>Will your organization market and promote any resulting contract to schools, universities, local and non-Executive Branch state agencies? Please provide a marketing plan and examples of marketing tools.</p>	<p><b>Y</b></p>	<p>Daly has in place the marketing programs and resources to promote this contract to schools, universities, local governments, and non-Executive Branch state agencies statewide. Daly maintains a dedicated in house Marketing Department and believes that it has one of the strongest and most proactive marketing programs in the Commonwealth. For the past 15 years, Daly's marketing program has actively reached out to all sectors of the Virginia state / local governments, educational institutions, non-Executive branch and Executive branch state agencies. Daly believes that its ability to market and promote this contract is second to none. Daly's marketing goals are as follows:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Promote the contract, its offerings, its values and its advantages to all parties eligible to use the contract.</li> <li><input type="checkbox"/> Educate the customer base on the contract details, the usage of the contract, and show customers how the contract can be utilized to obtain their needed solutions.</li> <li><input type="checkbox"/> Educate customers on the benefits of the various technologies and related solutions proposed.</li> <li><input type="checkbox"/> Advertise solutions that can be customized to the customer's specific needs.</li> <li><input type="checkbox"/> Endeavor to make this contract the most used contract vehicle in the Commonwealth for the products, technologies, and solutions proposed.</li> <li><input type="checkbox"/> Put Daly in the leadership position in terms of contract buys and usages.</li> </ul> <p>In addition to participating in most of the Virginia government and education technology shows and events that are held annually, Daly continues to proactively host its own technology shows and events several times a year in different parts of the Commonwealth. At least twice a year, Daly hosts large technology events where at least 20 to 25 industry leading manufacturer partners are invited to showcase their technologies, solutions and best business practices. Thousands of people from from across the Commonwealth are invited to attend. In 2015, Daly hosted 2 large technology events in the Commonwealth of Virginia. We held our annual Daly Technology Showcase in Richmond in October and a smaller version of this Showcase in Portsmouth in July. <u>We also held a seminar with Barracuda and VMware in Roanoke</u></p>
<p><b>1.17</b></p>	<p>Does your solution include any additional marketing services that would be an added value to the Commonwealth? Please describe and provide details.</p>	<p><b>Y</b></p>	<p>Daly will provide a variety of marketing services that may be of added value to the Commonwealth and this contract. These services are as follows:</p> <ul style="list-style-type: none"> <li>• Attend, support, and help sponsor Commonwealth's marketing events and campaigns. Daly is opened to participating in any marketing ideas that the Commonwealth may propose.</li> <li>• Promote the contract outside the Commonwealth to other public sector entities.</li> <li>• Provide Commonwealth customers with specific web designs and content for their promotion and marketing events. Daly's marketing team has the resources to provide this type of services.</li> <li>• Provide speakers / speaking resources for Commonwealth sponsored events. Daly's technical personnel or its manufacturer partners can provide such resources.</li> <li>• Publish and promote best practices and success stories. Daly stands ready to promote success stories at different government or industry events both within the Commonwealth and nationwide.</li> <li>• Provide marketing materials (literatures and or fun marketing items) for state sponsored events. Daly has a long history of making marketing events lively and fun through the usage of various creative marketing materials.</li> <li>• Provide sponsorship support for state events to promote the contract. Daly actively helps sponsor many of its public sector customers' events.</li> <li>• Provide marketing leadership personnel to attend state sponsored technology advisory type events.</li> </ul> <p>Daly's sales, marketing, and management teams are opened to the Commonwealth's ideas and thought leadership in terms of what is added value to the Commonwealth from a marketing standpoint.</p>

<p><b>1.18</b></p>	<p>Does your solution include a customer support program for the duration of any resulting contract? Please describe your firm's ability to keep users informed of new products, changes in technology, advanced specification documentation and other market information.</p>	<p><b>Y</b></p> <p>Daly Computers has a very proactive, mature, and comprehensive customer support program. Daly has been working with the Commonwealth of Virginia government and educational institutions for over 20 years and in this period it has established a track record of proactively providing information for its customers on new products, changes in technology, advanced specification documentation and other market information. A combination of different approaches is used throughout the year to achieve optimal results. The outreach methods and approaches include the following combination of activities.</p> <ol style="list-style-type: none"> <li>1. Throughout the year, Daly's field account managers and project managers will visit customers statewide disseminating vital product information, technology trends, best business practices, and future technology roadmaps.</li> <li>2. Daly's inside sales reps along with Daly's marketing personnel call on customers throughout the year and on a daily basis disseminating important product change information. Because Daly maintains its own in-house telemarketing team, it can be very flexible in its outreach approach.</li> <li>3. Technology seminars, briefings, and technology roadmap presentations are conducted throughout the year at different customer sites or at strategically located off site locations.</li> <li>4. Daly's web site connects users to different current industry trends and technologies.</li> <li>5. Daly's ecommerce site has a feature that compares product specifications from different product sets.</li> <li>6. Mailers and email notices are sent out throughout the year informing customers of different product information, news, and trends.</li> <li>7. Daly actively works with its manufacturer partners throughout the year to educate our customer base via technology events, seminars and or webinars.</li> <li>8. Naturally, customers are also welcome to visit our manufacturer partners' websites for product and technology information.</li> </ol> <p>Some other customer support programs available from Daly that may be of value and related to the requirements of this contract are as</p>
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Ordering & Reports		A	B
2.1	Will your organization respond to an order request within one (1) business day? Please provide detail on how this will be accomplished.	Y	<p>Daly will respond to an order within one (1) business day. Daly's dedicated Virginia inside sales team monitors all incoming orders meticulously. All orders received are immediately responded to, reviewed, acknowledged, and processed. Similarly, Daly's dedicated inside sales team closely monitors all customer quote requests. The sales personnel have real time online access to all the proposed manufacturers' products and related services. At the center of Daly's order processing tool is its ERP system which is an enterprise class sales order, sales quoting, CRM, inventory, and accounting system from Microsoft, Dynamics AX. Using this powerful tool, Daly's sales personnel are able to quickly pull up customer information and the needed products to process the required order and quote requests.</p> <p>Most product order and quote requests are processed and turned around within a hour. Daly's sales team maintains a series of stringent performance metrics. Every morning, the sales team along with its management personnel receive automated reports generated from Daly's ERP order and quoting system as well as its VoIP phone system. These reports provide Daly's management team a "paper trail" for performance assessments and other quality control check points.</p>
2.2	Will your organization ship all "in-stock" hardware, not requiring configuration or installation, within 48 hours of receiving an order? Please provide details.	Y	<p>All "in-stock" hardware not requiring configuration or installation will be shipped within 48 hours of the orders being received. Typically, these types of orders are processed and shipped the same day if the orders are received by 2 to 3 pm. For orders that are received after hours, Daly may still be able to expedite shipments for overnight drop shipment to the customer site if the required products are in stock at Daly's distributors. Because, Daly uses the nation's largest manufacturer authorized supply chain distributors, Daly has the option to ship products out of the West Coast warehouse up to 7pm EST.</p> <p>As part of its performance and quality control processes, all orders received by Daly are time stamped and meticulously recorded in its order processing system within the company's ERP system.</p>
2.3	Does your solution include an in-house order tracking system that can be accessed by a customer? Please provide details.	Y	<p>Daly has an in-house order tracking system where authorized customers can log in anytime to track the statuses of their orders. Using Daly's Customer Portal, customers can login onto a SQL Reporting Portal to view the status of their orders. For every order submitted, the customer will be able to see if their order has been received and processed, when it was shipped, the method of shipment, as well as the invoices related to the order. Customers will be able to search for their orders or invoices using their Purchase Order numbers provided to Daly. Once an order has been placed with Daly, an automated email confirmation can also be sent to the customer. On the Customer Portal, customers will have the ability to search on the following information: customer No, the customer PO #, customer reference #, Daly SO #, order date, and order status. A screen shot of this customer portal is shown in Exhibit 3.</p> <p>Customers can always track their orders via other means to include: 1) receiving an order status from Daly via email or 2) receive status update reports from Daly's account manager or project manager. Typically for complex network orders with installation and training services, a series of daily and or weekly order status reports will be sent to the customers. Examples of these reports are also shown in Exhibit 4.</p>

<p><b>2.4</b></p>	<p>Will your proposed solution include restocking fees for returned standard off-the-shelf products? If so, please explain.</p>	<p><b>N</b></p>	<p>Having worked with the Commonwealth of Virginia government agencies and public sector institutions for many years, Daly understands that at times, customers simply need to return orders that have been properly filled to the customers' exact specifications. In those instances, Daly will diligently work with the customers to have the purchased product(s) returned with no restocking fee provided that the products are in good/relatively new condition and that all product documentation and packaging materials are in place.</p> <p>Daly's ability to accept properly filled working products is quite often limited by the product return policy of its manufacturer partners and/or supply chain distributors. Nevertheless, Daly has a long track record of allowing customers return properly filled products within 30 days of purchase with no restocking fee.</p> <p>Needless to say, customers absolutely have the right to return products that are either defective and/or not properly filled to specifications. In those cases, Daly will cover all transportation costs for the returns and the replacements of the correct products with no fees to the customers.</p>
<p><b>2.5</b></p>	<p>Does your solution include a process to resolve ordering/billing disputes? Please describe the process.</p>	<p><b>Y</b></p>	<p>Customers have several options to resolve ordering/billing disputes. They are:</p> <ol style="list-style-type: none"> <li>1. Simply call or email the account manager and/or the inside sales rep to initiate the resolution.</li> <li>2. Depending on the issue at hand, call or email the sales manager, operations manager, the technical services manager, and/or the project manager to resolve the issue.</li> <li>3. Go to Daly's customer portal at <a href="http://www.services.daly.com/rma">www.services.daly.com/rma</a> to initiate a product RMA.</li> </ol> <p>Please note that Daly's track record shows that there is seldom a real dispute that needs to be resolved as Daly is extremely reasonable and accomodating in its working relationship with its customers. Daly's focus is to resolve issues as quickly and as friendly as possible.</p>
<p><b>2.6</b></p>	<p>Does your solution include reports detailing equipment that has been ordered by customers? Please provide examples.</p>	<p><b>Y</b></p>	<p>Daly's solution provides customers with reports detailing equipment that has been ordered. Daly's operational and sales teams routinely generate a variety of reports detailing products and orders placed under its contracts. Daly's ERP system is an enterprise class application that manages Daly's customer information, customer quotes, invoicing, inventory, sales out history, accounting system, accounts payable, etc. It meticulously records and tracks all orders placed by its customers and tracks all products shipped to all of its customers. Pertinent customer sales information includes but not limited to the following: equipment and their model numbers, unit prices, serial numbers if any, associated accessories sold / delivered, quantities of the products shipped, customer PO numbers, buying agencies and their information, delivered locations and contact persons, dates shipped, Daly's invoice numbers, etc. Sample reports showing details of equipment ordered are shown in Exhibit 5.</p> <p>All information is available in hard copy and or electronic format via email or online access. Daly currently submits most of the information described above in its eVA monthly report to VITA. VITA is welcome to request all and any of the information described above.</p>

2.7	Does your solution include reports detailing where hardware has been installed? Please provide examples.	Y	<p>Daly's solution will provide reports detailing where the equipment has been installed. For equipment that has been installed by Daly, Daly will most certainly be able to provide the customer with detailed reports on the installation locations. Report will include not only all the pertinent information related to the order but it will also include information pertaining to the customer who signed off on the installation, the time and date of the equipment delivery and sign offs, and finally a description of the work performed. Custom reports can be created to meet the requestor's exact requirements.</p> <p>For equipment that was delivered but not installed by Daly, Daly can work with the customer to determine where the equipment was finally installed. This situation occurs when customers have the equipment delivered to a central location and then have installation performed at another location and another time. This practice is quite common among state agencies.</p> <p>Please note that it is standard practice at Daly to receive customer sign offs for product deliveries and installations. This record is maintained and archived. Sample reports detailing where the equipment has been installed are shown in Exhibit 6.</p>
2.8	Does your solution include any additional inventory management reports that would be an added value to the Commonwealth? Please provide details.	Y	<p>Daly provides its customers with a variety of inventory management reports that may be of added value to the Commonwealth. Incidentally, Daly' inventory / asset management capability is one of its core competencies. The following information is proactively tracked and archived by Daly. Reports with this information is routinely used by our government customers for inventory/asset management purposes: product models, customer names, product description, buyer names, contact persons, serial numbers, quantity purchased, contact information, unit price, customer PO #, MSRP price, PO date, service logs, Daly Invoice #, service history, product date delivered, etc.</p> <p>A sample inventory/asset management report is shown in Exhibit 7. In addition to providing the information noted above, Daly can provide a variety of inventory / asset management services. These services include the following:</p> <ul style="list-style-type: none"> <li>• Help track and archive the inventory / asset information in hard copy and electronic format</li> <li>• Produce custom bar codes with unique serial numbers or customer specified information. The bar codes are then affixed to the customer's assets. The assets may or may not be equipment purchased from Daly.</li> <li>• Provide customers with onsite inventory management site surveys.</li> <li>• Asset management site surveys can be performed on all customer assets regardless whether they are purchased from Daly or not.</li> <li>• Provide complete documentation of the onsite site survey results in both hard copy and electronic format.</li> <li>• Site survey results can also be entered directly into customer's asset management database.</li> </ul> <p>The onsite inventory/asset management services can be customized to the customer's exact specifications.</p>
2.9	Does your solution include any invoice/purchase order reports regarding Item 21, in the Universal Service Administrative Company (USAC) template? Please explain.	Y	<p>Daly can provide education customers invoice/purchase order reports that contain information required in Item 21 of the USAC Form 471. Daly is very familiar with the content of Item 21 of Form 471. Item 21 information includes product or service description, quantities, unit costs, pre-discount costs, and location information. These are all information meticulously captured and recorded as part of Daly's normal customer invoice/purchase order processing procedure. In fact the process starts during the quoting process. A sample copy of a Daly customer invoice is shown in Exhibit 8 for your review. All information shown in the invoice can be captured and presented in a customer report. In its invoice/purchase order reports, Daly can also include many other order related information. All reports are available in electronic and/or hard copies.</p>

<b>2.10</b>	Does your solution include any reports regarding SPIN number and SPI invoicing? Please explain.	<b>Y</b>	Daly can generate reports for its customers that contain its SPIN number and all other information in the SPI (Service Provider Invoice) Form 474. Daly can quickly and accurately generate such reports as all the required data points are meticulously captured in its ERP system. A sample copy of a recent Daly Form 474 is attached in Exhibit 1.
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<b>Warranty, Service &amp; Maint.</b>		<b>A</b>	<b>B</b>
<b>3.1</b>	Does your solution include warranty and software updates? If so, please describe any fees?	<b>Y</b>	Many of the products/equipment proposed have built in manufacturer maintenance programs that include warranty and software/firmware updates with no additional fees to the customer. If a product was purchased without this warranty, then there will most likely be a fee involved when a software update is needed.
<b>3.2</b>	During the warranty period, will your firm replace or repair failed hardware at no additional cost to an authorized user? Please explain.	<b>Y</b>	As the prime contractor, during the warranty period, Daly will replace or repair failed hardware at no additional cost to an authorized user. Daly has been providing such services to the Commonwealth for 8 years under its existing network equipment contract.  Should a product fail during the warranty period, the customer should simply call Daly's Help Desk and Call Center at (888) DALY-TEC or email Daly's Help Desk at HelpDesk@daly.com or initiate a service call via Daly's service web portal at <a href="https://www.autotask.net/ClientPortal/Login.aspx?ci=8411">https://www.autotask.net/ClientPortal/Login.aspx?ci=8411</a> . Upon receiving the call and diagnosing the problem, Daly will replace or repair the failed hardware. As the prime contractor, Daly will facilitate the equipment repair or replacement process.
<b>3.3</b>	Will your warranty replacement hardware and system software be equal to or better than, and compatible with, the hardware and system software being replaced? Please explain.	<b>Y</b>	The warranty replacement hardware and system software will be equal to or better than and compatible with the original hardware and system software being replaced. This is a standard practice at Daly Computers. Any warranty replacement product is always of equal to or better quality than the original replaced product. Detail product warranty information and associated policies can be found online at each manufacturer's website.
<b>3.4</b>	Will your replacement hardware/system software/parts assume the warranty coverage terms of the replaced hardware and system software? Please explain.	<b>Y</b>	The replacement hardware/system software/parts will assume the warranty coverage terms of the replaced hardware and system software. This is standard practice at Daly and its proposed manufacturers. At times, the replacement hardware/system software/parts may have better warranty coverage terms because the replacement products are newer. In those instances, Daly will offer the customers the option of receiving the improved warranty coverage terms on the newer model products.
<b>3.5</b>	Will your firm honor all warranties extending beyond the expiration or cancellation of any resulting contract as if the contract were still in effect on all hardware, replacement hardware and system software? Please explain.	<b>Y</b>	Daly certifies that it will honor all warranties extending beyond the expiration or cancellation of any resulting contract as if the contract were still in effect on all hardware, replacement hardware and system software. Daly has been in business for 28 years and has been serving the Commonwealth for over 20 years. Daly has and currently holds numerous Commonwealth of Virginia contracts. Daly's commitment to honor the warranties is part of its continuing support commitment to the Commonwealth. Daly's management team will never jeopardize its customer credibility on an issue that rightly needs to be honored.

3.6	Will your firm use service technicians who have and maintain current industry-required certifications? Please provide details.	Y	<p>As the prime contractor, Daly will use service technicians and engineers who have current industry-required certifications. Daly maintains technical certifications from the manufacturers proposed as well as other industry standard certifications. Daly's Technical Services Organization maintains a wide variety of industry certifications that will be critical to the proper support of this contract. Some of the technical certifications that Daly maintains that are pertinent to the requirements of this contract are as follows:</p> <p>Brocade Alliance Partner Network  Aruba Professional Services Certification  CompTia Network+  CompTia A+  CompTia Security+  VMWare Technical Services Professional  Microsoft Gold Partner  Project Management Institute PMP</p> <p>Some sample industry certifications, technical certifications from the proposed manufacturers, and the letters of support from the manufacturers proposed are shown in Exhibit 9.</p>
3.7	Are all service representatives and technicians providing telephone support to your customers located in the continental United States or are any of them outsourced?	Y	<p>Daly's help desk and call center is located in Clarksburg, MD. All Daly service representatives and technicians providing onsite and telephone support to our customers are located regionally and in the United States. However, some of Daly's manufacturer partner's telephone support service representatives and technicians may be located outside the United States.</p>
3.8	If requested by an authorized user, will your organization provide loaner equipment if the inop equipment will be out of operation for more than 24 hours? Please explain.	Y	<p>As the prime contractor, when requested by an authorized user, Daly will provide loaner equipment if the proposed equipment will be out of operation for more than 24 hours.</p> <p>Daly currently maintains a spare pool of equipment for loaner purposes. If the loaner equipment is not available from its spare equipment pool, Daly will work closely with the manufacturers to acquire the loaner equipment immediately and deliver such equipment within the allotted time. Daly has a long track record of facilitating loaner equipment services to its government and education customers.</p>
3.9	Does your solution include a list of counties in Virginia where your organization is able to provide a 2 hour on-site response time to facilitate quick response to significant network outages that require on-site support? Please explain.	Y	<p>Daly can provide customers with 2 hour on-site response time to facilitate quick response to significant network outages that require on-site support. Typically, for customers that may require a consistent delivery of 2 hour on-site services over the course of the contract or a project, it is important that Daly's technical support and project team have the requirements for these accounts planned ahead of time to ensure that the right resources are in place and are quickly available; resources may range from network cabling to network engineering services. In general, without any pre-planning, some of the counties where a wide range of resources are readily available for 2 hour on-site response services are as follows: Frederick, Clarke, Warren, Loudoun, Prince William, Arlington, Fairfax, Fauquier, Stafford, Hanover, Chesterfield, City of Richmond, Goochland, Powhatan, and Albemarle. Additional counties across the Commonwealth may be added with some planning.</p>

Design, Plan, Install, and Configuration		A	B
4.1	Can your organization work around various school schedules to avoid impacting classroom or busy office times? Please explain.	Y	Daly has been working in school environments for over 25 years. We absolutely understand the importance of not being disruptive to classroom and office schedules/environments. Daly's technical, project, and deployment personnel are trained to be flexible and are always working with schools around their schedules.
4.2	Can your organization commit to 8 hour work days starting when school lets out but not charging OT even if that meant working from approximately 3pm to 11pm? Please explain.	Y	Daly's technical, project, and deployment personnel work after hours on a regularly to make sure that school activities are not disrupted. Daly will commit to 8 hour work days starting when school lets out and not charging OT. At times, Daly's field teams can't even begin work until after 4pm or 5pm and in those cases, they will work until midnight (and not charge OT), with the permission of the school of course.
4.3	Does your organization provide field technicians to perform installation services? Please list how many field technicians support installations for your service areas.	Y	<p>Daly has many teams of field technicians on staff to perform installation services. Daly has been providing such services for over 20 years. Daly currently has over 70 technicians of different skill level to perform installation services. During the summer months when installation activities tend to increase as schools prefer to deploy projects in the summer time off, Daly will bring onboard additional 30 to 40 qualified technical personnel to augment its installation resources.</p> <p>Daly has a comprehensive project installation program. All installation processes and procedures are clearly defined and documented prior to deployments to ensure quality controls are in place and the projects are executed to specifications. All risk mitigation steps will also be accounted for. All installation personnel will have been properly trained and briefed. They will be managed by experienced project managers, senior team leads, team leads, engineers and other management personnel. These teams will in turn be supported by a whole cast of back office administration and operation personnel. Daly believes that it has one of the strongest installation services programs in the region.</p>
4.4	Can you explain how your organization provides technical support for its current customers? Please explain.	Y	<p>Daly has been providing Virginia government agencies and educational institutions with a variety of technical support statewide for many years. Customers can obtain Daly's technical support via email (Helpdesk@daly.com), via Daly's toll free technical support number at (888) DALY-TECH and/or via Daly's service web portal at <a href="https://www.autotask.net/ClientPortal/Login.aspx?ci=8411">https://www.autotask.net/ClientPortal/Login.aspx?ci=8411</a>. Similarly, technical support may also be obtained from Daly's sales specialists via email (VASales@daly.com) or toll free sales number at (800) 955-DALY. Individual technical personnel can also be reached via their emails, cell phones, and text messages for technical support. Technical support is available during normal business hours from 8:00 am – 5:00 pm EST. Extended after hour and emergency technical support services are also available upon requests. The following technical support services are available:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Daly's help desk and call center services</li> <li><input type="checkbox"/> Onsite and remote technical support from Daly's technical personnel to include network engineers, system engineers, security engineers and other related technical personnel</li> <li><input type="checkbox"/> Onsite visits from Daly's project managers and subject matter experts</li> <li><input type="checkbox"/> Technical support via remote managed services</li> <li><input type="checkbox"/> Dedicated full time technical resources assigned to project or customers</li> <li><input type="checkbox"/> Onsite or remote technical support from Daly's sales specialists and pre-sales engineers</li> <li><input type="checkbox"/> Engineers and technical resources from Daly's manufacturer partners and subcontractors</li> </ul>

4.5	Does your solution include documentation given to customers that includes all installed equipment, part numbers, quantities, serial numbers, and equipment naming? Please explain.	Y	It is standard practice at Daly to give customers complete documentation of what has been delivered, deployed, and/or installed. Documentation information at a minimum will include installed equipment, part numbers, quantities, serial numbers, equipment name, and equipment delivered/installed locations. Sample documentations of a wireless installation are shown in Exhibit 10. Documentation of a school based wireless installation project could be quite extensive and will include the wireless heat maps, AP names, AP serial numbers, AP locations, etc.
4.6	Does your solution include power-on system and functionality tests for all hardware installed? Please explain.	Y	System power on and functionality testing are fundamental parts to Daly's complete installation and testing procedures. Daly's project installation documentation will include such test results. Quite often, when required and/or when appropriate, Daly will have the customers sign off on the testing results. This is Daly's preferred way to ensure that all equipment are properly tested and validated.
4.7	Does your solution provide the necessary training on installed hardware? Please explain.	Y	Daly provides its customers with training on the installed hardware on a regular basis. When permitted by the customer, this is a standard practice. Daly believes that a good knowledge transfer program can only enhance the technology utilization; it also ensures that the equipment is properly used and properly maintained.
4.8	Does your solution include in house resources that can analyze an existing school's network in order to plan, design and configure a high-density, reliable wireless and wired network? Please explain.	Y	<p>Daly has network / system engineers and architects on staff to conduct site surveys and assessments/analysis of a school's network. Some of their resumes are shown in Exhibit 9. Equally important is that Daly's technical and engineering personnel have the tools needed to properly conduct the site surveys and assessments to obtain the actual network performance data points. Some of the tools that Daly uses are: Ekahau (wireless heat map generation), Airwave (wireless network assessment and management), Spiceworks (network monitor and asset management), Solarwinds (network monitor, analyzer, and mapper), and HP System Insight Manager are just some of the tools that Daly uses. Many of these tools have overlapping capabilities and are used selectively based on the environmental requirements.</p> <p>With a thorough analysis and assessment of the existing network infrastructure and the physical environments, Daly's engineers and architects can then have the needed data points to arrive at an optimal network design for a high-density, reliable wireless and wired network.</p>
4.9	Does your solution include personnel profiles for the professional services personnel that will be assigned to this contract? Please explain.	Y	Daly maintains a complete professional profile of all of its technical services personnel to include field service technicians, installation personnel, system architects, subject matter experts, network engineers, system engineers, security engineers, help desk / call center personnel, customer engineers, project managers, network administrators, etc. This personnel roster and its management process allow Daly to properly assign the most appropriate personnel/resource to this contract and any ensuing projects. It also allows Daly to utilize its valuable resources efficiently.

4.10	Does your solution include detailed methods/practices for designing/installing/validating high-capacity wireless networks? Please explain.	Y	<p>Daly believes that it has one of the strongest wireless network practice in the region. Daly has designed, architected, planned, configured, installed and sucessfully deployed large complex enterprise wireless networks in many of the region's college campuses, K-12 school districts, and government facilities involving thousands of indoor and outdoor wireless access points and the design and management of the backend management controllers. The entire process is very methodical and adheres strictly to industry best practices and steps developed by Daly over the years. The key components to its practive are as follows:</p> <ol style="list-style-type: none"> <li>1. Work closely with the customers to clearly define the requirements and expectations of the wireless coverage and capability to include indoor/outdoor coverages and the management system.</li> <li>2. Conduct detailed site surveys that will result in the generations of accurate wireless heat maps for all the locations requiring WiFi. This will allow for the optimal placement of WAPs.</li> <li>3. Make sure the most suitable technologies and designs are implemented, i.e. types of wireless APs with the right types of antennas, redundant controller design with fail over features, built in security and network access controls, seamless mesh design where needed, etc.</li> <li>4. Have a well thought out project management plan with dedicated project manager and the required resources, i.e. cablers, installers, engineers, administrators, etc.</li> <li>5. Conduct thorough knowledge transfer and training for the customer. Provide detailed project documentation.</li> </ol> <p>Daly's solution typically is a complete turn key solution incorporates all the customer requirements. When permitted we also try to build solutions that are both robust and scaleable for future growth.</p>
4.11	Does your solution include technicians that can physically mount and install network hardware, including access points and Ethernet switches? Please explain.	Y	<p>Daly's maintains experienced technical personnel on staff that are trained on mounting and installing network hardware to include wireless access points, network switches, and or other related hardware products / appliances. The mounting and/or installation of access points and ethernet edge switches are relatively easy and do not require a higher level of technical skill sets. However, it does require a vast amount of experience and proper know how in terms of understanding best practices, cabling codes/regulations, safety practices, and the various types of physical environments, i.e. dry walls, concrete walls, drop ceilings, power poles, light poles, building outer surfaces, etc. In many indoor and outdoor jobs with high reaches, the operation of lifts may be required also. The installation personnel will always be supervised by a project manager or team lead to ensure that all activities are performed to specifications and that all information related to the devices being mounted or installed are properly recorded and documented.</p> <p>Some of the physical mounting and installation environments include but are not limited to: classrooms, hallways, closets, data centers, large conference rooms, lecture halls, auditoriums, gymnasium, building outside surfaces, light poles, and other outdoor structures.</p>
4.12	Does your solution include technicians that can ensure that the latest firmware is installed in each wireless access point and switch? Please explain.	Y	<p>Daly's technicians and engineers will ensure that all latest firmware is installed in each wireless access point and switch installed. This is a standard quality control process for Daly.</p>

<p><b>4.13</b></p>	<p>Does your solution include technicians that can configure network management consoles to meet best practices that may be defined by a local school district policy? Please explain.</p>	<p><b>Y</b></p>	<p>Daly's engineers and technical personnel have extensive experience and expertise in configuring network management consoles based on industry best practices and the needs/policy dictated by a school district. In most instances, when configuring network management consoles, the major considerations almost always revolve around or are limited by the the following factors: optimization of the management and security features/capabilities of the console (this may be limited by the customer's skill set); optimization of the fail over redundancy capability; design and configuration of the consoles for robustness and scalability for future growth; and optimizing the management console's features and capabilities within the school district's budget.</p> <p>Daly's engineers are adapt at designing and configuring various manufacturers' management consoles; and equally important, integrate them seamlessly into an existing network infrastructure loaded with firewalls, network switches, routers, VPN appliances, security devices, communication devices, etc. Daly's engineers will work closely with the customer's technical personnel to optimize the design and configuration.</p>
<p><b>4.14</b></p>	<p>Does your solution include technicians that can maximize the use of available spectrum to minimize co-channel interference? Please explain.</p>	<p><b>Y</b></p>	<p>Daly's network engineers utilize several approaches to obtain maximum performance for a wireless solution, including maximizing the available spectrum. Site surveys walking the facility is always the first recommended step, to discover any unusual interference (such as microwaves, bluetooth, other existing wireless solutions, environmental EMF), building construction materials, etc. In addition, wireless solutions such as Aruba have intelligence built in its technologies that will provide for self leveling of adjacent access points, based on client density, proximity, construction, and power output, to maximize coverage and performance. Daly's technicians also utilize wireless analysis tools from Ekahau that are used to plan, discover and troubleshoot wireless coverage. This is in addition to the management tools that come with each wireless solution. Our technicians also have many years of experience in adjusting wireless coverage based on frequencies and channels of existing and new wireless devices to maximize the use of the available spectrum. All the above services described are an integral part of Daly's proposed solution.</p>
<p><b>4.15</b></p>	<p>Does your solution include technicians that can test access from each AP and provide throughput report for each AP? Please explain.</p>	<p><b>Y</b></p>	<p>Testing and documenting AP wireless signal strengths and throughput are standard performance testing procedures for Daly's network technicians and engineers. As part of such routine tests, the technicians and/or engineers will physically walk the environment with a signal tester and map out the signal strengths while an engineer at the management console will monitor and test for bandwidth throughput performances. This testing process is also conducted during "busy" times when usage traffic is relatively high to further stress test the AP's throughput and density capacity. Test results may require the addition or repositioning of APs to optimize the wireless network. Detail reports including updated heat maps will be provided as part of Daly's testing procedure.</p>

4.16	Does your solution include technicians that can configure and test the authorization of clients, which relies on MS Active Directory? Please explain.	Y	<p>Daly is very familiar with using 802.11x RADIUS authentication with wireless implementations. Using the Aruba product as an example, Daly uses the ClearPass add on solution to provide RADIUS authentication using Active Directory credentials for each mobile user. This is typically implemented in two parallel designs.</p> <p>The first is an internal business use wireless network that is set up with RADIUS authentication, and the user has the choice to either enter their Active Directory password, or they can check the box specifying that their wireless client can use their Windows credentials. Note that it is important that during the RADIUS implementation that all proper OUs and containers inside Active Directory are properly connected / mapped to the RADIUS solution - this is where the testing component is truly needed. The second choice is typically easier for end users, as it does not require them to update the password in their wireless client once their Active Directory password changes based on the organization's password policy. The second design is typically a self service self registration of mobile devices or BYOD devices via the the customer's ClearPass web site for guest internet access only. Daly's proposed solution will provide customers options to select from.</p>
4.17	Does your solution include technicians that can evaluate existing network infrastructure and develop a design plan to meet network coverage and performance requirements? Please explain.	Y	<p>Whether the network is wireless or wired, Daly's network engineers and technicians have the experience and the expertise to thoroughly evaluate an existing network's infrastructure in order to develop a design plan to meet both the network coverage and the performance requirements.</p> <p>The evaluation process will involve physical site surveys as well as network monitoring and performance assessment of the network either on premise and when permitted remotely. A variety of network assessment and performance management tools will be used; key sensors will also be placed throughout the network to capture critical performance data points (these sensors are not hardware sensors). The evaluation process will collect a variety of data points to include but not limited to the following: age and currency of the equipment; firmware and patch status of the network equipment; network traffic profile and performances over time; traffic load related to applications and other equipment on the network; security posture and status of the network; virtual and physical devices on the network; power requirement and utilization of the network; and assessment of near term and future load/requirement/vision of the network. With adequate data points, a comprehensive design plan can be produced that will properly meet the network's performance requirements.</p>
4.18	Does your solution include technicians that can develop site-specific configuration recommendations including those for security and authentication? Please explain.	Y	<p>Daly has engineers and architects on staff to help customers develop site specific configurations and recommendations. As such almost all network designs produced are "unique" to meet that customer's specific requirements. We discuss the customer's existing infrastructure, their pain points, requirements, and expected growth, be it through additional clients or from additional software or bandwidth needs. Daly will right size a design that utilizes best practices to ensure a reliable and properly sized wired and wireless environment is implemented. Site surveys / assessments, site interviews and predictive planning tools are used together to create the design. Discussions are also held with the customer on the level of redundancy that is desired within their budget. A review of existing VLANs, ACLs, security policies, RADIUS requirement, SSID(s) requirements, server layout, VOIP and QoS requirements, as well as the existing rack, power and cooling environment is also important to generating the implementation plan. Upon compiling all the required information, a proposal / recommendation will be developed and submitted for customer review. The proposal will include details of the design, the design benefits, bill of materials, appropriate heat maps, rack elevation drawings, and other related information.</p>

<b>4.19</b>	Does your solution include technicians that can Implement a design plan including configuration recommendations? Please explain.	<b>Y</b>	Daly's engineering team routinely provides network assessment, design, proposal, configuration, and implementation work. Quite often, the implementation work is performed by the same team that provided the initial assessment and design work. Daly's engineering team uses industry best practice in all facets of its recommendations, configurations, and implementation work to include network design and configuration, security, QoS, quantity and security method of each SSID, network scalability, disaster recovery processes, etc.
<b>4.20</b>	Does your solution include technicians that can test/validate that a hardware deployment meets network coverage and performance requirements? Please explain.	<b>Y</b>	Daly's engineering team provides network assessment, design, proposal, configuration, and implementation work. As part of the implementation and quality control processes, the engineering team will validate and perform bench mark and coverage testing to ensure that the new system installed is functioning as specified (and expected). Wireless performance testing is performed using multiple models using throughput range, band spectrum testing using Ekahau and various other industry tools, as well as monitoring the performance of the wireless environment by load testing with mobile devices. All of these tests are based off of benchmarks that are set by industry standards as well as customer requirements. All solutions delivered will be properly tested and validated for network coverage and performance requirements.

	<b>Wireless Hardware</b>	<b>A</b>	<b>B</b>
<b>5.1</b>	Does your solution include wireless hardware that is compliant with IEEE 802.11? Please explain.	<b>Y</b>	All wireless hardware that Daly provides and proposed adhere to the 802.11 standard; this standard has been published for many years and is the defacto industry standard for all the manufacturers proposed.
<b>5.2</b>	Does your solution's wireless hardware provide IEEE 802.11ac support as well as backward compatibility with IEEE 802.11b/g/n in 2.4GHz band? Please explain.	<b>Y</b>	All wireless access points rated at 802.11 ac support industry standard 802.11 ac and are backward compatible with 802.11 b/g/n in the 2.4GHz band.  Please note that there are still a small number of lower cost / lower performance access point models available in the market that are rated at the older 802.11n specification. Those older 802.11n units do not support 802.11 ac of course, but are backwards compatible with 802.11 b/g/n in the 2.4GHz band as well. Daly recommends and provides the current 802.11 ac models.
<b>5.3</b>	Does your solution include wireless hardware that contains at least one 1000 Base-T Ethernet port? Please explain.	<b>Y</b>	All access points have at least one 10/100/1000BASE-T Ethernet network interface (RJ-45) with auto-sensing link speed. Some higher performance access points come with two of these Ethernet ports for higher levels of throughput.  Wireless controllers all come with at least one Auto-sensing link speed and MDI/MDX interface, and typically contain several of these interfaces and several SFP interfaces, depending on model.
<b>5.4</b>	Does your solution include a warranty? If so, how long and is there an additional charge?	<b>Y</b>	The products/equipment proposed all have manufacturer coverage that includes initial warranty and software/firmware updates with no additional fees to the customer. The warranty periods will vary by manufacturers and product sets. Extended warranties are always available. Additionally, in most cases, licensing and support are purchased as separate line item(s) for controllers and access points, in either yearly or multi year increments at time of purchase or time of support renewal.
<b>5.5</b>	Has your warranty solution been vetted by the Schools & Libraries Division (SLD)?	<b>Y</b>	Yes, for example, the Aruba controller based solution has been vetted by and used by many schools and libraries funded through USAC's E-Rate program. Aruba as well as the other manufacturers proposed have specific E-Rate eligible skus in place.
<b>5.6</b>	Does your solution include firmware updates quoted on an annual basis as required by E-Rate rules? Please explain.	<b>Y</b>	Yes, for example, the Aruba controller based solution is sold with yearly or multiple years of support. Included in the support is the ability for customers to download and install firmware updates.
<b>5.7</b>	Has your firmware solution been vetted by the SLD?	<b>Y</b>	Yes, for example, the Aruba controller based solution has been vetted by and used by many schools and libraries funded through USAC's E-Rate program. The support includes firmware updates that match the particular term of the support purchased.
<b>5.8</b>	Does your solution include copies of all warranties for the wireless hardware? Please explain.	<b>Y</b>	Daly provides information on warranties on all purchased equipment. Daly also performs warranty registration for our customers on manufacturer warranties. Typically, Daly emails the warranties and/or warranty information received from the manufacturers or its authorized distributor directly to the customer. At times, this information is emailed or sent to the customer directly from the manufacturers or its distributors.

5.9	Does your solution include general descriptions and use cases of the wireless hardware being proposed for use in school buildings? Please explain.	Y	<p>As part of its standard wireless engagement practice, Daly's engineers and project managers spend considerable amount of time with customers discussing use cases of the wireless technology under considerations.</p> <p>For wireless solutions, there are typically several performance levels of access points that are utilized depending on client density, throughput requirements, and building layout/construction. There are also models available with external antennas, and there are outdoor models available. Daly's engineers will help the customer identify the most appropriate models of wireless hardware for the specific use cases. In many cases, Daly will also provide the customers with evaluation units to help validate the solution.</p> <p>Note that Daly also provides site survey and design services to ensure the proper equipment is selected.</p>
5.10	Does your solution include descriptions as to how the wireless hardware is ideally managed, including RF spectrum, client authentication, roaming, and integration into a broader management framework? Please explain.	Y	<p>Providing detailed explanation of how best to manage a wireless infrastructure to customers is one of the main tasks of Daly's engineers and/or project managers. This is performed before and after the deployment. As a standard practice of its wireless solution, Daly provides as built documentation and knowledge transfer. Information provided includes best practices, management process, RF spectrum, client authentication, roaming, and integration of the technology into a broader management framework.</p> <p>Most newer generation wireless controllers have a variety of built in technologies to automatically manage RF spectrum, i.e. self healing wireless solution in case of loss of one access point and/or automated power and client management by the controller between multiple adjacent access points to load balance. Client authentication can typically occur via open SSID, WPA2 or 802.11x methodologies. Integration into a broader management framework will depend on the existing and new solutions proposed. In addition, there are add on solutions such as Aruba AirWave for multi vendor management, and Aruba ClearPass for enhanced feature sets for client authentication and self enrollment.</p>
5.11	Does your solution include descriptions of your controller architecture including the requirement for physical hardware, appliances, virtual machines or cloud based designs? Please explain.	Y	<p>Daly's solution will always provide detailed information on the controller and any necessary existing infrastructure to support it. As an example, a vm controller could require a virtualized server. Controllers are typically physical appliances or cloud based solutions, but there are also vm appliances available in some designs, typically for smaller locations that already have a virtualized environment. For example, Aruba provides physical controllers, a cloud based controller, or controller intelligence built into their instant AP products (controllerless). Cisco Meraki is a cloud controller implementation. Aerohive is a controllerless (Hive) solution.</p>
5.12	Does your solution include a description as to the compatibility of existing wireless environment management platforms equivalent to Aerohive, Aruba, Avaya, Cisco, Extreme Networks, Hewlett Packard, Meraki, Meru, Ruckus and Xirrus?. Please explain.	Y	<p>Daly's engineers will provide customers with detail descriptions, analysis, and opinions of the compatibility between an existing wireless environment / management platforms and any new technologies being considered (either from the same manufacturer or a different manufacturer). Different brands of wireless solutions can coexist in the same location, if properly designed and implemented. However, in our experience, most customers prefer to upgrade to new equipment from the same manufacturer within a contiguous portion of a building or campus, to provide a uniform user experience in a certain area. The specifics of the existing brand and technology (802.11 b, g, n and/or ac) will determine the ability of how well it will coexist with the new solution. Adjustments to the new wireless environment may be made in the areas of: channel settings, SSIDs used, authentication, power level of certain APs, rogue AP detection settings, etc.</p>

5.13	Does your solution include a description of the traffic flows between clients, access points, controllers and the Internet? Please explain.	Y	After careful analysis, Daly's engineers will provide customers with a detail report/description of the traffic flows between clients, access points, controllers and the Internet. Different brands of wireless solutions will handle this differently. Specifically, it is typically dependent on whether the solution is a controller or controller-less solution. So even within the same brand, such as Aruba, there is a controller based offering and a controller-less (instant access point) offering, that will behave in two different ways. Each solution proposed will contain the requested information. For example, in an Aruba controller based design, traffic flows from wireless client to access point to Aruba controller to the Internet.
5.14	Does your solution include a detailed description of the items and services to be covered under maintenance? Please explain and provide your solution's definition of maintenance.	Y	<p>Every quote, proposal, and/or statement of work provided to customers will have detail descriptions and explanations of the items and services provided to include descriptions of the services covered under maintenance. Manufacturer's term for "maintenance" typically refers to the services related to keeping the device / equipment current with firmware updates or other software updates such as versioning updates or fixes. Depending on the manufacturers, maintenance coverage of a device will vary and in many instances they are sold as separate line items; there may be different types maintenance services to select from.</p> <p>In addition to the above, Daly also provides customers with different types of maintenance service programs to include preventive/proactive maintenance programs, remote support maintenance programs, emergency onsite maintenance programs, etc.</p>
5.15	Can you please provide a description of how connectivity is affected by temporary loss of connection to the wireless management system or controller? Please explain.	Y	<p>Daly's engineers and project manager will provide customers with ample information and descriptions of the various solutions' "outage" scenarios when there is a temporary loss of connection to the wireless management system or controller. Each scenario will vary depending on the solution proposed.</p> <p>For example, in an Aruba controller based solution, if the access point can no longer see the controller, it will reboot after the specified heartbeat interval. It will not function if it can't reach the controller. In this design, a backup controller would be preferable for fail over redundancy, otherwise a controller outage would result in a loss of connectivity.</p> <p>In an Aruba controller-less (instant access point) example, if the instant access point that is serving as the virtual controller fails, the solution self heals and another instant access point becomes the controller. This would result in little to no loss of connectivity.</p>
5.16	Does your solution provide for multiple options of wireless access point models which may include at least one standard indoor model, one high density indoor model and one long range outdoor model? Please explain.	Y	Different manufacturers' solutions have different depth of offerings. For example, Aruba has 13 models of indoor access points, with multiple low, medium and high density models, as well as one outdoor model. Both the outdoor and some indoor model access points have many antennas to select from, including but not limited to both omnidirectional and directional designs. Daly's engineers, account managers, and or product specialists will provide customers with multiple options to select from.
5.17	Does your solution include wireless access points that are powered by IEEE 802.11af POE or IEEE 802.11at POE+? Please explain.	Y	Daly's proposal include all the options mentioned. Indoor access points proposed are powered by wireless access points that are powered by IEEE 802.11af POE or IEEE 802.11at POE+. For example, in Aruba's line, the high end model can operate at either the 802.3at PoE standard, or in a slightly reduced functionality power save mode at the 802.3af PoE standard if that is the only power available. Outdoor APs are capable of 802.3at PoE but are typically not powered via PoE, but through dedicated power connections on a power pole. Different manufacturers will have different offerings.
5.18	Does your solution include wireless access points that are able to support dual radio, 2.4GHz and 5GHz bands, simultaneously? Please explain.	Y	Wireless access points that are able to support dual radio at 2.4Ghz and 5Ghz bands simultaneously are considered industry standard. For example, in the Aruba line, the AP-225 model has multiple radios and supports both 2.4 GHz and 5 GHz simultaneously.

<b>5.19</b>	Does your solution include wireless access points that are able to support at least three spatial streams in the 5GHz band? Please explain.	<b>Y</b>	For example, Aruba has several access points that meet or exceed this requirement. The AP-325 model operates at 5 GHz (1,733 Mbps max rate) and 2.4 GHz (800 Mbps max rate) radios, each with 4x4 MIMO support and a total of eight integrated omni-directional downtilt antennas.
<b>5.20</b>	Does your solution include wireless access points that are able to support multiple SSIDs and per-SSID access policy? Please explain.	<b>Y</b>	For example, Aruba is capable of broadcasting multiple SSIDs from the same access point, with different firewall and authentication requirements for each SSID. For example, you could have a standard business SSID with WPA2 key with full access, a guest SSID with Internet access only that was secured with a key or open, and additional SSIDs with other requirements.
<b>5.21</b>	Does your solution include wireless access points that are able to support rate limiting and traffic shaping of guest clients? Please explain.	<b>Y</b>	For example, Aruba has the capability in their controller to rate limit traffic using their bandwidth contract functionality inside the firewall in the controller. Different bandwidth contracts can be applied for upstream vs. downstream traffic. Traffic shaping can also be enabled, as this can be of particular use when mixed clients are using the same access point. Specifically, if a client connecting over 802.11n and a client connecting over 802.11 a/g or b are using the same access point, by default the client devices will compete via MAC contention resolution for airtime. To resolve this, Aruba offers three choices - default-access, which is MAC contention resolution, fair-access, which is equal airtime, and preferred-access, which allows higher throughput clients to not be penalized by the existence of a slower client neighbor.
<b>5.22</b>	Does your solution include wireless access points that are able to support multiple VLANs with assignable QoS? Please explain.	<b>Y</b>	For example, in an Aruba controller based design, this is configured at the controller level and passed down to the access points. It can leverage the existing LAN based VLAN design and push that out to the individual access points, while adding the QoS functionality.
<b>5.23</b>	Does your solution include wireless access points that are able to support Layer 2/3 roaming/mobility without performance degradation or re-authentication required by clients ( <i>roaming within a single building</i> )? Please explain.	<b>Y</b>	For example, in an Aruba controller based design, this is configured at the controller level and passed down to the access points, for both layer 2 and layer 3 traffic and functionality, without performance degradation or re-authentication. This is accomplished through the controller's ability to seamlessly hand off mobile clients from one access point to the next without re-authentication or changing the actual IP of the client. This is a fundamental portion of Aruba's wireless design.
<b>5.24</b>	Can you describe of how your solution provides roaming within a school, assuming it is on one subnet and then how that differs if multiple subnets are used? Please explain.	<b>Y</b>	Using the Aruba controller as an example, clients are seamlessly passed off from one access point to the next as they roam within a school with a wireless device within the same subnet. If roaming between multiple subnets, the Aruba controller can either simply pass that subnet information through from the LAN, or those multiple subnet specific settings can be configured on the controller.
<b>5.25</b>	Can your solution centrally manage all access points from one management console/interface? Please explain.	<b>Y</b>	Using the Aruba example, all access points are centrally managed using the controller, or optionally through the Airwave console if purchased. All modifications or management of the access points is performed through this one screen, via a web browser in both examples.
<b>5.26</b>	Does your solution include mounting options for mounting access points on walls and ceilings? Please explain.	<b>Y</b>	For example using Aruba, the access points come with the capability to be mounted to the grid on a drop ceiling. In addition, mounting kits are available to mount the access point to a wall or ceiling.

	<b>Switching Hardware</b>	<b>A</b>	<b>B</b>
<b>6.1</b>	Does your solution include Ethernet switches that are IEEE 802.3 compliant? Please explain.	<b>Y</b>	All Ethernet switches proposed are IEEE 802.3 compliant. This specification has been the industry standard for many years. All Ethernet switches sold by Daly are 802.3 compliant.
<b>6.2</b>	Does your solution include a warranty on it's Ethernet switches? Please explain.	<b>Y</b>	All switches will have varying types of warranty for customers to select from. All switches will include an initial warranty, the types will depend on the models and the manufacturers selected. Additional warranty support may be purchased either as a bundled item with the base unit or obtained as a separate line item that provides both hardware support and firmware updates.
<b>6.3</b>	Has your solution's Ethernet switch warranty been vetted by the SLD?	<b>Y</b>	Yes, for example, the Aruba switch has been vetted by and used by many schools and libraries funded through USAC's E-Rate program. Aruba as well as the other manufacturers proposed have specific E-Rate eligible skus in place.
<b>6.4</b>	Does your solution include firmware updates quoted on an annual basis as required by E-Rate rules? Please explain.	<b>Y</b>	Yes, for example, the Aruba switch is sold with yearly or multiple years of support. Included in the support is the ability for customers to download and install firmware updates.
<b>6.5</b>	Has your firmware solution been vetted by the SLD?	<b>Y</b>	Yes, for example, the Aruba switch has been vetted by and used by many schools and libraries funded through USAC's E-Rate program. Aruba's support skus include firmware updates that match the term of the support purchased.
<b>6.6</b>	Does your solution include copies of all warranties for the Ethernet switches? Please explain.	<b>Y</b>	Daly provides information on warranties on all purchased equipment. Daly also performs warranty registration for our customers on manufacturer warranties. Typically, Daly emails the warranties and/or warranty information received from the manufacturers or its authorized distributor directly to the customer. At times, this information is emailed or sent to the customer directly from the manufacturers or its distributors.
<b>6.7</b>	Does your solution include a description of how Ethernet switches may be managed by a management console? Please explain.	<b>Y</b>	Daly's engineers and project manager will spend time with the customers to explain and describe in details best practices of managing Ethernet switches using the available management consoles. There will be a variety of options depending on the product's feature sets / capabilities, the customer's requirements and the customer's depth of knowledge.  As an example, HP switches can be managed individually through a web browser interface. Optionally, HP switches can also be managed through the HP Intelligent Management Center Standard Software (IMC), which is a comprehensive wired and wireless network management tool supporting the FCAPS model, providing for end-to-end business management of IT, scalability of system architecture, and accommodation of new technology and infrastructure. The HP IMC allows for the addition of a variety of optional modules to extend platform capabilities. HP's Intelligent Management Center Standard Software Platform supports the management of HP and third-party devices and comes with an initial license for 50 managed devices with available additional node licenses.
<b>6.8</b>	Does your solution include Ethernet switches that support multiple VLANs? Please explain.	<b>Y</b>	The VLAN support capability of the Ethernet switches proposed will vary depending on the manufacturer models selected. For example, the HP Procurve 2920 switch has VLAN support and tagging supports, IEEE 802.1Q (4,094 VLAN IDs) and supports 256 VLANs simultaneously.
<b>6.9</b>	Does your solution include Ethernet switches that support IEEE 802.3at POE+? Please explain.	<b>Y</b>	Daly's solution includes Ethernet switches that support IEEE 802.3at POE+. For example, the HP Procurve 2920-24G-POE+ switch when paired with an internal X332 1050W power supply meets and actually exceeds this requirement. This design provides a 740W PoE budget for the 24 port switch, resulting in the ability to deliver a full 30W per port to all 24 ports in the switch.

6.10	Does your solution include Ethernet switches that support at least 15Watts of POE per port, on 90% of the copper 1GbE ports simultaneously? Please explain.	Y	Daly's solution includes Ethernet switches with all the capabilities specified. For example, the HP Procurve 2920-24G-POE+ switch when paired with an internal X332 1050W power supply will exceed power wattage requirement. This design provides a 740W PoE budget for the 24 port switch, resulting in the ability to deliver a full 100% 30W per port to all 24 ports in the switch.
6.11	Does your solution include Ethernet switches that contain a non-blocking switch backplane? Please explain.	Y	Daly's proposal includes Ethernet switches that contain non-blocking switch backplane. For example, the HP Procurve 2920-24G-POE+ switch has 24 1 GbE ports, and a switching capacity of 128 Gbps. After accounting for the 4 dual personality ports that can accommodate 10 GbE SFP and for duplex, the switching capacity exceeds the maximum simultaneous inbound and outbound capacity across all ports, so it is not over-subscribed.
6.12	Does your solution include Ethernet switches that have SNMP management capabilities? Please explain.	Y	Daly's solution includes Ethernet switches that have SNMP management capabilities. For example, the HP Procurve 2920-24G-POE+ switch supports SNMP v1, v2 and v3. It provides complete support of SNMP; provide full support of industry-standard Management Information Base (MIB) plus private extensions; SNMPv3 supports increased security using encryption.
6.13	Does your solution include Ethernet switches that have vendor-specific management capabilities? Please explain.	Y	Daly's solution includes Ethernet switches that have manufacturer specific management capabilities. For example, HP switches can be managed individually through a web browser interface. Optionally, the switches can be managed through the HP Intelligent Management Center Standard Software (IMC), which is a comprehensive wired and wireless network management tool supporting the FCAPS model, providing for end-to-end business management of IT, scalability of system architecture, and accommodation of new technology and infrastructure. The HP IMC for the addition of a variety of optional modules to extend platform capabilities. HP's Intelligent Management Center Standard Software Platform supports the management of HP and third-party devices and comes with an initial license for 50 managed devices with available additional node licenses.
6.14	Does your solution include Layer 3 switching/routing support? Please explain.	Y	Daly's solution includes Layer 3 switching/routing support. For example, the HP Procurve 2920-24G-POE+ switch supports Layer 3 services - DHCP server centralizes and reduces the cost of IPv4 address management Layer 3 routing - Static IP routing provides manually configured routing; includes ECMP capability - Routing Information Protocol (RIP) provides RIPv1 and RIPv2 routing - 256 static and 2,048 RIP routes facilitate segregation of user data without adding external hardware.

# **Exhibit B**

## **Pricing**

**Aruba  
Product Discounts**

[www.arubanetworks.com](http://www.arubanetworks.com)

<b>Product Category</b>	<b>Delivery Lead Time</b> <i>(In Days ARO)</i>	<b>Spend</b> (Per order)	<b>State Discount %</b> <i>(Off Publically Available Price List)</i>	<b>Academic Discount %</b> <i>(Off Publically Available Price List)</i>
<b>Switches</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>40%</b>	<b>40%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>41%</b>	<b>41%</b>
<b>Routers</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Security (Firewalls)</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Wireless</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>40%</b>	<b>40%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>41%</b>	<b>41%</b>
<b>Maintenance</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>5%</b>	<b>5%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>5%</b>	<b>5%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>5%</b>	<b>5%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>5% - 10%</b>	<b>5% - 10%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>5% - 10%</b>	<b>5% - 10%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>5% - 10%</b>	<b>5% - 10%</b>
<b>Other Applicable Products</b> <i>(Supplier may add additional categories)</i>				
<b>Software</b>	<b>5-7 Days</b>		<b>38%</b>	<b>38%</b>
<b>Licensing</b>	<b>5-7 Days</b>		<b>38%</b>	<b>38%</b>
<b>Services</b>	<b>5-7 Days</b>		<b>5%</b>	<b>5%</b>

*\*Supplier is to enter the discount % for each Product Category*

*in both Discount Columns.*

*\* If unable to offer Academic discount % please insert State discount %  
in the Academic Discount % Column.*

*\*Supplier is to provide the URL to the publicly available pricelist.*

*\*Delivery Terms : F.O.B. Destination*

**Notes:**

- 1. Additional discounts above and beyond what is listed above may be available when a project scope is clearly defined.*
- 2. Discounts for Maintenance vary based upon service levels required. Therefore a range has been provided.*

**HP  
Product Discounts**

[www.hpe.com/us/en/networking.html](http://www.hpe.com/us/en/networking.html)

<b>Product Category</b>	<b>Delivery Lead Time</b> <i>(In Days ARO)</i>	<b>Spend</b> (Per order)	<b>State Discount %</b> <i>(Off Publically Available Price List)</i>	<b>Academic Discount %</b> <i>(Off Publically Available Price List)</i>
<b>Switches</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>40%</b>	<b>40%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>41%</b>	<b>41%</b>
<b>Routers</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>40%</b>	<b>40%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>41%</b>	<b>41%</b>
<b>Security (Firewalls)</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>40%</b>	<b>40%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>40%</b>	<b>40%</b>
<b>Wireless</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>40%</b>	<b>40%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>41%</b>	<b>41%</b>
<b>Maintenance</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>18%</b>	<b>18%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>18%</b>	<b>18%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>18%</b>	<b>18%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>18% - 25%</b>	<b>18% - 25%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>18% - 25%</b>	<b>18% - 25%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>18% - 25%</b>	<b>18% - 25%</b>
<b>Other Applicable Products</b> <i>(Supplier may add additional categories)</i>	<b>5-7 Days</b>			
<b>Software</b>	<b>5-7 Days</b>		<b>38%</b>	<b>38%</b>
<b>Licensing</b>	<b>5-7 Days</b>		<b>38%</b>	<b>38%</b>
<b>Services</b>	<b>5-7 Days</b>		<b>18%</b>	<b>18%</b>

*\*Supplier is to enter the discount % for each Product Category*

*in both Discount Columns.*

*\* If unable to offer Academic discount % please insert State discount %  
in the Academic Discount % Column.*

*\*Supplier is to provide the URL to the publicly available pricelist.*

*\*Delivery Terms : F.O.B. Destination*

**Notes:**

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**Aerohive  
Product Discounts**

[www.aerohive.com](http://www.aerohive.com)

<b>Product Category</b>	<b>Delivery Lead Time</b> <i>(In Days ARO)</i>	<b>Spend</b> (Per order)	<b>State Discount %</b> <i>(Off Publically Available Price List)</i>	<b>Academic Discount %</b> <i>(Off Publically Available Price List)</i>
<b>Switches</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>42%</b>	<b>44%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>43%</b>	<b>45%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>43%</b>	<b>45%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>43%</b>	<b>45%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>44%</b>	<b>46%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>45%</b>	<b>46%</b>
<b>Routers</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Security (Firewalls)</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Wireless</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>42%</b>	<b>44%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>43%</b>	<b>45%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>43%</b>	<b>45%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>43%</b>	<b>45%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>44%</b>	<b>46%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>45%</b>	<b>46%</b>
<b>Maintenance</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>41%</b>	<b>44%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>42%</b>	<b>45%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>42%</b>	<b>45%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>43%</b>	<b>46%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>43%</b>	<b>46%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>43%</b>	<b>46%</b>
<b>Other Applicable Products</b> <i>(Supplier may add additional categories)</i>				
<b>Software</b>	<b>5-7 Days</b>		<b>42%</b>	<b>42%</b>
<b>Licensing</b>	<b>5-7 Days</b>		<b>42%</b>	<b>42%</b>

*\*Supplier is to enter the discount % for each Product Category in both Discount Columns.*

*\* If unable to offer Academic discount % please insert State discount %  
in the Academic Discount % Column.*

*\*Supplier is to provide the URL to the publicly available pricelist.*

*\*Delivery Terms : F.O.B. Destination*

**Notes:**

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- 2. Discounts for Maintenance vary based upon service levels required. Therefore a range has been provided.*

**Brocade  
Product Discounts**

[www.brocadecom/en/sled.virginia.html](http://www.brocadecom/en/sled.virginia.html)

<b>Product Category</b>	<b>Delivery Lead Time</b> <i>(In Days ARO)</i>	<b>Spend</b> (Per order)	<b>State Discount %</b> <i>(Off Publically Available Price List)</i>	<b>Academic Discount %</b> <i>(Off Publically Available Price List)</i>
<b>Switches</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>41%</b>	<b>50%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>41%</b>	<b>50%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>41%</b>	<b>51%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>44%</b>	<b>52%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>44%</b>	<b>52%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>43%</b>	<b>53%</b>
<b>Routers</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>41%</b>	<b>50%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>41%</b>	<b>50%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>41%</b>	<b>51%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>44%</b>	<b>52%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>44%</b>	<b>52%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>43%</b>	<b>53%</b>
<b>Security (Firewalls)</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>41%</b>	<b>50%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>41%</b>	<b>50%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>41%</b>	<b>51%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>44%</b>	<b>52%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>44%</b>	<b>52%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>43%</b>	<b>53%</b>
<b>Wireless</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Maintenance</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>8%</b>	<b>8%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>8%</b>	<b>8%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>8%</b>	<b>8%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>8%</b>	<b>8%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>8%</b>	<b>8%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>8%</b>	<b>8%</b>
<b>Other Applicable Products</b> <i>(Supplier may add additional categories)</i>				
<b>Software</b>	<b>5-7 Days</b>		<b>18%</b>	<b>18%</b>
<b>Services</b>	<b>5-7 Days</b>		<b>0-10%</b>	<b>0-10%</b>

*\*Supplier is to enter the discount % for each Product Category in both Discount Columns.*

*\* If unable to offer Academic discount % please insert State discount %  
in the Academic Discount % Column.*

*\*Supplier is to provide the URL to the publicly available pricelist.*

*\*Delivery Terms : F.O.B. Destination*

**Notes:**

- 1. Additional discounts above and beyond what is listed above may be available when a project scope is clearly defined.*
- 2. Discounts for Maintenance vary based upon service levels required. Therefore a range has been provided.*

**Cisco  
Product Discounts**

[www.cisco.com](http://www.cisco.com)

<b>Product Category</b>	<b>Delivery Lead Time</b> (In Days ARO)	<b>Spend</b> (Per order)	<b>State Discount %</b> (Off Publically Available Price List)	<b>Academic Discount %</b> (Off Publically Available Price List)
<b>Switches</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>37%</b>	<b>37%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>40%</b>	<b>40%</b>
<b>Routers</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>37%</b>	<b>37%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>38%</b>	<b>38%</b>
<b>Security (Firewalls)</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>42%</b>	<b>42%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>42%</b>	<b>42%</b>
<b>Wireless</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>37%</b>	<b>37%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>40%</b>	<b>40%</b>
<b>Maintenance</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>10-15%</b>	<b>10-15%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>10-15%</b>	<b>10-15%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>10-15%</b>	<b>10-15%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>10-15%</b>	<b>10-15%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>10-15%</b>	<b>10-15%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>10-15%</b>	<b>10-15%</b>
<b>Other Applicable Products</b> (Supplier may add additional categories)				
<b>Licensing</b>	<b>5-7 Days</b>		<b>35%</b>	<b>35%</b>

\*Supplier is to enter the discount % for each Product Category in both Discount Columns.

\* If unable to offer Academic discount % please insert State discount %

*in the Academic Discount % Column.*

*\*Supplier is to provide the URL to the publicly available pricelist.*

*\*Delivery Terms : F.O.B. Destination*

**Notes:**

- 1. Additional discounts above and beyond what is listed above may be available when a project scope is clearly defined.*
- 2. Discounts for Maintenance vary based upon service levels required. Therefore a range has been provided.*

**Extreme Networks  
Product Discounts**

[www.extremenetworks.com](http://www.extremenetworks.com)

<b>Product Category</b>	<b>Delivery Lead Time</b> <i>(In Days ARO)</i>	<b>Spend</b> <i>(Per order)</i>	<b>State Discount %</b> <i>(Off Publically Available Price List)</i>	<b>Academic Discount %</b> <i>(Off Publically Available Price List)</i>
<b>Switches</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>40%</b>	<b>40%</b>
<b>Routers</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>40%</b>	<b>40%</b>
<b>Security (Firewalls)</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>40%</b>	<b>40%</b>
<b>Wireless</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>36%</b>	<b>36%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>38%</b>	<b>38%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>39%</b>	<b>39%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>40%</b>	<b>40%</b>
<b>Maintenance</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>8%</b>	<b>8%</b>
<b>(Hardware)</b>	<b>5-7 Days</b>	\$50,001- \$100,000	<b>8%</b>	<b>8%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>8%</b>	<b>8%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>8%</b>	<b>8%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>8%</b>	<b>8%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>8%</b>	<b>8%</b>
<b>Other Applicable Products</b> <i>(Supplier may add additional categories)</i>				
<b>Software</b>	<b>5-7 Days</b>		<b>33%</b>	<b>33%</b>
<b>Software Maintenance</b>	<b>5-7 Days</b>		<b>2-7%</b>	<b>2-7%</b>
<b>Services</b>	<b>5-7 Days</b>		<b>1-10%</b>	<b>1-10%</b>
<b>Cables</b>	<b>5-7 Days</b>		<b>1-5%</b>	<b>1-5%</b>
<b>Extreme 3rd Party</b>	<b>5-7 Days</b>		<b>1-10%</b>	<b>1-10%</b>

*\*Supplier is to enter the discount % for each Product Category  
in both Discount Columns.*

*\* If unable to offer Academic discount % please insert State discount %  
in the Academic Discount % Column.*

*\*Supplier is to provide the URL to the publicly available pricelist.*

*\*Delivery Terms : F.O.B. Destination*

**Notes:**

- 1. Additional discounts above and beyond what is listed above may be available when a project scope is clearly defined.*
- 2. Discounts for Maintenance vary based upon service levels required. Therefore a range has been provided.*

**Palo Alto  
Product Discounts**

[www.paloaltonetworks.com](http://www.paloaltonetworks.com)

<b>Product Category</b>	<b>Delivery Lead Time</b> <i>(In Days ARO)</i>	<b>Spend</b> <i>(Per order)</i>	<b>State Discount %</b> <i>(Off Publically Available Price List)</i>	<b>Academic Discount %</b> <i>(Off Publically Available Price List)</i>
<b>Switches</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Routers</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Security (Firewalls)</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>32%</b>	<b>32%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>32%</b>	<b>32%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>33%</b>	<b>33%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>34%</b>	<b>34%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>35%</b>	<b>35%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>36%</b>	<b>36%</b>
<b>Wireless</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Maintenance</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>10%</b>	<b>10%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>10%</b>	<b>10%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>10%</b>	<b>10%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>10%</b>	<b>10%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>10%</b>	<b>10%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>10%</b>	<b>10%</b>
<b>Other Applicable Products</b> <i>(Supplier may add additional categories)</i>				
<b>Software</b>	<b>5-7 Days</b>		<b>27%</b>	<b>27%</b>

**\*Supplier is to enter the discount % for each Product Category in both Discount Columns.**

*\* If unable to offer Academic discount % please insert State discount %  
in the Academic Discount % Column.*

*\*Supplier is to provide the URL to the publicly available pricelist.*

*\*Delivery Terms : F.O.B. Destination*

**Notes:**

- 1. Additional discounts above and beyond what is listed above may be available when a project scope is clearly defined.*
- 2. Discounts for Maintenance vary based upon service levels required. Therefore a range has been provided.*

**Fortinet  
Product Discounts**

[www.fortinet.com](http://www.fortinet.com)

<b>Product Category</b>	<b>Delivery Lead Time</b> <i>(In Days ARO)</i>	<b>Spend</b> <i>(Per order)</i>	<b>State Discount %</b> <i>(Off Publically Available Price List)</i>	<b>Academic Discount %</b> <i>(Off Publically Available Price List)</i>
<b>Switches</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>21%</b>	<b>21%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>21%</b>	<b>21%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>23%</b>	<b>23%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>26%</b>	<b>26%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>26%</b>	<b>26%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>27%</b>	<b>27%</b>
<b>Routers</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>21%</b>	<b>21%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>21%</b>	<b>21%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>23%</b>	<b>23%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>26%</b>	<b>26%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>26%</b>	<b>26%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>27%</b>	<b>27%</b>
<b>Security (Firewalls)</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>10%-30%</b>	<b>10%-30%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>10%-30%</b>	<b>10%-30%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>10%-30%</b>	<b>10%-30%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>10%-30%</b>	<b>10%-30%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>10%-30%</b>	<b>10%-30%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>10%-30%</b>	<b>10%-30%</b>
<b>Wireless</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>25%</b>	<b>25%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>26%</b>	<b>26%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>27%</b>	<b>27%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>28%</b>	<b>28%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>29%</b>	<b>29%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>30%</b>	<b>30%</b>
<b>Maintenance</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>5-20%</b>	<b>5-20%</b>
<b>(Hardware)</b>	<b>5-7 Days</b>	\$50,001- \$100,000	<b>5-20%</b>	<b>5-20%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>5-20%</b>	<b>5-20%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>5-20%</b>	<b>5-20%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>5-20%</b>	<b>5-20%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>5-20%</b>	<b>5-20%</b>
<b>Other Applicable Products</b> <i>(Supplier may add additional categories)</i>				
<b>Services</b>	<b>5-7 Days</b>		<b>1-10%</b>	<b>1-10%</b>

*\*Supplier is to enter the discount % for each Product Category in both Discount Columns.*

*\* If unable to offer Academic discount % please insert State discount %  
in the Academic Discount % Column.*

*\*Supplier is to provide the URL to the publicly available pricelist.*

*\*Delivery Terms : F.O.B. Destination*

**Notes:**

- 1. Additional discounts above and beyond what is listed above may be available when a project scope is clearly defined.*
- 2. Discounts for Maintenance vary based upon service levels required. Therefore a range has been provided.*

**F5**  
**Product Discounts**

[www.f5.com](http://www.f5.com)

<b>Product Category</b>	<b>Delivery Lead Time</b> <i>(In Days ARO)</i>	<b>Spend</b> (Per order)	<b>State Discount %</b> <i>(Off Publically Available Price List)</i>	<b>Academic Discount %</b> <i>(Off Publically Available Price List)</i>
<b>Switches</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Routers</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Security (Firewalls)</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>5-15%</b>	<b>5-15%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>5-15%</b>	<b>5-15%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>5-15%</b>	<b>5-15%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>5-15%</b>	<b>5-15%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>5-15%</b>	<b>5-15%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>5-15%</b>	<b>5-15%</b>
<b>Wireless</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Maintenance</b>		\$0-\$50,000		
<b>(Hardware)</b>		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Other Applicable Products</b> <i>(Supplier may add additional categories)</i>				
<b>Traffic Manager</b>	<b>5-7 Days</b>		<b>5-15%</b>	<b>5-15%</b>
<b>Load Balancing</b>	<b>5-7 Days</b>		<b>5-15%</b>	<b>5-15%</b>
<b>Web Filtering</b>	<b>5-7 Days</b>		<b>5-15%</b>	<b>5-15%</b>
<b>Training</b>	<b>5-7 Days</b>		<b>5-15%</b>	<b>5-15%</b>
<b>Service &amp; Support</b>	<b>5-7 Days</b>		<b>5-15%</b>	<b>5-15%</b>

*\*Supplier is to enter the discount % for each Product Category  
in both Discount Columns.*

*\* If unable to offer Academic discount % please insert State discount %  
in the Academic Discount % Column.*

*\*Supplier is to provide the URL to the publicly available pricelist.*

*\*Delivery Terms : F.O.B. Destination*

**Notes:**

- 1. Additional discounts above and beyond what is listed above may be available when a project scope is clearly defined.*
- 2. Discounts for Maintenance vary based upon service levels required. Therefore a range has been provided.*

**Barracuda  
Product Discounts**

[www.barracudanetworks.com](http://www.barracudanetworks.com)

<b>Product Category</b>	<b>Delivery Lead Time</b> <i>(In Days ARO)</i>	<b>Spend</b> (Per order)	<b>State Discount %</b> <i>(Off Publically Available Price List)</i>	<b>Academic Discount %</b> <i>(Off Publically Available Price List)</i>
<b>Switches</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Routers</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Security (Firewalls)</b>	<b>5-7 Days</b>	\$0-\$50,000	<b>10%-20%</b>	<b>10%-20%</b>
	<b>5-7 Days</b>	\$50,001- \$100,000	<b>10%-20%</b>	<b>10%-20%</b>
	<b>5-7 Days</b>	\$100,001- \$200,000	<b>10%-20%</b>	<b>10%-20%</b>
	<b>5-7 Days</b>	\$200,001- \$300,000	<b>10%-20%</b>	<b>10%-20%</b>
	<b>5-7 Days</b>	\$300,001- \$500,000	<b>10%-20%</b>	<b>10%-20%</b>
	<b>5-7 Days</b>	\$500,001- Plus	<b>10%-20%</b>	<b>10%-20%</b>
<b>Wireless</b>		\$0-\$50,000		
		\$50,001- \$100,000		
		\$100,001- \$200,000		
		\$200,001- \$300,000		
		\$300,001- \$500,000		
		\$500,001- Plus		
<b>Maintenance</b>		\$0-\$50,000	<b>8%</b>	<b>8%</b>
(Hardware)		\$50,001- \$100,000	<b>8%</b>	<b>8%</b>
		\$100,001- \$200,000	<b>7%</b>	<b>7%</b>
		\$200,001- \$300,000	<b>7%</b>	<b>7%</b>
		\$300,001- \$500,000	<b>7%</b>	<b>7%</b>
		\$500,001- Plus	<b>7%</b>	<b>7%</b>
<b>Other Applicable Products</b> <i>(Supplier may add additional categories)</i>				
<b>Load Balancer</b>	<b>5-7 Days</b>		<b>5-20%</b>	<b>5-20%</b>

*\*Supplier is to enter the discount % for each Product Category in both Discount Columns.*

*\* If unable to offer Academic discount % please insert State discount %*

*in the Academic Discount % Column.*

*\*Supplier is to provide the URL to the publicly available pricelist.*

*\*Delivery Terms : F.O.B. Destination*

**Notes:**

- 1. Additional discounts above and beyond what is listed above may be available when a project scope is clearly defined.*
- 2. Discounts for Maintenance vary based upon service levels required. Therefore a range has been provided.*

## Service Rates

<b>Service Description</b>	<b>Hourly Rate</b> <i>(Normal business hours)</i>	<b>Hourly Rate</b> <i>(After normal business hours)</i>
Network architecture, analysis and design services	<b>\$135.00</b>	<b>\$202.50</b>
Equipment installation/configuration services	<b>\$120.00</b>	<b>\$180.00</b>
Equipment update/upgrade services	<b>\$120.00</b>	<b>\$180.00</b>
Equipment repair services	<b>\$80.00</b>	<b>\$120.00</b>
Technical support services <i>(Standard)</i>	<b>\$80.00</b>	<b>\$120.00</b>
Technical support services <i>(Premium)</i>	<b>\$110.00</b>	<b>\$165.00</b>
Engineering services <i>(Standard)</i>	<b>\$120.00</b>	<b>\$180.00</b>
Engineering services <i>(Premium)</i>	<b>\$155.00</b>	<b>\$232.50</b>
Training	<b>\$120.00</b>	<b>\$180.00</b>
Other Applicable Services <i>(Supplier may fill in additional services)</i>	<b>\$85.00</b>	<b>\$127.50</b>

*\*The rates indicated in the hourly rate columns are a "not-to-exceed" price.*

*\*Supplier shall provide specifications for Standard and Premium services listed above.*

### Notes:

Standard services represent pre-scheduled and or next business day response time.

Premium services represent un-scheduled and or same day response time.

Please note that the rates shown above can be adjusted and lowered based on project scope on a case by case basis.

**Managed Internal Connections Network Services**

Managed Services	Description																																								
<p>Please provide a description of the managed internal connections network services, including the specific equipment supported; for example list the network equipment brands and product families that your organization manages.</p>	<p>Daly's network managed services system (solution) can manage any customer network connected devices that meet the following requirements:                      Any SNMP capable device                      Any ESXi Host                      Any Windows, Mac, or Linux Host                      Any iOS or Android device</p> <p>Daly will need a secure remote access to the customer's network. At this time, a remote managed service agent provided by Daly will need to be on the customer's network. With Daly's managed services solution, customers can view and run reports on their network infrastructure.</p>																																								
<p>Please provide a description of your organization's network operations center, general location, staff size, hours of operation, and other characteristics necessary to differentiate your service from other K-12 managed internal connections network service providers.</p>	<p>Daly's Service Desk &amp; Monitoring team is located at our Headquarters in Clarksburg, Maryland. The Service Desk &amp; Monitoring Team typically has 3 - 4 personnel staffed during standard business hours (8:00 am – 5:00 pm, Monday – Friday). After-hour and weekend emergencies are handled by our after hour Service Desk &amp; Monitoring team. Daly utilizes a RMM (Remote Monitor and Management) application that is also integrated with our PSA (Professional Services Automation) application, together they provide the Daly Technical Services Team with a seamless automated system to move RMM alerts to service tickets with detailed alert information. With these powerful applications Daly Service Desk &amp; Monitoring, and Engineering teams will receive notifications of outages and can respond remotely 24x7. As always, escalation by phone is also available 24x7.</p>																																								
<p>Please provide a copy of your organization's SLAs along with a schedule of prices based on a per-student pricing model.</p>	<p>Daly's Managed Services can be customized to be a "Per-Student" pricing model. All Network Managed Services will require a network assessment to determine if remediation services must be performed prior to onboarding. Each and every networking managed services solution is customized and priced based upon needs, technologies and responsiveness (SLA's) required. A sample "Per-Student" managed services price model is shown below:</p> <table border="1" data-bbox="625 797 1940 1325"> <thead> <tr> <th data-bbox="625 797 1241 894" rowspan="2">Daly – Managed Services Included Products and Services</th> <th data-bbox="1241 824 1472 894">Student Devices 1 to 99</th> <th data-bbox="1472 824 1703 894">Student Devices 100– 499</th> <th data-bbox="1703 824 1940 894">Student Devices 500+</th> </tr> </thead> <tbody> <tr> <td data-bbox="625 894 1241 922">System Monitoring (identify problems BEFORE they occur)</td> <td data-bbox="1241 894 1472 922">✓</td> <td data-bbox="1472 894 1703 922">✓</td> <td data-bbox="1703 894 1940 922">✓</td> </tr> <tr> <td data-bbox="625 922 1241 976">Remote Update Management (for Microsoft Windows &amp; Office, most COTS applications)</td> <td data-bbox="1241 922 1472 976">✓</td> <td data-bbox="1472 922 1703 976">✓</td> <td data-bbox="1703 922 1940 976">✓</td> </tr> <tr> <td data-bbox="625 976 1241 1029">Routine Maintenance ( system optimization, temporary file and registry cleanup, performance tuning, and more!)</td> <td data-bbox="1241 976 1472 1029">✓</td> <td data-bbox="1472 976 1703 1029">✓</td> <td data-bbox="1703 976 1940 1029">✓</td> </tr> <tr> <td data-bbox="625 1029 1241 1057">General Technology Consulting</td> <td data-bbox="1241 1029 1472 1057">✓</td> <td data-bbox="1472 1029 1703 1057">✓</td> <td data-bbox="1703 1029 1940 1057">✓</td> </tr> <tr> <td data-bbox="625 1057 1241 1084">Monthly Reporting</td> <td data-bbox="1241 1057 1472 1084">✓</td> <td data-bbox="1472 1057 1703 1084">✓</td> <td data-bbox="1703 1057 1940 1084">✓</td> </tr> <tr> <td data-bbox="625 1084 1241 1112">Quarterly Review and Assessment</td> <td data-bbox="1241 1084 1472 1112">Optional</td> <td data-bbox="1472 1084 1703 1112">✓</td> <td data-bbox="1703 1084 1940 1112">✓</td> </tr> <tr> <td data-bbox="625 1112 1241 1154">Minimum 1-year Contract</td> <td data-bbox="1241 1112 1472 1154">✓</td> <td data-bbox="1472 1112 1703 1154">✓</td> <td data-bbox="1703 1112 1940 1154">✓</td> </tr> <tr> <td data-bbox="625 1187 1241 1247"></td> <td data-bbox="1241 1187 1472 1247">Per Student 1 to 4</td> <td data-bbox="1472 1187 1703 1247">Per Student 5 to 9</td> <td data-bbox="1703 1187 1940 1247">Per Student 10 and up</td> </tr> <tr> <td data-bbox="625 1247 1241 1289">Simplified, Flat-Rate Annual Pricing</td> <td data-bbox="1241 1247 1472 1289"><b>\$199</b></td> <td data-bbox="1472 1247 1703 1289"><b>\$179</b></td> <td data-bbox="1703 1247 1940 1289"><b>\$149</b></td> </tr> </tbody> </table> <p data-bbox="1780 1300 1850 1325" style="text-align: right;">1.2016</p>	Daly – Managed Services Included Products and Services	Student Devices 1 to 99	Student Devices 100– 499	Student Devices 500+	System Monitoring (identify problems BEFORE they occur)	✓	✓	✓	Remote Update Management (for Microsoft Windows & Office, most COTS applications)	✓	✓	✓	Routine Maintenance ( system optimization, temporary file and registry cleanup, performance tuning, and more!)	✓	✓	✓	General Technology Consulting	✓	✓	✓	Monthly Reporting	✓	✓	✓	Quarterly Review and Assessment	Optional	✓	✓	Minimum 1-year Contract	✓	✓	✓		Per Student 1 to 4	Per Student 5 to 9	Per Student 10 and up	Simplified, Flat-Rate Annual Pricing	<b>\$199</b>	<b>\$179</b>	<b>\$149</b>
Daly – Managed Services Included Products and Services	Student Devices 1 to 99		Student Devices 100– 499	Student Devices 500+																																					
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Remote Update Management (for Microsoft Windows & Office, most COTS applications)	✓	✓	✓																																						
Routine Maintenance ( system optimization, temporary file and registry cleanup, performance tuning, and more!)	✓	✓	✓																																						
General Technology Consulting	✓	✓	✓																																						
Monthly Reporting	✓	✓	✓																																						
Quarterly Review and Assessment	Optional	✓	✓																																						
Minimum 1-year Contract	✓	✓	✓																																						
	Per Student 1 to 4	Per Student 5 to 9	Per Student 10 and up																																						
Simplified, Flat-Rate Annual Pricing	<b>\$199</b>	<b>\$179</b>	<b>\$149</b>																																						

The LEA shall own all network equipment; this is not a solicitation for respondents to install supplier-owned equipment in schools, with the special exception for any gear, probes, or monitors specifically required to provide the managed service and ensure SLA compliance.

## Exhibit C – Service Level Agreements (SLAs)

Performance Standard	Measurement	Measurement period	% Level	Service Price	Remedy
Answer Time (Service Call)	Average speed to answer for service call - average queue time to pick up is less than 60 seconds	Monthly	95%	100%	\$50 or 0.5% credit of monthly service cost whichever is less
Close Ticket Time	1 Hr. after Trouble Resolution or Work Completed	Monthly	90%	NA	\$50 or 0.5% credit of monthly service cost whichever is less
Problem Resolution Accuracy Rate	Total number of tickets completed vs. requiring revisits after ticket completion < 5%	Monthly	5%	NA	\$50 or 0.5% credit of monthly service cost whichever is less
Abandoned Call Rate	Calls abandoned (“hang up” by customer) vs. calls received - calculated from # of abandoned calls / # of incoming calls < 5%	Monthly	5%	NA	\$50 or 0.5% credit of monthly service cost whichever is less
Refurb. Cycle (Replacement turnaround time)	5 business days from the time service call is initiated at the Daly Help Desk	Monthly	95%	100%	\$50 or 0.5% credit of monthly service cost whichever is less
Shipping Time Hardware Failures	Orders Received by 12:00 p.m. Ship Same Day If In Stock	Monthly	90%	100%	\$50 or 0.5% credit of monthly service cost whichever is less
Shipping Time	Orders Received by 12:00 p.m. Shipped Same Day if in stock and there are no problems with customer order	Monthly	90%	100%	\$50 or 0.5% whichever is less
Shipping Time	By 3:00 p.m. Shipped Next Business Day if in stock and there are no problems with customer order	Monthly	90%	100%	\$50 or 0.5% whichever is less
New Install	Schedule Installation Within 7 Days	Monthly	95%	NA	\$50 or 0.5% credit of install fee whichever is less
New Follow-up	Within 10 Days of Shipment	Monthly	90%	NA	\$50 or 0.5% whichever is less

Complete Shipments	Number of Incomplete / Total Shipments. Does not include customer approved incomplete orders, does not include unapproved eVA punch-out orders, does not include orders shipped complete from multiple warehouses.	Monthly	5%	100%	\$15/Incomplete Shipment
Reporting Accuracy Rate	To be determined	Quarterly	99%	NA	TBD
Priority 1 Service	Within 2 Hour To ensure a high level of reliable performance, P1 service calls will need to be pre-arranged and pre-planned with the customer to make sure that the requirements can be met.	Monthly	85%	NA	\$250 or 1% credit of service cost whichever is less
Priority 2 Service	Within 24 Hours To ensure a high level of reliable performance, P2 service calls should be pre-arranged and pre-planned with the customer to make sure that the requirements can be met.	Monthly	85%	NA	\$150 or 0.5% credit of service cost whichever is less
Priority 3 Service	Within 3 Days	Monthly	85%	NA	\$100 or 0.5% credit of service cost whichever is less

**EXHIBIT D STATEMENT OF WORK (SOW) TEMPLATE  
BETWEEN (NAME OF AUTHORIZED USER) AND (SUPPLIER NAME)**

**ISSUED UNDER**

**CONTRACT NUMBER VA-XXXXXX-XXX  
BETWEEN  
VIRGINIA INFORMATION TECHNOLOGIES AGENCY  
AND  
SUPPLIER NAME**

Exhibit D, between (Name of Agency/Institution) and (Supplier Name) (“Supplier”) is hereby incorporated into and made an integral part of Contract Number VA-XXXXXX-XXX (“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 D and the Contract, the provisions of the Contract shall control.

**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. 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.)*

**1. 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.

**2. 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:

**3. 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**

**4. 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**

**5. 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**

**6. 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, (hardware, software, 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.)

**7. 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.)

**8. 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					
Data Conversion Plan					
Risk Assessment Plan					
Test Plan					
Training Plan					
Performance Plan					
Contingency Plan					
Disaster Recovery Plan					
Cutover Plan					
Change Management Plan					
Transition Plan					
Monthly Status Reports					
Quarterly Performance /SLA Reports					
Training Manual					
Final Solution Submission Letter					
Final Acceptance Letter					

**9. 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			
	Project Plan	Execution+45 days			
	Implementation Plan	Execution + 45 days			
Begin Implementation		Execution + 60 days			
Data Conversion & Mapping		Execution + 90 days			

Installation of software	---	Execution + 90 days			
Installation of hardware	---	Execution + 90 days			
Configuration and testing	---	Execution + 120 days			
Training	Training manual	Execution + 130 days			
30-Day User Acceptance Testing	---	Execution + 160 days			
Implementation complete	Solution	Execution + 160 days			
Final Acceptance		Execution + 210 days			

**10. 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			

**11. 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 D-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.

**12. 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 Section 2B herein		√
Server Hardware		√
Server Operating		√
Server Network Connectivity		√
Relational Database Management Software (Installation and Implementation)		√
Server Modules – Installation and Implementation	√	
PC Workstations – Hardware, Operating System, Network Connectivity		√
PC Workstations – Client Software		√
Application Installation on PC Workstations	√	
Wireless Network Access Points	√	
Cabling, Electric and User Network Connectivity from Access Points		√
Wireless Mobile Computing Products – Scanners, printers	√	
Project Planning and Management	√	√
Requirements Analysis	√	√
Application Design and Implementation	√	
Product Installation, Implementation and Testing	√	
Conversion Support	√	
Conversion Support -- Subject Matter Expertise		√
Documentation	√	
Training	√	
Product Maintenance and Support	√	
Problem Tracking	√	√
Troubleshooting – IT Infrastructure		√
Troubleshooting – Solution	√	

**13. 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**

**14. 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

**15. 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 a waiver 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 Customer Account Manager 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

**16. 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.)

## 17. 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-blown 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*

## 18. 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.

**19. 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**

**20. 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.)

**21. 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>

**22. 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: \_\_\_\_\_

Supplier: \_\_\_\_\_

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

**Supplier:**

\_\_\_\_\_

(Name of Supplier)

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

(Signature)

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

(Print)

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

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

**Authorized User:**

\_\_\_\_\_

(Name of Agency/Institution)

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

(Signature)

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

(Print)

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

Agency Head or Designee

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

**Template**

**EXHIBIT E to Contract VA-XXXX-XXXX**

**Change Order No. XXX for Statement of Work D-X  
Between (NAME OF AGENCY/INSTITUTION) and (SUPPLIER NAME)**

**Issued Under  
CONTRACT NUMBER VA- XXXX-XXXX  
BETWEEN  
VIRGINIA INFORMATION TECHNOLOGIES AGENCY  
AND  
SUPPLIER NAME**

This Change Order No. XXX hereby modifies and is made an integral part of Statement of Work D-X ("SOW"), between NAME OF AGENCY/INSTITUTION ("Authorized User") and NAME OF SUPPLIER, ("Supplier"), which was issued under Contract Number VA-XXXX-XXXX ("Contract") between the Virginia Information Technologies Agency ("VITA") and Supplier, on behalf of the Commonwealth of Virginia and its Authorized Users.

**CHANGE ORDER**

This is Change Order No. XXX to a SOW issued by Authorized User to Supplier under which Supplier is to provide the Authorized User with a Authorized User Project Name Solution ("Solution").

The following item(s) is/are hereby modified as follows: *[Note: Include only the sections of the SOW that are being changed. Do not include sections not being modified. Changes should be clearly identified as "From" (copy/paste from current SOW section) and "To" (fully describe the change(s) to the referenced section). Here is an example, using SOW section 1.]*

**1. PERIOD OF PERFORMANCE**

The following change is made to the Period of Performance:

[The duration of the Period of Performance is increased by four (4) months.]

The following is changed with respect to the Period of Performance:

From: twelve (12) months of execution of this Statement of Work

To: sixteen (16) months of execution of this Statement of Work

This Change Order No. XXX is issued pursuant to and, upon execution, shall become incorporated in the SOW, which is incorporated in the Contract. In the event of conflict, the following order of precedence shall apply:

- i). The Contract, including Exhibit C
- ii). Statement of Work D-X, as amended by this and previous Change Orders, with the more current Change Orders superseding older Change Orders.

The foregoing is the complete and final expression of the agreement between the parties to modify the SOW and cannot be modified, except by a writing signed by duly authorized representatives of both parties hereto.

ALL OTHER TERMS AND CONDITIONS OF THE REFERENCED SOW REMAIN UNCHANGED.

By signing below, the authorized parties agree to the terms of this Change Order No.XXX, effective (INSERT EFFECTIVE DATE).

Supplier

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

(Signature)

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

(Print)

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

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

Authorized User

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

(Signature)

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

(Print)

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

Agency Head or Designee

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

## EXHIBIT G: 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:

Ryan Yu

Organization:

Daly Computers

Date:

03/21/2016