



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 1

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 715349

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 0506

Vendor ID: VS0000015320

SO Doc ID: MIS2000000002

Legal Name: NETRAID LLC

Published Date: 6/12/20

Alias/DBA:

Close Date: 6/17/20

Total Bid: \$44,112.00

Close Time: 13:30

Response Date: 06/17/2020

Status: Closed

Response Time: 11:40

Solicitation Description: Addendum No.02 - HP Server Support

Total of Header Attachments: 1

Total of All Attachments: 1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	HPE Hardware Maintenance Onsite support (H7J33AC) or equal				\$11,028.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.1. - HPE Hardware Maintenance Onsite support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	HPE Hardware Maintenance Onsite support Opt Renewal Yr 1				\$11,028.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.1. - HPE Hardware Maintenance Onsite support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	HPE Hardware Maintenance Onsite support Opt Renewal Yr 2				\$11,028.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.1. - HPE Hardware Maintenance Onsite support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	HPE Hardware Maintenance Onsite support Opt Renewal Yr 3				\$11,028.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.1. - HPE Hardware Maintenance Onsite support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	HPE Collaborative Remote Support				\$0.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.2. - HPE Collaborative Remote Support

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	HPE Collaborative Remote Support Opt Renewal Yr 1				\$0.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.2. - HPE Collaborative Remote Support Opt Renewal Yr 1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	HPE Collaborative Remote Support Opt Renewal Yr 2				\$0.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.2. - HPE Collaborative Remote Support Opt Renewal Yr 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	HPE Collaborative Remote Support Opt Renewal Yr 3				\$0.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.2. - HPE Collaborative Remote Support Opt Renewal Yr 3



NETRAID

HPE Hardware Support
West Virginia Department of Health and Human
Resources

June 17
2020

NETRAID
225 Wimpole Drive
Rochester Hills, MI 48309

Phone 1-855-638-7243
Fax 1-248-686-3355
E-mail info@netraid.com

X _____

A handwritten signature in black ink, appearing to read "Matthew Ferguson", is written over a horizontal line.

EIN #: 73-1702250
DUNS #: 968003421
CAGE #: 6CAK2



Scope of Work

NETRAID was founded in 2004, has been providing comprehensive multi-vendor data center hardware maintenance services and solutions nationwide for over 14 years offering onsite hardware support for all major OEMs nationwide. With the ability to provide 24x7x2 hour onsite support.

Since that time, our company has become authorized resellers and partners for Dell, HPE, EMC, IBM and Cisco. We have direct access to onsite support with all major OEMs as needed. Using OEM personnel also allows us to escalate any maintenance issue if needed, by contacting the OEM directly. This includes emergency services. We have been servicing these types of equipment for many years.

NETRAID will provide service on the agreed SLA for multi-vendor hardware maintenance. All service calls will be placed to a dedicated 800 number or through our online portal. We offer the ability for your staff to open tickets anytime directly online, via email or phone. Service begins the moment a service request is placed. The online portal and service numbers are monitored 24/7 with service beginning by diagnosing the maintenance issue using a number of techniques which include; error messages, symptoms, and error codes.

Care packages will also be placed onsite; prior to failure. This will further reduce downtime to minutes instead of hours. This ensures timely parts will be available to you when a hardware failure is reported. The inventory will be defined upon contract execution and stocked. A typical inventory of parts placed onsite, prior to failure, includes hard drives, RAM, and power supplies, boards.

We have multiple highly qualified engineers that we employee based on performance and equipment needs of the customer. Technicians are located within a 20 mile radius of the data center to ensure a 4 hour response time with parts. NETRAID prides itself on its engineers. We understand very well that our product per se is technical service. Therefore, our service engineers must be the very best in the industry.

In order to ensure that the service we deliver is just as exemplary, NETRAID has various systems, tools, and processes to screen and manage our engineers. Engineer assignment is done manually, not through a bulletin board or bidding process.

More detailed information can be found in our attached Service Delivery Process, Call Flow Process and Total Call Ownership at end of bid packages.

We thank you for the opportunity and look forward to serving you as one of our customers in the near future.

Thank you,



Matthew Langan
Director of Operations



Customers Account	Billing Contact	NETRAID Accounts Manager	Contract Start	Contract End
Attention David P Wendell Company West Virginia Department of Health and Human Resources Address 350 Capitol St Charleston, WV 25301 Phone 304-389-8293 Fax Email David.P.Wendell@WV.gov	Attention David P Wendell Company West Virginia Department of Health and Human Resources Address 350 Capitol St Charleston, WV 25301 Phone 304-389-8293 Fax Email David.P.Wendell@WV.gov	Attention Matthew Langan Company NETRAID Address 225 Wimpole Drive Rochester Hills, MI 48309 Phone 1-855-638-7243 x558 Fax 1-248-686-3355 Email matt@netraid.com	7/1/2020	6/30/2021

Vendor (OEM)	Item, Part, Type or Model Number	Serial Number	Description	Location	Server Name	Service Level Agreement (SLA)	Coverage Start Date	Qty	MMC Unit Price	MMC Ext Price	Months	Annual Unit Cost
HPE - Support Pricing												
HPE	455880-B21	3C42480124	HP BLc VC Flex-10 Enet Module Opt	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$5.00	\$5.00	12	\$60.00
HPE	455880-B21	3C42480128	HP BLc VC Flex-10 Enet Module Opt	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$5.00	\$5.00	12	\$60.00
HPE	AJ821B	CN8245B04J	HP B-series 8/24c BladeSystem SAN Switch	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	AJ821B	CN8245B05J	HP B-series 8/24c BladeSystem SAN Switch	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	504636-001	MXQ01500KL	HP DL360 G6 L5520 Eff US Svr	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$12.00	\$12.00	12	\$144.00
HPE	409513-B22	MY59170249	HP BLc Virtual Connect 4Gb FC Opt Kit	Charleston, WV 25301		5x9xNBD	6/1/2020	1	included	included	12	included
HPE	456204-B21	OB01BP0575	HPE BLc7000 DDR2 Encl Mgmt Option	Charleston, WV 25301		5x9xNBD	6/1/2020	1	included	included	12	included
HPE	456204-B21	OB0ABK4015	HPE BLc7000 DDR2 Encl Mgmt Option	Charleston, WV 25301		5x9xNBD	6/1/2020	1	included	included	12	included
HPE	456204-B21	OB26BP3496	HPE BLc7000 DDR2 Encl Mgmt Option	Charleston, WV 25301		5x9xNBD	6/1/2020	1	included	included	12	included
HPE	456204-B21	OB28CP3745	HPE BLc7000 DDR2 Encl Mgmt Option	Charleston, WV 25301		5x9xNBD	6/1/2020	1	included	included	12	included
HPE	456204-B21	OB98BP5109	HPE BLc7000 DDR2 Encl Mgmt Option	Charleston, WV 25301		5x9xNBD	6/1/2020	1	included	included	12	included
HPE	507019-B21	SGH252PRK4	HP BLc7000 CTO 3 IN LCD ROHS Encl	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$20.00	\$20.00	12	\$240.00
HPE	455880-B21	TW202600A5	HP BLc VC Flex-10 Enet Module Opt	Charleston, WV 25301		5x9xNBD	6/1/2020	1	included	included	12	included
HPE	455880-B21	TW292000X8	HP BLc VC Flex-10 Enet Module Opt	Charleston, WV 25301		5x9xNBD	6/1/2020	1	included	included	12	included
HPE	455880-B21	TW292000Y2	HP BLc VC Flex-10 Enet Module Opt	Charleston, WV 25301		5x9xNBD	6/1/2020	1	included	included	12	included
HPE	455880-B21	TW293100NJ	HP BLc VC Flex-10 Enet Module Opt	Charleston, WV 25301		5x9xNBD	6/1/2020	1	included	included	12	included
HPE	603718-B21	USE146KV40	HP BL460c G7 CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	603718-B21	USE202R3RM	HP BL460c G7 CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	603718-B21	USE202R3RN	HP BL460c G7 CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	603718-B21	USE203SKMT	HP BL460c G7 CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	603718-B21	USE203SKPT	HP BL460c G7 CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9WX	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9WY	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X1	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X2	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X3	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X4	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X5	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X9	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XC	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XD	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XE	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XF	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XT	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XW	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XX	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y0	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y1	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00

HPE	641016-B21	USE252R9Y2	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y3	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y4	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y6	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	507019-B21	USE924MWHY	HP BLc7000 CTO 3 IN LCD ROHS Encl	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$20.00	\$20.00	12	\$240.00
HPE	504636-001	MXQ01500KL	HP DL360 G6 L5520 Eff Us Svr	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$12.00	\$12.00	12	\$144.00
HPE	507019-B21	SGH252PRK4	HP BLc7000 CTO 3 IN LCD ROHS Encl	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$20.00	\$20.00	12	\$240.00
HPE	603718-B21	USE146KV40	HP BL460c G7 CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	603718-B21	USE202R3RM	HP BL460c G7 CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	603718-B21	USE202R3RN	HP BL460c G7 CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	603718-B21	USE203SKMT	HP BL460c G7 CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	603718-B21	USE203SKPT	HP BL460c G7 CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9WX	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9WY	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X1	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X2	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X3	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X4	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X5	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9X9	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XC	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XD	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XE	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XF	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XT	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XW	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9XX	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y0	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y1	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y2	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y3	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y4	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	641016-B21	USE252R9Y6	HP BL460c Gen8 10/20Gb FLB CTO Blade	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
HPE	507019-B21	USE924MWHY	HP BLc7000 CTO 3 IN LCD ROHS Encl	Charleston, WV 25301		5x9xNBD	6/1/2020	1	\$15.00	\$15.00	12	\$180.00
CATEGORY TOTAL:									\$919.00	\$919.00		\$11,028.00

Basic Terms: Pricing based on customer provided information and is subject to correction based on actual equipment configuration. All equipment is assumed to be in good, working condition and fully functional prior to the start of this maintenance agreement.

TOTAL EXTENDED MMC:	\$919.00	TOTAL ANNUAL:	\$11,028.00
----------------------------	-----------------	----------------------	--------------------

Maintenance Information Sheet

Equipment Location

Address #1 350 Capitol St Charleston, WV 25301

Source of Maintenance

NETRAID Accounts Manager

Point of Contact Matthew Langan

Phone 1-855-638-7243 (24 hour emergency assistance)

Email Support help@netraid.net

Online Management <https://my.netraid.net/> (billing & support portal)

NETRAID is responsible for supplying any computer hardware and hardware maintenance support to complete the maintenance work-order.

NETRAID is also responsible for hardware time and material charges; either from a third party support group or the regional hardware maintenance support group.

Any questions can be directed to:

Company NETRAID

Address: 225 Wimpole Drive
Rochester Hills, MI 48309

Point of Contact Matthew Langan

Toll Free Phone 1-855-NETRAID x558

Direct Phone 248-971-0015

Fax 248-686-3355

Email matt@netraid.com

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ MIS200000002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

NETRAID

Company



Authorized Signature

6/17/2020

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.



Call Flow Process

NETRAID has defined processes that govern the way we handle calls from beginning to end. NETRAID's typical call flow for a Break-Fix service call is listed below:

1. Service call comes into our Customer Care Center or online at our PowerPanel Online Management System.
2. Independent of the service call entry process, the agent who receives the request enters the pertinent information into our call management system. This would include:
 - a. Customer Name
 - b. Customer Address
 - c. Customer City, State, Zip
 - d. Point of Contact Name
 - e. Point of Contact Phone
 - f. Customer Reference Number (optional)
 - g. Equipment Model #
 - h. Equipment Serial #
 - i. Problem Description
 - j. Troubleshooting Performed (optional)
 - k. Parts Required (optional)
3. Once the agent enters this information, he/she will place the call in queue for our technical support team.
4. Our technical support team will telephone the customer within 1 hour of call entry to do problem determination in order to determine the parts needed.
 - a. NETRAID does not simply dispatch a technician onsite to do the part diagnosis. NETRAID performs phone triage in order to obtain a First Time Fix (FTF).
 - i. Once the part has been identified the ticket is submitted to our dispatch queue for a technician to be assigned.
 - ii. If the problem determination cannot be made, the call will be placed in our dispatch queue for a technician to be dispatched the within the required SLA to diagnose and replace parts or order parts in necessary.
5. The Technical Assignment Group agent will identify the appropriate engineer to which the service call should be dispatched. The appropriate engineer is determined using a custom built management tool that stores all information about our engineers.
6. The Technical Assignment Group matches an engineer based on the zip code, equipment skill, certification, availability, and customer satisfaction ratings.
7. The Technical Assignment Group personally calls the engineer to ensure that he/she is available and can work on the equipment in question to fully qualify the tech prior to dispatch.
8. The Technical Assignment Group also reviews the customer specific information with the engineer, including who he/she is representing and the process for this customer, as well as sending him/her the correct paperwork for the event. This paperwork will contain a signature sheet for the client (called an RFS), the specific instructions for this service call, and any additional material that may be needed
9. Once the engineer is confirmed, the Technical Assignment Group conferences the engineer in with the client to set the appropriate ETA..



Call Flow Process

10. The Client Relationship Specialist then calls the engineer again and reviews with him/her the client information and the ETA.
11. The engineer arrives on-site and calls into our Customer Care Center to note that he/she is onsite.
12. If the engineer has any technical questions while on-site or once they are finished their diagnosis, the engineer will call into our Helpdesk, and the correct part will be determined. If there is any difficulty in performing this triage, the OEM or part vendor of the unit in question will be brought in via phone to assist.
13. The Helpdesk agent identifies the part number required for the failing unit and places the call into our Logistics queue.
14. The Logistics agent is then responsible for procuring the part from the best available source within the SLA, whether it be onsite or for delivery. This agent will check client stocking locations, forward stock locations, engineer stock locations, and then the best available vendor. If the part is not available at a stocking location onsite or near the service location, it is sent Next Day Air or Same Day Critical from the appropriate stocking location.
15. The part arrives within the SLA, and the Client Relationship Specialist manages the ETA with the customer and the engineer to complete the repair.
16. The engineer arrives on-site, installs the part, and repairs the machine. If another part is required, the engineer will call back into our Help desk, repeating the process from above.



Service Delivery Process

NETRAID provides a wide range of coverage to our customers in order to better provide the expected service delivery. We are available to provide service up to 24 hours a day, 7 days a week including holidays. We can customize a Service Level Agreement to meet your needs. If you would like more information on these, please contact your Representative.

There are many different departments that work together at NETRAID to attain the World Class Service that we deliver. Below you will find a list of our departments and what you can expect from each.

Call Center – All calls are routed to this department. If the customer is not using our web based call management tool, they can phone in to the call center to open a service order. Additionally, if the customer has any questions or concerns and cannot contact their dedicated account manager, they may call the Call Center for assistance.

PowerPanel Online Management – All customers are provided with an account to our web based support and billing tool. This tool allows you to place, interact with, and open tickets on all service events placed with NETRAID, as well as managing invoices and payments. All users are presented with training on how to utilize this program to its fullest capabilities. If you would like more information on this program, please contact your Representative.

Technical Support – Once a service order is opened, our Technical Support Department will contact the site contact in an attempt to triage the malfunction on the unit. It is their goal to make a part determination at the opening of a ticket. Our tech support group has many resources available, including 3rd party vendors as well as electronic resources. In addition to the resources, our tech support undergoes weekly “hands-on” training classes on our customer’s assets.

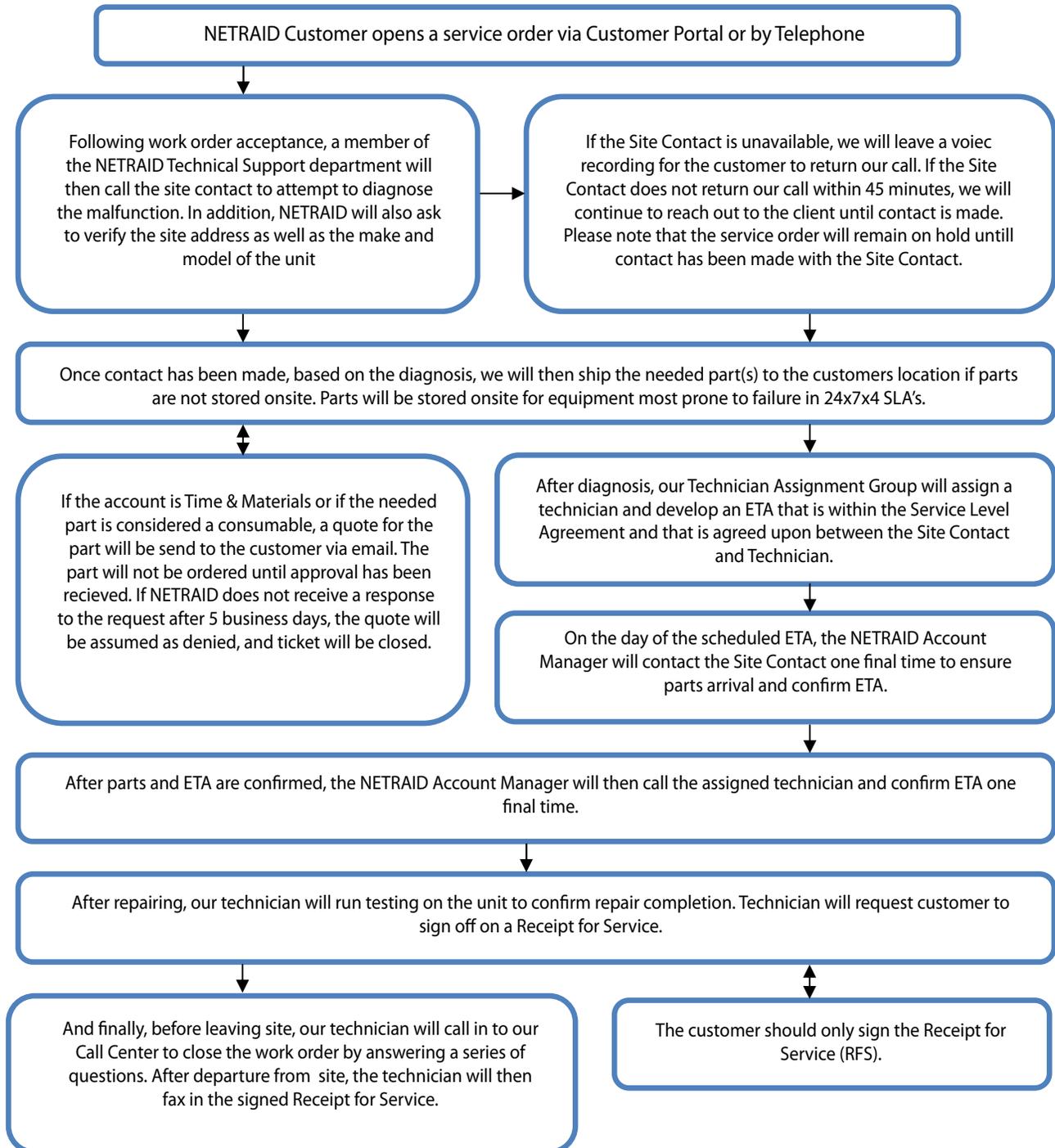
Logistics – Once the needed part is determined and is not available onsite, our Logistics Department procures the part same business day. Based on the customer’s contract, the part will be ordered and shipped to the site overnight. Once the quote is approved, the part will be shipped via overnight delivery in order to ensure next day fix.

Technician Assignment Group (TAG) – After tech support makes contact with the site contact, our TAG group will then make contact with the technician who is assigned to that area and review the scope of work, and ensure that he/she is fully confident and capable. The TAG agent will then confirm the technician is available to service the work order within the SLA. If the technician meets all of the previous requirements, they will then agree on an ETA. After ETA has been established with the technician, the site contact will be contacted to confirm that the ETA is convenient for them. If the ETA needs to be revised, our TAG will return to the technician and make the necessary arrangements.

Service Engineers – NETRAID prides itself on its engineers, also referred to as Technicians. We understand very well that our product per se is technical service. Therefore, our service engineers must be the very best in the industry. In order to ensure that the service we deliver is just as exemplary, NETRAID has various systems, tools, and processes to screen and manage our engineers.

Client Relationship Specialists (CRS) – Each customer has an assigned CRS, also known as Account Manager who oversees all activities made on a service order. The CRS is responsible for ensuring all of the above is done correctly and within a timely manner. They are also responsible for confirming the ETA with both the technician and the site contact to ensure nothing has changed. And finally, they are the main point of contact here at NETRAID and are to keep all parties updated with each work order and handle any and all escalations that may occur.

Service Delivery Process





Total Call Ownership

TOTAL CALL OWNERSHIP – It's in every service ticket we do. Your dedicated Customer Relationship Specialist (CRS) is your Single Point of Contact for Service Events. Your CRS provides real-time monitoring with proactive issue resolution by managing all phases of the service call.

PHASE 1 – TICKET OPEN is the initiation of every service event requested by our clients and managed by NETRAID. Service requests can be opened via:

- Telephone
- E-mail
- Our proprietary web-based service portal - PowerPanel

PHASE 2 – TECHNICIAN ASSIGNMENT is done manually, not through a bulletin board or bidding process. Our technician assignment group contacts the technician directly and confirms availability. We also maintain documentation that our technician is:

- Minimum of A+ Certified
- Qualified to Service the Specific Equipment
- "Real World Experienced" – not just "book smart"

PHASE 3 – DIRECT COORDINATION with the service location ensures that our technician and the point of contact at the service address are able to set the on-site appointment as quickly as possible. We make the calls to:

- Schedule Availability
- Follow up to re-confirm appointment
- Close the ticket and get feedback on Service Quality

PHASE 4 – PLATINUM LEVEL TRIAGE is conducted by our Premier Service Level Tech Support staff. Our access to over 20 Major OEM support centers provides

- Competent and Accurate remote diagnosis
- Quick resolution to un-common errors
- Fast and Detailed prognosis for on-site resolution

What does Total Call Ownership mean to you?

Quite Simply Peace of Mind

NETRAID References

Reference 1

Organization Ferris State University
Contact Person Jennifer Thede
Address 330 Oak Street
Big Rapids, MI 49307
Phone 231-591-5346
Email jenniferthede@ferris.edu
Summary of Work 24x7x4 Onsite Support for EMC, Dell, HP, Sun, Brocade,
Servers/Switches/Storage

Reference 2

Organization City of Orlando
Contact Person Todd Berube
Address 400 South Orange Avenue
Orlando, FL 32801
Phone 407-246-2864
Email todd.berube@cityoforlando.net
Summary of Work 24x7x4 Onsite Support for EMC, Dell, Sun, IBM, Brocade, HP
Servers/Switches/Storage

Reference 3

Organization Wayne State University
Contact Person Bob Hogle
Address 5925 Woodward Ave
Detroit, MI 48202
Phone 313-577-4739
Email robert.hogle@wayne.edu
Summary of Work 24x7x4 & 8x5xNBD Onsite Support of HP, Sun, Dell, Brocade

Reference 4

Organization City and County of Denver
Contact Person John Beck
Address 201 W Colfax Ave
Denver, CO 80202
Phone 720-337-4382
Email John.beck@denvergov.org
Summary of Work 24x7x4 Onsite Support for HP, Dell, IBM, Sun, Gateway

Reference 5

Organization Univision Inc
Contact Person Joe Hellebuyck
Address 7746 23 Mile Road
Utica, MI 48316
Phone 586-747-3763
Email univisionmi@gmail.com
Summary of Work 24x7x4 Onsite & Remote Support for IBM, Dell, Apple, Cisco