



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 4

[List View](#)

General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 1395109

SO Doc Code: CRFQ

Procurement Type: Statewide MA (Open End)

SO Dept: 0212

Vendor ID: 000000104395

SO Doc ID: SWC2400000005

Legal Name: SOFTCHOICE CORP

Published Date: 3/21/24

Alias/DBA:

Close Date: 3/29/24

Total Bid: \$0.00

Close Time: 13:30

Response Date: 03/29/2024

Status: Closed

Response Time: 12:48

Solicitation Description: Addendum No1 LAR24 - Statewide Contract for Microsoft Licens

Responded By User ID: dhawal.geed

Total of Header Attachments: 4

First Name: Dhawal

Total of All Attachments: 4

Last Name: Geed

Email: dhawal.geed@softchoice.

Phone: 4165837423



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder: 1395109
Solicitation Description: Addendum No1 LAR24 - Statewide Contract for Microsoft Licens
Proc Type: Statewide MA (Open End)

Solicitation Closes	Solicitation Response	Version
2024-03-29 13:30	SR 0212 ESR03292400000005595	1

VENDOR
000000104395
SOFTCHOICE CORP

Solicitation Number: CRFQ 0212 SWC2400000005
Total Bid: 0
Response Date: 2024-03-29
Response Time: 12:48:52
Comments:

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Microsoft Licensing - See Pricing Page	0.00000	EA	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Commodity Line Comments:

Extended Description:

Microsoft Licensing and Services:
**Note: Vendor shall use Exhibit A Pricing Page(s) for bid pricing.
If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line.
Vendor shall enter pricing into the Exhibit_A Pricing Pages and must attach with bid.
See section 18 of Instructions to Bidders.

VENDORS SHOULD COMPLETE ALL COLUMNS											
Pricing Page Eligible Item Description				Discounted Unit Price Calculation				Bid Total Calculation			
All references to brand names are for illustration purposes only and vendors may bid the brand listed or an equal product.											
Item #	Product Category	Description	Part #	LIST PRICE	Discount Percentage	Discount Amount	Discounted Unit Price	Unit (For Calculation Purposes)	Estimated Unit Qty	Discounted Unit Price	Item Total Cost
I.	MICROSOFT LICENSING										
1	Licensing	Project Standard ALng SA	076-01912	\$154.00	7%	\$10.78	\$143.22	Each	8	\$143.22	\$1,145.76
2	Licensing	Visual Studio Ent MSDN ALng SA	MX3-00117	\$1,287.00	7%	\$90.09	\$1,196.91	Each	81	\$1,196.91	\$96,949.71
3	Licensing	Visual Studio Pro MSDN ALng SA	77D-00111	\$369.00	7%	\$25.83	\$343.17	Each	14	\$343.17	\$4,804.38
4	Licensing	Azure DevOps Server ALng SA	125-00124	\$76.00	7%	\$5.32	\$70.68	Each	21	\$70.68	\$1,484.28
5	Licensing	CIS Suite Datacenter Core ALng SA 2L	9GS-00135	\$200.00	7%	\$14.00	\$186.00	Each	384	\$186.00	\$71,424.00
6	Licensing	CIS Suite Standard Core ALng SA 2L	9GA-00313	\$43.00	7%	\$3.01	\$39.99	Each	5970	\$39.99	\$238,740.30
7	Licensing	SQL CAL ALng SA User CAL	359-00961	\$46.00	7%	\$3.22	\$42.78	Each	727	\$42.78	\$31,101.06
8	Licensing	SQL Server Enterprise ALng SA	810-04760	\$1,855.00	7%	\$129.85	\$1,725.15	Each	7	\$1,725.15	\$12,076.05
9	Licensing	SQL Server Enterprise Core ALng SA 2L	7JQ-00343	\$2,968.00	7%	\$207.76	\$2,760.24	Each	125	\$2,760.24	\$345,030.00
10	Licensing	SQL Server Standard ALng SA	228-04433	\$194.00	7%	\$13.58	\$180.42	Each	8	\$180.42	\$1,443.36
11	Licensing	SQL Server Standard Core ALng SA 2L	7NQ-00292	\$774.00	7%	\$54.18	\$719.82	Each	275	\$719.82	\$197,950.50
12	Licensing	System Center Standard Core ALng SA 2L	9EN-00198	\$22.00	7%	\$1.54	\$20.46	Each	8	\$20.46	\$163.68
13	Licensing	Win Remote Desktop Services CAL ALng SA UCAL	6VC-01254	\$29.00	7%	\$2.03	\$26.97	Each	464	\$26.97	\$12,514.08
14	Licensing	Win Server DC Core ALng SA 2L	9EA-00278	\$152.00	7%	\$10.64	\$141.36	Each	209	\$141.36	\$29,544.24
15	Licensing	Win Server Standard Core ALng SA 2L	9EM-00270	\$24.00	7%	\$1.68	\$22.32	Each	648	\$22.32	\$14,463.36
16	Licensing	Win E3 ALng Sub MVL Per User	AAA-10787	\$6.20	7%	\$0.43	\$5.77	Each	1,568	\$5.77	\$9,041.09
17	Licensing	Win E3 FSA ALng Sub Per User	AAA-10766	\$5.50	7%	\$0.39	\$5.12	Each	3,032	\$5.12	\$15,508.68
18	Licensing	Win G5 Step-up use w/GCC Sub	TSP-00001	\$5.60	7%	\$0.39	\$5.21	Each	8	\$5.21	\$41.66

VENDORS SHOULD COMPLETE ALL COLUMNS											
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19	Licensing	EMS G3 GCC ALng Sub Per User	AAD-32907	\$10.60	7%	\$0.74	\$9.86	Each	4,600	\$9.86	\$45,346.80
20	Licensing	M365 G3 Unified FSA GCC Sub Per User	AAD-34700	\$33.70	7%	\$2.36	\$31.34	Each	15,392	\$31.34	\$482,400.67
21	Licensing	M365 G5 FSA GCC Sub Per User	AAL-48033	\$57.40	7%	\$4.02	\$53.38	Each	8	\$53.38	\$427.06
22	Licensing	O365 G1 GCC Sub Per User	U4S-00002	\$10.20	7%	\$0.71	\$9.49	Each	4,600	\$9.49	\$43,635.60
23	Licensing	GitHub Enterprise Sub Per User	PEY-00002	\$19.70	7%	\$1.38	\$18.32	Each	10	\$18.32	\$183.21
24	Licensing	Visio P2 FSA GCC Sub Per User	9K4-00003	\$12.00	7%	\$0.84	\$11.16	Each	131	\$11.16	\$1,461.96
25	Licensing	Visio P2 GCC Sub Per User	P3U-00001	\$14.10	7%	\$0.99	\$13.11	Each	20	\$13.11	\$262.26
26	Licensing	Azure prepayment	6QK-00001	\$125.00	7%	\$8.75	\$116.25	Each	30	\$116.25	\$3,487.50
27	Licensing	D365 Case Management GCC Sub Per User	NUY-00001	\$42.70	7%	\$2.99	\$39.71	Each	8,097	\$39.71	\$321,539.97
28	Licensing	D365 Customer Service Chat GCC Sub Per User AO	R3S-00001	\$66.00	7%	\$4.62	\$61.38	Each	20	\$61.38	\$1,227.60
29	Licensing	D365 Customer Service GCC Sub Per User	NVG-00005	\$104.50	7%	\$7.32	\$97.19	Each	40	\$97.19	\$3,887.40
30	Licensing	D365 Team Members GCC Sub Per User	MTL-00001	\$8.80	7%	\$0.62	\$8.18	Each	30	\$8.18	\$245.52
31	Licensing	M365 F3 Unified GCC Sub Per User	AAD-63092	\$8.60	7%	\$0.60	\$8.00	Each	1,300	\$8.00	\$10,397.40
32	Licensing	M365 F5 Security GCC Sub Add-on	918-00004	\$8.60	7%	\$0.60	\$8.00	Each	1,300	\$8.00	\$10,397.40
33	Licensing	M365 G5 Security GCC Sub Per User	8ZZ-00001	\$13.20	7%	\$0.92	\$12.28	Each	19,992	\$12.28	\$245,421.79
34	Licensing	Power BI Premium EM3 GCC Sub	HK6-00002	\$2,332.90	7%	\$163.30	\$2,169.60	Each	1	\$2,169.60	\$2,169.60
35	Licensing	Power BI Pro GCC Sub Per User	DDJ-00001	\$9.40	7%	\$0.66	\$8.74	Each	46	\$8.74	\$402.13
36	Licensing	Project Online Essentials GCC Sub Per User	3PN-00001	\$6.60	7%	\$0.46	\$6.14	Each	9	\$6.14	\$55.24
37	Licensing	Project P3 CAO GCC Sub Add-on to Project Standard	7E4-00004	\$10.50	7%	\$0.74	\$9.77	Each	8	\$9.77	\$78.12

VENDORS SHOULD COMPLETE ALL COLUMNS											
Pricing Page Eligible Item Description				Discounted Unit Price Calculation				Bid Total Calculation			
All references to brand names are for illustration purposes only and vendors may bid the brand listed or an equal product.											
Item #	Product Category	Description	Part #	LIST PRICE	Discount Percentage	Discount Amount	Discounted Unit Price	Unit (For Calculation Purposes)	Estimated Unit Qty	Discounted Unit Price	Item Total Cost
38	Licensing	Project P3 FSA GCC Sub Per User	7E7-00001	\$23.90	7%	\$1.67	\$22.23	Each	11	\$22.23	\$244.50
39	Licensing	Project P3 GCC Sub Per User	7MS-00001	\$28.10	7%	\$1.97	\$26.13	Each	40	\$26.13	\$1,045.32
40	Licensing	AzureprepaymentG ShrdSvr ALNG SubsVL MVL Commit Provision	J5U-00003	\$0.00	7%	\$0.00	\$0.00	Each	1	\$0.00	\$0.00

Total Bid Cost	\$2,257,743.24
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MANDATORY INFORMATION: List of Discount Percentages:		
	Category	DISCOUNT PERCENTAGE
I	Licensing	7%

Vendors should complete the contract coordinator Information below:

VENDOR NAME:

CONTRACT MANAGER:

SOFTCHOICE CORPORATION

DARYA KHAMSEH

(Please print)

PHONE: 312.858.7370

FAX: _____

EMAIL: darya.khamseh@softchoice.com

AUTHORIZED REPRESENTATIVE: _____

(Signature)

AUTHORIZED REPRESENTATIVE

DAVID BUTKIEWICZ

(Print)

March 29, 2024

(Date)

[illegible]

[illegible]



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1395109			Reason for Modification:
Doc Description: LAR24 - Statewide Contract for Microsoft Licensing			
Proc Type: Statewide MA (Open End)			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-03-14	2024-03-27 13:30	CRFQ 0212 SWC2400000005	1

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: 000000104395
Vendor Name : Softchoice Corporation
Address : 314
Street : W Superior St. Suite 400
City : Chicago
State : Illinois **Country :** United States **Zip :** 60654
Principal Contact : Darya Khamseh
Vendor Contact Phone: (312) 858-7370 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 13-3827773

DATE 3/29/2024

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION
The West Virginia Purchasing Division is soliciting bids to establish an open-end Statewide contract for the entire catalog of Microsoft Licensing and services, hereby called LAR24, by various State Agencies and political subdivisions per attached documents.
The Contract awarded from this RFQ shall cover Eligible Items from Vendor's Catalog.

INVOICE TO	SHIP TO
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER	STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER
No City US	No City US
WV	WV

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Microsoft Licensing - See Pricing Page	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:
Microsoft Licensing and Services:
**Note: Vendor shall use Exhibit A Pricing Page(s) for bid pricing.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line.

Vendor shall enter pricing into the Exhibit_A Pricing Pages and must attach with bid.

See section 18 of Instructions to Bidders.

SCHEDULE OF EVENTS		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 2:00 p.m.	2024-03-20

	Document Phase	Document Description	Page 3
SWC2400000005	Draft	LAR24 - Statewide Contract for Microsoft Licensing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted emails should have the solicitation number in the subject line.

Question Submission Deadline: **Wednesday March 20, 2024 @ 2:00 p.m.**

Submit Questions to: Toby L Welch
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-3970
Email: Toby.L.Welch@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through wvOASIS, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in wvOASIS are deemed to be electronically signed.

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in wvOASIS. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus N/A convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

Revised 8/24/2023

Bid Delivery Address and Fax Number:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER: Toby L Welch

SOLICITATION NO.: CRFQ SWC2400000005

BID OPENING DATE: Wednesday March 27, 2024

BID OPENING TIME: 1:30 p.m.

FAX NUMBER: 304-558-3970

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: 03/27/2024 @ 1:30 p.m.

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

☐ This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance.”

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

22. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

23. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor wvOASIS or the Purchasing Division's website to determine when a contract has been awarded.

24. ISRAEL BOYCOTT CERTIFICATION: Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § 5A-3-63.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☐ **Term Contract**

Initial Contract Term: The Initial Contract Term will be for a period of Three (3) Years. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to _____ successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☒ **Alternate Renewal Term** – This contract may be renewed for One (1) term of three (3) Yrs successive three (3) year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

☐ the contract will continue for _____ years;

☐ the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

☐ **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

☐ **Other:** Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☒ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

☐ **Construction:** This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

☒ Microsoft LAR Authorization Letter included in submission

☐

☐

☐

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☐ **Automobile Liability Insurance** in at least an amount of: _____ per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: _____ per occurrence.

☐ **Aircraft Liability** in an amount of: _____ per occurrence.

☐☐☐☐

9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ _____ for _____.

☐ Liquidated Damages Contained in the Specifications.

☒ Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.b.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☒ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
 1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
 2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Darya Khamseh - State and Local Account Executive

(Address) 314 W Superior St. Suite 400 Chicago, IL 60654

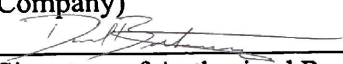
(Phone Number) / (Fax Number) (312) 858-7370

(email address) darya.khamseh@softchoice.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Softchoice Corporation
(Company)


(Signature of Authorized Representative)

David Butkiewicz - Manager of Public Sector Contracts

& Programs
(Printed Name and Title of Authorized Representative) (Date)

312-655-9002

(Phone Number) (Fax Number)

David.Butkiewicz@Softchoice.com

(Email Address)

REQUEST FOR QUOTATION
Statewide Contract for Microsoft Licensing and Services (LAR24)

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids to establish a Statewide Contract for Microsoft Licensing and Services tentatively called LAR24. The Contract awarded from this Solicitation shall cover the entire Microsoft licensing catalog with the award being made to the Vendor providing the largest percentage discount to the State. The State of West Virginia has Enterprise and Select agreements with Microsoft, which can be found here: <https://www.state.wv.us/admin/purchase/termsagreements.html>. The State of West Virginia includes many Enrollments, including but not limited to, Executive Branch Agencies, Constitutional Officers, Supreme Court of Appeals, and localities. These Enrollments have distinct anniversaries and are often managed by separate offices. The winning Vendor will be responsible for coordinating with each Enrollments' appropriate point of contact.
2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.
 - 2.1 **"Catalog"** means the price list or sales catalog that includes all items that Vendor can and will sell under this Contract.
 - 2.2 **"Catalog Price"** means the lowest price listed for an Eligible Item in Vendor's Catalog. (Ex. A box of 200 tissues priced at \$4.00 per box has a catalog price of \$4.00. A crate of tissue boxes priced at \$400.00 has a catalog price of \$400.00).
 - 2.3 **"Discount Percentage"** means the percentage discount that Vendor will apply to all Agency purchases of Eligible Items in a given product category
 - 2.4 **"Discounted Price"** means the price that the Vendor will charge Agencies for the purchase of Eligible Items under this Contract. The Discounted Price is the Catalog Price reduced by the Discount Percentage.
 - 2.5 **"Discounted Unit Price"** means the discounted price of one Unit of an Eligible Item purchased under this Contract. The Discounted Unit Price will only be used for evaluation purposes.
 - 2.6 **"Eligible Item"** means any item contained in Vendor's catalog that Vendor can and will sell to the State under this Contract and includes generally Microsoft licensing.

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Statewide Contract for Microsoft Licensing and Services (LAR24)

- 2.7 “Pricing Page” or “Pricing Pages”** means the schedule of prices, Discount Percentage, estimated usage, and totals contained in wvOASIS or attached hereto as Exhibit A and used to evaluate the Solicitation responses.
- 2.8 “Solicitation”** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
- 2.9 “Total Bid Cost”** means the sum of the bid total column on the Pricing Pages shown below the bid total column and identified as the total bid cost.
- 2.10 “Unit”** means the smallest measurable amount of an Eligible Item and is identified on the Pricing Pages in the Unit column. The Unit will only be utilized for bid evaluation purposes.
- 2.11 “Unit Price”** means the price of an individual unit of an Eligible Item as shown on the Pricing Pages.
- 2.12 “Units Provided for Catalog Price”** means the total number of units of an Eligible Item contained in the package advertised for sale in Vendor’s Catalog that corresponds with the Catalog Price. (Ex. A box of 200 nuts advertised in vendor’s catalog for \$4.00 has a Units Provided for Catalog Price of 200. A crate of nuts advertised in Vendor’s catalog for \$400.00, each containing 100 boxes with 200 nuts per box, yields a Units Provided for Catalog Price of 20,000.)

3. QUALIFICATIONS:

- 3.1** Vendor must be an authorized Microsoft Licensing Solution Provider (LSP).
- 3.2** Vendor must have at least five (5) years of experience in providing Microsoft Enterprise licensing to an entity of similar size (25,000 users) with at least three (3) years being consecutive. Vendor must provide attestation upon request.
- 3.3** Vendor must be authorized to sell the entire Microsoft catalog for all current, existing, and new Microsoft products and subscriptions.

4. GENERAL REQUIREMENTS:

- 4.1 Mandatory Eligible Item Requirements:** Eligible Items must meet or exceed the mandatory requirements listed below.

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- 4.1.1** Vendor must abide by State of West Virginia's existing Enterprise, Select, and Volume Licensing Agreements.
- 4.1.2** Vendor is responsible for establishing, signing, and maintaining Enrollments.
- 4.1.3** After award, the winning Vendor must initiate and execute for each of the State's Enrollments a Change of Channel Partner (CoCP) agreement with Microsoft, if applicable.
- 4.1.4** Vendor must provide the licensing in a timely manner upon receiving an order from the State.
- 4.1.5** Vendor must work with points of contact for each Enrollment in order to provide renewals, updates, additional licensing, savings opportunities, and other opportunities advantageous to the State.
- 4.1.6** Vendor must provide both subscription and perpetual licensing options.
- 4.1.7** Vendor must provide licensing support, such as Microsoft Unified Support.
- 4.1.8** Vendor must allow for True-Up and True-Down in accordance with the terms set forth in the Enterprise Agreement.
- 4.1.9** Vendor must provide software maintenance and support for both new and existing Microsoft licensing, including but not limited to updates, upgrades, patches/fixes, etc.
- 4.1.10** Vendor will act as a liaison between the State and Microsoft, as needed. Vendor will be responsible for: assisting the State in selecting the appropriate software; explaining the licensing and licensing agreements; ensuring savings and compliance; and working with all parties to ensure most efficient and cost-effective solution.
- 4.1.11** Vendor must continuously work with State and Microsoft to ensure the best cost to the State, as well as apply software assurance credits to realize cost savings.

REQUEST FOR QUOTATION
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- 4.1.12** Vendor must provide a main point of contact (Account Manager) for the State. While others may be necessary for implementation and usage of the contract, the Account Manager will be the single point of contact for the State. The Account Manager will be expected to respond to the State's requests and questions within a maximum of two (2) business days. The State reserves the right to request, and the Vendor must provide, a new Account Manager for any reason.
- 4.1.13** Software and products must be secure and adhere to security standards such as FedRAMP, NIST, CSA, SOC 2, ISO, etc.
- 4.1.14** Vendor must provide the State with the ability to apply, manage, track, reserve, and remove licensing through a centralized portal. Each Enrollment will only need to see its licensing, so multiple accounts must be created and/or continued to ensure appropriate separation.
- 4.1.15** For Executive Branch agencies, the Vendor must not fulfill any orders from this agreement without approval from the West Virginia Office of Technology.
- 4.1.16** At the request of the State, the Vendor must provide a quote showing the cost of the licensing, including, at a minimum, product SKU, list price, discount amount, and total cost. Costs must reflect the agreed upon percentage discount or a greater-than-agreed-upon discount.
- 4.1.17** Vendor must provide an online catalog portal where pricing can be verified by the State. At a minimum, the catalog must contain the following:
- 4.1.17.1** Microsoft Part Number
 - 4.1.17.2** Item Description
 - 4.1.17.3** List Price
 - 4.1.17.4** Discounted Price to the State (factoring in discount percentage)
- 4.1.18** The State may require the ability to make either monthly or quarterly payments on yearly total cost.

REQUEST FOR QUOTATION
Statewide Contract for Microsoft Licensing and Services (LAR24)

5. CONTRACT AWARD, PERCENTAGE DISCOUNT, CATALOG:

5.1 Contract Award: This Contract is intended to provide the Agency with a discounted price on all Eligible Items. The Contract shall be awarded to the Vendor that meets the Solicitation specifications and provides the lowest Total Bid Cost for the Eligible Items listed on the Pricing Pages. Notwithstanding the foregoing, the Purchasing Division reserves the right to award this Contract to multiple Vendors if it deems such action necessary.

5.2 Discount Percentage: Vendor shall quote a single Discount Percentage that will reduce the lowest price shown in the Catalog for every Eligible Item on Exhibit A Pricing Page. The resulting Discounted Price shall be the price Agencies pay for purchases of that Eligible Item under this Contract.

Vendor shall not incorporate Discount Percentages into its Catalog unless the Vendor clearly shows the Catalog Price and then separately lists the applicable Discount Percentage and the Discounted Price for each Eligible Item.

The Discount Percentage and subsequent Discounted Price derived from that discount must take into account any and all fees, charges, or other miscellaneous costs that Vendor may require, including delivery charges as indicated below, because those fees, charges, or other miscellaneous costs will not be paid separately. The Agency shall only pay the appropriate Discounted Unit Price for items purchased under this Contract.

5.3 Pricing Pages: Vendor should complete the Pricing Pages by filling in any blank spaces with the information requested. The information requested on the Pricing Pages for each frequently purchased Eligible Item includes the Vendor's Eligible Item manufacturer, the manufacturer's number for each Eligible Item, Catalog Prices, Units Provided for Catalog Price, Unit Prices, Discount Percentage, Discounted Unit Prices, and item total costs. The Vendor should also include the Total Bid Cost. Vendor should complete all columns as failure to complete the Pricing Pages in their entirety may result in Vendor's bid being disqualified.

The Pricing Pages contain a list of frequently purchased items and estimated unit quantity that will be purchased. The estimated unit quantity for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

REQUEST FOR QUOTATION
Statewide Contract for Microsoft Licensing and Services (LAR24)

Vendors are **strongly encouraged** to complete the Pricing Pages through wvOASIS or electronically in Microsoft Excel. Doing so will reduce the number of, and the possibility for, calculation errors. The Pricing Pages were created as a Microsoft Excel document and Vendor can request an electronic copy for bid purposes by sending an email request to the following address: Toby.L.Welch@wv.gov

The Purchasing Division reserves the right to take Vendor's Pricing Pages and insert the appropriate numbers into the Microsoft Excel spreadsheet if Vendor chooses to complete the Pricing Pages in any other way.

6. Catalog:

- 6.1 Submission.** Vendor must submit its Catalog prior to award of this Contract for evaluation purposes. Vendor shall also mail the Catalog free of charge to any Agency desiring to use this Contract if the Catalog is not electronically entered into wvOASIS. Vendor may be required to input its Catalog data into wvOASIS utilizing the format required by wvOASIS. Copies of the Catalog may also be requested in an electronic format. Vendor's Catalog, or data from the Catalog entered into wvOASIS will be used by Agencies to order Eligible Items under this Contract.

Vendor should identify all items listed on the Pricing Pages by circling or highlighting those items in its Catalog and earmarking, tabbing, or listing the pages for those items, to assist in the evaluation and verification of the bids and pricing. If any discrepancies exist between the Pricing Pages and the actual price listed in the Catalog, the actual price shall prevail and the Pricing Pages may be corrected by the Purchasing Division buyer for evaluation purposes. Please note we are unable to provide pricelist for GCC sku's as Microsoft does not publicly publish this pricelist.

7. ORDERING AND PAYMENT:

- 7.1 Ordering:** Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written forms of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal/website. If Vendor has the ability to accept on-line orders, it should include in its response a brief description of how Agencies may utilize the on-line ordering system. Any on-line ordering system must have the capability to restrict prices and available items to conform to the Catalog originally submitted with this Solicitation. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.

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Vendor shall provide the Purchasing Division with access to its internet ordering portal/website, if one will be used under this Contract, to allow the Purchasing Division to ensure that the requirements of this Contract are being met.

- 7.2 Invoicing and Payment:** Vendor shall indicate the discount received on each invoice submitted for payment. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia. Methods of acceptable payment must include the West Virginia Purchasing Card. Payment in advance is not permitted under this Contract.

8. DELIVERY AND RETURN:

8.1 Delivery Time and Place: Vendor shall deliver standard orders within five (5) working days after orders are received. Vendor shall deliver emergency orders within two (2) working days after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.

- 8.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.

Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.

- 8.3 Delivery Payment/Risk of Loss:** Standard order delivery shall be F.O.B. destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.

REQUEST FOR QUOTATION
Statewide Contract for Microsoft Licensing and Services (LAR24)

8.4 Return of Unacceptable Items: Items that Agency deems unacceptable shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

8.5 Return Due to Agency Error: Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

9. VENDOR DEFAULT:

9.1 The following shall be considered a vendor default under this Contract.

- 9.1.1** Failure to provide Eligible Items in accordance with the requirements contained herein.
- 9.1.2** Failure to comply with other specifications and requirements contained herein.
- 9.1.3** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 9.1.4** Failure to remedy deficient performance upon request.

9.2 The following remedies shall be available to Agency upon default.

- 9.2.1** Immediate cancellation of the Contract.
- 9.2.2** Immediate cancellation of one or more release orders issued under this Contract.
- 9.2.3** Any other remedies available in law or equity.

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Statewide Contract for Microsoft Licensing and Services (LAR24)

10. MISCELLANEOUS:

- 10.1 No Substitutions:** Vendor shall supply only Eligible Items contained in its Catalog submitted in response to the Solicitation or an updated Catalog approved by the Purchasing Division as described above. Vendor shall not supply substitute items.
- 10.2 Vendor Supply:** Vendor must carry sufficient inventory of the Eligible Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Eligible Items contained in its bid response.
- 10.3 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.
- 10.4 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: David Butkiewicz
Telephone Number: 312-655-9002
Fax Number: _____
Email Address: David.Butkiewicz@Softchoice.com

Notice of State of West Virginia

Confidentiality Policies and Information Security Accountability Requirements

1.0 INTRODUCTION

The Executive Branch has adopted privacy and information security policies to protect confidential and personally identifiable information (hereinafter all referred to as Confidential Information). This Notice sets forth the vendor's responsibilities for safeguarding this information.

2.0 DEFINITIONS

- 2.1 Breach** shall mean the acquisition, access, use or disclosure of Confidential Information which compromises the security or privacy of such information.
- 2.2 Confidential Information**, shall include, but is not limited to, trade secrets, personally identifiable information, protected health information, financial information, financial account number, credit card numbers, debit card numbers, driver's license numbers, State ID numbers, social security numbers, employee home addresses, employee marital status, employee maiden name, etc.
- 2.3 Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information.

3.0 BACKGROUND

Agencies maintain Confidential Information, including, but not limited to, trade secrets, personally identifiable information, protected health information, financial information, financial account numbers, credit card numbers, debit card numbers, driver's license numbers, State ID numbers, social security numbers, employee home addresses, etc. Federal laws, including, but not limited to, the Health Insurance Portability and Accountability Act, the Privacy Act of 1974, Fair Credit Reporting Act and State laws require that certain information be safeguarded. In some situations, Agencies delegate, through contract provisions, functions to vendors that involve the vendor's collection, use and/or disclosure of Confidential Information. WV State government must take appropriate steps to ensure its compliance with those laws and desires to protect its citizens' and employees' privacy, and therefore, must require that its vendors also obey those laws.

Utilization of safeguards can greatly minimize potential exposure to sensitive information, and vendors are expected to adhere to industry standard best practices in the management of data collected by, or on behalf of, the State, and in the vendor's possession for a business purpose. Even when sound practices and safeguards are in use, exposures can occur as the result of a

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Confidentiality Policies and Information Security Accountability Requirements

theft, loss, or compromise of data, or systems containing data. At these times, vendors must be accountable for the loss of data in their possession by ***immediately reporting*** the incident surrounding the loss, and by absorbing any cost associated with the appropriate response actions deemed by the State to be reasonable and necessary. Additional vendor funding may be needed for required activities, such as: rapid notification to affected persons, and provision of a call center to handle inquiries. Notification and call handling will use a State-specified method, format, language, and personnel staffing level.

4.0 POLICY

- 4.1** All vendors for the Executive Branch of West Virginia State government shall sign both the RFP or RFQ, as applicable, and the Purchase Order which contain the confidentiality statement, incident response accountability acknowledgement, and adopt this policy by reference.
- 4.2** Vendors must contact the Privacy Officer of the Agency with which they are contracting to obtain Agency-specific privacy policies, procedures and rules, when applicable.
- 4.3** For vendors' information, Agencies generally require at least the following minimum standards of care in the handling of their Confidential Information:
 - 4.3.1** Confidential Information shall only be used or disclosed for the purposes designated in the underlying contract and at no time shall it be disclosed or used for a personal, non-work or non-contract related reason, unless specifically authorized in writing by the Agency.
 - 4.3.2** In all circumstances, vendors shall have no ownership rights or interests in any data or information, including Confidential Information. All data collected by the vendor on behalf of the Agency, or received by the vendor from the Agency, is owned by the Agency. There are no exceptions to this provision.
 - 4.3.3** In no circumstance shall a vendor use Confidential Information, or data, in any way detrimental to the Agency or to any individual whose records reside in the vendor's control. This prohibition shall not be construed to curtail a vendor's whistleblower rights under Federal and State law. If, in the process of making a good faith report under the provisions of W. Va. Code § 6C-1-1 et seq. or the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), (Pub. L. No. 104-191) as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the Federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA") or any other relevant whistleblower law, a vendor finds it necessary to

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Confidentiality Policies and Information Security Accountability Requirements

disclose Confidential Information to an appropriate authority in accordance with those statutes, the disclosure will not be treated as a Breach of the Agency's security, privacy or confidentiality policies, as long as the confidential nature of the information is explicitly conveyed to the authorized recipient.

- 4.3.4** The State may periodically monitor and/or audit use of the information systems and other record-keeping systems at a vendor location or a State location in an effort to ensure compliance with this policy. In addition, the State may audit, and require strengthening of, vendor policies and/or practices as they impact security of State data within the vendor's possession.
- 4.3.5** Any collection, use or disclosure of information that is determined by the Agency to be contrary to the confidentiality statement, law or Agency policy may result in termination of the underlying contract.
- 4.3.6** The confidentiality and incident response accountability statement contained within the RFP or RFQ, as applicable, and the Purchase Order shall survive termination of the underlying contract.
- 4.4** If there is an incident that involves theft, loss, or compromise of State Confidential Information, the following reporting and/or actions must be taken by the vendor, on its own behalf, or on behalf of its subcontractor:
 - 4.4.1** If the event involves a theft, or is incidental to another crime, appropriate law enforcement officials shall be notified and a police report generated to document the circumstances of the crime, with a goal to establish whether the crime involved a motive to obtain the sensitive data. A copy of the police report will be forwarded in accordance with 4.4.2.3.
 - 4.4.2** Notification of Breach.
 - 4.4.2.1** Upon the **discovery** of Breach of security of Confidential Information, if the Confidential Information was, or is reasonably believed to have been, acquired by an unauthorized person, the vendor shall notify the individuals identified in 4.4.2.3 immediately by telephone call plus e-mail, web form or fax; or,
 - 4.4.2.2** Within 24 hours by e-mail or fax of any **suspected** Security Incident, intrusion or unauthorized use or disclosure of Confidential Information, in violation of the underlying contract and this Notice, of **potential** loss of confidential data affecting the underlying contract.
 - 4.4.2.3** Notification required by the above two sections shall be provided to:

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Confidentiality Policies and Information Security Accountability Requirements

(1) the Agency contract manager whose contact information may be found at www.state.wv.us/admin/purchase/vrc/agencyli.htm and, (2) unless otherwise directed by the Agency in writing, the Office of Technology at incident@wv.gov.

4.4.2.4 The vendor shall immediately investigate such actual or suspected Security Incident, Breach, or unauthorized use or disclosure of Confidential Information. Within 72 hours of the discovery, if an actual Breach has occurred, the vendor shall notify the individuals identified in 4.4.2.3 of the following: (a) What data elements were involved and the extent of the data involved in the Breach (e.g. number of records or affected individual's data); (b) The identity of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or Confidential Information; (c) A description of where the Confidential Information is believed to have been improperly transmitted, sent, or utilized; (d) A description of the probable causes of the improper use or disclosure; and (e) Whether any Federal or State laws requiring individual notifications of Breaches are triggered.

4.4.2.5 Agency will coordinate with the vendor to determine additional specific actions that will be required of the vendor for mitigation of the Breach, which may include notification to the individual or other authorities.

4.4.2.6 All associated costs shall be borne by the vendor. This may include, but not be limited to costs associated with notifying affected individuals.

4.5 The State may require that a vendor provide evidence of adequate background checks, including a nationwide record search, for individuals who are entrusted by the vendor to work with State information.

4.6 The State requires that any vendor taking possession of State data have comprehensive policies and practices to adequately safeguard that information, and further that the sensitivity of the information is clearly identified and documented in writing, with signed acknowledgement by the vendor that the sensitivity is understood, before it is conveyed to the vendor. Vendor policy should articulate all safeguards in place for the State information, including provisions for destruction of all data, including backup copies of the data, at the end of the vendor's legitimate need to possess the data. All State-owned media containing State information will be returned to the State when no longer legitimately needed by the vendor.

4.7 All vendor owned devices that contain or transport any State Confidential Information must be encrypted using the AES algorithm, and an industry

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Confidentiality Policies and Information Security Accountability Requirements

standard methodology. This includes desktop and laptop computers (whole drive encryption – not file encryption), personal digital assistants (PDA), smart phones, thumb or flash-type drives, CDs, diskettes, backup tapes, etc.



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1395109

Doc Description: Addendum No1 LAR24 - Statewide Contract for Microsoft Licens

Reason for Modification:

Addendum No 1 is issued to
publish questions and answers
and to modify the bid opening
date

Proc Type: Statewide MA (Open End)

Date Issued	Solicitation Closes	Solicitation No	Version
2024-03-21	2024-03-29 13:30	CRFQ 0212 SWC2400000005	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: 000000104395

Vendor Name : Softchoice Corporation

Address : 314

Street : W Superior St. Suite 400

City : Chicago

State : Illinois

Country : United States

Zip : 60654

Principal Contact : Darya Khamseh

Vendor Contact Phone: (312) 858-7370

Extension:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 13-3827773

DATE 3/29/2024

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

Addendum No 1 is issued for the following reasons:

- 1) To publish a copy of vendor questions with responses
- 2) To modify the bid opening date from 3/27/24 to 3/29/24.

---no other changes---

INVOICE TO		SHIP TO	
ALL STATE AGENCIES VARIOUS LOCATIONS AS INDICATED BY ORDER		STATE OF WEST VIRGINIA VARIOUS LOCATIONS AS INDICATED BY ORDER	
No City	WV	No City	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Microsoft Licensing - See Pricing Page	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description:

Microsoft Licensing and Services:

****Note:** Vendor shall use Exhibit A Pricing Page(s) for bid pricing.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line.

Vendor shall enter pricing into the Exhibit_A Pricing Pages and must attach with bid.

See section 18 of Instructions to Bidders.

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 2:00 p.m.	2024-03-20

SOLICITATION NUMBER: CRFQ SWC2300000005

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ Modify bid opening date and time
- ☐ Modify specifications of product or service being sought
- ☒ Attachment of vendor questions and responses
- ☐ Attachment of pre-bid sign-in sheet
- ☐ Correction of error
- ☐ Other

Description of Modification to Solicitation:

Addendum No 1 is issued for the following reasons:

- 1) To publish vendor's questions with their responses.
 - 2) To modify the bid opening date from 03/27/2024 to 03/29/2024
- no other changes--

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

CRFQ SWC2400000005

Vendor Questions

1. What is the SoWV Payment Terms?
Payment terms are contained in the solicitation.
2. Will the SoWV allow Adobe/electronic signature(s)?
Yes.
3. When does the current EA expire?
The State's Enterprise Agreement expires 05/31/2025. The Enrollments executed under the Agreement have varying expiration dates.
4. Who is your MSFT Rep?
This question is not relevant to this solicitation.
5. Is it required to have one Technical Proposal and one Cost Proposal for this response?
Please refer to the Instructions to Bidders.
6. Will the state be billing the vendor any administrative or assessed "Fees" during the term of this contract?
No.
7. Based on the details required to respond to this RFP, requesting for an extension of one week on the RFP due date.
Due to time constraints, the State can only grant an extension to 03/29/24.
8. Microsoft Catalog - Pricing excel file, is it different from Exhibit A?
Pricing Page and Exhibit A are the same.
9. Exceptions are allowed to the RFP terms and conditions. Please confirm.
Please refer to Instructions to Bidders.
10. Are there specific forms for the below items? If yes, where to find it?
Any required forms will be provided to the Vendor when/if necessary.
11. Boycott of Israel form, where to find it?
West Virginia Code § 5A-3-63
12. Interested party supplemental disclosure?
West Virginia Code § 6D-1-2
13. No-debt certification?
West Virginia Code §§ 5A-3-10a and 5-22-1(i)
14. Conflict of interest?
West Virginia Code §5A-3-31 and § 6B-2-5
15. Due to Microsoft offering different discounts per category, will the vendor respond with multiple discounts per category versus 1 discount for all? Or the vendor will respond with a cost + model? Please clarify.
One discount is required.

CRFQ SWC2400000005

Vendor Questions

16. Unified Support is customer specific and defined by a scope of work. Discount off list will not work for scope-based solutions. How does the state intend to price out those solutions?

Unified Support will be procured via the contract's terms and in conjunction with all applicable parties.

17. Does WV intend to use this contract for other Microsoft licensing agreement programs outside of the EA (i.e., Select Plus, MPSA, Open Value). Is this contract open to Azure based solutions (i.e., Azure overages, azure prepay commit, and azure marketplace). Please confirm.

Please refer to Purpose and Scope. Azure is included.

18. Please advise if we can upload our Technical and Price proposal electronically to the portal to submit this RFP response.

Please refer to the Instructions to Bidders.

19. Regarding the products listed on the 'Microsoft Catalog - Pricing Page,' could you confirm whether any of these products are currently covered under an SCE? Alternatively, are all products currently part of a standard GCC Gov EA?

Those products listed are part of the Executive Branch's current Microsoft licesning covered under its Enrollment. Other Enrollments under the Enterprise Agreement may have SCE products.

20. Are there any non-standard discounts previously agreed upon with Microsoft? If yes, please share that information.

Discounts are not provided from Microsoft.

21. What's the expected start date of this new contract?

As soon as practicable.

22. Would you like us to elaborate on our specific areas of expertise related to Microsoft solutions?

Vendor may submit any information it would like regarding this topic with specific emphasis on how it meets the requirements set forth in the solicitation. Award shall be based on adherence to mandatory requirements only.

23. Should we emphasize our close collaboration with Microsoft and any joint initiatives?

Vendor may submit any information it would like regarding this topic with specific emphasis on how it meets the requirements set forth in the solicitation. Award shall be based on adherence to mandatory requirements only.

CRFQ SWC2400000005

Vendor Questions

24. Should we discuss any advanced specializations we've achieved?
Vendor may submit any information it would like regarding this topic with specific emphasis on how it meets the requirements set forth in the solicitation. Award shall be based on adherence to mandatory requirements only.
25. Would you like additional information about our Microsoft Partner status and the solutions we provide?
Vendor may submit any information it would like regarding this topic with specific emphasis on how it meets the requirements set forth in the solicitation. Award shall be based on adherence to mandatory requirements only.
26. Is the state open to negotiating specific terms?
See Instructions to Bidders for Exceptions.
27. Would the state be willing to grant an extension for the bid due date?
Due to time constraints, the State can only grant an extension to 03/29/24.
28. We noticed that the discount percentage on the pricing page rounds up to the nearest whole number. Could you please confirm if this rounding requirement applies universally, or if fractional percentages are also acceptable?
The State will allow discount percentage to two decimal places, ex 10.25%. When providing the cost and invoicing to the State, the Vendor must also round to two decimal places, ex. \$100.75.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ SWC24*005

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:

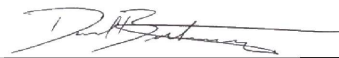
(Check the box next to each addendum received)

☒ Addendum No. 1	☐ Addendum No. 6
☐ Addendum No. 2	☐ Addendum No. 7
☐ Addendum No. 3	☐ Addendum No. 8
☐ Addendum No. 4	☐ Addendum No. 9
☐ Addendum No. 5	☐ 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 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.

Softchoice Corporation

Company



Authorized Signature

3/29/2024

Date

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

Revised 6/8/2012



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1395109			Reason for Modification:
Doc Description: LAR24 - Statewide Contract for Microsoft Licensing			
Proc Type: Statewide MA (Open End)			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-03-14	2024-03-27 13:30	CRFQ 0212 SWC2400000005	1

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: 000000104395
Vendor Name : Softchoice Corporation
Address : 314
Street : W Superior St. Suite 400
City : Chicago
State : Illinois
Country : United States
Zip : 60654
Principal Contact : Darya Khamseh
Vendor Contact Phone: (312) 858-7370
Extension:

FOR INFORMATION CONTACT THE BUYER

Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X

FEIN# 13-3827773

DATE 3/29/2024

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids to establish an open-end Statewide contract for the entire catalog of Microsoft Licensing and services, hereby called LAR24, by various State Agencies and political subdivisions per attached documents.

The Contract awarded from this RFQ shall cover Eligible Items from Vendor's Catalog.

INVOICE TO

ALL STATE AGENCIES
VARIOUS LOCATIONS AS
INDICATED BY ORDER

No City WV
US

SHIP TO

STATE OF WEST VIRGINIA
VARIOUS LOCATIONS AS
INDICATED BY ORDER

No City WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Microsoft Licensing - See Pricing Page	0.00000	EA		

Comm Code**Manufacturer****Specification****Model #**

43230000

Extended Description:

Microsoft Licensing and Services:

****Note:** Vendor shall use Exhibit A Pricing Page(s) for bid pricing.

If vendor is submitting a bid online, Vendor should enter \$0.00 in the Oasis commodity line.

Vendor shall enter pricing into the Exhibit_A Pricing Pages and must attach with bid.

See section 18 of Instructions to Bidders.

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions are due by 2:00 p.m.	2024-03-20

	Document Phase	Document Description	Page 3
SWC2400000005	Final	LAR24 - Statewide Contract for Microsoft Licensing	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



Softchoice invitation for bid response

State of West Virginia

LAR24 – Statewide Contract for Microsoft Licensing CRFQ 0212 SWC24000000005

March 29, 2024 at 1:30 PM

Softchoice Point of Contact
Darya Khamseh
State and Local Account Executive

314 W Superior St. Suite 400 Chicago, IL 60654
Telephone: (312) 858-7370
Email: darya.khamseh@softchoice.com

Softchoice IFB Response for State of West Virginia LAR24 Statewide Microsoft

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Executive Summary

Softchoice welcomes the opportunity to respond to the State of West Virginia's request to establish a Statewide Microsoft Software Reseller. Our organization adheres to and understands the following objectives the State plans to achieve with this bid.

- Establish an authorized Microsoft Value Added Reseller with a record of accomplishment supporting Microsoft framework contracts and higher education institutions.
- Ensuring participating constituent, institution, or affiliate are compliant with their Microsoft licensing.
- Delivering virtual and in person meetings with Microsoft and representatives from each participating constituent, institution, or affiliate to ensure contract renewal and anniversary changes/orders are submitted in a timely and orderly manner aligned to fiscal timelines.
- Updating participating constituent, institution, or affiliate on new Microsoft features and updates related to the Microsoft Agreements
- Working with a partner who brings knowledge on all aspects of Microsoft to address inquiries and assistance needed from participating constituent, institution, or affiliate.
- Ability to turn around quotes within 48 business hours of request.
- Strong contract reporting capabilities to facilitate annual reporting.

As a Gold Microsoft Partner with extensive experience supporting Microsoft framework contracts across North America, we eagerly extend our assistance as a Microsoft Value Added Reseller to the State of West Virginia. Our Dedicated Account Team and additional resource specialists ensure the best value across the lifecycle of Microsoft agreements through license management, product implementation, service adoption, and additional support as required.

Softchoice Account Executives (AE) are regularly trained on Microsoft. Each constituent, institution, or affiliate will have a dedicated AE as their first point of contact who will understand the objectives and needs to engage the right resource to provide necessary support. Our structured process includes quarterly Microsoft business reviews with the customer to ensure clients are up to date with Microsoft announcements, licensing changes, end of support/life, so they can be proactive rather than reactive with their Microsoft strategy.

Microsoft is a strategic technology solution that plays a role in supporting productivity, collaboration, security, and innovation within organizations. In the 2023 State of SaaS Series, it was found that the average SaaS spend per employee was expected to reach \$10,000, with 53% of SaaS licensing remaining unused. It is critical that The State of West Virginia select a partner who will not only transact Microsoft licenses but provide the capabilities and resources necessary to help each constituent, institution, or affiliate get the most out of their Microsoft investments. Softchoice is trusted with managing more than 20 million unique seats across Microsoft Office 365 workloads in the public and private sectors in the United States and Canada. experience has enhanced our expertise in managing the most advanced and complex Microsoft agreements in the world,

experience crucial to managing agreements in size and scope to the State of West Virginia's Statewide Microsoft Software Reseller IFB.

In addition to adding Softchoice as your Microsoft partner, Softchoice will work with the State constituents, institutions, and affiliates to optimize their existing infrastructures while integrating modern technologies to help mitigate risk, reduce operational costs, increase productivity, and maximize efficiencies in existing technologies. Through assessments, insights, programs, workshops, immersion experiences, and more, we are looking to add value to every interaction, while making the process of acquiring technology easier and more enjoyable.

We appreciate your time and willingness to consider Softchoice as your partner to catalyze the success of your mission to discover, create, transmit, and apply knowledge to address the needs of individuals and society as your Microsoft Software Reseller.

Microsoft Services

Asset Optimization Assessment

Evaluates critical areas of the IT estate, including security, supportability, usage, and deployment readiness and offers recommendations to reduce IT costs, eliminate redundancies, mitigate security risks, and increase returns on technology investments.

Cloud Architecture Optimization Assessment

Helps organizations identify and address cloud inefficiencies with best practices from industry-leading public cloud providers. Our comprehensive assessment evaluates costs, operations, performance, reliability, and security across AWS, Azure, and Google cloud environments to improve cloud efficiency. Our reports detail the cost benefits of implementing proposed recommendations, helping customers build a business case for change.

Cloud Lifecycle Services

Helps organizations manage costs across one or more AWS, Google, or Azure cloud environments. Our service offers streamlined procurement, simplified billing, and reporting, and 24/7 technical support, complete with ongoing guidance on cloud cost efficiency.

Cloud Readiness Assessment

Offers organizations a cost-effective and prescriptive business case for the migration or modernization of workloads to Microsoft Azure. Ideal for organizations with Windows, SQL, and VMware Server workloads, our assessment helps define cloud requirements, identify suitable migration candidates, forecast costs, and analyze the impact of migration on current licenses. Our assessment reports detail the cost benefits of cloud adoption, cost reduction strategies, and a technology roadmap supported by funding recommendations to lower the total cost of ownership.

Microsoft Customer Immersion Experience (CIE)

Facilitated hands-on sessions that allow participants to test-drive Microsoft 365 solutions in a live environment. Each CIE is focused on one of these three topics: Security & Compliance, Teams/Productivity/Viva, and Surface Devices.

Microsoft Fast Track

Provides remote guidance, via step-by-step deployment guides over a series of phone engagements, with customers to plan, prepare, and deploy Microsoft 365 and Viva.

Microsoft Workshops & Pilots

Engagements designed to improve Microsoft adoption or build business case for new Microsoft solutions to improve security, compliance, and productivity. Qualified customers can access Microsoft workshops covering data security, threat protection, and Azure Sentinel (SEIM/SOAR) along with funded pilots covering Teams Phone, Windows 365, Viva Goals, and Viva Insights.

Security Optimization Assessment

Comprehensive assessment that identifies strengths, redundancies, and gaps in the organization's security posture. Using data collected from agentless tools, our experts identify unsecured endpoints and vulnerabilities, standardize threat management, and assess exposure to major security threats. Our assessment reports offer critical insights and recommendations that help organizations build robust plans to protect their people and investments.

Software Lifecycle Services

A series of quarterly meetings to ensure success in the acquisition and use of software licensing. It is an architected customer success process that is designed to strengthen technology roadmaps, reclaim budgets, and maximize the value of software licenses and subscriptions.

Microsoft Professional Services

Softchoice's technology experts can help clients achieve business objectives faster through professional service engagements. We deliver hundreds of Microsoft projects annually. Some of the most common Microsoft projects we deliver are in the categories below.

Security & Compliance

- Data Protection and Compliance (Microsoft Purview & Defender)
- Identity and Access management (Microsoft Entra)
- Endpoint Management and Security (Microsoft Endpoint Manager & Microsoft Intune)
- SEIM & SOAR (Microsoft Sentinel)
- Zero Trust Implementation Services
- Windows OS, Windows Server, & SQL Server Upgrades

Azure

- Advanced Azure Landing Zone
- Migration Services
- Infrastructure Modernization
- Application Modernization
- Data Modernization
- DevOps
- FinOps
- Backup / Disaster Recovery

Power Platform

- Power BI Foundation Services
- Power Platform Center of Excellence Quick Start
- Tailored Training / Deployment Services for Power BI, Power Apps, Power Automate

Collaboration / Productivity

- Microsoft Copilot Readiness Review & Implementation Services
- Generative AI Workshop
- Tailored Learning
- Adoption & Change Management
- Advanced Meeting Experiences
- Virtual Desktop Quick Start (Windows 365 / Azure Virtual Desktops)
- Microsoft Viva – Digital Employee Experience
- Office 365 Workload Deployment / Migration

Managed Services

- Softchoice Unified
- Microsoft 365
- Azure
- Datacenter / Network

About Softchoice

We are a software-focused IT solutions provider that equips organizations to be agile and innovative, and for their people to be engaged, connected and creative at work. That means moving them to the cloud, helping them build the workplace of tomorrow, and enabling them to make smarter decisions about their technology. By doing these things we help them create success for their customers and their people.

Every day, thousands of organizations rely on Softchoice to provide insights and expertise that speeds the adoption of technology, while managing cost and risk. Through our unique points of view, we challenge leaders to think differently about the impact of technology on their employees and customers.



We are catalysts, change-making for our customers to win with their customers and their people.

In a hyper-competitive market, winning is not a luxury. You need to succeed in a way your customers and people can rally behind, be inspired by and share in.



We are advocates, pushing for the IT professional to win in their organization.

For you, winning means respect for what you do. Success means your value is recognized as an asset to your organization.



We are stewards, standing proudly for our people and supporting their success.

We're all in on creating success for one another, growing our careers and leaving a legacy we can be proud of.

Software Asset Management (SAM)

Softchoice SAM+ is purpose-built for subscription licenses. If organizations need help understanding if subscription licensing is right for them, are in the middle of a transition, or looking for adoption support, we meet them where they are. Our comprehensive software asset management solution comprises assessment, planning, transition, and deployment/adoption services that can be implemented independently or integrated, depending on your organization's maturity. With 30+ years of licensing expertise, we immediately reduce software risks and costs and unlock long-term value.

Assessment 	Planning 	Transition 	Deployment and Adoption 
Our assessment service offers visibility into usage, installations, and inefficiencies across the software estate, complete with recommendations for improvement.	Our planning service builds actionable roadmaps to modernize and consolidate software with a thorough understanding of costs, business requirements, and existing technologies.	Our transition service introduces new licensing models, vendors, and software solutions without disruptions, complexity, or user resistance, ensuring projects are completed on time and on vision.	Our deployment and adoption service equips organizations with the ongoing expertise, insights, and tools needed to realize the expected value from their software and subscription licenses.

Business Highlights

33 years in business	~8,400 customers	800+ public cloud customers
~2,000 team members across North America	~1,000+ successful cloud migrations	470 managed services customers
6,400+ enterprise agreements managed	85% growth in our engineering and solutions architect headcount	630+ technical assessments delivered annually
20,000+ software titles under management	11,000+ paid volunteer days taken	680+ technical resources

Featured Partner Certifications



- AWS Advanced Consulting Partner
- Competencies for Migration, Storage, Microsoft Workloads and Nonprofits
- AWS Control Tower Service Delivery
- CloudFormation Service Delivery
- Cisco Gold Provider: Managed Business Communications, Managed Security and Meraki Access
- Masters Collaboration and Security
- AppDynamics Elite Partner

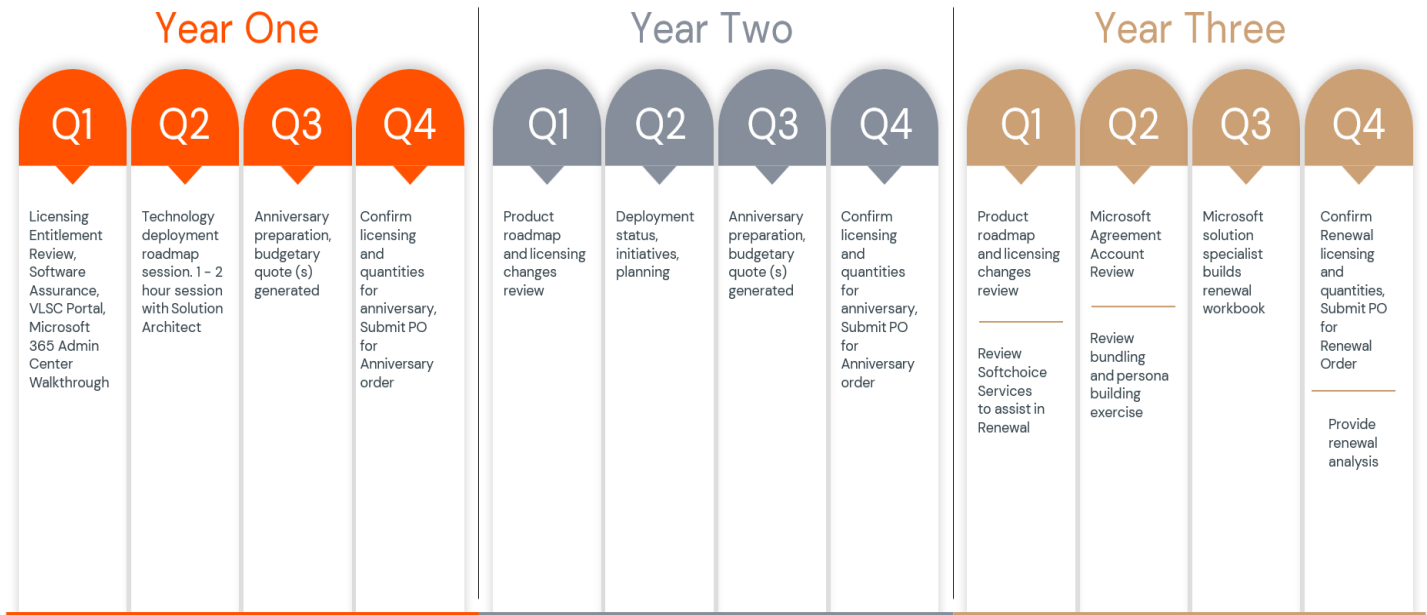


- Advanced Specializations in Customer Experience, Collaboration Architecture, Data Center, Enterprise Networks Architecture, Data Center, Security, and Full-Stack Observability
- Webex Calling Partner and Contact Center Specialization
- Google Certified Managed Service Provider
- Google Expertise in Education, Advertising & Marketing, Retail & Wholesale, Financial Services, Google Cloud Analytics, Cloud Identity & Security, Google Cloud Compute, and SMB
- Azure Expert MSP
- Solution Designations in data & AI, digital & app innovation, infrastructure, and Modern Work
- Advanced specializations in Windows Virtual Desktop, adoption & change management, Calling for Microsoft Teams, and Teamwork Deployment
- Gold Competencies in Security, Messaging, Application integration, Data Analytics, Enterprise Resource Planning, Project & Portfolio Management, Communications, Application Development, Collaboration & Content, Cloud Platform, Datacenter, Cloud Productivity, SMB Cloud Solutions, Enterprise Mobility Management, and Windows & Devices
- Master Services Competencies for VMware Cloud on AWS, Datacenter Virtualization and Network Virtualization, Cloud Native, Network & Security, and Multi Cloud
- Solutions Competencies for Modern Application, Software Defined Wide Area Network, VMware Cloud on AWS, Management Automation, Desktop Virtualization, Mobility Management, Cloud Provider, Network Virtualization, Management Operations, Business Continuity, and Server Virtualization
- Customer Success Specialization

Support for the Microsoft Licensing Program

Proactive 36 Month Microsoft Management Framework

The image below shows a high-level proactive engagement process Softchoice employs over the 36-month Microsoft agreement period.



Response Time for Questions

Most questions or inquiries are answered by an immediate reply to the initial e-mail or phone call from the State’s dedicated Account Team

If the question cannot be immediately answered, Softchoice will engage the appropriate internal or external resources via our internal SAP ticketing system (for tracking purposes). We will provide an accurate response within one (1) business day. If the solution is still unclear after that time, the State will be made aware of the status of the inquiry.

Anniversary and Renewal Process

Through managing thousands of Microsoft agreements, we have developed a framework that supports the lifecycle management activities for Microsoft Enterprise Agreements (EA) / Enrollment for Education Solution (EES) agreements. This framework is ensuring on-time submission of anniversary and renewal orders and licensing statements so that the agreement remains compliant.

Softchoice has solved the intricacies of the necessary paperwork for the processing of Microsoft contract documents and will expertly guide the State through the processes involved. Softchoice proactively kicks off this anniversary/renewal process at least 120 days in advance of the anniversary date.

The following is an outline of the proactive processes and timelines that Softchoice will follow.

120 Days to Anniversary Date

We will review changing software, hardware, and Online Services needs. To ensure that licensing counts are accurate, Softchoice will ask the following questions to help identify areas of growth and change in the environment:

- Did your (user) base grow this year?
- Did you increase the number of your servers? Did you cluster any servers?
- Did you transition any users to/from on-premises licenses to/from Online Services subscription licenses?
- Have you deployed any virtualized server or desktop environments?
- Did you set any servers for warm or hot disaster recovery?

90 Days to Anniversary Date

Softchoice will prepare a budgetary anniversary order quote reflecting any necessary changes noted and in the recent communication and provide it for review.

30 Days to Anniversary Date

The State of West Virginia constituents, institutions, or affiliates will submit their anniversary/renewal Purchase Order to Softchoice. Softchoice will review it, put it through our audit process, and transmit it to Microsoft between 60 and 30 days prior to the Enrollment Anniversary.

Licensing Ordering and Delivery Process

The following outlines how Softchoice will ensure that accurate orders are placed, processed, and delivered.

Order Process and Accuracy

Our Microsoft Licensing Operations Team is the gold standard in the industry. This team consists of 25+ people tasked with ensuring accuracy and performing audits on our order and contract submissions to Microsoft. This team prepares the Microsoft Contracts and acts as an additional layer of review before contracts are processed with Microsoft. They help ensure that client agreements are handled correctly on the first submission and that the contract process is executed on time and without error.

Orders are placed by Softchoice with an accompanying PO directly through to Microsoft (following Softchoice audit). Our Operations Teams are given a Microsoft tracking number for the order, and this information is relayed to the account team at Microsoft to ensure the order can be tracked and processed appropriately. All orders will be placed by Softchoice to Microsoft within two business days of receipt. The State of West Virginia will see licenses provisioned in the VLSC or M365 portal within 24–48 hours after receipt by Microsoft.

Ordering Portal

Microsoft provides a secure, online portal that helps their customers monitor and manage the participation of every asset, user and associated organization enrolled in a Microsoft Volume

License program. This portal is known as the Microsoft Admin Center (MAC), previously called the Volume Licensing Services Centre (VLSC). The MAC provides a central repository of purchase history and resources applicable to a client's specific Agreements. The MAC can aid greatly in understanding exactly what Microsoft software licenses are legally owned, therefore providing a baseline for software procurement and legal compliance. Through the MAC, most reports generated are exportable to Microsoft Excel for easy analysis.

Within the MAC is the ability for the State to view the details of each order, posted to a section of the MAC entitled *Order Confirmations*. This section provides the ability to view the items purchased on each purchase order received for a specific agreement. The benefit of having these Order Confirmations available online is that it becomes the central repository of purchase history for all of a client's Microsoft Volume Licensing agreements for the past, present and future. Therefore, the orders shown within the MAC Order Confirmation section can be used as a form of License Certificate for licensing compliance.

In addition, Softchoice is pleased to offer the State of West Virginia our full suite of reporting functionality available on Softchoice.com. Softchoice's systems were built to facilitate long term, easily accessible, accurate reporting and as such it is one of our biggest strengths. In addition to that, we customize many publisher reports and other purchase data metrics to meet our clients' needs. Finally, we excel when held to a stringent set of performance metrics and can provide reporting for review in many areas.

Invoicing

Softchoice has been managing complex Microsoft Agreements and providing invoicing support and reporting to customers for over 30 years. Thanks to our experience working with public sector customers at all levels, up to and including the Federal Government, Softchoice has the tools and expertise to support the State of West Virginia in managing spend, understanding invoices, and providing the appropriate reporting.

Issue Escalation Process and associated timelines

The State of West Virginia will always have direct access to your dedicated Account executive, Darya Khamseh. Darya will have the primary responsibility to resolve any issues that arise. His contact information is as follows:

Darya Khamseh, State and Local Account Executive
Telephone: (312) 858-7370
Email: darya.khamseh@softchoice.com

As noted above, if any questions or issues cannot be resolved immediately, Softchoice will engage the appropriate resources via our internal SAP ticketing system (for tracking purposes). We can then typically provide an accurate response within one (1) business day.

If issues are not resolved through this process, Darya will proactively engage Softchoice management, as follows:

Kate Hood, Public Sector Sales Leader
Telephone: (617) 245-4987
Email: kate.hood@softchoice.com

Dave Tomke, Public Sector Sales Director
Telephone: (312) 702-2982
Email: dave.tomke@softchoice.com

Issue management and Resolution

Throughout the contract period for the State, beyond what has already been discussed above, Softchoice will facilitate any additional contract related issues and items. These issues may include these common topics:

- Providing monthly updated software license pricing, quotation, and order placement mechanisms for the use by the State.
- PO placement for software license requirements.
- Adjustments or amendments to the initial contract.
- Agreement contact information updates.
- Microsoft Admin Center (MAC) portal guidance.
- Media selection issues.
- Assistance with Volume License Keys for software installs.
- Continuous coordination of efforts, activities, and communications between the State of West Virginia, Softchoice and the Microsoft Account Management team.

Further meetings with additional resources and specialists can also be scheduled to provide access to further technical and product specialists.

Microsoft LAR Authorization Letter

Microsoft Corporation
One Microsoft Way
Redmond, WA 98052-6399

Tel 425 882 8080
Fax 425 706 7329
www.microsoft.com



March 26, 2024
State of West Virginia Dept of Administration
2019 Washington Street East
PO Box 50130
Charleston, West Virginia, United States 25305-0130
CRFQ 0212 SWC2400000005

To whom it may concern,

On July 18, 2023, the Microsoft Partner Network was renamed to the Microsoft AI Cloud Partner Program. In the Microsoft Partner Network, a partner's technical capabilities in Microsoft products or technologies were demonstrated by attaining silver and gold competencies.

For the purposes of in-progress Request For Proposal (RFP), this letter confirms that the partner named below did hold the legacy Microsoft Partner Networks competencies listed below and is still able to receive the benefits associated with them.

Softchoice (Partner ID: 1018856)
314 W. Superior St
Suite #400
Chicago, IL - 60654-3538
United States

Legacy competencies : Demonstrate technical capabilities in Microsoft products or technologies.

- Gold Messaging
- Gold Application Integration
- Gold DevOps
- Gold Data Analytics
- Gold Data Platform
- Gold Enterprise Resource Planning
- Gold Project and Portfolio Management
- Gold Communications

Microsoft Corporation is an equal opportunity employer.



- Gold Application Development
- Gold Collaboration and Content
- Gold Cloud Platform
- Gold Datacenter
- Gold Cloud Productivity
- Gold Small and Midmarket Cloud Solutions
- Gold Enterprise Mobility Management
- Gold Windows and Devices
- Gold Security

In the new Microsoft AI Cloud Partner Program, competencies are no longer offered. Instead, partners can attain Solutions Partner designations to showcase their organization's technical capabilities, experience, and ability to deliver successful customer outcomes aligned to the Microsoft Cloud.

Softchoice is currently doing business with Microsoft in the following locations:

- Softchoice LP, CA, Oakville (Oakville) (Partner ID: 514557)
- Softchoice Corporation, US, Seattle (Seattle) (Partner ID: 547346)
- Softchoice Corporation, US, Mclean (Mclean) (Partner ID: 639645)
- Softchoice, US, La Jolla (La Jolla) (Partner ID: 658604)
- Softchoice LP, CA, TORONTO (TORONTO) (Partner ID: 667319)
- Softchoice, US, Chicago (Chicago) (Partner ID: 761738)
- Softchoice Corporation, US, Portland (Portland) (Partner ID: 881339)
- Softchoice Corporation, US, Denver (Denver) (Partner ID: 907408)
- Softchoice Corporation, US, San Francisco (San Francisco) (Partner ID: 920670)
- Softchoice Corporation, US, Indianapolis (Indianapolis) (Partner ID: 968487)
- Softchoice Corporation, US, Los Angeles (Los Angeles) (Partner ID: 968491)
- Softchoice LP, CA, Vancouver (Vancouver) (Partner ID: 985939)
- Softchoice LP, CA, Montreal (Montreal) (Partner ID: 985944)
- Softchoice LP, CA, TORONTO (TORONTO) (Partner ID: 985946)
- Softchoice LP, CA, Ottawa (Ottawa) (Partner ID: 987058)
- Softchoice, US, St. Louis (Saint Louis) (Partner ID: 993438)
- Softchoice LP, CA, Calgary (Calgary) (Partner ID: 1472006)
- Softchoice Corporation, US, Orlando (Orlando) (Partner ID: 1891274)

Microsoft Corporation
One Microsoft Way
Redmond, WA 98052-6399

Tel 425 882 8080
Fax 425 706 7329
www.microsoft.com



- Softchoice LP, CA, Fredericton (Fredericton) (Partner ID: 4450765)
- Softchoice LP, CA, Quebec (Quebec) (Partner ID: 4450770)
- Softchoice Corporation, US, Tampa (Tampa) (Partner ID: 4787609)
- Softchoice Corporation, US, Philadelphia (Philadelphia) (Partner ID: 4787610)
- Softchoice Corporation, US, New York (New York) (Partner ID: 4787612)
- Softchoice Corporation, US, Minneapolis (Minneapolis) (Partner ID: 4787615)
- Softchoice Corporation, US, Overland Park (Overland Park) (Partner ID: 4787616)
- Softchoice LP, CA, Halifax (Halifax) (Partner ID: 4787619)
- Softchoice Corporation, US, Cleveland (Cleveland) (Partner ID: 4787622)
- Softchoice Corporation, US, Norcross (Norcross) (Partner ID: 4788053)
- Softchoice Corporation, US, Columbus (Columbus) (Partner ID: 4788056)
- Softchoice Corporation, US, Dallas (Dallas) (Partner ID: 4788059)
- Softchoice Corporation, US, Houston (Houston) (Partner ID: 4788060)
- Softchoice Corporation, US, Irvine (Irvine) (Partner ID: 4788061)
- Softchoice Corporation, US, Milwaukee (Milwaukee) (Partner ID: 4788064)
- Softchoice Corporation, US, Phoenix (Phoenix) (Partner ID: 4788069)
- Softchoice Corporation, US, Midvale (Midvale) (Partner ID: 4788074)
- Softchoice Corporation, US, Tempe (Tempe) (Partner ID: 4788075)
- Softchoice Corporation, US, Norwalk (Norwalk) (Partner ID: 4788078)
- Softchoice Corporation, US, Quincy (Quincy) (Partner ID: 4788085)
- Softchoice Corp, CA, TORONTO (TORONTO) (Partner ID: 5189324)
- Softchoice Corp, CA, TORONTO (TORONTO) (Partner ID: 5189325)

Best Regards,

A handwritten signature in black ink, appearing to read "D. Rippey".

Dan Rippey
Program Director for the Microsoft AI Cloud Partner Program

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