



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-DISY

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: Disys Solutions, Inc
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Ashburn, VA 20147

FIN: 27-2586114

Contact Person: Glenn Hume
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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

Disys Solutions, Inc.

**INFORMATION TECHNOLOGY HARDWARE AND MAINTENANCE CONTRACT
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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 Disys Solutions, Inc. ("Supplier"), headquartered at 44670 Cape Court, Suite 100, Ashburn, VA 20147 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

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 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: Atul Bhatia

(Signature)

Name: Atul Bhatia

(Print)

Title: Chief Executive Officer

Date: March 21, 2016

Address for Notice:

44670 Cape Court

Suite 100

Ashburn, VA 20147

Attention: Supplier Contact

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

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

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

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

	General	A	B
1.1	Does your solution comply with all current COV ITRM Policies and Standards, as applicable, found at: http://www.vita.virginia.gov/library/default.aspx?id=537 If proposed solution does not, please provide details that specify the Standard/Policy and how Supplier's solution does not comply.	Y	DSI fully complies with all current COV ITRM Policies and Standards, as applicable, found at: http://www.vita.virginia.gov/library/default.aspx?id=537
1.2	Do your proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at: http://www.vita.virginia.gov/oversight/default.aspx?id=10344 If not, please explain	Y	DSI's proposed interfaces to Commonwealth systems comply with or have approved exceptions to all applicable Commonwealth Data Standards as found at: http://www.vita.virginia.gov/oversight/default.aspx?id=10344
1.3	Does your solution include individuals familiar with the rules and regulations regarding the Federal E-Rate program? Please explain.	Y	DSI has been participating in the Erate program for approximately 15 years. Our staff has complete knowledge of complete lifecycle of the Erate process from application for request for funding to Service provider Invoicing. For example, DSI held a term Contract for five years with Atlanta Public Schools for procurements under ERate. DSI did near \$10 Million business under this Contract.
1.4	Does your solution include a valid SPIN (<i>service provider identification number</i>)? Please provide.	Y	143022163
1.5	Does your solution include a valid SPI (<i>service provider invoice</i>) ? Please provide.	Y	There are two methods that can be used to invoice USAC. Once USAC has processed an invoice for a Funding Request Number (FRN), that method of invoicing must be used for that FRN for the remainder of the invoicing process. Invoicing Method #1 Applicants file the FCC Form 472, Billed Entity

	General	A	B
			<p>Applicant Reimbursement (BEAR) Form if they have paid you in full for the services and want to be reimbursed for the discount amount.</p> <p>Invoicing through June 30, 2016 Applicants can file BEAR forms online or on paper. You approve a paper BEAR Form by completing page four and returning it to the applicant. The applicant then includes the completed page four in its submission. If the applicant files a BEAR Form online, you must approve it online.</p> <p>After July 1, 2016 Applicants file BEAR forms online in the E-rate Productivity Center (EPC). Billed entities will receive payment directly to their bank account. In order to begin direct BEAR payments, the applicant must have completed an FCC Form 498 to obtain an applicant 498 ID. After July 1, 2016, service providers will not be involved in the BEAR payment process.</p> <p>Invoicing Method #2 You file the FCC Form 474, Service Provider Invoice (SPI) Form if you have billed the applicant for the non-discount amount (the applicant's share of the cost) and want to be reimbursed for the discount amount. USAC will review the SPI Form and process a payment to you if payment is approved. The applicant is always required to pay the non-discount portion of the cost of the services. Sample SPI is attached:</p>
1.6	Does your organization currently have existing customers in the Commonwealth? If yes, please explain.	Y	DSI is the current VITA contract holder since July 2000 and have actively promoted the Contract to several K-12, Municipalities, Higher Ed and State Agencies. DSI has worked with most of the customers in the abovementioned categories in the Commonwealth of Virginia.
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	DSI is authorized to resell the complete manufacturer's catalog, including all network equipment products and related services for Cisco. Please see Attachment A for a letter of authorization from Cisco.
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?		DSI has an online store (www.disyssolutions.com/online) setup to support our current VITA contract. All public bodies throughout the entire Commonwealth will be able to order products and services through this online store. Customers will be able to sign up for a User ID and Password that will provide them access to pricing specific to VITA contract users. More to be added: Attachments B-1 and

	General	A	B
			B-2.
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.	N	Our proposed solutions will not be dependent upon subcontractors or alliances. DSI is capable of supporting this contract with our own resources – as we have done on the current Cisco contract. However, to better serve VITA customers, we have assembled a number of small business subcontractors with Cisco certified technicians that can quickly provide support on an as needed basis.
1.10	VITA encourages Suppliers to develop a catalog website that interfaces with eVA. Does your solution include a punch-out catalog website? Refer to: https://eva.virginia.gov/pages/eva-catalog-creation.htm Please provide either screen shots or a link to serve as an example.	Y	DSI currently has a catalog website in place that interfaces with eVA. See Attachment C for a screenshot of our eVA account. Our punch-out catalog website is currently setup through Ariba. Please see Attachment D for a screenshot of our Ariba account
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	DSI has over 20 contracts which utilize a catalog powered by our online store or using punch out technology. As a current VITA contract holder, DSI currently has a punch out catalog in place through the Commonwealth's eVA portal. Our punch-out catalog website is currently setup through Ariba. Please see Attachment D for a screenshot of our Ariba account
1.12	Will your solution provide product incentives, credits and or rebate programs? Please provide details.		DSI can provide additional incentives such as trade-in credit for old equipment. In addition, Cisco offers rebate programs that will change throughout the course of the contract. Increase rebates can result in discounts being passed on to the customer.
1.13	Will your solution offer volume-tiered discounts on products? Please provide details.		The discounts provided increased based on the amount of the purchase order. This information is provided in our pricing response.
1.14	Does your solution provide any additional related services that would be an added value to the Commonwealth? Please describe and provide examples.	Y	Along with quality network hardware and software at competitive prices, DSI is proud to offer value added services to our customers. We provide value added services to compliment all areas of a customer's business operations including: <ol style="list-style-type: none"> 1. Disposal and Recycling Services 2. Asset Management 3. Asset Tagging 4. Public Access to DSI Website

	General	A	B
			<p>5. Customized/Restricted Site Pages</p> <p>6. Secure Online Shopping and Commonwealth E-Procurement Program Participation</p> <p>7. New Product Documentation and Training</p> <p>8. Product Trade-In and Recycling</p> <p>9. Free Technology Needs Analysis</p> <p>Fee Based Services such as Hardware Recycling, Asset Management, Remote Network Management, Project Management, Total Cost of Ownership (TCO), and Return on Investment (ROI) studies.</p>
1.15	Does your solution include a dedicated account manager for the duration of any contract? Please provide details.	Y	DSI has a dedicated sales and technical team in place to support this contract. Jatinder Vohra, VA Territory Manager will be the main point of contact. He will have several backup team members and will report to the Director of Operations, Johan Plenter. Jatinder Vohra has experience in dealing with Commonwealth of Virginia customers for the last 15 years. The organizational chart is placed at Attachment E .
1.16	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.	Y	DSI plans to market this contract to all eligible customers. Please see Attachment F – Marketing Plan for more information
1.17	Does your solution include any additional marketing services that would be an added value to the Commonwealth? Please describe and provide details.	Y	Please see Attachment F – Marketing Plan for more information about additional marketing services that we can provide.
1.18	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.	Y	DSI will provide a customer support program for VITA under this contract. Our Dedicated Sales Team can provide Contract Users with product updates in a variety of ways such as providing training/informative sessions for new product/technology releases, product brochure updates, interactive training CD-ROM tutorials, and web based training and demo equipment. We can also provide product updates via email. The Outside Sales Reps assigned to the VITA will bring product updates with them on site visits. We can provide access to products in our technical lab as well as Cisco's Partner Website. We suggest monthly meetings to discuss emerging technologies, Cisco offered webinars, and technology white pages. We would be most happy to arrange demonstrations by Cisco at customer site, Cisco's regional office in Richmond or Cisco's Briefing Center in Herndon. DSI will also arrange visit of Cisco teams to

2.2 ORDERING AND REPORTS

	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	A DSI Sales Rep is required to respond to quote/information requests within one hour. Please See Attachment G for more information about our order processing capabilities and order escalation procedures.
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	In-stock items that do not require configuration or installation will be shipped within 24 hours of order receipt. Please note, if an order is received after business hours (5PM EST), it will be considered to have been received at the start of the next business day. See Attachment G – Order Processing Capabilities for more information
2.3	Does your solution include an in-house order tracking system that can be accessed by a customer? Please provide details.	F	DSI has this capability. Customers will be provided access to our secure portal through user name and password. Password can be changed by the customer. Login will take the customer to an excel spreadsheet containing their purchase order number. Double clicking the PO number will provide status of the order including shipping details. Tracking information can also be requested from the dedicated sales rep. Authorized users will be able to track their orders directly from DSI' website 24 hours a day, 7 days a week.
2.4	Will your proposed solution include restocking fees for returned standard off-the-shelf products? If so, please explain.	N	DSI will allow up to 30 days for returns with no restocking fees. Customers should contact our returns department as soon as a defect or mis-shipment occurs. DSI reserves the right to charge a restocking fee for items returned after 30 days. Our primary concern is to achieve customer

	Ordering & Reports	A	B
			satisfaction. In the past, we have always been able to resolve all RMA cases to the total satisfaction of our customers.
2.5	Does your solution include a process to resolve ordering/billing disputes? Please describe the process.	Y	DSI has a well-established process for ordering billing dispute resolution. This process will cater for other disputes also. This process provides acknowledgement of dispute within one hour of receipt of dispute and initiation of corrective action within two days of receipt of dispute. The full corrective action should take no more than 10 calendar days. Efforts will be made resolve the issue on the same day. Please see Attachment H
2.6	Does your solution include reports detailing equipment that has been ordered by customers? Please provide examples.	Y	DSI has documented reporting capabilities in Attachment I .
2.7	Does your solution include reports detailing where hardware has been installed? Please provide examples.	Y	DSI has documented installation procedures at Attachment J . The installation reports are also provided at <u>Excel Spreadsheet</u>
2.8	Does your solution include any additional inventory management reports that would be an added value to the Commonwealth? Please provide details.	Y	DSI includes the following reports: Metric Reports, Sales Reports, IT Services Supplier Report, MBE Report, Installation Report, Warranty Report, Warranty Status Report, Invoice report, Performance Tracking Report. DSI has a very versatile accounting system. It can generate custom reports as desired by the customer. Please see Attachment I
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	DSI is very familiar with Item 21 of USAC(template) Attachment K . DSI accounting software can keep accurate track of amount due from the School System as well as USAC
2.10	Does your solution include any reports regarding SPIN number and SPI invoicing? Please explain	Y	DSI can generate any kind of Spend Report and we will customize it in consultation

	Ordering & Reports	A	B
			with VITA. Please see Attachment L.

2.3 WARRANTY, SERVICE & MAINTENANCE

	Warranty, Service & Maint.	A	B
3.1	Does your solution include warranty and software updates? If so, please describe any fees?	Y	This is part of our standard warranty procedures. Software updates are allowed free of charge during the standard warranty period.
3.2	During the warranty period, will your firm replace or repair failed hardware at no additional cost to an authorized user? Please explain.	Y	This is part of our standard warranty procedures.
3.3	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.	Y	This is part of our standard warranty
3.4	Will your replacement hardware/system software/parts assume the warranty coverage terms of the replaced hardware and system software? Please explain.	Y	This is part of our standard warranty procedures.
3.5	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.	Y	This is part of our standard warranty
3.6	Will your firm use service technicians who have and maintain current industry-required certifications? Please provide details.	Y	DSI currently has 31 certified Cisco Engineers on staff – 13 Expert Level (CCIE). We have assigned a dedicated technical team to support government customers in the State of Virginia. Please see Attachment M for a brief overview of these personnel.
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	All service personnel are based in the USA.
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	Any equipment cover by Cisco's SMARTnet maintenance will be repaired or replaced within 24 hours. For equipment not covered by SMARTnet maintenance, DSI technicians will attempt to repair equipment within 24 hours. If the equipment cannot be repaired within 24 hours, DSI can work with Cisco to provide a loaner while the equipment is being repaired or replaced.

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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	DSI is Headquartered in Ashburn with a satellite office in Richmond and Roanoke in partnership with SDV.
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2.4 DESIGN, PLAN, INSTALL, AND CONFIGURATION

	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	DSI will coordinate with the teams in advance and develop a detailed work plan and schedule to avoid impact to classroom or busy times.
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	DSI is committed to work any work hour shifts including any work required on the weekend without charging OT.
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	DSI provides highly qualified field technicians to perform installation services.
4.4	Can you explain how your organization provides technical support for its current customers? Please explain.	Y	DSI provides 24 X 7 technical supports to current customers. Customers have pre-defined SLA's (24x7 or 8 to 5) that is support by DSI NOC team. All requests are received either via phone or email. Tickets are created in Salesforce case management.
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	DSI provides comprehensive documentation containing all installed equipment, part numbers, quantities, serial numbers, asset tags and equipment naming. DSI also provides other as needed documentation such as configurations, low level design, inventory documents and other as needed document.
4.6	Does your solution include power-on system and functionality tests for all hardware installed? Please explain.	Y	DSI technicians go through all automated power-on self-test's (POST) that the hardware provides and also manually perform all system tests as recommended by vendor. If hardware issues are identified during these tests, DSI technicians follow documented procedures to rectify them along with vendor.
4.7	Does your solution provide the necessary training on installed hardware? Please explain.	Y	DSI provides documented training for all hardware, which augments existing vendor provided documentation.

	Design, Plan, Install, and Configuration	A	B
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	DSI conducts RF assessments to analyze the existing wireless infrastructure; Wired and wireless site-survey to plan and design the high-density reliable wireless and wired networks. DSI engineers are Cisco and AirMagnet Survey certified.
4.9	Does your solution include personnel profiles for the professional services personnel that will be assigned to this contract? Please explain.	Y	DSI assigns highly qualified CCIE Engineer, depending on the nature for professional services (Wired, Wireless, Collaboration, Security etc.)
4.10	Does your solution include detailed methods/practices for designing/installing/validating high-capacity wireless networks? Please explain.	Y	DSI's solution built on PPDIIO (prepare, Plan, Design, Implement, Operate and Optimize) methodology that defines the continuous life-cycle of services required for a high-capacity wireless networks. Lifecycle approach provides several key benefits aside from keeping the design process organized. The main documented reasons for applying a lifecycle approach to the design are as follows: <ul style="list-style-type: none"> • Lowering the total cost of network ownership • Increasing wireless network availability • Improving business agility • Speeding access to applications and services
4.11	Does your solution include technicians that can physically mount and install network hardware, including access points and Ethernet switches? Please explain.	Y	All DSI technicians have many years of experience in installing network hardware efficiently as per customer requirements. DSI technicians also work with customers in advance to plan for rack space, cabling requirements etc. in order to ensure flawless installation and operation.
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	DSI engineers will make sure all hardware has been configured with latest Cisco recommended firmware. Access point firmware update will be pushed from Cisco Wireless LAN Controller and where ever possible. DSI

	Design, Plan, Install, and Configuration	A	B
			engineers will utilize Cisco Prime Infrastructure, a single pane of glass to push firmware upgrades to all/ selected switches, access points and networking devices
4.13	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.	Y	DSI technicians always set up multiple modes of management access for ease of operations for network administrators. Additionally, best practices for managing hardware are also provided in a timely manner based on years of experience working with the hardware
4.14	Does your solution include technicians that can maximize the use of available spectrum to minimize co-channel interference? Please explain.	Y	Co-channel interference (CCI) is a critical concept to understand when it comes to understanding the behavior and performance of 802.11 WLANs. It is a phenomenon where transmissions from one 802.11 device bleed into the receive range of other 802.11 devices on the same channel, causing interference and reducing the available spectrum and resulting performance. CCI can cause channel access delays as well as collisions in transmissions that corrupt frames in transit. DSI will do an extensive channel planning while conducting site-survey to avoid any co-channel interferences. DSI also configures Radio Resource-Management (RRM) to automate the channel assignment to avoid any co-channel and adjacent-channel interferences, which will maximize the availability of 802.11 spectrum
4.15	Does your solution include technicians that can test access from each AP and provide throughput report for each AP? Please explain.	Y	DSI engineers conduct extensive testing once the solution has been deployed at customer site. A detailed test plan will be created and submitted to the customer for approval. With customer approval, DSI team will conduct AP connectivity, throughput testing and results will be submitted to the customer. DSI

	Design, Plan, Install, and Configuration	A	B
			team uses multiple tools to test. For example, client throughput at AP will be tested using iPerf / jPerf client and servers. AirMagnet post deployment survey can be used to generate per AP throughput reports
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	All DSI technicians are trained in Microsoft Active Directory environment and have proficiency to set up any type of authentication and authorization mechanisms that the hardware is capable of
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	DSI engineers conduct network assessment to analyze existing infrastructure and develop a detailed design plan to meet customers' network performance and coverage requirements. DSI uses multiple tools such as NetformX, Cisco Prime Infrastructure, Cisco LMS etc
4.18	Does your solution include technicians that can develop site-specific configuration recommendations including those for security and authentication? Please explain.	Y	DSI engineers conduct multiple assessments, technical and business interviews to capture the requirements from customer. A detailed Implementation plan will be developed and followed to meet the targets set forth by customer. DSI follows Cisco best practices while designing and implementing the solutions and preparing configurations for the devices
4.19	Does your solution include technicians that can Implement a design plan including configuration recommendations? Please explain.	Y	DSI will prepare and execute a comprehensive test plan. As a part of the test plan, DSI engineers will test/validate the network coverage and performance as per the High-Level and Low-Level designs and submit a report to customer with end results. Any deviations will be identified and rectified while conducting testing
4.20	Does your solution include technicians that can test/validate that a hardware deployment meets network coverage and performance requirements? Please explain.	Y	DSI engineers conduct network assessment to analyze existing infrastructure and develop a detailed design plan to meet customers' network performance and coverage requirements. DSI uses multiple

	Design, Plan, Install, and Configuration	A	B
			tools such as NetformX, Cisco Prime Infrastructure, Cisco LMS etc.

2.5 WIRELESS HARDWARE

	Wireless Hardware	A	B
5.1	Does your solution include wireless hardware that is compliant with IEEE 802.11? Please explain.	Yes	Cisco Wireless hardware is compliant with IEEE 802.11 standards. All Cisco Access points, Wireless LAN Controllers, Cisco Wireless Management solutions and mobility services are compliant with IEEE 802.11 standards.
5.2	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.	Yes	The solution includes following Cisco wireless access points, which support IEEE 802.11ac Wave 1 and Wave 2. 802.11ac Wave1 supported access points: Cisco 1700, 1830, 1850, 2700, 3600 with 802.11ac module, 3700 and 3800 series access points. 802.11ac Wave2 supported access points: Cisco 1850 and 3800 series access points. Reference: http://www.cisco.com/c/en/us/products/wireless/buyers-guide.html
5.3	Does your solution include wireless hardware that contains at least one 1000 Base-T Ethernet port? Please explain.	Yes	The solution includes Cisco Wireless Access Points with at least one 10/100/1000BASE-T Ethernet (RJ-45) port. Reference: http://www.cisco.com/c/dam/en/us/products/collateral/interfaces-modules/services-modules/at_a_glance_c45-652653.pdf
5.4	Does your solution include a warranty? If so, how long and is there an additional charge?	Yes	The solution includes Access Points with "Cisco Limited lifetime hardware warranty". A Cisco product hardware warranty is supported for as long as the original end user continues to own or use the product, provided that the fan and power supply warranty is limited to 5 years. In the event of a discontinuance of product manufacture, the Cisco warranty support is limited to 5 years from the announcement of the discontinuance. Reference: http://www.cisco.com/c/en/us/products/collateral/wireless/3700-series-access-point/data_sheet_c78-729421.html The proposed solution includes Generation-2 Wireless LAN Controllers (5520 & 8540) warranty that includes: <ul style="list-style-type: none"> • Three years parts coverage • 10 day AR - Cisco or its service center will use commercially reasonable efforts to ship a replacement within ten (10) working days after receipt of the RMA request. Actual delivery times might vary depending on customer location. • This warranty also includes a 90-day software warranty on media and ongoing downloads of BIOS, firmware, and drivers. Reference: http://www.cisco.com/c/en/us/products/collateral/wireless

	Wireless Hardware	A	B
			s/8540-wireless-controller/datasheet-c78-734258.html http://www.cisco.com/c/en/us/products/collateral/wireless/5520-wireless-controller/datasheet-c78-734257.html The proposed solution includes Wireless LAN Controllers (2504, 5508 & 8510) warranty that includes: <ul style="list-style-type: none"> • 90 days parts coverage • 10 day AR - Cisco or its service center will use commercially reasonable efforts to ship a replacement within ten (10) working days after receipt of the RMA request. Actual delivery times might vary depending on customer location. • This warranty also includes a 90-day software warranty on media and ongoing downloads of BIOS, firmware, and drivers.
5.5	Has your warranty solution been vetted by the Schools & Libraries Division (SLD)?	Yes	Administered by the Schools and Libraries Division of the Universal Service Administrative Company, E-rate is a federally funded program designed to help ensure that K-12 schools and public libraries have access to the Internet. It provides financing and technology insights to meet government procurement needs. Cisco Wireless Access Points, Wireless Controllers, Wireless Management and Mobility services are completely vetted by the Schools and Libraries Division of the Universal Service Administrative Company. Reference: http://ciscoerate.com/index.htm?menuItem=4 & http://www.ciscoerate.com/index.htm?menuItem=2#wl
5.6	Does your solution include firmware updates quoted on an annual basis as required by E-Rate rules? Please explain.	Yes	The Cisco AirOS Software release product lifecycle establishes the policies and milestones for Cisco AirOS Software releases. These policies and milestones facilitate the Cisco AirOS Software release selection process for deploying technologies during the supported Wireless software product lifespan, and provide migration path options for a proactive and streamlined software upgrade before a release reaches end of software maintenance.
5.7	Has your firmware solution been vetted by the SLD?		The solution's firmware has been vetted by the SLD.
5.8	Does your solution include copies of all warranties for the wireless hardware? Please explain.	Yes	The solution includes copies of all warranties for the wireless hardware. All Cisco wireless hardware and software products are covered by warranty for a minimum of 90 days. Some products have longer warranty coverage periods.
5.9	Does your solution include general descriptions and use cases of the wireless hardware being proposed for use in school buildings? Please explain.	Yes	The solution will include detailed descriptions and use cases of the Cisco wireless hardware being proposed for the school buildings. A detailed, High-Level, Low-Level design will be submitted. A detailed Implementation plan will be created in along the submitted time lines. A detailed RF Assessment(Wireless Site-Survey) report will be

	Wireless Hardware	A	B
			submitted which includes existing and proposed AP location MAPs, Signal Strength MAPs, RSSI details, Channel and AP power information.
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.	Yes	The solution includes a details description of wireless management framework. Within High-Level design, wireless management framework will be defined. Cisco Prime Infrastructure along with Wireless LAN controllers and Access Points are part of wireless management framework. The RF spectrum is managed and controlled by Wireless LAN Controller's Radio Resource Management (RRM). Wireless client will be authenticated multiple ways using Wireless Controller natively or using external AAA servers.
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.	Yes	The solution includes a detailed description of Wireless LAN controller architecture. Cisco WLAN hardware and software are uniquely positioned to handle the dense volumes of wireless traffic generated by today's mobile applications, BYOD programs, growing numbers of wireless users and devices, and Internet of Things (IoT) connections. It'll be identified based on the customer requirements, the controller flavor and model will be identified and proposed. Cisco wireless portfolio has the following variants of the WLAN controllers <ul style="list-style-type: none"> • Standalone Appliances • Integrated with Ethernet switches/WAN routers (Unified Access) • Virtual Hypervisor-based Controllers • Embedded in Access Points • Cloud managed Wireless Solution
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.	Yes	An assessment will be conducted on the existing wireless environment to understand the design, configuration and hardware included in it. Based on the current wireless design, a compatibility matrix will be prepared. All compatible and Non-compatible features will be discussed with the client, before we proceed with the migration.
5.13	Does your solution include a description of the traffic flows between clients, access points, controllers and the Internet? Please explained.	Yes	The solution includes a detailed description of the traffic flow between Controllers (primary and High Available); traffic flow in case of controller failure; traffic flow between clients, access points and controllers; traffic flow between DHCP, DNS and Radius services; Guest traffic flow; CAPWAP traffic flow. Based on the proposed wireless devices and services, each solution will be included with a detailed traffic flow diagrams and step-by-step explanation.

	Wireless Hardware	A	B
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.	Yes	The solution includes a detailed description of the items and services to be covered under maintenance.
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.	Yes	High-Availability with AP and Client Stateful Switchover - This feature ensures no Service Set Identification (SSID) outage while simultaneously providing customers with a low-cost standby controller. A controller can be configured as the standby (HA) controller to another controller designated as the primary. The standby controller synchronizes the access point license count, access point roaming keys, and access point CAPWAP state with the primary controller and provides sub second failover for thousands of access points and clients in case of outage on the primary controller. High resiliency achieved with AP SSO, Multiple Link Aggregation (LAG), redundant power supplies, and redundant fans in the controller.
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.	Yes	The solution includes multiple wireless access point models. Standard Indoor AP Models: Cisco 1700, Cisco 1830, Cisco 1850 series access points High density indoor AP models: Cisco 2700, Cisco 3700 and Cisco 3800 series access points Long range outdoor AP models: Cisco 1530, Cisco 1550, Cisco 1570 and Industrial Wireless 3700 series access points. Reference: http://www.cisco.com/c/dam/en/us/products/collateral/wireless/aironet-1140-series/C45-614928-00_Channel_AAG_Cisco_Unified_Wireless_Network_Portfolio.pdf
5.17	Does your solution include wireless access points that are powered by IEEE 802.11af POE or IEEE 802.11at POE+? Please explain.	Yes	The solution includes Indoor wireless access points (Cisco 1700 series, 1830 series, 1850 series, 2700 series, 3700 series and 3800 series Access Points) that can be powered by <ul style="list-style-type: none"> • IEEE 802.11at PoE+ • IEEE 802.3af Enhanced PoE • Universal PoE (UPOE) Reference: http://www.cisco.com/c/en/us/products/wireless/buyers-guide.html#info-indoorac
5.18	Does your solution include wireless access points that are able to support dual radio, 2.4GHz and 5GHz bands, simultaneously? Please explain.	Yes	The solution includes Indoor wireless access points (Cisco 1700 series, 1830 series, 1850 series, 2700 series, 3700 series and 3800 series Access Points) that are able to support dual (2.4GHz and 5.0GHz) radios simultaneously. Reference:

	Wireless Hardware	A	B
			http://www.cisco.com/c/en/us/products/wireless/buyers-guide.html#info-indoorac
5.19	Does your solution include wireless access points that are able to support at least three spatial streams in the 5GHz band? Please explain.	Yes	<p>The solution includes wireless access points (Cisco 1700 series, 1830 series, 1850 series, 2700 series, 3700 series and 3800 series Access Points) which support MIMO (Multiple Input, Multiple Output) radio design with following spatial streams</p> <ul style="list-style-type: none"> • 1700 series: 3 x 3:2 • 1830 series: 3x3:2 MU/SU-MIMO • 1850 series: 4 x 4:4 (SU-MIMO), 4 x 4:3 (MU-MIMO) • 2700 series: 3 x 4:3 • 3700 series: 4 x 4:3 • 3800 series: 4 x 4:3 (MU-MIMO) <p>Reference: http://www.cisco.com/c/en/us/products/wireless/buyers-guide.html#info-indoorac</p>
5.20	Does your solution include wireless access points that are able to support multiple SSIDs and per-SSID access policy? Please explain.	Yes	<p>The solution includes wireless access points (Cisco 1700 series, 1830 series, 1850 series, 2700 series, 3700 series and 3800 series Access Points) which can advertise up to 16 SSIDs. The proposed Cisco UWN solution can control up to 512 WLANs for lightweight access points. Each WLAN has a separate WLAN ID (1 through 512), a separate profile name, a separate access policy and a WLAN SSID. All controllers publish up to 16 WLANs to each connected access point, but you can create up to maximum WLANs supported by the controller and then selectively publish these WLANs (using access point groups) to different access points to better manage your wireless network.</p> <p>Reference: http://www.cisco.com/c/en/us/td/docs/wireless/controller/8-2/config-guide/b_cg82/b_cg82_chapter_01001001.html</p>
5.21	Does your solution include wireless access points that are able to support rate limiting and traffic shaping of guest clients? Please explain.	Yes	<p>By using Cisco's Application Visibility and Control (AVC) and QoS profiles; all Cisco Access Points can be configured to rate limit and / or shape traffic for wireless guests. This configuration will be done at the controller and pushed to the access points which are connected to the controller.</p>
5.22	Does your solution include wireless access points that are able to support multiple VLANs with assignable QoS? Please explain.	Yes	<p>Cisco Unified Wireless products support WMM, a QoS system based on IEEE 802.11e that has been published by the Wi-Fi Alliance, and WMM Power Save, as well as Admission Control.</p> <p>QoS is defined as the measure of performance for a transmission system that reflects its transmission quality and service availability. Service availability is a crucial element of QoS. Before QoS can be successfully implemented, the network infrastructure must be highly available. The network transmission quality is determined by latency, jitter, and loss.</p> <p>Reference:</p>

	Wireless Hardware	A	B
			http://www.cisco.com/c/en/us/td/docs/solutions/Enterprise/Mobility/vowlan/41dg/vowlan41dg-book/vowlan_ch2.html#wp1045470
5.23	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.	Yes	<p>Cisco first pioneered fast roaming many years ago with CCKM (Cisco Centralized Key Management), which was the foundation for 802.11r. 11r which was ratified by the IEEE in 2008, allows for fast roaming, even on a secure 802.1X SSID. With 802.11r it is possible to roam without disruption during a voice or video call.</p> <p>802.11k is another amendment from the IEEE that helps to improve roaming. 802.11k provides a whole slew of information to the client, which allows the client to understand the RF environment and make an informed roaming decision. This information can include channel load and AP neighbor lists.</p>
5.24	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.	Yes	<p>Within the Cisco Wireless solution, L2 roam occurs when the user roams from an access point connected to its controller to a different access point connected to another controller, where the two controllers are L2 adjacent to each other. L2 adjacent means the WLC have the same vlan/ ip subnet.</p> <p>Within the Cisco Wireless solution, L3 roam occurs when the user roams from an access point connected to its controller to a different access point connected to another controller, where the two controllers are L3 adjacent to each other. L3 adjacent means they have different vlan/ip subnet.</p> <p>The Cisco Unified Wireless controllers deliver high-end wireless services to the clients roaming across wireless network. Now, the wireless services are integrated with the switches, thus delivering a value-added Cisco unified new mobility architecture. This unified architecture enables client-roaming services to both wireless and wired clients with seamless, fast- roaming services.</p> <p>The new mobility architecture supports fast client roaming services using logical categorization of network into Mobility Domains (MDs), Mobility Groups (MGs), Mobility Subdomains (MSDs), and Switch Peer Groups (SPGs) using systems such as Mobility Oracle (MO), Mobility Controller (MC), and Mobility Agent (MA).</p>
5.25	Can your solution centrally manage all access points from one management console/interface? Please explain.	Yes	<p>Cisco Wireless LAN Controller is a device that assumes a central role in the Cisco Unified Wireless Networking (CUWN). Cisco wireless controllers provide the visibility, scalability, and reliability needed for highly secure, enterprise-scale wireless networks. The solution based on CUWN includes WLC's, which have a built-in Graphical User Interface (GUI) dashboard or a traditional Command-Line interface (CLI) to centrally monitor, manager, configure and troubleshoot access points. Traditional roles of access points, such as association or authentication of wireless clients, are done by the WLC. Access points, called Lightweight</p>

	Wireless Hardware	A	B
			<p>Access Points (LAPs) in the unified environment, register themselves with a WLC and tunnel all the management and data packets to the WLCs, which then switch the packets between wireless clients and the wired portion of the network. All the configurations are done on the WLC. LAPs download the entire configuration from WLCs and act as a wireless interface to the clients. Cisco lightweight access points use the IETF standard Control and Provisioning of Wireless Access Points protocol (CAPWAP) in order to communicate between the controller and other lightweight access points on the network.</p>
<p>5.26</p>	<p>Does your solution include mounting options for mounting access points on walls and ceilings? Please explain.</p>	<p>Yes</p>	<p>The solution includes hardware to mount access points in different locations including on a suspended ceiling, on a hard ceiling or wall, on an electrical or network box, and above a suspended ceiling. Mounting hardware for Cisco access points consists of brackets, which connect to the bottom of the access point, and ceiling grid clips, which connect the bracket to a suspended ceiling. The bracket that you need depends on the mounting location for the access point. The ceiling grid clip that you need depends on the type of suspended ceiling where you need to install the access point. You don't need ceiling grid clips if you are mounting the access point to a hard-surface ceiling or a wall.</p> <p>Reference: http://www.cisco.com/c/en/us/td/docs/wireless/access_point/mounting/guide/apmount.html</p>

2.6 SWITCHING HARDWARE

	Switching Hardware	A	B
6.1	Does your solution include Ethernet switches that are IEEE 802.3 compliant? Please explain.	Yes	<p>Ethernet refers to the family of LAN products covered by the IEEE 802.3 standard that defines the carrier sense multiple access collision detect (CSMA/CD) protocol. Four data rates are currently defined for operation over optical fiber and twisted-pair cables: 10Base-T Ethernet (10 Mb/s), Fast Ethernet (100 Mb/s), Gigabit Ethernet (1000 Mb/s) and 10-Gigabit Ethernet (10 Gb/s).</p> <p>The IEEE 802.3 standard provides MAC (Layer 2) addressing, duplexing, differential services, and flow control attributes, and various physical (Layer 1) definitions, with media, clocking, and speed attributes. It also provides a LAG (similar to EtherChannel) definition for providing both higher link capacity and availability.</p> <p>The Cisco switches in this solution are IEEE 802.3 compliant.</p>
6.2	Does your solution include a warranty on its Ethernet switches? Please explain.	Yes	<p>Cisco switches comes with Cisco Enhanced Limited Lifetime Hardware Warranty.</p> <p>Duration of Hardware Warranty: As long as the original end user continues to own or use the product. In the event of discontinuance of product manufacture, Cisco warranty support is limited to five (5) years from the announcement of discontinuance.</p> <p>Replacement, Repair or Refund Procedure for Hardware: Where available, Cisco will use commercially reasonable efforts to ship a replacement for next business day delivery provided Cisco's determination of the hardware failure has been made before 3 p.m. depot time. Otherwise, a replacement part will be shipped the same business day. If a request is made after 3 p.m. depot time, Cisco will ship the advance replacement on the next business day. Actual delivery times will vary by customer location. Taxes and duties may apply and will be borne by the recipient of the replacement part.</p> <p>Reference: http://www.cisco-servicefinder.com/WarrantyFinder.aspx</p>
6.3	Has your solution's Ethernet switch warranty been vetted by the SLD?	Yes	<p>Cisco Ethernet Switch hardware warranty has been vetted by the SLD.</p> <p>Reference: http://ciscoerate.com/index.php?menuitem=4</p>
6.4	Does your solution include firmware updates quoted on an annual basis as required by E-Rate rules? Please explain.	Yes	<p>The Cisco IOS Software release product lifecycle establishes the policies and milestones for Cisco IOS Software releases. These policies and milestones facilitate the Cisco IOS Software release selection process for deploying technologies during the supported software product lifespan, and provide migration path options for a proactive and streamlined software upgrade before a release reaches end of software maintenance.</p>

	Switching Hardware	A	B
6.5	Has your firmware solution been vetted by the SLD?	Yes	The solution's firmware has been vetted by the SLD.
6.6	Does your solution include copies of all warranties for the Ethernet switches? Please explain.	Yes	The Cisco's switch solution includes copies of all warranties for the proposed Ethernet switches.
6.7	Does your solution include a description of how Ethernet switches may be managed by a management console? Please explain.	Yes	Cisco Prime Infrastructure simplifies the management of wireless and wired networks. It offers Day 0 and 1 provisioning, as well as Day N assurance from the branch to the data center. We call it One Management. With this single view and point of control, you can reap the benefits of One Management across both network and compute. Cisco Prime Infrastructure lets you manage your network more efficiently and effectively so you can achieve the highest levels of wireless and wired network performance, service assurance, and application-centric end-user experience. A list of supported switches can be found from the URL: http://www.cisco.com/c/en/us/td/docs/net_mgmt/prime/infrastructure/3-0/release/notes/cpi_rn.html#pgfid-43885
6.8	Does your solution include Ethernet switches that support multiple VLANs? Please explain.	Yes	Cisco Switches supports multiple VLANs. The Cisco switches supports VLANs in VTP client, server, and transparent modes. VLANs are identified by a number from 1 to 4094. VLAN IDs 1002 through 1005 are reserved for Token Ring and FDDI VLANs. Reference: http://www.cisco.com/c/en/us/td/docs/switches/lan/catalyst2960/software/release/12-2_55_se/configuration/guide/scg_2960/swvlan.html#wp1441674
6.9	Does your solution include Ethernet switches that support IEEE 802.3at POE+? Please explain.	Yes	Cisco switches support IEEE 802.3at POE+ on specific models. In addition to PoE 802.3af, the Cisco Switches support PoE+ (IEEE 802.3at standard), which provides up to 30W of power per port. The Cisco Series Switches can provide a lower total cost of ownership for deployments that incorporate Cisco IP phones, Cisco Aironet wireless LAN (WLAN) & Meraki access points, or any IEEE 802.3af-compliant end device. PoE removes the need for wall power to each PoE-enabled device and eliminates the cost for additional electrical cabling and circuits that would otherwise be necessary in IP phone and WLAN deployments.
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.	Yes	Cisco switches comes with multiple PoE options based on available PoE power we select. With Full PoE power models, we can get Full IEEE 802.3at (PoE+) with 30W power on all ports. Cisco's Universal Power over Ethernet (UPOE) switches delivers up to 60W per port over standard cabling infrastructure.

	Switching Hardware	A	B
6.11	Does your solution include Ethernet switches that contain a non-blocking switch backplane? Please explain.	Yes	Specific Cisco switch models and switch line cards support non-blocking switch backplane, providing full bandwidth per port. Cisco switches deployed in stack mode is designed to deliver deterministic and non-blocking switching performance for up to 468 ports, including wired and wireless network devices.
6.12	Does your solution include Ethernet switches that have SNMP management capabilities? Please explain.	Yes	SNMP is an application-layer protocol that provides a message format for communication between SNMP managers and agents. SNMP provides a standardized framework and a common language used for the monitoring and management of devices in a network. All Cisco Ethernet switches supports SNMP management.
6.13	Does your solution include Ethernet switches that have vendor-specific management capabilities? Please explain.	Yes	Cisco switches uses some open standards and some vendor specific management features. These vendor specific management capabilities utilized to talk with other cisco devices such as Cisco Prime Infrastructure.
6.14	Does your solution include Layer 3 switching/routing support? Please explain.	Yes	Cisco catalyst switches offered both Layer 2 switching and Layer 3 Routing as needed. Based on the requirement and switch positioning, appropriate model and feature set will be selected on the Cisco catalyst platform.

Exhibit B

Pricing

Exhibit B
Product Discounts
Cisco

Product Category	Delivery Lead Time (In Days ARO)	Spend (Per order)	State Discount % (Off Publicly Available Price List)	Academic Discount % (Off Publicly Available Price List) Higher Education Only
Switches	21 Days ARO	\$0-\$50,000	42.50%	42.50%
		\$50,001- \$100,000	42.50%	42.50%
		\$100,001- \$200,000	44.50%	44.50%
		\$200,001- \$300,000	45.50%	45.50%
		\$300,001- \$500,000	49.50%	49.50%
		\$500,001- Plus	49.50%	49.50%
Routers	21 Days ARO	\$0-\$50,000	42.50%	42.50%
		\$50,001- \$100,000	42.50%	42.50%
		\$100,001- \$200,000	44.50%	44.50%
		\$200,001- \$300,000	45.50%	45.50%
		\$300,001- \$500,000	49.50%	49.50%
		\$500,001- Plus	49.50%	49.50%
Security (Firewalls)	21 Days ARO	\$0-\$50,000	42.50%	42.50%
		\$50,001- \$100,000	42.50%	42.50%
		\$100,001- \$200,000	44.50%	44.50%
		\$200,001- \$300,000	45.50%	45.50%
		\$300,001- \$500,000	49.50%	49.50%
		\$500,001- Plus	49.50%	49.50%
Wireless	21 Days ARO	\$0-\$50,000	42.50%	42.50%
		\$50,001- \$100,000	42.50%	42.50%
		\$100,001- \$200,000	44.50%	44.50%
		\$200,001- \$300,000	44.50%	44.50%
		\$300,001- \$500,000	45.50%	45.50%
		\$500,001- Plus	45.50%	45.50%
Maintenance		\$0-\$50,000	18.00%	32.50%
		\$50,001- \$100,000	18.00%	32.50%
		\$100,001- \$200,000	19.00%	33.50%
		\$200,001- \$300,000	20.00%	34.50%
		\$300,001- \$500,000	21.00%	35.50%
		\$500,001- Plus	22.00%	36.00%
Other Applicable Products (Supplier may add additional categories)	21 Days ARO	\$0-\$50,000	38.90%	38.90%
		\$50,001- \$100,000	38.90%	38.90%
		\$100,001- \$200,000	39.90%	39.90%
		\$200,001- \$300,000	39.90%	39.90%
		\$300,001- \$500,000	40.90%	40.90%
		\$500,001- Plus	41.90%	41.90%

*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

Service Rates

Service Description	Hourly Rate <i>(Normal business hours)</i>	Hourly Rate <i>(After normal business hours)</i>
Network architecture, analysis and design services	200	250
Equipment installation/configuration services	100	150
Equipment update/upgrade services	100	150
Equipment repair services	100	150
Technical support services <i>(Standard)</i>	75	100
Technical support services <i>(Premium)</i>	100	125
Engineering services <i>(Standard)</i>	125	175
Engineering services <i>(Premium)</i>	200	250
Training	175	200
Other Applicable Services <i>(Supplier may fill in additional services)</i>		

***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.**

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>IT Solutions and Systems Supported by DSI with an SLA</p> <ol style="list-style-type: none"> 1. Unified Communications Systems <ol style="list-style-type: none"> a. Cisco Unified Communications Hardware and Applications b. Cisco compatible third party Unified Communications Applications c. Cisco Jabber Collaboration d. Cisco Video Conferencing e. Cisco WebEx 2. Enterprise and Datacenter networking <ol style="list-style-type: none"> a. Wide Area Networks b. Cisco Catalyst and Cisco Meraki Switching c. Cisco Nexus and MDS Switching d. Cisco Wireless and Cisco Meraki Wireless Local Area Networks 3. Network Security <ol style="list-style-type: none"> a. Cisco ASA Firewalls b. Cisco Sourcefire/FirePOWER Firewall and Intrusion Prevention Systems c. Cisco Meraki Next Generation Firewalls d. Cisco Identity Service Engine e. Cisco Meraki Mobile Device Management 4. Converged Computing Architecture <ol style="list-style-type: none"> a. Cisco UCS Server Systems b. NetApp Storage Systems c. VMware, Hyper-V, KVM hypervisors d. Backup and Disaster Recovery systems <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.

DSI's Support Agreements provides service above and beyond manufacturers' standard technical support capabilities.

Included with:

- **Support from the DSI Network Operations Center (NOC). Locally staffed (24x7x365).**
- **Service Level Agreement based Queue Prioritization (1, 2, 4 & 12-hour response-times)**

DSI Proactive Support includes the following additions:

- 1. Service Level Agreement (SLA) – 24x7x365, 1 hour urgent, 4 hour routine, scheduled.**
- 2. Support -**
 - a. Proactive support – DSI will monitor system and start working issues when alerted by customer-provided Network Management System (NMS). An Alert generates a Support Ticket.**
 - b. Support Tickets opened by customer via phone (P1 & P2), email or web (P3-4).**
 - c. Unlimited remote support for keeping systems running. (Troubleshooting, Resolution planning, Remote Repairs etc.)**
 - d. Client Information Database stored in a secured Datacenter, with infrastructure details, configuration backups and inventory.**
 - e. Minor Additions and Updates can be completed using Incident Tickets.**
 - f. Major Adds, Updates, Contact Center Script changes, and Onsite work are done either as Projects or Time & Materials.**
- 3. Support Run Book with detailed service information.**
- 4. Business reviews to discuss current state of IT for covered equipment, providing a Technology Roadmap**
- 5. Reporting with Asset and Performance Management and Availability metrics**

Please provide a copy of your organization's SLAs along with a schedule of prices based on a per-student pricing model.

Priority Response Time Notification

P1: Critical 1hr. Email sent & ticket updated within 1 hr. Custom notification can be defined in Escalation Matrix

P2: High 2 hrs. Email sent & ticket updated within 2 hrs.

P3: Medium 4 business hrs. Email sent & ticket updated within 4 business hrs.

P4: Routine/Scheduled 12 business hrs. Email sent & ticket updated within 12 business hrs.

Please see attached detailed SLA Document

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 AGREEMENT (SLAs)

Performance Standard	Description	Measurement	Measurement period	% Level	Service Price	Remedy
Response Time	Time within which a ticket will be responded based on severity of the ticket. Defined as below <ul style="list-style-type: none"> • Priority1 – Network down, severe impact • Priority2 – Network down, no impact • Priority3-Network Up, degraded performance. • Priority4-Network Up, cosmic issue. 	Priority 1 Response time – 15 minutes Priority 2 Response time – 2 hours Priority 3 Response time – 4 hours Priority 4 response time – 12 hours.	24 X 7 X 365	99%	100%	\$1000/1%
Close Ticket Time	Time taken to close the ticket and update case details with following items <ul style="list-style-type: none"> • Problem statement • Resolution summary • Any attached Vendor base number • Any attached Vendor Bug ID 	Within 2 hours of resolution of the issue.	24 X 7 X 365	90%	NA	\$500/1%
RMA (Hardware failure)	Time taken to replace the faulty device with a new functional device with configuration compatibility to get the network up and running.	Order received by DSI based on RMA service contract associate with the device, DSI will ship the equipment same day. Reconfiguration of device within 1 business day.	N/A	95%	100%	\$500/1%
New Install	A new device being added to the network Infrastructure.	Schedule Installation Within 7 Days	N/A	99%	NA	\$100/1%
Complete Shipments	Shipment tracking number and ensuring the shipment has been received.	Shipment tracking number to be provided by DSI. Ensure Shipment is received and provide receipt notice to the stockholders with 2 hours of shipment being received.	Monthly	95%	100%	\$25/Incom plete Shipment
Wireless monitoring	This defines different parameters which will be monitored.	Wireless controller hardware monitoring (majorly including	24 X 7 X 365.			

Performance Standard	Description	Measurement	Measurement period	% Level	Service Price	Remedy
		LED status, Uplinks, CPU utilization, Memory utilization, associated AP monitoring)				
Wireless Services monitoring	Defines different wireless services which will be monitored.	Wireless services will be monitored (majorly including location services, clear Air interferer monitoring, Wireless intrusion prevention system monitoring). This will also include Rouge monitoring, unauthorized access.	Location tracking will be provided on demand. WIPS report to be provided monthly (subject to change based on SLA requirements.)			
Application SLA over Wireless monitoring	Application SLA to be monitored based on Net flow data feeding into the monitoring system (might depend of the type of Wireless deployment)	Monthly Application visibility and control reporting for wireless usage.	Monthly			
Wired port monitoring	Monitoring of wired ports	Important ports which can cause network outage like WAN ports, uplinks etc. will be monitored (will majorly include error monitoring on the ports, port utilization, packet drops)	24 X 7 X 365.	95%	NA	TBD
LAN devices monitoring	Monitoring of Wired infrastructure devices.	Lan devices like Switches, routers, firewalls, load balancers monitoring(majorly including LED status, Uplinks, CPU utilization, Memory utilization)	24 X 7 X 365.	95%	NA	TBD
Application SLA over LAN monitoring	Application SLA to be monitored based on Net flow data feeding into the monitoring system, from a specific interface.	Monthly Application visibility and control reporting for LAN usage. Monthly report for critical application response time will be provided if is a part of SLA.	Monthly	95%	NA	TBD
Reporting Accuracy Rate	Generation of various reports depending of SLA agreement and network parameters to be monitored for optimum network health.	DSI will perform 24X7X365 monitoring and provide comprehensive reports for agreed upon SLA and Network Statistics.	Quarterly	99%	NA	TBD

Performance Standard	Description	Measurement	Measurement period	% Level	Service Price	Remedy
Order Confirmation	Measures response time from receipt of order to confirmation of order receipt	Order confirmation status will be provided within 2 hour of the order bring received.	N/A	95%	NA	TBD
Billing Accuracy	Monthly invoice is complete and correct, submitted on time (based on summary report)	Monthly bill will be sent by DSI	monthly	99% or higher	NA	TBD

**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

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: _____

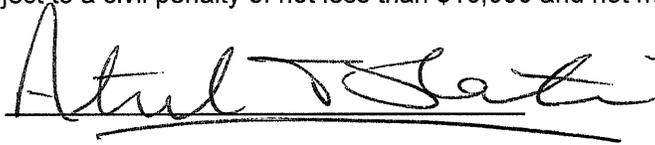
EXHIBIT G: CERTIFICATION REGARDING LOBBYING

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:

Atul Bhatia

Organization:

DISYS Solutions, Inc.

Date:

March 21, 2016