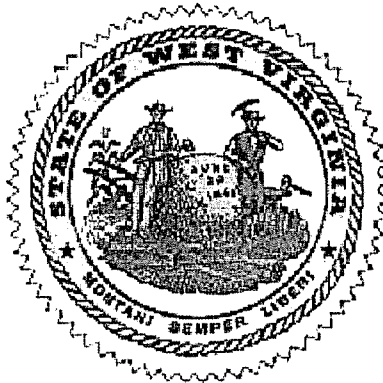


# State of West Virginia



**RFQ # SELECT07**

**Microsoft Select Software**

**April 11<sup>th</sup>, 2007**

Presented by

**En Pointe Technologies Sales, Inc.**



Prepared & Submitted by:

Majid Jilani  
Business Development Manager  
2381 Rosecrans Ave., Suite 325  
El Segundo, CA 90245  
Tel: (310)725-5230 Fax: (310)725-5289

Email: [mjilani@enpointe.com](mailto:mjilani@enpointe.com)

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PURCHASING DIVISION  
STATE OF WV

**GENERAL TERMS & CONDITIONS  
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum** - The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

---

**INSTRUCTIONS TO BIDDERS**

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

**SIGNED BID TO:**

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

**Cover Letter**

ATTN: **Betty Francisco**  
**Purchasing Division**  
**2019 Washington Street, East**  
**Charleston, WV 25305**

April 11<sup>th</sup>, 2007

Thank you for the opportunity to respond to RFQ # SELECT07 for furnishing Microsoft Select Software to the State of West Virginia. We feel that our experience of working with numerous state and local governments enables us to better understand and fulfill ALL the procurement requirements as outlined in this RFQ in the most optimal & efficient manner. En Pointe has developed a simple, focused strategy that will aid the State of West Virginia in meeting its objectives for this Solicitation. This strategy is centered on the following elements:

**Single Point Account Management and Reporting**– The State of West Virginia’s dedicated Account Executive for this Solicitation at En Pointe will be Majid Jilani who has over 10 years of experience in this field and will be supported by an account team of skilled sales and software professionals who will manage all aspects of the engagement and handle the reporting to the State.

**Microsoft LAR experience with State Governments:** En Pointe is the incumbent Microsoft LAR in State of California, State of Minnesota, State of Utah & State of Washington. En Pointe has been awarded a sole-source \$63 million (over 3 years) Microsoft LAR contract by State of Washington. This win is a further endorsement by State governments in En Pointe capabilities & its systems to successfully execute large state Microsoft LAR contracts.

**Microsoft Gold Certified Partner:** En Pointe is a certified by Microsoft Gold Partner. Gold Certified Partners are the top level of Microsoft solutions partners and have access to the tools and support they need to help them stand out in the marketplace. En Pointe’s Gold Certification from Microsoft uniquely positions us in comparison to other Microsoft Large Account Resellers (LARs) and speaks volumes of Microsoft’s confidence in En Pointe’s capabilities to best serve State of West Virginia.


**Software Reporting System:** En Pointe has developed a state-of-the-art software reporting system that can maintain all customer agreements allowing real-time reports to track purchase activity and contract compliance. We feel this system further differentiates us from other Microsoft LARs as it allows us to provide State of WV and its customers a real-time depository of software license information such as key-codes, software assurance benefits, etc.

**eProcurement & Online Ordering:** En Pointe is providing State of West Virginia with its state-of-the-art eProcurement tool – AccessPointe™ which contains powerful tools including but not limited to “shopping cart” online ordering, display of statewide pricing with detailed product description, search engine capabilities, credit card acceptance, providing State of West Virginia users 24x7 access to real-time information regarding backorders, order status and delivery information, and much more. Details of AccessPointe™ functionality are detailed in the Technical Response.

**Minority Business Status** – As a minority business enterprise, En Pointe can assist State of West Virginia in achieving its policy of diversity while providing the highest levels of service.

Detailed in the following pages is En Pointe’s Proposal Response that addresses all the Requirements outlined in the RFP. En Pointe understands and will comply with ALL Contractual Requirements as specified in the RFP. We are very excited about the opportunity to be able to provide Microsoft software products to the State of West Virginia.

Thank you for your consideration. Sincerely,

**Majid Jilani**   
**Account Executive for State of West Virginia**  
**En Pointe Technologies Sales, Inc.**  
**2381 Rosecrans Ave., Suite 325**  
**El Segundo, CA 90245**  
**Tel: (310) 725-5230, Toll-Free: (800)800-4214 x 5230**  
**Fax: (310)725-5289, Email: [mjilani@enpointe.com](mailto:mjilani@enpointe.com)**



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## Overview

En Pointe Technologies, Inc. (En Pointe), a Microsoft Large Account Reseller (LAR) since 1997, a minority business enterprise certified by the National Minority Supplier Development Council, is a publicly held Value Added Reseller (VAR) of computer hardware, software, and peripherals, as well as a national integrator of network technology and services. En Pointe Technologies Sales Inc., which is the sales arm of the parent company, is a wholly-owned subsidiary of En Pointe Technologies, Inc. There are no major changes currently happening and En Pointe is in a sound financial position and aggressively seeking to increase its customer base in the government sector.

Dedicated to driving the evolution of the computer reseller business model, En Pointe is a dynamic company focused on customer satisfaction through applied technology and service flexibility. With over \$300 million in fiscal year 2006 sales, En Pointe is one of the nation's fastest-growing resellers of computer products and services. En Pointe's Microsoft Licensing Program Includes:

- License Program Analysis and Comparisons
- Publisher Contract Negotiations
- Assistance with License Transfer and Consolidation during M&A's
- Compliance Reviews and Audit Consulting
- Subscription-based and Ad-Hoc Reporting
- Media Duplication and Global Media Distribution
- Self-Service P&A, Ordering and Reporting
- Software Asset Management
- Electronic Software Distribution

### **Benefits of working with En Pointe for your Software Licensing**

- Dedicated software team
- Pre-sales assistance (meetings, presentations, telephone support calls)
- Answers to specific contract, site license, or configuration questions
- Vendor reporting-allows you to focus on business issues not compliance
- Technical information about various licensing programs
- Software auditing
- Software distribution
- Licensing seminars
- Product/technology training
- Additional disk and documentation administration
- Technical support



## En Pointe's Business Model

En Pointe's company strategy is "To understand our customer needs, provide solutions and develop efficiencies through technology that enable our customers to compete more effectively." Our goal is to squeeze the costs out of the traditional model and pass the savings on to our customers.

En Pointe adopted a maneuverability philosophy years ago in order to meet our customer's varying needs by offering flexible alternatives and business solutions tailored specifically to our customer's requirements. En Pointe maintains a functional level of maneuverability throughout all of our business practices that allows us to keep pace with technology and meet the service needs to meet our customer business requirements.

En Pointe's unique procurement model is designed to eliminate purchasing and warehousing inventory. We've mastered a unique and evolving business model that eliminates many of the traditional "touch costs" like warehousing, inventory tracking and product obsolescence, that result in higher acquisition costs that are passed on to the customer in the traditional model. By allowing State of West Virginia to electronically shop Microsoft software bundled with our customer-centric planning and service programs, En Pointe continues to be the complete resource for integrated computing solutions that will help State of West Virginia – ITMO succeed in achieving its objectives for this solicitation.

## En Pointe and Microsoft

En Pointe has attained Gold Certified Partner status in the Microsoft Partner Program with competencies in Advanced Infrastructure Solutions and Networking Infrastructure Solutions. As a Gold Certified partner, En Pointe Technologies has demonstrated expertise with Microsoft technologies and proven ability to meet customers' needs. Microsoft Gold Certified Partners receive a rich set of benefits, including access, training and support, giving them a competitive advantage in the marketplace. This certification further demonstrates En Pointe's willingness to 'go the extra mile' for our customers and adds depth to our already extensive set of competencies. Additionally it allows us to use the Gold Certified Partner designation to promote our expertise and relationship with Microsoft to our customers. We expect that the benefits provided through our Gold Certified Partner status will allow us to continue to enhance the offerings that we provide for our customers.

**Allison Watson, Vice President of the Worldwide Partner Sales and Marketing Group at Microsoft Corporation says, "Customers are looking for providers that can bridge the gap between their business demands and technology capabilities. They need to trust in someone that can act as an expert adviser for their long-term strategic technology plans. Microsoft Gold Certified Partners, which have certified expertise and direct training and support from Microsoft, can build a positive customer experience with our technologies,"** Ms. Watson further adds, **"Microsoft recognizes En Pointe Technologies as a new Microsoft Gold Certified Partner for demonstrating its expertise in providing customer satisfaction with Microsoft products and technology,"**

As one of the requirements for attaining Gold Certified Partner status, En Pointe Technologies had to declare Microsoft Competencies. Microsoft Competencies are designed to help differentiate a partner's capabilities with specific Microsoft technologies to customers looking for a particular type of solution. Each competency has a unique set of requirements and benefits, formulated to accurately represent the specific skills and services that partners bring to the technology industry.



**The Advanced Infrastructure Solutions Competency** is designed for partners with proven expertise in designing and/or implementing complex infrastructure solutions such as Active Directory®-based and Microsoft Integration Server design and deployment solutions, or Microsoft Exchange Server migration or deployment solutions. Because customers are increasingly asking to do more with less, partners with the Advanced Infrastructure Solutions Competency can readily identify their unique skill in helping customers access management solutions, improving operational efficiency and reducing security risks.

Microsoft Gold Certified Partners enrolled in the **Networking Infrastructure Solution Competency** have proved competency in implementing technology solutions based on either the Microsoft Windows Server™ 2003 or Windows® 2000 Server operating system, with a particular focus on Microsoft Small Business Server 2000 and Windows Small Business Server 2003. These implementations may include crafting solutions that connect Windows-based servers, PC locations and the Internet; installing a server farm; or building a small-business Windows Server stand-alone solution that includes file and print capabilities.

**En Pointe Technologies Sales, Inc. (En Pointe), as a company, provides State of West Virginia with the ability to achieve all of your goals with a single, simple partnership. En Pointe is Sate of West Virginia's best solution due to the following benefits:**

- En Pointe has attained Gold Certified Partner status in the Microsoft Partner Program with competencies in Advanced Infrastructure Solutions and Networking Infrastructure Solutions. As a Gold Certified partner, En Pointe has demonstrated expertise with Microsoft technologies and proven ability to meet customers' needs. Microsoft Gold Certified Partners receive a rich set of benefits, including access, training and support, giving them a competitive advantage in the marketplace.
- As a Gold Certified Microsoft Solutions Provider and Large Account Reseller, En Pointe has the expertise and experience in successfully supplying and managing major Microsoft licensing agreements.
- A company that delivers competitive pricing by leveraging the flexibility of our multiple product sourcing partners.
- A company that has invested in our state-of-the-art systems and facilities like our fourth generation E-Procurement System AccessPointe™ (\$38M), SAP ERP System (\$10M), Clarify Call Center and Help Desk System (\$4M) and our ISO 9002 Configuration Center (\$12M) to drive out CIS' process costs by leveraging our investments in technology.
- A company with experience in delivering hardware, software and services to Fortune 1000 companies, healthcare providers, educational institutions and government agencies, enabling us to share best practices with Sate of West Virginia.
- A company that has strong relationships with our manufacturers that we can leverage to the favor of State of West Virginia in helping you set and maintains your standards.
- A company that has direct partnerships with the major I.T. Distributors, i.e. TechData, Ingram Micro and Synnex that provides State of West Virginia with access to over \$4B of IT hardware and software products from 1500 plus manufacturers with SKU's in excess of 500,000 units.
- A company that is experienced in developing, tracking and managing Service Level Agreements (SLAs) that can be customized to meet Sate of West Virginia's requirements.



- A company that is recognized by the National Minority Supplier Development Council as a Minority Business Enterprise and can help State of West Virginia to meet its diversity goals.

Please find below the letter from Microsoft Corporation certifying En Pointe Technologies as an authorized Large Account Reseller (LAR) for the complete Microsoft product line;

Microsoft Corporation  
One Microsoft Way  
Redmond, WA 98052-6399

Tel 425 882 8080  
Fax 425 936 7329  
<http://www.microsoft.com/>

*Microsoft*

April 9<sup>th</sup>, 2007

To Whom It May Concern:

This letter confirms that En Pointe Technologies is an authorized Microsoft Large Account Reseller (LAR) for Academic and Government Select Programs., Enterprise Software Advisor (ESA) for the Enterprise and Enterprise Subscription Programs., Authorized ADR (Open Value), and Authorized Education Reseller (AER) for the term July 1, 2006, through June 30, 2007.

En Pointe Technologies is authorized to support any Microsoft contract agreements or solutions, such as Worldwide fulfillment products, available under these authorizations.

En Pointe Technologies is eligible to sell and support any other Microsoft solutions not requiring authorizations, including, but not limited to Microsoft full package products, Microsoft Press products, and Open license products. En Pointe Technologies became an authorized LAR in 1997.

Sincerely,



R. Michael Stinogel  
Partner Account Manager  
US Partner Group



## Expertise in Software Licensing

En Pointe has been selling Microsoft products for over 10 years now. En Pointe assists organizations of all sizes and types with technology procurement and life cycle management. In today's business environment, companies and government entities rely on software as one of their most important assets. Our Software Licensing Experts work to minimize procurement costs and free up valuable IT resources, thus maximizing State of West Virginia's return on Microsoft software investment.

With decades of combined industry experience, our Software Account Managers offer licensing expertise, creative and cutting edge software management practices, and the benefits that come with well-established relationship with Microsoft.

We're not simply a software fulfillment agent; we stay with State of West Virginia throughout the process, from contract negotiation, to license procurement and deployment, through maintenance renewals, and even to asset retirement.

Our Software Account Managers (SAM's) and Licensing Consultants work as a team to guide State of West Virginia through the complexities of software licensing. State of West Virginia's Software Account Managers work with publisher reps and our internal licensing "gurus" to provide an analysis of State's software entitlements and buying trends. We then present cost-effective licensing options based on State's specific rollout plans and budgets.

Our Software Account Managers continue to follow up with timely renewal notices, updates on publisher licensing programs and policies, and on-site business reviews and consulting.

En Pointe's Software Licensing Program Includes:

- License Program Analysis and Comparisons
- Microsoft Contract Negotiations
- Assistance with License Transfer and Consolidation during M&A's
- Compliance Reviews and Audit Consulting
- Subscription-based and Ad-Hoc Reporting
- Media Duplication and Global Media Distribution
- Self-service P&A, Ordering, and Reporting, either on-line or via eProcurement integration
- Software Asset Management

En Pointe realizes the importance of software as one of the most important assets in today's business environment that companies and governments rely on. In this regard En Pointe provides more than software and eProcurement applications solutions. We can provide and maintain your licensing contracts and agreements from a variety of vendors. We can help determine the best solutions for State of West Virginia by working closely with you and Microsoft.

Our Software Licensing Services group offers:

- Dedicated Account Specialists
- Cost Reduction Guidance/Optimized Volume License Contracts



- Comprehensive Reporting - focus on your business, not compliance
- e-Procurement Solutions
- Promotion and Product Announcements

## **Industry-leading Software License Tracking & Reporting System**

En Pointe has developed a state-of-the-art software license tracking & reporting system that can maintain all customer Microsoft agreements allowing real-time reports to track purchase activity and contract compliance. We feel this system further differentiates us from other VARs as it allows us to provide State of West Virginia a real-time depository of software license information such as key-codes, software assurance benefits, etc. Below are some of the details of En Pointe's cutting edge Software License Tracking & Reporting System :

Our license tracking works by actively maintaining all licensing agreements customers have with software publishers (both contractual agreements as well as transactional software volume discount agreements)

This enables us to ensure customers are purchasing products in compliance with any agreements they have, and prevents accidental quotes and/or orders for products at prices outside of any agreement terms. Because every license is individually recorded against a customer-specific agreement, we can easily track license purchases for customers and record them against contractual milestones to assist customers in recognizing how to best take advantage of any agreements they have entered into.

At the end of the contract term, reports can be run for purchase activity at several different levels; all purchases for that customer, purchases against a specific licensing agreement, purchases by manufacturer, etc. Turnaround time for any of these reports would be one business day, at most.

## **En Pointe's Software Practice**

En Pointe maintains a robust services practice that supports our company mission of delivering efficiencies in technology that drive down costs for our customers. We focus to acquire high-level certifications within networking, security, desktop architecture, etc. (Platinum / Gold / Premier Partner) that enable En Pointe to leverage more favorable pricing than our competitors as well as premier access to manufacturer and publisher services and other client-based programs.

## **Cost Saving Foresight**

En Pointe can assist State of WV with a global deployment / procurement strategy; one that delivers rapid results with minimal costs. We can begin by leveraging readily available programs based on the products you have already purchased including new purchases and begin to deliver no-cost, complementary services. This simple approach maximizes existing publisher benefits (ie. Microsoft Software Assurance) combined with En Pointe's ability to provide high-level services leveraging our local technical staff.

### **Example 1 - Use of Microsoft Desktop Deployment Vouchers**

En Pointe can deliver services for deployment vouchers (ie. equal to 5 days of on-site service) and provide technical services equivalent to 15 days worth of work. As such, you can focus internal resources on other timely projects while receiving free services from En Pointe's experienced technical teams.



**Example 2 – License Management**

En Pointe was able to reduce costs for client New Century Mortgage associated with a Microsoft Enterprise Agreement. En Pointe Account Manager Violet Hinkle, was able to identify an opportunity that reduced licensing costs substantially resulting in a total net savings of \$209,425.12 from a \$709,765.00 transaction. *\*Please see additional information in Attachment H - Customer Letter – New Century Mortgage.*

**En Pointe – Zero Touch Initiative (ZTI)**

En Pointe develops comprehensive processes that support software deployments within any size organization. Each step in our delivery ensures efficiencies and resources within specific milestones:

<b>Planning</b>	
Appropriate deployment scenario selected	The appropriate combination of scenarios (new computer installation, computer refresh, or computer replacement) areas identified.
Required infrastructure exists	Prerequisite technologies and infrastructure to support the deployment exist.
Monitoring plan completed	The list of servers, services, and system resources to be monitored is created. The frequency of monitoring is also decided.
Operations and Deployment feature teams trained	Any training required by the Operations and Deployment feature teams occurs to ensure that both teams are ready by the time deployment occurs.
Consensus for deployment plan obtained	All stakeholders in the Solution Accelerator for BDD project provide consensus for acting on the deployment plan and future project milestones.
<b>Developing</b>	
Solution Accelerator for BDD installed	Solution Accelerator for BDD is installed on the appropriate servers.
Appropriate resource access assigned	Shared resources (such as shared folders for user migration data) are configured to allow access to the appropriate service accounts.
SMS OSD Feature Pack packages and programs configured	Each phase of the SMS 2003 OSD Feature Pack deployment (Validation, State Capture, Preinstall, Post-install, State Restore) is configured to used the ZTI script.
ZTI processing rules configured	Rules for processing the ZTI installation are configured and stored in the appropriate location for deployment.
Reference Computer Images created	Images that the SMS 2003 OSD Feature Pack uses for deploying the operating system are created (also known as <i>golden images</i> or <i>master images</i> ).
Windows PE CDs prepared	CD images used to create boot CDs or that are applied to RIS servers are created.

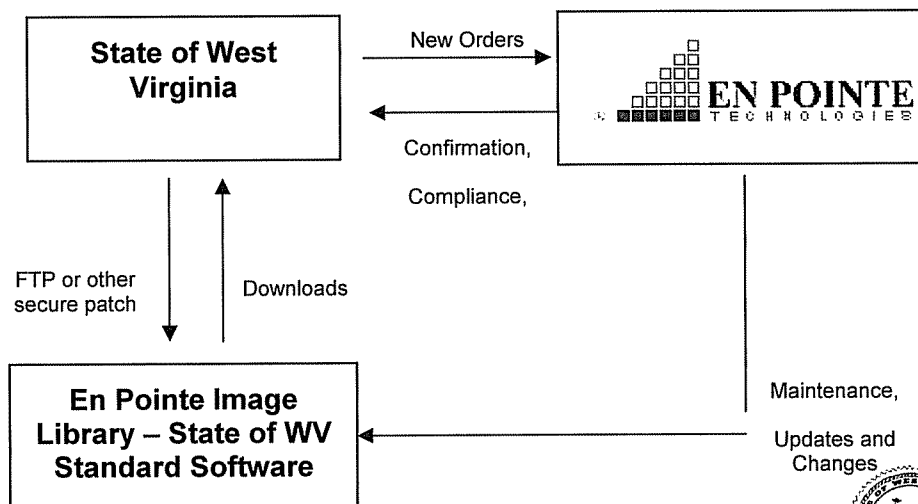


<b>Stabilization</b>	
Lab tests and pilot deployments completed	The deployment process is validated in test labs. Further validation occurs during one or more pilot deployments. Any modifications to the deployment process are incorporated prior to production deployment.
Deployment teams prepared	Deployment teams are debriefed on the outcome of the lab tests and pilot deployments. Any common deployment issues, troubleshooting tools, and remedies are communicated to the team.
<b>Deployment</b>	
SMS 2003 OSD Feature Pack Deployment Wizard run	Deployment of images to workstations is initiated.
Transitioning to Operations	
Transition preparations completed	Notification of the transition date is established, and users are notified of the change in support (Deployment feature team to Operations feature team).
Current status of deployment communicated	

**Electronic Software Distribution –Solution Application**

En Ponte can effectively reduce costs with other aspects of business as well. We can review your existing process for electronic delivery of goods (software) and apply tax strategy that utilizes exemptions for intellectual property. By fully leveraging electronic software delivery, State of WV can realize cost savings while having immediate access to software via an En Ponte maintained Image Library. Your data images can contain all relevant programs including network and security settings for a variety of departments functions within your organization so that desktop deployments and upgrades are seamless and without technical complications.

**Process**



### **License Management**

En Pointe makes it our #1 priority to ensure our customers are getting the most out of their IT spend while continuously looking for savings opportunities and cost effective processes. A true-up analysis as well as volume license agreements are reviewed during client quarterly and annual account reviews. For example, En Pointe has successfully renegotiated a Microsoft Enterprise Agreement after only 1 year resulting in a \$9 million savings for a "major computer manufacturer". This is an important part of the En Pointe commitment that demonstrates proactive client advocacy with proven success.

Our license consulting services include the following:

- *Publisher, Product, and Program Information* – En Pointe will proactively deliver key information to help you make informed decisions
- *Program Awareness and Needs Analysis* – En Pointe helps customers understand their options for acquiring software based on your business objectives and needs
- *License Program Recommendation and Justification* – En Pointe licensing managers and license contract specialists will advise customers on license programs, contract structure, industry trends and strategy
- *Publisher and Contract Facilitation/Negotiation* – En Pointe will work directly with software publishers to negotiate favorable terms and conditions on your behalf.
- *Software Procurement Process Consulting* – En Pointe will provide advice on how to put administrative advantages of licensing programs into use to save time and money including providing access up to and including facilitating customer oriented seminars and open discussions.

## **State of West Virginia's Account Team at En Pointe**

En Pointe will assign a ten-member dedicated Microsoft software sales and support team to the State of West Virginia that will also act as an escalation path for any and all problems. The team will be led by Majid Jilani who is En Pointe's Account Manager assigned to manage the State of West Virginia software contract. He has over 10 years of experience selling Microsoft and other software to Enterprise and Government accounts and is a certified Microsoft Sales Professional. Mr. Jilani has managed large software sales contracts for State of Montana, State of West Virginia and University of Illinois in the past.

Majid has been involved in working and solving license issues for large organizations through out his entire career. Beginning in 1997, he began working extensively with many State & Local governments to develop license management processes and assisted them in avoiding costly audit and license litigation. In addition, he has worked for several other large publishers and conducted solution selling training for Microsoft, Symantec, Adobe, etc on how to work with software publishers and clients to maximize their clients ROI on technology investments.

Majid and En Pointe have developed a plan to aid State of West Virginia in meeting their mission of quickly reaching out to various agencies and helping them to take advantage of State of West Virginia and State Purchasing Office's work negotiating with Microsoft for the current EA and Select agreements. With Majid Jilani and his account team, the State of West Virginia agencies can confidently select the best licensing program that suites each agencies individual needs.

En Pointe will assign a ten-member dedicated software sales and support team for State of West Virginia and its Using Governmental Units. The team will provide support services to



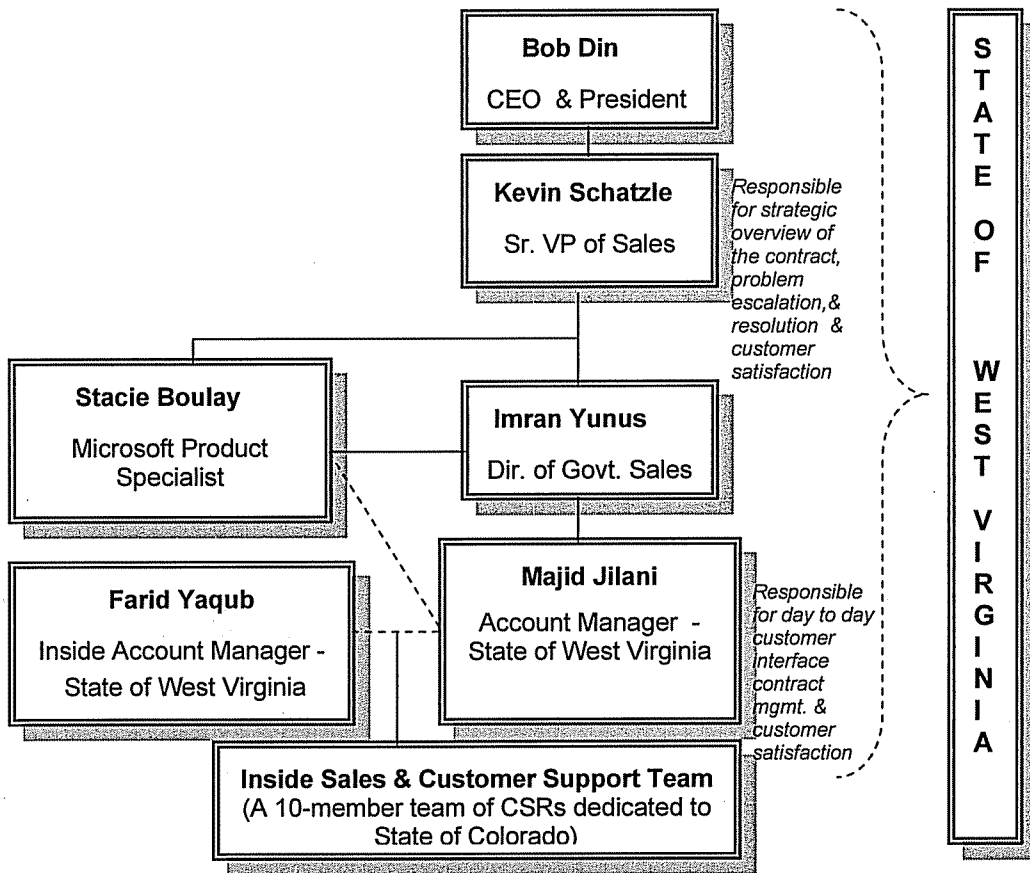
all State of West Virginia agencies through phone, fax and e-mail and in person by their dedicated Account Team. This Team will be knowledgeable about all aspects of the engagement. En Pointe will provide a dedicated 1-800 telephone and fax hotline for State of West Virginia, State of West Virginia users would call their Account Team on **800-800-4214**.

Orders could be faxed to **800-697-3859** and emails could be sent to [mjilani@enpointe.com](mailto:mjilani@enpointe.com), and/or [govsales@enpointe.com](mailto:govsales@enpointe.com). There will always be a live-body to take the calls from 8:00 am to 8:00 pm Mountain Time available on this 1-800 number ready to support any caller from State of West Virginia's Using Governmental Units. Email and telephone queries and request for quotes will be responded within four hours in addition to real-time quote-formulation, order-placing and order tracking capabilities available around the clock through En Pointe's eProcurement solution that will be available to State of West Virginia and its Using Governmental Units.

Please find below the names of the team members and information about their certifications. Copies of Level I and Level II certifications from Microsoft are attached.

Inside Sales/Licensing	Level I Certification	Additional Certification
<u>Support Team Names</u>	<u>Yes/No</u>	<u>Level</u>
Majid Jilani (Account Manager.)	Yes	Level II
Shelly Moss (Inside Sales & Lic.)	Yes	Level II
Farid Yaqub (Inside Account Mgr.)	Yes	Level II
Fahad Imran (Inside Sales & Lic.)	Yes	
Asif Rafiq (Inside Sales & Lic.)	Yes	Level II
M. Umer (Inside Sales & Lic.)	Ye	
Jan Gunning (Inside Sales & Lic.)	Yes	Level II
Akhtar Hussain(Inside Sales & Lic.)	Yes	Level II
Kamran Rao(Inside Sales & Lic.)	Yes	Level II
Waqar Ahmed(Inside Sales & Lic.)	Yes	Level II
N. Rafique(Inside Sales & Lic.)	Yes	





**Majid Jilani, State of West Virginia Account Manager**

**(Tel: 310-725-5230; Email: [mjilani@enpointe.com](mailto:mjilani@enpointe.com))**

Majid Jilani will be responsible for all aspects of contract administration and ensure the successful execution of the contract. Majid has over 10 years of experience in the IT industry and has previously managed Microsoft LAR contracts with other states and is well-versed with the Microsoft Select, Enterprise and Campus programs. Majid has numerous certifications from Microsoft Partner University and is proficient in Microsoft’s product line and Microsoft’s volume licensing programs. Majid will supervise all day-to-day operations relating to this contract and will be one of the primary interfaces for State of West Virginia. He will also work with State of West Virginia to analyze their buying patterns and help them determine more cost effective ways to purchase software licensing.



He will also work with State of West Virginia to analyze their buying patterns and help them determine more cost effective ways to purchase software licensing.

**Primary duties include:**

- Ensuring State of West Virginia and its Using Governmental Units' needs are met for ongoing quality control processes, customer satisfaction, technical support, expert account management, licensing services, and procurement expertise
- Developing strong working/selling relationship with external Microsoft representatives and State of West Virginia Using Governmental Units
- Consulting on all software volume license agreements with State of West Virginia users and ensuring seamless processing of State of West Virginia Microsoft enrollment forms, quotes, orders, invoices, reports, etc.
- Conducting account performance and service reviews on a periodic basis in accordance with the contractual requirements outlined in the RFP
- Coordinating Microsoft and contract related meetings, product demonstrations and product evaluations with State of West Virginia users
- Reviewing work flow structure to ensure quality and efficiency for State of West Virginia order processing
- Communicating State of West Virginia goals, strategies, and policies to all members of the En Pointe account team
- Communicating State of West Virginia contractual pricing for all license contracts and other products to State of West Virginia users
- Suggesting best procurement practices based on regular review of purchase activity and other reports to identify purchasing trends and patterns to State of West Virginia, ITMO
- Providing information for both existing and planned Microsoft licensing program decisions

**Required Skills/Knowledge**

- Subject matter expert on software and Microsoft license agreement programs
- Expert in quoting and ordering
- Strong commitment to customer satisfaction

**Farid Yaqub, Inside Account Manager for State of West Virginia**

**(Tel: 310-725-5200x 2425 Email: fyaqub@enpointe.com)**

Majid will lead a ten member team of inside customer sales representatives (CSR) dedicated to State of West Virginia and will be the backup for Majid Jilani. En Pointe's customer service teams have expertise with contract management, Microsoft Volume Licensing and the ability to facilitate communications and best- buy advice, and act as a "hot-line" for our customers

making them one of our most valuable assets. The inside team assigned to State of West Virginia will offer the following best-in-class services:

### **Key Responsibilities**

- Support the State of West Virginia through the 1-800 toll free number, email and fax for orders, quotes, reporting, sending out marketing collateral, etc.
- Ensure timely and correct order processing along with proactive calls to inform State of West Virginia about order status, invoicing and any other issues of concern
- Review State of West Virginia's business needs, present Microsoft offerings
- Monitor service levels through proactive customer contact
- Continually survey customer base regarding their business needs, product requirements, operational issues, A/R conflicts and reporting timeliness
- Provide complete information on Microsoft software products, licensing programs and services
- Manage pending/on-hold orders
- Manage customer account setup information including, but not limited to (EC, EDI, SAP).
- Resolve customer orders and license issues
- Stay current with customer requirements

### **Required Skills/Knowledge**

- Solid knowledge of software license agreement programs
- Expert in quoting, ordering, resource utilization, and system functionality
- Strong commitment to customer satisfaction – proactively identifying and resolving customer issues

**Imran Yunus, Director of Government Sales**  
**(Tel: 310-725-9768 Email: [iyunus@endpointe.com](mailto:iyunus@endpointe.com))**

Primary goals and responsibilities of the Government Sales Director include:

- Exceeding customer satisfaction and business goals of State of West Virginia
- Involvement in all key account management decisions regarding customer support and satisfaction for State of West Virginia
- Act as a direct escalation path for all account satisfaction issues for State of West Virginia
- Attend quarterly business reviews, on-site meetings and presentations with State of West Virginia

**Stacie Boulay, Microsoft Product Specialist****(Tel: 508-203-3021 Ext: 3021 Email: sboulay@enpointe.com)**

Arlene Daniels' primary focus at En Pointe is the Microsoft product line, with an emphasis on licensing. Arlene attends several trainings per month with Microsoft licensing and sales reps. Arlene is required (by Microsoft) to take and pass various licensing and product tests throughout the year, as well as attend program and product seminars. Arlene has been invited to attend a number of Microsoft's Roundtable meetings, where members of their executive team meet with invited resellers to discuss potential updates and changes to their licensing programs. Arlene has weekly conference calls with various Microsoft representatives to ensure that En Pointe is kept up to date with any promotions, rebates, changes, or upcoming events that could be of benefit to our customers. Arlene disseminates this information to En Pointe's sales force, and they in turn share what is appropriate with their customers.

Arlene strongly focuses on assisting En Pointe sales reps with questions regarding Microsoft licensing, products, and programs. This includes publishing any and all relevant Microsoft information in regards to product updates, product life cycles, and licensing compliance information. Arlene has been with En Pointe for over 7 years, focused on Microsoft the entire time, and before that she worked at a distributor selling software licensing. Arlene has been around Microsoft licensing a long time, knows historical information in regards to their licensing programs, as well as the current iterations. Furthermore, Arlene will offer the following best-in-class services to State of West Virginia:

**Key Responsibilities**

- Act as resource to the Account Manager for State of West Virginia on Microsoft and help with processing of Microsoft orders, enrollment forms and other agreements.
- Proactive information sent to State of West Virginia through the Account Manager regarding special Microsoft offers and updates
- Proactive information sent to State of West Virginia regarding Microsoft licensing programs and products, including new product releases.
- Review State of West Virginia business needs, present En Pointe offerings
- Provide complete information on Microsoft products, licensing programs and services
- Train customer service team on customer requirements and product information
- Resolve Microsoft license issues for State of West Virginia, ITMO
- Stay current with customer requirements for State of West Virginia,

**Required Skills/Knowledge**

- Solid knowledge of Microsoft software and license agreement programs
- Expert on Microsoft licensing programs and web sites
- Strong commitment to customer satisfaction – proactively identifies and resolves customer issues

**Kevin Schatzle, Senior Vice President North American Sales****(Tel: 303-759-7810 Email: kevin@enpointe.com)**

Primary goals and responsibilities include:

- Strategic direction and software asset management insight for State of West Virginia
- Attending quarterly business reviews as needed, is available for on-site meetings and presentations for State of West Virginia
- Assist Director of Government Sales and State of West Virginia Account Manager to ensure customer satisfaction and business goal attainment
- Available for any problem escalations and their timely resolutions for State of West Virginia, ITMO

**Bob Din, CEO & President****(Tel: 310-725-5250 Email: bob@enpointe.com)**

Primary goals and responsibilities include:

- Strategic direction and ultimate responsibility from En Pointe in successful execution of the contract with State of West Virginia, ITMO
- Attending quarterly business reviews as needed, is available for on-site meetings and presentations with State of West Virginia agency buyers
- Oversee VP Sales, Director of Government Sales and State of West Virginia Account Manager to ensure customer satisfaction and business goal attainment
- Assist with and be available for any problem escalations and their timely resolutions for State of West Virginia



## Problem Escalation and Resolution Process

- Though En Pointe always endeavors to maintain the highest level of customer satisfaction, we've an established and proven method of problem escalation and resolution which helps us to improve our overall customer support and in turn achieve even a higher level of customer satisfaction.
- Our customer service representatives and Account Manager for State of West Virginia are empowered to make decisions upfront and provide immediate solutions to ensure overall customer satisfaction for State of West Virginia. Should additional support be required, the Director of Government Sales can be engaged immediately.
- Also note that along with the Account Manager for State of West Virginia, the Director of Government Sales will attend all customer meetings to ensure customer satisfaction and review concerns of State of West Virginia. If the problem is not resolved within 24 hours at the Account Manager or Director of Government Sales level, it can be escalated to VP of Sales by any State of West Virginia buyer or user.
- Our CEO & President will also be available if there has not been a satisfactory resolution to the problem within 48 hours and will work with the State of SC, and utilize any and all Company resources till the outstanding issue is resolved to the satisfaction of the State of West Virginia and its Using Governmental Units. The contact information of all these individuals has been provided above.

### Customer Satisfaction Process

In addition to offering the highly competitive pricing for Microsoft software licensing to State of West Virginia in this RFP, En Pointe offers greater value to State of West Virginia. We understand that price is only the first step in purchasing Microsoft software, that managing licenses and software procurement are formidable tasks for companies that lack the appropriate support. To provide this support, En Pointe is dedicated to being a world-class customer service organization, and we have methods to ensure we live up to this promise.

To ensure your total satisfaction with our company and services, En Pointe provides State of West Virginia with its dedicated Account Management Team that offers comprehensive software licensing support and expertise, as detailed above.

To guarantee your satisfaction, State of West Virginia customers will receive:

- Direct access to the industry's best and most experienced Microsoft licensing consultants
- A simplified and more efficient way of doing business
- Increased responsiveness and efficiency for customer needs and inquiries



- Timely problem resolution, status updates and proactive communication
- Direct access to information and announcements from Microsoft, and the latest innovations in software asset management solutions
- Continuous evaluation of procurement processes to ensure maximum operational efficiency
- Specific, measurable criteria for performance of customer service activities

En Pointe systems infrastructure will help State of West Virginia achieve high returns on software investments in the following ways:

- Order management and fulfillment systems are fully operational and set up with all relevant customer account information, license program terms and conditions, and accurate pricing profiles
- Infrastructure has the capacity and ability to collect, synthesize, store, and report on any State of SC, customer-specific software license purchasing data in support of customers' software asset management efforts
- Operational flexibility to accommodate innovations in customer service, software licensing, and software asset management
- Objective measurement and evaluation of specific customer service activities
- Senior executives and quality control managers provide clear lines of management responsibility and issue escalation when necessary

### **Monitoring Account Satisfaction**

En Pointe will develop an operational set of guidelines and metrics specific to the needs of State of SC. Our account managers are expected to measure deliverables and personnel using detailed reporting systems and scheduled conference calls with designated end-users, buyers, managers, etc. We will respond and deliver according to your expectations and adjust our operations accordingly.

### **Software License Consulting**

En Pointe provides advice you can rely on from experts in Microsoft volume license agreements with experience in corporate IT and procurement. Our license consulting services include the following:

- ***Publisher, Product, and Program Information*** – En Pointe will proactively deliver key Microsoft information to help you make informed decisions
- ***Program Awareness and Needs Analysis*** – En Pointe will help understand State of West Virginia its options for acquiring Microsoft software based on your business objectives and needs



- **Microsoft License Program Recommendation and Justification** – En Pointe licensing managers and license contract specialists will advise State of West Virginia on Microsoft license programs, contract structure, industry trends and strategy
- **Software Procurement Process Consulting** – En Pointe will provide advice on how to put administrative advantages of licensing programs into use to save time and money including providing access up to and including facilitating customer oriented seminars and open discussions.

## Contract Compliance

As stated in the solicitation, En Pointe will accept order only (1) entities that have signed their own enrollments or (2) an enrolled affiliate ordering on behalf of another entity, but only if the entity is identified on the enrolled affiliate's Affiliate Participation Form.

Also as stated in the solicitation, En Pointe will not accept orders unless the orders are submitted using the SLG Microsoft Select Enrollment Form v6.1 (North America) September 01, 2003 and, if applicable, the Select Amendment Sub 750 points. As needed to facilitate understanding, and prior to accepting an order from a Using Governmental Unit, En Pointe will explain to the Using Governmental Unit the implications of ordering with and without the Select Amendment Sub 750 points form. As needed to facilitate the use of this contract by Using Governmental Units, En Pointe will make these forms readily available to Using Governmental Units. En Pointe will integrate these forms into En Pointe's electronic order processing tool – AccessPointe.

If and when ITMO enters into a new Microsoft Select Agreement at level D discount or higher, En Pointe has no objection and will continue to resell licenses for Microsoft software to Using Governmental Units. Moreover, En Pointe will assist a Using Governmental Unit in transitioning from the existing agreement to any replacement agreement.

Also, as specified in the solicitation, En Pointe will not accept EA orders unless the orders are submitted using the SLG Enrollment (indirect) v6.1 (North America) September 1, 2003 and, if applicable, the EE Amendment 100-249 Desktops. En Pointe will also make these forms readily available to Using Governmental Units. En Pointe will integrate these forms into En Pointe's electronic order processing tool – AccessPointe.

If and when ITMO enters into a new Microsoft Enterprise Agreement at level D discount or higher, En Pointe has no objection and will continue to resell licenses for Microsoft software to Using Governmental Units. Moreover, En Pointe will assist a Using Governmental Unit in transitioning from the existing agreement to any replacement agreement.

## Microsoft related Value Added Services offered to State of West Virginia

En Pointe feels that the following value added services that En Pointe will provide to State of West Virginia free-of-cost substantially differentiates En Pointe Technologies' offering from other VARs as we understand that price is only the first step in purchasing Microsoft software, that managing licenses and software procurement are formidable tasks where a capable LAR such as En Pointe can make an immense difference by its breadth of service in the quality and ease of contract execution for State of West Virginia agencies.



En Pointe will conduct regular information sessions, at no cost to the State of West Virginia, to familiarize and educate State Agencies about the Volume Licensing programs including Microsoft Government Select Enrolment requirements and Enterprise Enrollments as well as benefits of signing a Microsoft Enrolment Agreements.

If awarded the contract, En Pointe will also conduct information sessions regularly throughout the term of the Agreement to update the Microsoft Enrolled Agencies about changes and their impacts in the Volume Licensing programs.

En Pointe has a detailed and comprehensive plan to train and implement use of Microsoft Volume Licensing Services (MVLS) site, the online resource to help manage State of West Virginia and its Using Governmental Units' Microsoft licensing agreements and provide them access with licensing order information and purchase history.

En Pointe's MVLS plan for the State of West Virginia and its Using Governmental Units is designed to provide access to licensing terms, conditions and supplemental information relevant to the use of products licensed through Microsoft Volume Licensing Programs.

From this site, State of West Virginia and its Using Governmental Units will view their licensing information easily and in one place, including details about their Volume License agreements, license orders, and Volume License Product Keys. State of West Virginia and its Using Governmental Units can also find answers to questions and download software.

En Pointe's MVLS experts will be available to State of West Virginia and its Using Governmental Units over 1-800-800-4214 telephone support. En Pointe will also coordinate with State of West Virginia to host online as well as on-site training sessions. The MVLS training will include but limited to:

- Ensure that State of West Virginia Using Governmental Units find the Volume License Keys that are difficult to find on MVLS and provide a consolidated view of all their keys segregated by agreement number. Volume License Keys are viewable under the Agreement Profile.
- Ensure Agreement Access to reference enrollment number for more clarity, Invite New User, Manage User Access: User View, License Summary and Details, and Frequently Asked Questions.
- Provide Software Assurance Benefit administration pages for eligible users. When a user clicks on this link they will be navigated to the ESLP page which provides information on this no-cost program that licenses Microsoft Windows source code to Enterprise customers.
- Educate MVLS administrator on SA Benefits so that the MVLS administrator can assign benefit administration rights.
- Ensure that Software Assurance and MSDN Administrators are available on version 6.3 agreements for specific programs. Consequently, these contact names will be visible on MVLS under the agreement contact section within Agreement Profile. These contacts will automatically receive an MVLS invitation email if they are different than the Notices contact named on the agreement. The email will contain a PIN which the contact must accept after they have registered on MVLS. This will trigger a notification to the MVLS agreement admin who will be responsible for assigning the appropriate access levels to the SAB and/or MSDN contact.
- Provide User Access Level on Agreement Summary so that a user's access level is visible on the agreement summary as separate column to clearly indicate their agreement level access. Access levels include Admin, User, and User + VLK



En Pointe has been a Microsoft Large Account Reseller (LAR) since 1997 and holds numerous Microsoft contracts with state and local governments as well as public universities and schools. Every member of our Software Licensing Team is a Microsoft Select and EA Administrator with testing certification issued by Microsoft. En Pointe has a strong direct relationship with Microsoft. Our Microsoft team offers assistance with software acquisition and management for Microsoft Select, Enterprise, Campus and School Agreement contracts. En Pointe software customers will receive their specially discounted prices based on the contract type from Microsoft plus much more.

Our regular participation in Microsoft conferences ensures that we are aware of upcoming changes to licensing programs in order to provide the latest support and training not available directly from Microsoft. Our customers directly discuss pricing and product queries with their dedicated En Pointe Sales Teams. Additionally, we keep our customers abreast of the latest offering for Microsoft software programs.

En Pointe, through its dedicated Account Team for State of West Virginia and in-house Microsoft licensing experts will manage Microsoft Software Assurance benefits for State of West Virginia's Using Governmental Units as well as train them.

### **En Pointe's Microsoft Software Assurance Benefits solution for State of West Virginia's Using Governmental Units**

En Pointe offers a complete Microsoft Software Assurance Benefits solution. This solution can be customized to fit an organization's specific needs as well as managing training vouchers and offering additional fee based training that is often needed. The solution includes:

#### **Benefit Subscription Transfer**

When a State of West Virginia Using Governmental Unit renews to a new agreement, subscriptions and users on the old agreement will be automatically transferred to the new agreement when it is activated and the first purchase order with an SA purchase order line item is initiated, providing a simple and automated way to ensure no disruption in service for the State of West Virginia Using Governmental Unit. The transfer will only occur after the grace period has ended on an old agreement. This will result in a benefit transfer notification email to the benefit administrators on old agreement and new agreement.

#### **Bulk Upload of Benefit Users and Training Vouchers**

Benefit Administrators will have the capability to add benefit users in bulk for Problem Resolution Support, TechNet Plus, TechNet Online Concierge Chat and Training Vouchers benefits. Benefit users can be copied and pasted from an excel spreadsheet or any application which produces tab delimited data or can be created one at a time.

#### **Grace Period for Software Assurance Benefits**

State of West Virginia's Using Governmental Units can now enjoy Software Assurance benefits in grace period. Grace period rules will vary by program. The maximum grace period is 90 days which commences when an agreement has ended. During this time customers will continue to have the ability to activate and consume benefits.

#### **Home Use Program and Problem Resolution Support Benefit Consumption Reports**

Benefit Administrators can view specific consumption details for products ordered under the Home Use Program and incidents logged for the Problem resolution Support benefit.



**Limited Incident Support for Problem Resolution Support Benefit**

Systematic support will be added for State of West Virginia customers with limited incident support benefit. The dedicated software sales and support team for the State of West Virginia will contact the State of West Virginia about any special discounts, promotions or bundles that apply to any contract software purchase.

En Pointe has extensive experience in providing software pre-sales licensing advice, acquisition, reporting, deployment and support, such as those required by State of West Virginia. Given our relationship with Microsoft, En Pointe is positioned as an advocate for State of West Virginia. We can add tremendous value by helping State of West Virginia understand their buying volume for software products and licenses. We can integrate our processes with those of Software Publishers and ensure that we then integrate our processes with those of State of West Virginia to develop the most efficient and effective model for the pre-sales consulting, acquisition, reporting, deployment and support of your software requirements.

**Pre-sales licensing advice and support from Dedicated Account Team for the State of West Virginia**

En Pointe's close relationship with Microsoft provides us with many pre-announcements regarding price decreases, specials, and changes. Your account management team ensures that you are kept up to date on this information. Many En Pointe customers have been able to save money by knowing in advance that changes were coming. An example is a government entity that was interested in purchasing Microsoft Project. Because En Pointe was aware that Microsoft was offering a special promotion that allowed customers with maintenance on Project to upgrade their licenses to a Server license at no additional cost, the customer was able to save thousands of dollars by purchasing Upgrade Advantage before it was discontinued. Customers depend on En Pointe for this type of information, and we take pride in providing it.

The well-trained and dedicated, pre-sales and support Account Team for State of West Virginia will be primarily responsible for providing pre-sales licensing advice and support for software products. The Account team has solid knowledge of software license agreement programs and is expert in quoting, ordering, resource utilization, and system functionality with strong commitment to customer satisfaction – proactively identifying and resolving customer issues. There other responsibilities include but are not limited to:

- Support the State of West Virginia through the 1-800 toll free number, email and fax for orders, quotes, reporting, sending out marketing collateral, etc.
- Ensure timely and correct order processing along with proactive calls to inform State of West Virginia customers about order status, invoicing and any other issues of concern
- Review State of West Virginia's business needs, present Publisher offerings
- Monitor service levels through proactive customer contact
- Continually survey customer base regarding their business needs, product requirements, operational issues, A/R conflicts and reporting timeliness
- Provide complete information on Software products, licensing programs and services
- Manage pending/on-hold orders
- Manage customer account setup information
- Resolve customer orders and license issues



- Stay current with customer requirements

### **Software License Consulting**

In addition to the dedicated Account Team for State of West Virginia, En Pointe will provide advice to State of West Virginia from our in-house experts in Software license agreements with experience in Software procurement. Our license consulting services include the following:

- Publisher, Product, and Program Information – En Pointe will proactively deliver key Software information to help State of West Virginia make informed decisions
- Program Awareness and Needs Analysis – En Pointe will help understand State of West Virginia its options for acquiring software based on your business objectives and needs
- Software License Program Recommendation and Justification – En Pointe licensing managers and license contract specialists will advise State of West Virginia on Software license programs, contract structure, industry trends and strategy

### **Software Procurement Process Consulting**

En Pointe will provide advice on how to put administrative advantages of licensing programs into use to save time and money including providing access up to and including facilitating customer oriented seminars and open discussions.

## **Customer References and Past Performance**

Below are the names of the State and other large governmental entities in which En Pointe has been providing Microsoft software licensing services:

**CLIENT NAME:** State of Washington

**CONTACT PERSON:** Abraham Rocha

**ADDRESS:** Department of Information Services - Telecommunications Division

2411 Chandler Court SW

Olympia, WA 98502-6038

**TEL:** 360.725.4242

**Email:** [AbrahamR@dis.wa.gov](mailto:AbrahamR@dis.wa.gov)

**TYPE OF CONTRACT:** Microsoft Select & Enterprise Contract

**START AND COMPLETION DATES:** July 01 2005 – June 30 2008



**CLIENT NAME:** State of Minnesota

**CONTACT PERSON:** Kris Kunkel

**ADDRESS:** Materials Mgmt

112 Administration Bldg.

St. Paul, MN 55151

**TEL:** (651)282-5578

Email: [Kris.Kunkel@state.mn.us](mailto:Kris.Kunkel@state.mn.us)

**TYPE OF CONTRACT:** 5 year hardware/software contract including Microsoft Select

**START AND COMPLETION DATES:** 11-03-2000 – Ongoing

**CLIENT NAME:** State of Montana

**CONTACT PERSON:** Brett Boutin

**ADDRESS:** Procurement Services Bureau, Information Technology Services Division

125 North Roberts Street

Mitchell Building, Room 229

Helena, MT

**TEL:** 406 444-0515

**FAX:** 406 444-2701

**TYPE OF CONTRACT:** Microsoft Select Contract

**START AND COMPLETION DATES:** 30 Sep 2002 – 01 Dec 2006

**CLIENT NAME:** State of Utah

**CONTACT PERSON:** Elaine Oaks

**ADDRESS:** Dept of Admin Services

3150 State Office Bldg.

Salt Lake City, UT 84114



**TEL:** (801) 538-3462

Email: [eoaks@utah.gov](mailto:eoaks@utah.gov)

**TYPE OF CONTRACT:** 5 year hardware/software/tech support contract including Microsoft Select

**START AND COMPLETION DATES:** 01-14-2002 - Ongoing

**CLIENT NAME:** Los Angeles County Central Purchasing

**CONTACT PERSON:** Yvonne Parker

**ADDRESS:** 1100 N. Eastern Ave

Los Angeles, CA 90063

**TEL:** (323) 881-5150

**Email:** [yparker@co.la.ca.us](mailto:yparker@co.la.ca.us)

**TYPE OF CONTRACT:** 5 year hardware and software contract including Microsoft Select

**START AND COMPLETION DATES:** 06-16-2000 - Ongoing

**CLIENT NAME:** City and County of San Francisco

**CONTACT PERSON:** Raymond Low

**ADDRESS:** City Hall, Room 430

San Francisco, CA

**TEL:** (415) 554-7873

**TYPE OF CONTRACT:** 5 year hardware and software contract including Microsoft Select

**START AND COMPLETION DATES:** 08-05-2002 - Ongoing

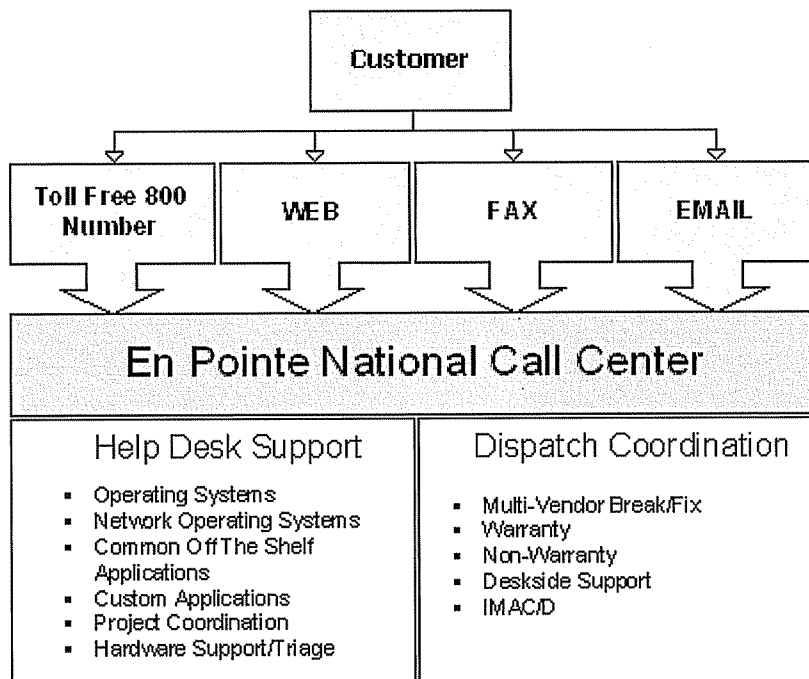
## Help Desk

En Pointe delivers Help Desk solutions that are structured to increase end-user satisfaction while decreasing the overall cost for end-user support.

En Pointe's Help Desk solutions leverage a multi-million dollar investment in CLARIFY, one of the industry's leading Call Center applications. CLARIFY is the backbone of En Pointe's



National Call Center and when coupled with our qualified personnel and proven support processes, it enables us to deliver flexible, comprehensive and effective support for your enterprise.



With multiple points of entry available to our customers, En Pointe’s National Call Center manages over 120,000 support requests per year. En Pointe’s Help Desk personnel receive continuous training to ensure that both technical and customer interaction skills remain sharp.

The En Pointe National Call Center provides competent and reliable toll-free "live-answer" dispatch and logistics coordination services 24 hours a day, 7 days a week. En Pointe's investment in CLARIFY call management provides our customers with the assurance that their technical support needs will be promptly and effectively addressed and resolved.

- Clarify call management system sets in motion a carefully controlled response plan with built-in escalation procedures that ensure fast and effective service
- Automated system can be used to manage SLA contracts, monitor service requests, order parts and measure service level activity
- Clarify eSupport (Web access) gives clients "real-time" information on support requests
- Toll-free "live-answer" support, dispatch & coordination is available 24x7
- Customized and dedicated support solutions are available for high-volume and multi-region customers.



## National Call Center

En Pointe has a national toll-free support line that we provide our customers. We utilize a tool called Clarify to log, track, dispatch, manage and report on our service business. We have invested over \$2M and thousands of man-hours in the acquisition and integration of this tool into our service delivery processes. We use Clarify to capture such data as:

- Make, model and serial number of equipment
- Warranty status of equipment
- Location of equipment
- Contact name and number as well as alternate contact
- Nature of issue
- Date and time of receipt of call, 1st response, on-site response, and resolution
- Current status of call (new, assigned, in process, scheduled, customer hold, awaiting parts, closed, etc.)
- Call type (break/fix, IMAC, deskside support, network support, etc.)
- Equipment type (desktop, laptop, server, monitor, printer, peripheral, etc.)
- Resolution type (replaced part, reset software, reset hardware, reconfigured, reseal part, no problem found, etc.)

Our customers and staff initiate a service call ticket with Clarify either by contacting our National Call Center through our toll-free support line or entering a new call on-line via Clarify's web access system. Status of service calls can also be viewed on-line with Clarify.

Our Clarify tool has the ability to establish multiple priority or severity levels for calls. This may include different priorities for different levels of management at our customer or it may be for urgent situations that arise in the course of normal business. These priority and severity settings are also used to trigger automatic escalation processes within Clarify to ensure that we are meeting our established service levels with our clients.

When a call is opened in Clarify, a ticket is opened and assigned to an engineer's queue. The engineer is paged with the ticket information so that they can most effectively and quickly contact the client to establish an expectation for when they will arrive. They will also attempt to get more information from the end-user to further identify the issue.

### Call Management

Monthly Average:	15,000 calls
Average Speed:	98% answered in under 6 seconds (one ring)
Abandonment rate:	2.5% (under the industry standard of 5% of callers who hang up in queue)
Average Handle Time:	4:14



The engineer goes on-site to resolve the issue. If a part is required and not on hand, the engineer places the parts order through Clarify. We ship service parts on a 95% next day basis. The engineer receives the part and goes to resolve the client issue. The call is then closed.

Our Clarify dispatch system tracks service calls to the serial number level. This information can be used to identify problem equipment that may need special attention. It can also be used to determine end users that may require special training.

### **Messaging**

The necessity for instantaneous and reliable global communications has resulted in the promotion of enterprise messaging applications and infrastructures to mission-critical status. Simple internal e-mail systems have evolved into robust collaborative computing environments that also support organizational requirements for:

- Advanced E-Mail Solutions
- Group Calendaring and Scheduling
- Workgroup Utilities and Development Tools
- Collaborative, Internet-based Applications and Products
- Workflow and Application Development
- Group Document Handling

Today's E-Business initiatives place even more of a dependency on messaging systems, with downtime negatively impacting end-user productivity, competitiveness, and customer relationship management.

En Pointe Business Services brings years of experience and a proven approach to developing messaging solutions that focus on our clients' emerging business requirements.

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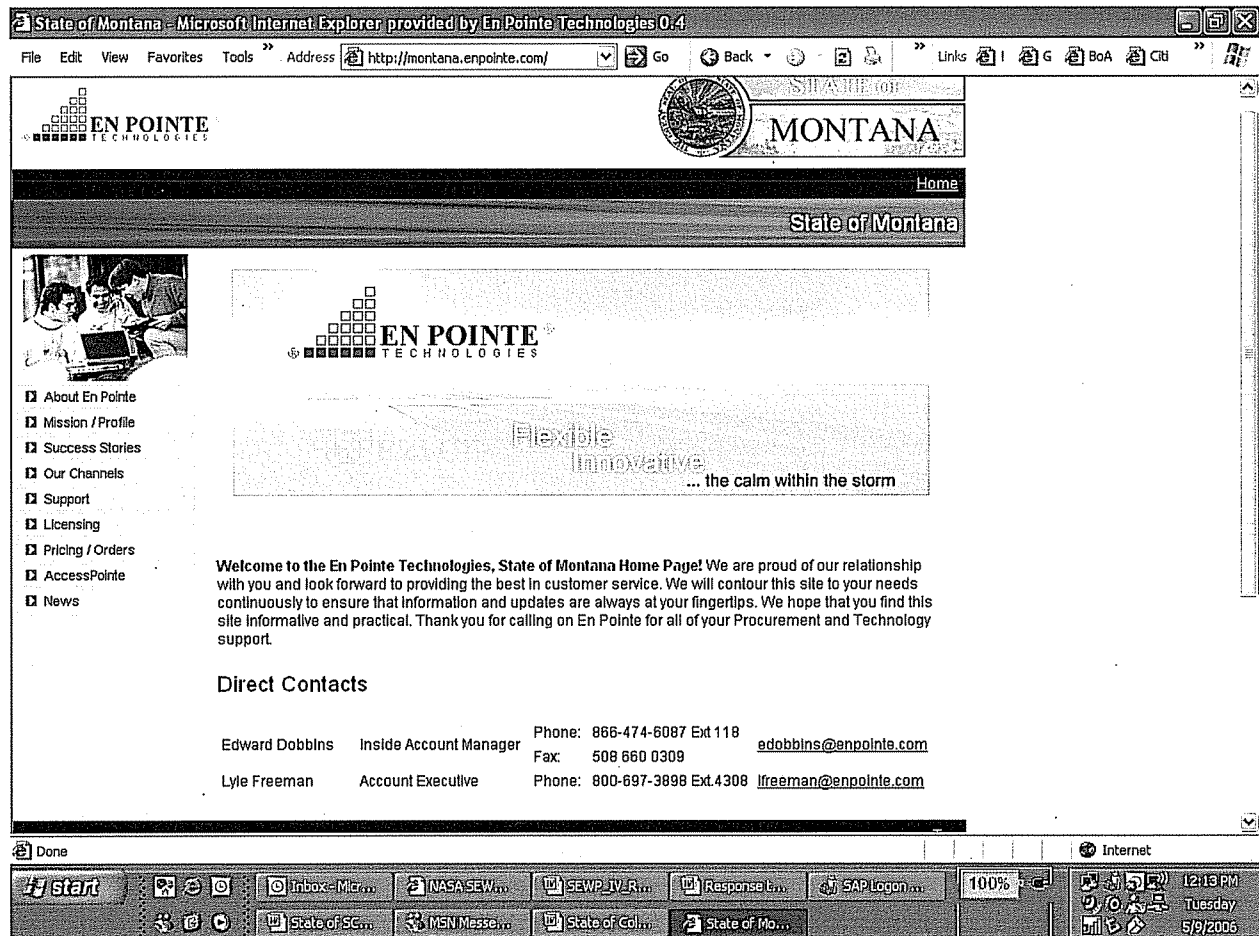
En Pointe Professional Services delivers the following messaging offerings to assist you in your assessment, design, and deployment efforts:

- **Messaging Infrastructure Assessment** - Assessing the reliability, stability, and security of the current messaging environment, with insight into evaluating the migration to a new messaging platform and supporting your e-Business initiatives. En Pointe Professional Services provides an independent and objective review of your messaging environment to facilitate a greater return on your messaging investment through its Messaging Infrastructure Assessment.

# En Pointe's On-Line Ordering Solution – AccessPointe™

## Web Site (<http://wv.enpointe.com>)





En Pointe will custom develop for State of West Virginia a website with URL <http://wv.enpointe.com>. We'll set up a State of West Virginia specific portal that will include all pertinent information relating the contract as well as have all the online ordering functionality specified in the solicitation and much more (details to follow). En Pointe has developed similar web-portals for State of Alabama, State of Montana, State of Utah, State of Minnesota. The following is a screen shot of the web-portal En Pointe has developed for State of Montana's Microsoft software contract <http://montana.enpointe.com>:



En Pointe's on line ordering system, AccessPointe will be accessible 24x7 to State of West Virginia through this website <http://wv.enpointe.com>. Contractual pricing will be loaded onto the site, including any special software licensing agreements. Setting standards in AccessPointe is a safeguard for customers, preventing "rogue orders" and ensuring that the proper licensing programs are used to maximize all discounts available. It also serves as a tool for users, assisting them in making purchases that







meet with State of West Virginia' planning. We have included some screen shots of the online order process through AccessPointe and information for your review:

SELECT PRODUCT CATEGORY 09 Software ~		
STANDARD NAME	STANDARD DESCRIPTION	IMAGE
Windows XP Pro ~	Microsoft Windows XP Professional w/Software Assurance & Documentation	
ACT ~	The #1 best-selling contact management solution — used by millions and praised by experts around the world. Get instant access to every contact detail to better manage and build your business relationships.	
Adobe Acrobat 6.0 ~	Adobe Acrobat 6.0 Professional software enables business, creative, and engineering professionals to exchange critical documents reliably and efficiently. It offers Adobe Portable Document Format (PDF) file creation from any document, and one-button creation from Microsoft Office, Internet Explorer, Microsoft Visio, and AutoCAD, preserving layers and supporting large-format drawings.	
McAfee VirusScan ~	For reliable protection, McAfee VirusScan Professional a superior anti-virus product with even more features for PC protection. Now you have one solution to eliminate viruses, quickly clean up PC, permanently erase private information, and more.	

- This screenshot below shows the Standards list that can be completely customized.

**STANDARD DETAIL**

<p><b>PRICE AND BUDGET CALCULATOR (USD)</b></p> <p>Budget Calculation (Optional): <input type="checkbox"/></p> <p>Enter Budget Amount: <input type="text" value="0"/></p> <p>Balance: 335.95</p> <p>Price Calculation:</p> <p>Enter Quantity: <input type="text" value="1"/></p> <p>Total Standard Price: 335.95 <span style="float: right;">RECALC</span></p> <p style="text-align: center;">Add    Cancel</p> <p><small>To see product details, choose an item in the drop down, then click the "Detail" icon.</small></p>	<div style="display: flex; align-items: center;">  <div> <p>Standard Name: Windows XP Pro</p> <p>Description: Microsoft Windows XP Professional w/Software Assurance &amp; Documentation</p> </div> </div> <hr/> <p><b>LINE CATEGORY/COMPONENTS</b></p> <p>MS Windows XP Professional</p> <p> Detail MS Windows XP Professional - Upgrade package - 1 user - STD - CD, English ---- 198.63 USD</p> <p>MS Windows XP Professional - Software Assurance</p> <p> Detail MS Windows XP Professional - Software assurance - 1 user - VOL - Open Volume - level C - 2 points... ---- 100.73 USD</p> <p>Microsoft Windows XP Professional - Resource Kit</p> <p> Detail Microsoft Windows XP Professional - Resource Kit Documentation - reference book - CD, English ---- 36.59 USD</p> <p><small>Denotes Required Component(s)</small></p>
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**AccessPointe – En Pointe’s Electronic Procurement System** – En Pointe has led the industry in advanced electronic ordering, distribution, and tracking systems since 1993. AccessPointe simplifies and expedites the purchasing process, dramatically reducing the cost of each requisition while increasing control over the work flow and approval process. Standard features include 'shopping cart', customized requisitions, the ability to search parts in real time with contractual pricing and availability. Post purchase, the status of the shipment is available via the internet to determine shipment tracking information. AccessPointe provides up-to-the-minute contractual pricing and

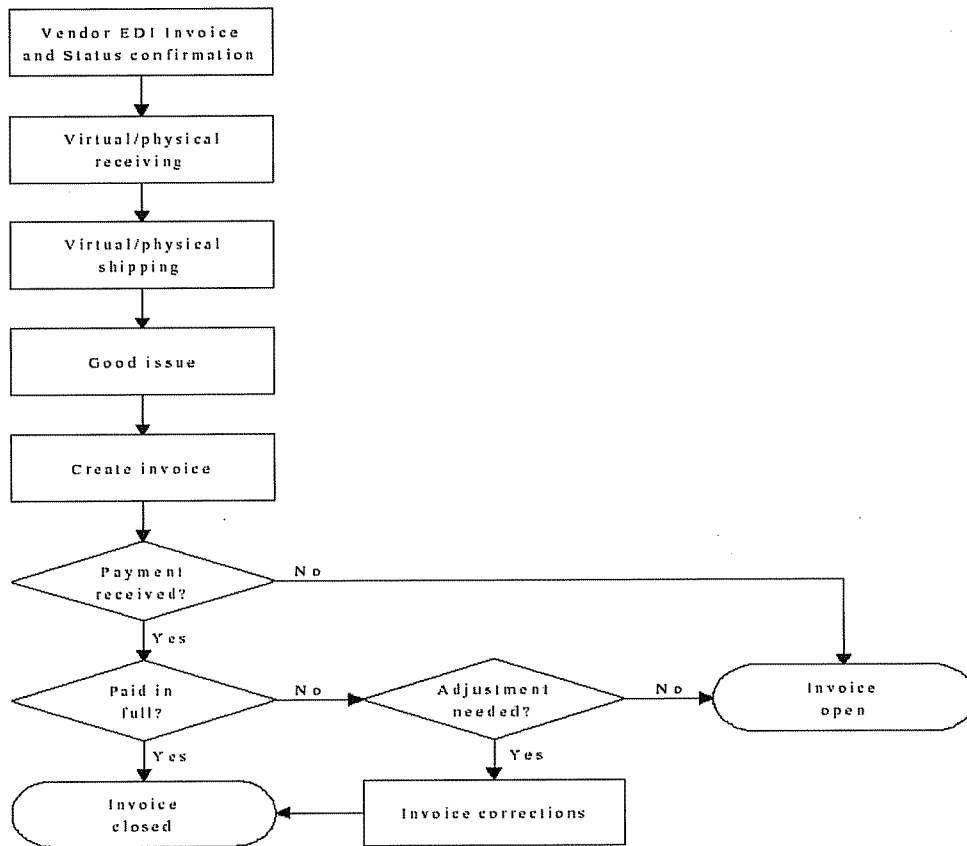


availability. AccessPointe is designed in an intuitive format that allows end-users to easily build configurations of corporate approved standards, ensuring compatibility for all options, accurate pricing for all items, and easy-to-understand product descriptions that make creating electronic requisitions a snap.



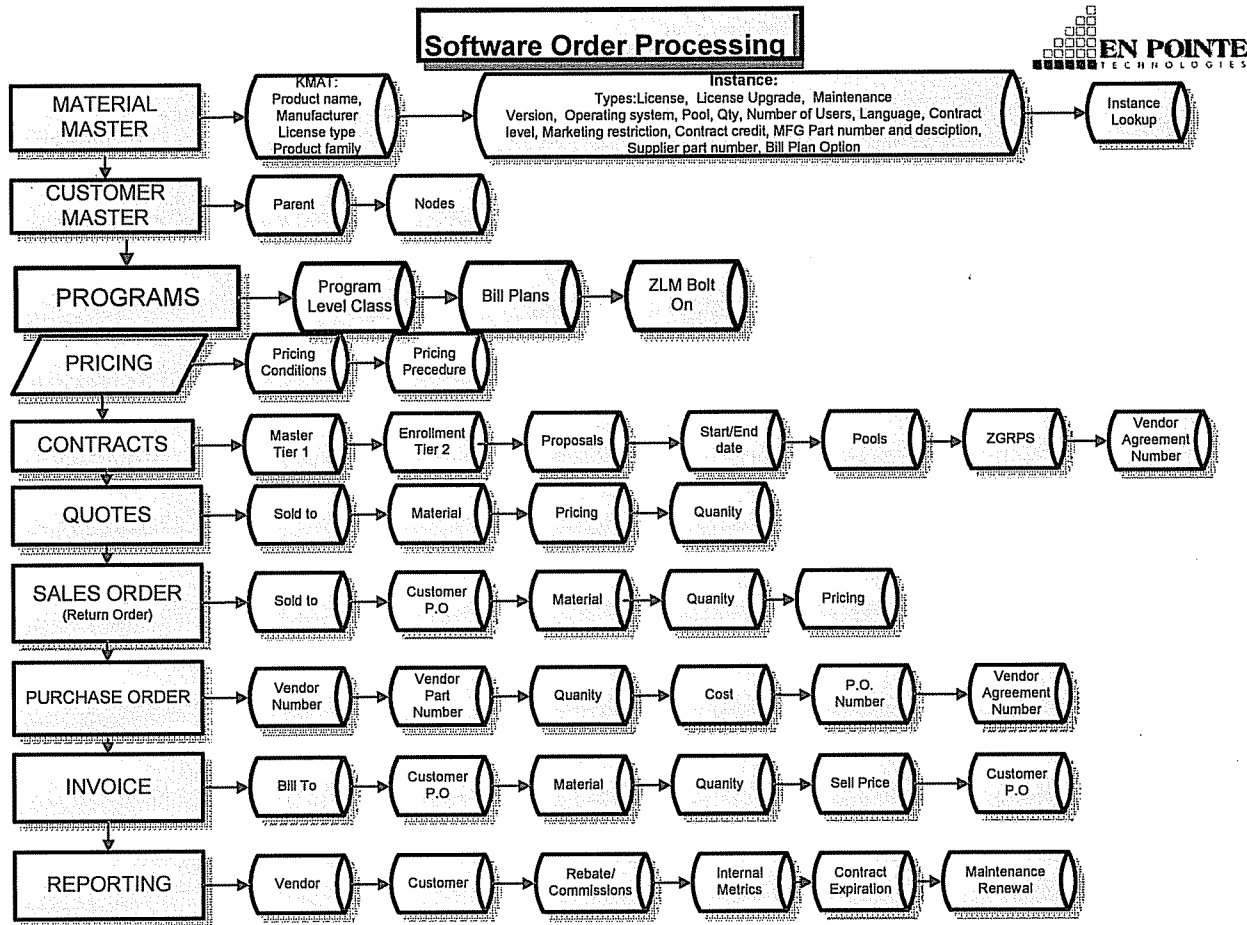
- AccessPointe is a powerful web-based procurement tool that organizations can use to automate purchasing processes. Through a simple web browser, users can access a customized application where they can search and buy products while utilizing powerful tools to manage orders in a more cost-efficient manner.
- Powerful Features to Help You Save Time and Money
- Bundles – Purchase from configured bundles of products that conform to your organization's technology standards
- Workflow – Ensure purchase authorization by enforcing spending limits through an automated approval system
- Order Status & Asset Tracking – Lookup real-time order status and product serial numbers
- Contracted Pricing – Search and buy product that reflect contracted pricing
- Reports – Generate detailed reports that tell show where and how money is being spent in the system
- PunchOut Integration – Use existing purchasing systems (i.e. Ariba, SAP, Oracle, etc.) to connect to AccessPointe while connecting to other supplier websites as well - without ever leaving the AccessPointe tool!
- Provide order confirmation
- En Pointe provides order confirmations via your account management team. Once the order has been processed, the appropriate State of West Virginia contact person will receive the confirmation via e-mail.
- Effective resolution of billing issues
- En Pointe has the industry standard 30 day net terms with most customers. Under special circumstances, those terms can be modified to meet a specific customer need. The dedicated Account Team for the State will monitor invoicing and payment history, insuring accurate, timely invoice and payment processing. Within this team, State will have a single point of contact, which will be the primary contact between State personnel and En Pointe's accounting department. This person will coordinate all aspects of invoicing, payment, and credit processing. En Pointe is also capable of setting up invoices to be received electronically via EDI, XML, E-mail or Fax, which provides a myriad of benefits.

**Standard Billing Process Flow**



- State of West Virginia can receive order shipment status directly from AccessPointe or can be sent to State of West Virginia via EDI, e-mail, fax or phone. Microsoft provides a secure MVLS site for Select and Enterprise customers to download software at their convenience, and depend upon the customer to report such downloads to their reseller. In such instances, En Pointe will work closely with State to ensure those that have access to this secure MVLS site are aware of the rules governing downloads, and to assist in verifying that the necessary sales orders are placed.
- Below is a schematic illustration of En Pointe’s comprehensive software order processing system:





- A variety of reports will be available to State of West Virginia including but not limited to:
  - On-demand, Ad-hoc Reporting
  - Scheduled Delivery Reports
  - Historical Sales
  - Forecast Reporting
  
- A variety of purchase activity reports are available to State of West Virginia. En Pointe's reports track buying at every level: division, parent, ship-to, etc., to give State a clear view of their purchasing patterns. Our raw purchase activity reports (PAR) can capture huge points of data, which can be then sorted by end users based on the information they wish to view and can be customize to create On-demand, Ad-hoc Reports, Scheduled Delivery Reports, Historical Sales Reports and Forecast Reports.
  
- These reports will give State of West Virginia a clear view of their purchasing patterns by agency, location and/or entire organization as a whole. State of West Virginia may order



detailed reports to reflect all of its customers' purchase activity. State of West Virginia may order reports for their specific location and reports can be automatically e-mailed to the requestor.

- State of West Virginia's purchasers and administrators may order the following 12 standard reports, 24 hours a day, 7 days a week, via a secure login utilizing Access Pointe. Reports can also be requested by means of West Virginia's En Pointe account manager or West Virginia's dedicated account team.
- Standard Reports are available online, free of charge, and in the following formats as a subscription or on an ad-hoc basis:
  - Report of Outstanding Orders
  - Detail Report by Manufacturer
  - Detail Report by Customer PO#
  - Detail Report by Ship To Location
  - Raw Data File (all fields captured)
  - Summary Totals by Product Name
  - Summary Totals by Manufacturer
  - Customer-Specific Price List
  - Snapshot Report – graphical summary of purchase activity data
  - License Consumption Report
  - Purchase Activity Detail Report
  - Sales and Backorder Report
- En Pointe offers additional reports for customers with Select and Enterprise Agreements who would like to track licenses, maintenance consumption, or view non-standard purchase activity. The following Premium reports are available:
  - License Consumption Report
  - Maintenance Accumulation Report
  - Global Report
  - Total Sales By Month
  - Purchase Activity Detail Report
  - Summary Mfg Total by Dollars
  - PAR by Mfg/Product
  - Product Totals by Description
  - Units Shipped/Units Returned
  - Report by Ship To City
  - Sales Orders Report
  - Customer Contract Listing
  - Cost Savings
  - Return Activity
- For reporting requirements not covered by our standard reports, En Pointe's reporting team can create customized reports to capture any customer-specific data management field in a format that meets your needs.



- There are two ways a Purchase Order can be generated: It can be generated from a Requisition, or it can be created by users with certain roles that are able to create Purchase Orders without having to create an initial Requisition.

### Benefits of AccessPointe™

- **AccessPointe™** is a hosted online procurement system and supply chain network with three significant benefits:
  1. AccessPointe™ contains powerful tools that expedite the process of requisitioning, work flow and approvals, purchasing and delivery tracking, back order reports and reports on all purchases and requisitions
  2. A highly efficient and automated approach to purchasing.
  3. AccessPointe™ can significantly lower your procurement transaction costs. AccessPointe's™ online reporting capabilities eliminate the need to wait for responses for information, providing users access to real-time information regarding backorders, order status and delivery information.
- AccessPointe's™ third-generation web-based application is a tremendously efficient and powerful procurement system. An ideal e-procurement engine, AccessPointe™ is a highly flexible, scalable, web-enabled business-to-business

### Starting AccessPointe™

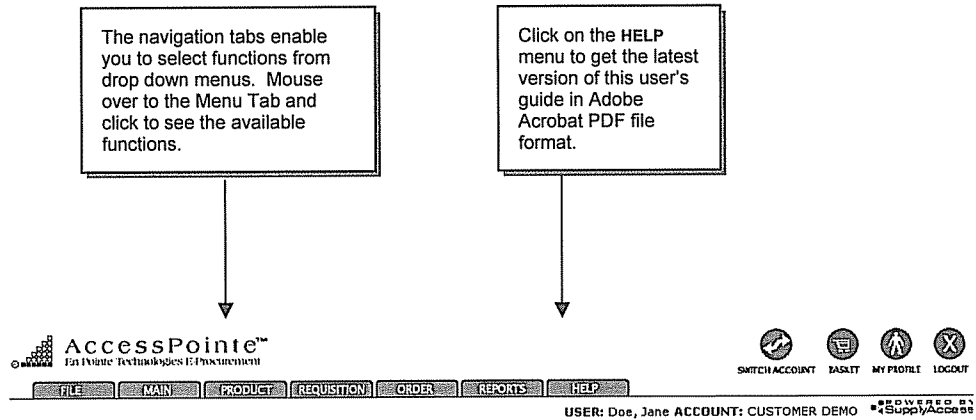
In the Web browser's URL field enter: <http://www.accesspointe.com>.

The Browser will display a Portal Login page similar to the one below.

Enter your AccessPointe™ user name and password, and click the Login button (or press ENTER).

### Main Page

After entering your user login and password, you will be taken to your personalized Main Page similar to the one below.



Welcome to AccessPointe

SYSTEM MESSAGES		Your Last 10 Documents						
MESSAGES FROM YOUR VENDOR		TYPE	REF #	DATE	STATUS	NEXT TO APPROVE	PO #	OPERATIONS
No messages.		No Current Documents.						
There is a new comparison document on the help link.		Last 10 Documents To Process						
		TYPE	REF #	DATE	STATUS	CREAT		
		Purchase Order	48765	12/19/00	Pending	Jane C		
		Purchase Requisition	48573	12/18/00	Submitted	Jane C		
		Purchase Order	48549	12/18/00	Pending	Tim Ton		
		Price Alerts						
		PART #	DESCRIPTION				DATE & TIME	
		No price drop alerts.						
		In-Stock Alerts						
		PART #	DESCRIPTION				DATE & TIME	
		No in-stock alerts.						

The last 10 documents you have created are listed here.

If you have users submitting documents for your approval, this is where you will see the ones you will need to process. Click Edit on any Pending document and submit the document onto the next person for approval.

The system message displays new information and special offers available in AccessPointe™. There are two types of messages.

Messages regarding AccessPointe™, such as scheduled system outages or software enhancement information will be displayed in this System Message area.

Messages regarding products and special offers will be displayed under Message From Your Vendor.

Send comments, corrections, and suggestions  
Phone: +1 310-426-3200 • Fax: +1 310-426-3250 ©2000 SupplyAccess™, Inc., All

Note: Depending on which tasks your role in the purchase process authorizes you to perform, your navigation tabs may not display all the links as shown above.

Each user has the ability to go into My Profile and change their passwords and set preferences. This is often accomplished the 1st time they log into the system but this function is available at any time.

Select My Profile from the Main menu in the navigation bar or the My Profile button in the upper right corner of the screen.

The following screen appears:



**USER PROFILE**

USER INFORMATION	
FIRST NAME:	Peggy
LAST NAME:	Carr Buyer
EMAIL:	pcarr@supplyaccess.com
PASSWORD INFORMATION	
LOGIN:	pccubuyer
PASSWORD:	.....
CONFIRM PASSWORD:	.....
PREFERENCES	
Start Page:	Home Page
Document Type	<input checked="" type="radio"/> None <input type="radio"/> Requisition <input type="radio"/> Purchase Order
<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Back"/>	

**User Information**

You may change your first name, last name, or the email address where you would like to receive any notifications by selecting the box and entering the correct data. Name information is case sensitive and will display just as you type it.

**Password Information**

The default password, or one you have been assigned will display. Change it by clicking in the Password field and retying in the new password back into the Password and Confirm Password fields. You should change the password regularly to protect against unauthorized persons creating orders using your account. The password is also case sensitive and should be no less than five characters long. If you forget your password, please contact your Company's Access Pointe Administrator who will reset it for you.

NOTE: Depending on your role, you may not have the ability to create Purchase Order. A role of a Requisitioner only has the ability to create Requisitions but a role of a Req/Buyer has the ability to create both Requisitions as well as Purchase Orders.

**CREATE DOCUMENT**

SELECT A DOCUMENT TYPE TO CREATE	
Document	<input type="radio"/> Requisition <input type="radio"/> Purchase Order
<input type="button" value="Create"/> <input type="button" value="Back"/>	

**Find Products Using Product Search**

With so many computer products available to you from the catalog you are subscribed to, if you do not have product standards to help you select the right products, a powerful search tool is needed that can find the items you want to requisition in a minimal amount of time.



**Note:** AccessPointe limits searches to return a maximum of 500 part numbers. If your search returns anywhere near this number of parts, use the tools to further refine your search.

PRODUCT SEARCH

**Multiple Part # Search**

Enter One Or More EXACT Manufacturer Part Numbers.

Mfg. Part #:

---

**Smart Search**

Enter Partial Or EXACT Entries - Combinations Allowed.

Mfg. Part #:

Description:

---

**Criteria Search**

Use One Or More Of The Following Search Criteria Below - Partial Entries Allowed.

Manufacturer:

Product Category:

Sub-Category 1:

Sub-Category 2:

Sub-Category 3:

Sub-Category 4:

Description:

*Note: Please Do Not Use Single Character Or Keywords Such As "C", "An", "The", Etc.*

**Multiple Part # Search**

If you know the exact manufacturer part numbers of the products you are looking for, you may enter up to six in these fields and then click on the Search button in this section. AccessPointe will return the results page containing just those part numbers.

**Smart Search**

Partial Manufacturer Part # Search & Text Description

If you know a part of the manufacturer part number of the product you are looking for, and/or if you wish to search by a descriptive word(s) contained in the catalog description, you may use Smart Search. Click on the Search button in this section.

**Criteria Search**

Manufacturer Search

To search by manufacturer, first select the Load List button then select the manufacturer from the drop down list.



## Multi-Level Category Search

Each product is categorized using four levels of categorization. Each time you pull down one of the lists and select the appropriate choice, another set of choices is offered until you get to the appropriate one for that product. The selection lists are fairly short, and you can drill down to the right category very quickly.

## Description

This tool allows you to enter text strings that would be found in a product's description field. NOTE: it will only find exact matches. There is no wildcard functionality available in this field.

Click on the Search button in this section to see the results.

## Order Tracking

Once your Buyer has approved the Requisition and created and submitted a Purchase Order to En Pointe, you may track your order through this function. The Order Tracking function gives both the customer and your En Pointe Sales Representative full visibility to the process of order confirmation, fulfillment as well as serial number tracking, shipping and delivery information.

## Shipping Notification

When your order is shipped out, the following shipping notification will be emailed out to the submitter of the Purchase Order as an email attachment in Acrobat PDF file format. The notification will only be sent to the user who submitted the Purchase Order to En Pointe, not to the creator of the Purchase Order.



EN Pointe - Los Angeles-Corporate (300)Phone: (310)725-5200  
 100 North Sepulveda Blvd., 19th Fl.Fax: (310)725-5240  
 El Segundo, CA 90245 Internet: www.enpointe.com  
 U.S.A.

Shipping  
 Notification

Shipping Address  
 En Pointe Customer  
 3101 LAKE ELLEN LANE  
 TAMPA FL 33618-3101  
 Orderer Name :

Telephone No.:

Shipping Instructions :

Information  
 Date Shipped 11/29/2000  
 Document Number 80001147  
 Document Date 11/29/2000

Purchase Order No.KJSD;A

Purchase Order Date

Sales Order Number915936  
 Customer Number 0001000007  
 Sales Rep GENTRY RICHARDSON  
 Shipping ConditionsBest Way-Dist Choice  
 Incoterms FOB Destination  
 Currency USD  
 Gross Weight 2.000 LB  
 1 of 1

Shipping Details

Item	Material Description	Quantity	Unit Price	Net Value
0010	MFR PART TEST[01] Trade with serialnumber JLLJGLHJ;K tr-12345679	1EA	1900.00	1900.00
0020	COM1234[01]	1EA	145.00	145.00
0030	FREIGHT Freight Please contact your customer service rep for Tracking Information	1.000LB	0.00	0.00

Sub Total \$ 2045.00  
 Freight \$ 2.00  
 Amount subject to sales tax \$ 2047.00  
 Sales tax-State \$ 12.12  
 Sales tax-Local \$ 1.52  
 Total Taxes \$ 13.64  
 Total amount \$ 2060.64

Using Order Tracking

To check the status of any order, select Order Tracking from the Order menu in the navigation menu bar.

**Order Tracking Search**

Search By Date: \_\_\_\_\_ Search By: \_\_\_\_\_

Customer Name: CUSTOMER DEMO

Created Between: [Dec.] [5] [2000] \_\_\_\_\_

And: [Dec.] [12] [2000] \_\_\_\_\_

Search By: Purchase Order

Enter Number: Purchase Order  
Sales Order  
Invoice  
Serial Number  
Asset Tag



You may search for an order by date range or by a reference number for a specific PO Number, Sales Order Number, Serial Number or Asset Tag Number.

**Select the Date range and select the Search button; or**

Select the document type in the Search By drop down list and type in the number of the document in the Enter Number field. Select the Search button to find the matches to these criteria.

The results will be displayed in the Order Tracking Search Details area.

**ORDER TRACKING SEARCH DETAILS**

PO #	ACCOUNT	ORDER #	ORDER DATE	TOTAL (USD)	SHIP TO	STATUS
155372 /ATTN.SHARON	0001000748	<u>0001077080</u>	12/5/00	\$5,615.20	3155 W. BIG BEAVER ROAD, #212 TROY, MI 48064-3007 USA	Complete
155375/ATTN.SUSIE LO	0001000748	<u>0001079170</u>	12/8/00	\$1,820.08	1014 Vine Street, Ste 1550 CINCINNATI, OH 45202-1122 USA	Complete
155376 /JEFF MYERS	0001000748	<u>0001079173</u>	12/8/00	\$235.24	1228 EUCLID AVE., #400 CLEVELAND, OH 44115-1831 USA	Complete
155377 /SHARON DETGE	0001000748	<u>0001081806</u>	12/14/00	\$3,199.65	3155 W. BIG BEAVER ROAD, #212 TROY, MI 48064-3007 USA	Partial
155382/JEFF MYERS	0001000748	<u>0001084404</u>	12/21/00	\$14,599.52	1228 EUCLID AVE., #400 CLEVELAND, OH 44115-1831 USA	Complete
155378/JEFF MYERS	0001000748	<u>0001084413</u>	12/21/00	\$1,388.92	1228 EUCLID AVE., #400 CLEVELAND, OH 44115-1831 USA	Complete

- **Your Purchase Order # and En Pointe's Order Number.**
- **Shipment Information.** Click on the underlined tracking number to see complete shipping details from pick-up point to who signed for receipt of the goods.

**TRACK ORDER SHIPMENT**

ORDER SHIPMENT TRACKING DETAIL	
shipper:	UPS
order #:	0001084413
tracking #:	<u>1Z6619070371324843</u>
status:	DELIVERY
delivered on:	Tuesday, December 26, 2000 2:21:00 PM
delivered to:	JACKSON
location:	OFFICE
shipped to:	CLEVELAND, OH US
shipped on:	Thursday, December 21, 2000
weight:	8.00 LBS
service:	GROUND

SHIPMENT PROGRESS			
Date	Time	Location	Activity
Tuesday, December 26, 2000	2:21:00 PM	CLEVELAND-LAKEFRONT, OH US	DELIVERY
Friday, December 22, 2000	6:03:00 PM	MIDDLEBURG HEIGHTS, OH US	UNLOAD SCAN
	1:25:00 PM	MIDDLEBURG HEIGHTS, OH US	ARRIVAL SCAN
	10:01:00 AM	NEW STANTON, PA US	DEPARTURE SCAN
	7:31:00 AM	NEW STANTON, PA US	ARRIVAL SCAN
	3:43:00 AM	HARRISBURG, PA US	DEPARTURE SCAN
	12:03:33 AM	HARRISBURG, PA US	ORIGIN SCAN
Thursday, December 21, 2000	6:22:48 AM	, US	PICKUP MANIFEST RECEIVED



- Also on the Shipment line you may select the Click for Serial Number(s) / Asset Tag link to see the asset tag number IF En Pointe has assigned one to it.

ORDER TRACKING

SERIAL NUMBER/ASSET TAG DETAILS			
order #:		0001094413	
LINE #	SHIPPER	ASSET TAG	SERIAL #
20	UPS		59604102921

- On the Invoice line you may select the Invoice Number to see a screen outlining invoice information.

INVOICE DETAIL

ORDER #: 0001091506				
client PO #:		BE-5622		
Invoice #:		0090275483		
date:		1/17/01		
ORDER INVOICE DETAIL				
Line	Mfg. Part No	Description	Qty.	Ext. Price (USD)
10	C4127X	ULTRAPRECISE TONER CART-FOR 4000 /N/T/TIN 10K CAP	6	\$627.96
			order total (USD):	\$627.96
JOURNAL ENTRIES				
Date	Type	Reference	Amount (USD)	
			total payments (USD):	\$0.00

Activity Reports

Using the reports feature, you may gather important information about your company's purchase order and requisition activities. AccessPointe provides three Reports that you may generate and export using the email report feature.

Requisition Summary Report

Requisition Summary Report lists information about your company's Purchase Requisitions created on AccessPointe.

**Requisition Summary Report**

Created Between: Oct 22 2000 And: Jun 29 2001  
 Number Of Records Per Page: 25  
 Status: ALL NEW  
 Primary Sort By: REF #  
 Secondary Sort By: REF #  
 Custom Field:   
 Lines 1 To 8 Of 8  
 Search [ ] Previous Next

REQUISITION SUMMARY REPORT RESULTS

REF #	CREATED DATE	CREATED BY	STATUS	AMOUNT	CUSTOM FIELD
59258	02/21/2001	Richard Glassman	Submitted	\$2082.38 USD	
			<b>SUBTOTAL:</b>	<b>\$2,082.38 USD</b>	
52902	01/28/2001	Richard Glassman	Submitted	\$78.79 USD	
			<b>SUBTOTAL:</b>	<b>\$78.79 USD</b>	
48963	12/16/2000		Submitted	\$175.28 USD	
			<b>SUBTOTAL:</b>	<b>\$175.28 USD</b>	
48959	12/16/2000		Submitted	\$175.28 USD	
			<b>SUBTOTAL:</b>	<b>\$175.28 USD</b>	
48958	12/16/2000		New	\$175.28 USD	
			<b>SUBTOTAL:</b>	<b>\$175.28 USD</b>	
48956	12/16/2000		New	\$175.28 USD	
			<b>SUBTOTAL:</b>	<b>\$175.28 USD</b>	
24379	10/27/2000	Richard Glassman	Submitted	\$161.73 USD	
			<b>SUBTOTAL:</b>	<b>\$161.73 USD</b>	
23863-1	11/26/2000	Richard Glassman	Submitted	\$3540.74 USD	
			<b>SUBTOTAL:</b>	<b>\$3,540.74 USD</b>	
<b>PAGE TOTAL:</b>				<b>\$6,564.76 USD</b>	

eMail Report



You can search and sort the Reports by the following criteria:

**Created Between: By date range.**

Primary Sort By: You may sort the results by the following criteria: Ref#, Created Date, Created By, Status, Amount, Custom Field. By sorting by different criteria, the search result displays the subtotals according to the sorted groups. For example: the search result above is sorted by STATUS. The subtotals display the subtotals for the "New" status and the "Submitted" status.

**Number of Records per page:** You can choose how many records are displayed as the result of the search.

**Status:** Choose the status of the documents you wish to display.

**Custom Field:** Choose a Custom Field you would like to display. The custom field you choose will display on the right-most column of the Search Results.

**The other components on this page are:**

Lines # TO # OF #: This information tells you the number of lines on this screen and the total number of records resulting from this search query.

- **Prev and Next buttons:** If the Search Results exceed the maximum number of records per page, click here to display the next page.
- **Total:** This is the total sum of the records on the page currently displayed.
- **Email Report button:** Click here if you wish to email yourself or others a copy of the report as an attachment in .csv file format (compatible with MS Excel).
- **Purchase Order Summary Report**
- Purchase Order Summary Report shows information about your company's Purchase Orders activity in AccessPointe.

**Purchase Order Summary Report**

Created Between: Feb. 22 2001      Number Of Records Per Page: 25

And: Jun. 29 2001      Status: ALL / ACCEPTED

Primary Sort By: PO #      Custom Field:

Secondary Sort By: PO #

Lines 1 To 3 Of 3      Previous Next

Search

**PURCHASE ORDER REPORT RESULTS**

PO #	REF #	SUBMIT DATE	SUPPLIER	AMOUNT	FREIGHT AMOUNT	CREATED BY	STATUS	CUSTOM FIELD
test	62158	02/27/2001	EN POINTE COST	\$600.23 USD	\$0.00 USD	R. Juster	Pending	
			<b>SUBTOTAL:</b>	<b>\$600.23 USD</b>	<b>\$0.00 USD</b>			
pc44	77707	06/29/2001	EN POINTE COST	\$2248.97 USD	\$0.00 USD	Richard Glassman	Pending	
	77709	06/29/2001	EN POINTE COST	\$85.09 USD	\$0.00 USD	Richard Glassman	New	
			<b>SUBTOTAL:</b>	<b>\$2,334.06 USD</b>	<b>\$0.00 USD</b>			
			<b>PAGE TOTAL:</b>	<b>\$2,934.29 USD</b>	<b>\$0.00 USD</b>			

eMail Report



- **Purchase Order Detail Report**
- Purchase Order Detail Report shows information about your company's Purchase Orders activity at a line item level.

**Purchase Order Detail Report**

Created Between: Jun 22 2001  
 And: Jun 29 2001  
 Primary Sort By: PO #  
 Secondary Sort By: PO #

Number Of Records Per Page: 25

Lines 1 To 8 Of 8

Search

**PURCHASE ORDER REPORT RESULTS**

PO #	SUPPLIER	SUBMIT DATE	QTY	MFG	MFG PART #	DESCRIPTION	UNSPSC CODE	UNIT PRICE	EXT. PRICE
test	EN POINTE COST		1	Compaq Computer Corporation	210254-001	P910 19 INCH COLOR-MONITOR OPAL	01100100150	\$555.76 USD	\$555.76 USD
								<b>SUBTOTAL:</b>	<b>\$555.76 USD</b>
pc44	EN POINTE COST		1	Hewlett-Packard Company	D6728T #ABA	KAYAK XA WS 6/450 128MB-10.1GB WINT 32X 512KB	01000500040	\$1160.66 USD	\$1160.66 USD
pc44	EN POINTE COST		1	Sony Electronics Corporation	CPD-G400	CPD-G400 19 CRT 1800X1440 FD TRINI	01100100150	\$486.94 USD	\$486.94 USD
pc44	EN POINTE COST		1	Hewlett-Packard Company	C3277A	DESKJET 340 ADPT IR	01100200050	\$30.14 USD	\$30.14 USD
pc44	EN POINTE COST		1	Hewlett-Packard Company	P1537A	128MB NON ECC 133MHZ-SDRAM	01100300150	\$145.15 USD	\$145.15 USD
pc44	EN POINTE COST		1	Allied Telesyn	AT-2700TX-001	PCI/100 32-BIT CARD RJ4	01200050	\$45.06 USD	\$45.06 USD
pc44	EN POINTE COST		1	Hewlett-Packard Company	D7517A	15GB ULTRA ATA HDD-INTERNAL FOR VECTRA/BRIO	01300000	\$214.43 USD	\$214.43 USD
								<b>SUBTOTAL:</b>	<b>\$2,161.17 USD</b>
								<b>PAGE TOTAL:</b>	<b>\$2,716.93 USD</b>

eMail Report

- **Purchase Order generated from a Requisition**
- When a Requisition is going through the approval process, it will be converted into a Purchase Order when an approver who has the following two criteria submits it:
  - Approver does not have a buyer assigned in their user profile and
  - Has an authorized amount that is greater than the total amount of the Requisition.
- **Purchase Order created from scratch**
- A user with the role of Director, Manager, Supervisor, or a Req/Buyer has the right to create Purchase Orders without having to create a Requisition first.



PURCHASE ORDER

BASIC INFORMATION

Ref #:	77707	Created:	6/29/2001 4:46:38 PM PST
* Payment Method:	PO Number		
* PD #:		Status:	New
Cost center:		Code:	
Shipping Method:	Best Way		
Shipping Instructions:			
Notes:			

ADDRESS INFORMATION

	Ship-To Address	Bill-To Address
Address:	CUSTOMER DEMO #5 * DEMO SOLD TO <input type="button" value="Select Address"/> <input checked="" type="checkbox"/> Display Full Listing	CUSTOMER DEMO #5 * DEMO SOLD TO <input type="button" value="Select Address"/>
Company Name:	CUSTOMER DEMO #5	CUSTOMER DEMO #5
Address 1:	DEMO SOLD TO	DEMO SOLD TO
Address 2:		
City, State/Prov:	EL SEGUNDO, CA	EL SEGUNDO, CA
Postal Code:	90245-5658	90245-5658
Contact:	Linda Goodness <input type="button" value="Select Contact"/> <input type="button" value="Add New"/> <input checked="" type="checkbox"/> Display Full Listing	Chuck Husting <input type="button" value="Select Contact"/> <input type="button" value="Add New"/>
Contact Name, E-mail:	Linda Goodness (l@email.com)	
Phone, Fax:		

DETAIL INFORMATION

Qty.	Mfg.	Mfg. Part #	Description	Unit Price (USD)	Ext. Price (USD)
1	Hewlett-Packard Company	C3277A	DESKJET 340 ADPT IR	\$30.14	\$30.14
1	Hewlett-Packard Company	D6728T#ABA	KAYAK XA WS 6/450 128MB-10.1GB WNT 32X 512KB	\$1,160.66	\$1,160.66
1	Hewlett-Packard Company	P1537A	128MB NON ECC 133MHZ-SDRAM	\$145.15	\$145.15
1	Allied Telesyn	AT-2700TX-001	PCI/100 32-BIT CARD RJ4	\$45.06	\$45.06
1	Hewlett-Packard Company	D7517A	15GB ULTRA ATA HDD-INTERNAL FOR VECTRA/BRIO	\$214.43	\$214.43
1	Sony Electronics Corporation	CPD-G400	CPD-G400 19 CRT 1800X1440 FD TRINI	\$485.94	\$485.94
Taxes, if shown, are estimated. Applicable taxes will be calculated at time of billing.				Subtotal:	\$2,082.38
<input type="button" value="Save"/> <input type="button" value="Add More Product"/>				Est. Ship & Hdlg:	\$0.00
<input type="button" value="Discard Changes"/> <input type="button" value="Add More Standards"/> <input type="button" value="Recalculate Price"/>				Est. Tax:	\$166.59
<input type="button" value="Submit"/>				Total:	\$2,248.97

\* Denotes required field(s)

- Complete the purchase order as follows:
- Basic Information
- **Payment Method:** Choose either PO Number or the desired credit card.
- If you select a credit card, you will see additional fields appear:
- Credit Card Number (click on the Edit button to add the number – when you save it you will notice that the number is encrypted on the Purchase Order screen),
- Name on Credit Card



- Expiration date
- The Profile field allows you to create and save a credit card profile so that you do not have to type in the information each time you want to select this payment type. To create a profile, click on the ADD button and complete the information fields regarding your credit card. Click on Save. Now your credit card profile will be available to you for future Requisitions.
- **PO Number:** Type in a Purchase Order number that is meaningful to your procurement system.
- Shipping Method: Select from the drop down list the desired shipping method.
- **Cost Center & Department Code:** Enter the Cost Center and Department Code if applicable.
- NOTE: There may be additional custom fields that appear for you to complete. If you have any questions regarding these unique fields, please contact your Administrator.
- Address Information
- You must choose a Bill-To address and a Bill-To contact name from their appropriate dropdown lists. You must click on the Select Address or Select Contact button each time you change your selection.
- Detail Information
- **EST. Ship & Hdlg:** Shipping cost is calculated based on the selected shipping method. This amount is estimated and may be different upon invoice.
- **EST. Tax: Sales tax** is calculated based on the tax rules. This amount is estimated and may be different upon invoice.
- The following buttons appear below the detail information:
  - **Save:** This button will save the Purchase Order being created, but does not send it onto En Pointe. It will generate a reference Number in the Ref. No. Field of this form and will return you back to the Main Page. The status of this Purchase Order will be 'New.'
  - **DISCARD CHANGES:** This will discard the entire Purchase Order document since it is new. If it has been saved then only the changes you have made since it was saved will be lost.
  - **Submit:** This button will save the Purchase Order, assign a document number to it and submit it to En Pointe for processing and order fulfillment.

- En Pointe has a highly sophisticated secure procedure that will help State of West Virginia to assign rights only to dedicated individuals as well as performing "User Administration" quite easily:
- Your dedicated Account Manager will have the right to create and edit user logins for your company in AccessPointe.
- Assigning Roles & Authorization Limits
- Each person given login authorization to AccessPointe™ in your company has been assigned a user role. These roles will determine which functions each person can perform. The two most frequently used roles are Req/Buyer and Requisitioner.
- Req/Buyer: Assign this role to a user who is in charge of approving Requisitions from other users, creating Purchase Orders and submitting them to En Pointe.
- Requisitioner: Assign this role to a user who must have their Requisition approved by another user.
- Window Shopper: Assign this role to a user who is not allowed to submit Requisitions, but only allowed to perform a product search or view standards.
- Standards Only: Assign this role to a user who is only allowed to select from pre-defined product standards. They are not allowed to perform a product search.
- Supervisor, Manager or Director: Assign one of these roles to a user who will have the right to create other user's logins for the company. An AccessPointe Administrator should be assigned one of these roles.



	Director	Manager	Supervisor	Req/Buyer	Requisitioner	Standards Only	Tracking Only	Window Shopper	Shopper	Non-Tracking	Buyer Address	Intelligent Purchasing	Guest	Guest Buy
New Document	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Product Search	X	X	X	X	X			X	X	X	X	X	X	X
Standard List	X	X	X	X	X	X		X		X	X	X	X	X
Requisition Search	X	X	X	X	X	X			X	X	X	X	X	
Create Requisition	X	X	X	X	X	X			X	X	X	X	X	
Quote Search														
Create Quote														
Create Purchase Order	X	X	X	X										
Purchase Order Search	X	X	X	X	X	X					X			
Order Tracking	X	X	X	X	X	X	X				X	X	X	
Requisition Summary				X	X						X			
Purchase Order Summary				X	X						X			
Purchase Order Detail				X	X						X			
Edit Account												X		
User Maintenance	X	X	X											
Standard Maintenance	X	X										X		
Help	X	X	X	X	X	X	X	X	X	X	X	X	X	X
My Profile	X	X	X	X	X	X	X	X	X	X	X	X	X	X

X =

- Available; blank = Not Available
- When setting up the workflow, careful assignment of roles and authorization limits is important for maximizing the efficiency of AccessPointe™. You will want to set limits that make sure there is appropriate high-level signoff on higher value purchases.
- Example of Document Workflow
- Below is a sample workflow diagram when all the users are correctly setup. Please walk through the scenarios on the next page to understand how the workflow process works.
- There are three rules that apply in the workflow process.
- If a Requisition is above the user’s authorized amount, the Requisition may be forwarded to the person designated in the Submit To field or anyone higher up in the approval chain for approval.
- If a Requisition is below the user’s authorized amount, the Requisition may be forwarded to the person designated in the Buyer field or anyone else higher up in the approval chain.



- However, if the user does not have anyone selected for buyer and a Requisition is below the user's authorized amount, then the Requisition may be submitted to En Pointe to be processed as an order.
- Adding a New User
- When you have determined the information needed to setup a user (i.e. their approval workflow and authorization limit), select User Maintenance from the Tools tab in the navigation bar.

USER MAINTENANCE

SEARCH BY LAST NAME (LEAVE BLANK TO RETRIEVE ALL USERS)	
<input type="text"/>	<input type="button" value="Search"/>
SELECT A USER FROM THE LIST	
<input type="button" value="Add"/>	<input type="button" value="Back"/>

- To create a new user, click on the Add button.

USER MAINTENANCE

<input type="button" value="Save All"/>	<input type="button" value="Clear All"/>	<input type="button" value="Back"/>
<b>BASIC ACCOUNT INFORMATION</b>		
* FIRST NAME:	<input type="text"/>	
* LAST NAME:	<input type="text"/>	
* EMAIL:	<input type="text"/>	
<b>USER AUTHENTICATION</b>		
USERNAME:	<input type="text"/>	
* PASSWORD:	<input type="text"/>	
* CONFIRM PASSWORD:	<input type="text"/>	
<b>USER ROLE</b>		
* ROLE:	Req / Buyer	
SUBMIT REQUISITIONS TO:	Person	--None Selected--
AUTHORIZATION AMOUNT:	0	
BUYER:	--None Selected--	
<input type="button" value="Save All"/>	<input type="button" value="Clear All"/>	<input type="button" value="Back"/>

- Enter in the user's information and click the Save All button when complete.
- First & Last Name: Enter the first and last names of the User.
- Email: Enter the email address of the User. All email notifications will be sent to this email address.



- Username: Enter in a Username for the User. Username must be unique so if another user in AccessPointe<sup>®</sup> is already using it, you must choose another name or append the Username with a number to make it unique. VERY IMPORTANT: Once the Username is saved, it cannot be changed. Any Requisitions or Purchase Orders that have been created are saved under the Username and are not transferable.
- Password: While the Username is NOT case sensitive, the Password IS case sensitive. The Users will be able to change their own password. For security reasons, the Password must not be shared.
- Role: Select the role you wish this user to have from the drop down list. The different roles have different rights or functionalities that it can perform. See the matrix at the beginning of this section for more details on roles and their associated rights.
- Submit Requisitions To: Choose from either "person" or "role".
  - If you select "person", a list of names of all the Users will appear on the drop down menu next to it. Choose a name of the person who will approve Requisitions for this user. When this user submits a Requisition that is greater than their authorized amount, AccessPointe<sup>®</sup> will notify this person that there is a requisition waiting for their approval.
  - If you select "role", a list of roles will appear on the drop down menu next to it. Choose a role that will approve Requisitions for this user. When this user submits a Requisition that is greater than their authorized amount, AccessPointe<sup>®</sup> will notify the person with this role who has the least number of Requisitions to approve.
- Authorization Amount: Type in the Requisition amount that the User is authorized to approve. If this user creates a Requisition that is above their authorized amount, the Requisition will be submitted to the person or the role specified on "Submit Requisition To" for approval. If this user creates a Requisition that is below their authorized amount, the Requisition will be submitted to the person specified as the User's "Buyer" for approval.
- Buyer: Select a name of the person who should approve the Requisitions that are below their authorized amount.
- Important: If no buyer is designated for this user, Requisitions below the authorized amount will be submitted directly to En Pointe.
- Making Changes To an Existing User
  - Select User Maintenance from the Tools tab in the navigation bar.

## USER MAINTENANCE

SEARCH BY LAST NAME (LEAVE BLANK TO RETRIEVE ALL USERS)	
<input type="text"/>	<input type="button" value="Search"/>
SELECT A USER FROM THE LIST	
<input type="button" value="Add"/>	<input type="button" value="Back"/>



USER MAINTENANCE

SEARCH BY LAST NAME (LEAVE BLANK TO RETRIEVE ALL USERS)

Search

SELECT A USER FROM THE LIST

Add Back

- In the Search by Last Name field enter in the user's last name (or leave this field blank) and then select the Search button.
- The User(s) will appear in a list. Click on the User you wish to work with and select the Edit (or Delete) button.

USER MAINTENANCE

SEARCH BY LAST NAME (LEAVE BLANK TO RETRIEVE ALL USERS)

Search

SELECT A USER FROM THE LIST

Buyer, Demo
Customer, AccountAdmin
Customer, Buyer
Customer, Requisitioner
Customer, Supervisor
Din, Ali
Glassman, Richard
Hancock, David
Hill, John
Hustling, Charles

Add Edit Delete Back

- The User Maintenance screen will appear.



USER MAINTENANCE

Save All		Clear All		Back	
<b>BASIC/ACCOUNT INFORMATION</b>					
* FIRST NAME:	Buyer				
* LAST NAME:	Customer				
* EMAIL:	mlrreq@supplyaccess.com				
<b>USER AUTHENTICATION</b>					
USERNAME:	buy2				
* PASSWORD:	[REDACTED]				
* CONFIRM PASSWORD:	[REDACTED]				
<b>USER ROLE</b>					
* ROLE:	Req / Buyer				
SUBMIT REQUISITIONS TO:	Person   --None Selected--				
AUTHORIZATION AMOUNT:	100000000				
BUYER:	--None Selected--				
<b>ASSOCIATED ACCOUNTS</b>					
SUPPLYACCESS CUSTOMER DEMO					
					Delete
<b>ADD CUSTOMER/ACCOUNTS</b>					
					Search
Save All		Clear All		Back	

\* Denotes required field(s)

- Make changes as necessary and select the Save All button to save the changes.

**Completing and Submitting a Requisition**

You are now in the Requisition screen where you will add shipping instructions, the ship-to address, contact information, or add more products. You will then submit the Requisition for approval.



REQUISITION

BASIC INFORMATION

Ref No:	77743	Created:	7/2/2001 9:43:26 AM PST
Status:	New		
Shipping Instructions:	<input type="text"/>		
Comments:	<input type="text"/>		

ADDRESS INFORMATION

Ship-To Address:	
Address:	CUSTOMER DEMO #5 * DEMO SOLD TO <input type="button" value="Select Address"/> <input checked="" type="checkbox"/> Display Full Listing
Company:	CUSTOMER DEMO #5
Address 1:	DEMO SOLD TO
Address 2:	
City, State/Prov:	EL SEGUNDO, CA
Postal Code:	90245-5658
Contact:	Linda Goodness <input type="button" value="Select Contact"/> <input type="button" value="Add New"/> <input checked="" type="checkbox"/> Display Full Listing
Contact Name, Email:	Linda Goodness (l@email.com)
Phone, Fax:	( )

DETAIL INFORMATION

Qty.	Mfg.	Mfg. Part #	Description	Unit Price (USD)	Ext. Price (USD)	
<input type="text" value="1"/>			Standard Name/Description: POWER USER DESKTOP / KAYAK XA WS 6/450 128MB-10.1GB (MOTOROLA MOTHERBOARD 16604) THIS DESKTOP IS FOR EMPLOYEES DOING WEB DEVELOPMENT, GRAPHIC DESIGN OR RUNNING ANY PROCESSOR INTENSIVE APPLICATIONS.	<input type="button" value="Edit"/>	\$1,946.20	
This standard contains the following components						
Total Qty.	Std. Qty.	Mfg.	Mfg. Part #	Description	Unit Price (USD)	Ext. Price (USD)
<input type="text" value="1"/>	1	Hewlett-Packard Company	D672BT	KAYAK XA WS 6/450 128MB-10.1GB WNT 32X 512KB	\$1,160.66	\$1,160.66
<input type="text" value="1"/>	1	HEWLETT PACKARD	P1537A	128MB NON ECC 133MHZ-SDRAM	\$83.00	\$83.00
<input type="text" value="1"/>	1	Allied Telesyn	AT-2700TX-001	PCI/100 32-BIT CARD RJ4	\$45.06	\$45.06
<input type="text" value="1"/>	1	HEWLETT PACKARD	D7517A	HP 15GB ULTRA ATA/66 7200RPM 3.5IN FOR VECTRA BRIO	\$214.43	\$214.43
<input type="text" value="1"/>	1	Sony Electronics Corporation	EP35232	Sony 19" Monitor	\$443.05	\$443.05
<b>Total:</b>					<b>\$1,946.20</b>	
<input type="text" value="1"/>	Canon USA, Inc.	O30-2750-US1	BJC-50 5.5PPM INKJETPR-720X360DPI PRTBL COL	\$316.04	\$316.04	
To remove line item(s) enter quantity 0 and click the recalculate button					<input type="button" value="Subtotal:"/>	\$2,262.24
<input type="button" value="Save"/> <input type="button" value="Add More Product"/> <input type="button" value="Recalculate Price"/>						
<input type="button" value="Save And Continue"/> <input type="button" value="Discard Changes"/> <input type="button" value="Add More Standards"/>						
<input type="button" value="Submit"/>						

Basic Information

REF NO.: A new Requisition does not have a Ref. No. until it is saved.

This reference # can be assigned by AccessPointe or the system can pick the unique # assigned

SHIPPING INSTRUCTIONS: Shipping Instructions to En Pointe are entered here.

SCMMENTS: Add any additional information you wish to appear on the Requisition.



**NOTE:** Your account may have been setup with additional custom fields that you must complete. If you have any questions regarding these fields, please consult your Administrator.

### Address Information

The available shipping address and contact information will be displayed in drop down menus. To choose addresses or contacts not currently displayed (the default address and contact information), proceed to the appropriate drop down menu and select the Select Address or Select Contact button to populate the fields.

If the contact information you require is not listed you may add a new contact by clicking on the Add New button. You must complete the information; select the contact type(s) and click the SAVE button to continue creating your requisition.

#### CUSTOMER INFORMATION

ADD DATA IN THE FOLLOWING FIELDS TO CREATE A CONTACT	
* Contact Name:	<input type="text"/>
* Contact Type:	Bill-To <input type="checkbox"/> Ship-To <input checked="" type="checkbox"/> Quote-To <input type="checkbox"/>
Phone 1:	<input type="text"/>
Phone 2:	<input type="text"/>
Fax:	<input type="text"/>
* Email:	<input type="text"/>

\* Denotes required field(s)

### Purchase Order Screen

If the Requisition is below your authorized amount and you have no buyer assigned, you have the ability to convert a Requisition into a Purchase Order. In this case, when you click on the Submit button on the Requisition, it will generate a Purchase Order based on the information on the Requisition. Please read the next section for more details.

### Submitting a Purchase Order to En Pointe

There are two ways a Purchase Order can be generated: It can be generated from a Requisition, or it can be created by users with certain roles that are able to create Purchase Orders without having to create an initial Requisition.

### Purchase Order generated from a Requisition

When a Requisition is going through the approval process, it will be converted into a Purchase Order when an approver who has the following two criteria submits it:

Approver does not have a buyer assigned in their user profile and

Has an authorized amount that is greater than the total amount of the Requisition.

**Purchase Order created from scratch**

A user with the role of Director, Manager, Supervisor, or a Req/Buyer has the right to create Purchase Orders without having to create a Requisition first.

PURCHASE ORDER

BASIC INFORMATION

Ref #:	77707	Created:	6/29/2001 4:46:38 PM PST
* Payment Method:	[PD Number]	Status:	New
* PD #:		Code:	
Cost center:			
Shipping Method:	[Best Way]		
Shipping Instructions:			
Notes:			

ADDRESS INFORMATION

	Ship-To Address	Bill-To Address
Address:	CUSTOMER DEMO #5 * DEMO SOLD TO <input type="button" value="Select Address"/> <input checked="" type="checkbox"/> Display Full Listing	CUSTOMER DEMO #5 * DEMO SOLD TO <input type="button" value="Select Address"/>
Company Name:	CUSTOMER DEMO #5	CUSTOMER DEMO #5
Address 1:	DEMO SOLD TO	DEMO SOLD TO
Address 2:		
City, State/Prov:	EL SEGUNDO, CA	EL SEGUNDO, CA
Postal Code:	90245-5658	90245-5658
Contact:	[Linda Goodness] <input type="button" value="Select Contact"/> <input type="button" value="Add New"/> <input checked="" type="checkbox"/> Display Full Listing	[Chuck Hustling] <input type="button" value="Select Contact"/> <input type="button" value="Add New"/>
Contact Name, E-mail:	Linda Goodness (@email.com)	
Phone, Fax:		

DETAIL INFORMATION

Qty.	Mfg.	Mfg. Part #	Description	Unit Price (USD)	Ext. Price (USD)
[1]	Hewlett-Packard Company	C3277A	DESKJET 340 ADPT IR	\$30.14	\$30.14
[1]	Hewlett-Packard Company	D6728T#ABA	KAYAK XA WS 6/450 128MB-10.1GB WNT 32X 512KB	\$1,160.66	\$1,160.66
[1]	Hewlett-Packard Company	P1537A	128MB NON ECC 133MHZ-SDRAM	\$145.15	\$145.15
[1]	Allied Telesyn	AT-2700TX-001	PCI/100 32-BIT CARD RJ4	\$45.06	\$45.06
[1]	Hewlett-Packard Company	D7517A	15GB ULTRA ATA HDD-INTERNAL FOR VECTRA/BRIO	\$214.43	\$214.43
[1]	Sony Electronics Corporation	CPD-G400	CPD-G400 19 CRT 1800X1440 FD TRINI	\$486.94	\$486.94
Taxes, if shown, are estimated. Applicable taxes will be calculated at time of billing.				Subtotal:	\$2,082.38
<input type="button" value="Save"/> <input type="button" value="Add More Product"/>				Est. Ship & Hdq:	\$0.00
<input type="button" value="Discard Changes"/> <input type="button" value="Add More Standards"/> <input type="button" value="Recalculate Price"/>				Est. Tax:	\$166.59
<input type="button" value="Submit"/>				Total:	\$2,248.97

\* Denotes required field(s)



Complete the purchase order as follows:

### Basic Information

**Payment Method:** Choose either PO Number or the desired credit card.

If you select a credit card, you will see additional fields appear:

Credit Card Number (click on the Edit button to add the number – when you save it you will notice that the number is encrypted on the Purchase Order screen),

Name on Credit Card

Expiration date

The Profile field allows you to create and save a credit card profile so that you do not have to type in the information each time you want to select this payment type. To create a profile, click on the ADD button and complete the information fields regarding your credit card. Click on Save. Now your credit card profile will be available to you for future Requisitions.

**PO Number:** Type in a Purchase Order number that is meaningful to your procurement system.

**Shipping Method:** Select from the drop down list the desired shipping method.

**Cost Center & Department Code:** Enter the Cost Center and Department Code if applicable.

NOTE: There may be additional custom fields that appear for you to complete. If you have any questions regarding these unique fields, please contact your Administrator.

### Address Information

You must choose a Bill-To address and a Bill-To contact name from their appropriate dropdown lists. You must click on the Select Address or Select Contact button each time you change your selection.

### Detail Information

**EST. Ship & Hdlg:** Shipping cost is calculated based on the selected shipping method. This amount is estimated and may be different upon invoice.

**EST. Tax:** Sales tax is calculated based on the tax rules. This amount is estimated and may be different upon invoice.

The following buttons appear below the detail information:

**Save:** This button will save the Purchase Order being created, but does not send it onto En Pointe. It will generate a reference Number in the Ref. No. Field of this form and will return you back to the Main Page. The status of this Purchase Order will be 'New.'

**DISCARD CHANGES:** This will discard the entire Purchase Order document since it is new. If it has been saved then only the changes you have made since it was saved will be lost.

**Submit:** This button will save the Purchase Order, assign a document number to it and submit it to En Pointe for processing and order fulfillment.

**Add More Products & Add More Standards:** If you wish to add more products to this Purchase Order, select either of the buttons. Add More Products will take you back to the Product Search screen or Add More Standards will take you to the Standards List screen. When you wish to select another product, the Add button in the product screen, will append the item(s) to the Requisition document Detail Information section.

**RECALCULATE PRICE:** If you change the quantity of any line item, you must press this button to update the total.

When you click on the Submit button, the Purchase Order will be displayed in a non-editable format for your final review.

**SUBMIT ORDER**

**BASIC INFORMATION**

Account Name:	CUSTOMER DEMO #5	Created:	6/29/2001 4:46:39 PM PST
Ref No:	77707		
PO #:	pc44		
Status:	Pending		
Cost center:		Code:	
Shipping Method:	Best Way		
Shipping Instructions			
Notes			

**ADDRESS INFORMATION**

	Ship-To Address	Bill-To Address
Company:	CUSTOMER DEMO #5	CUSTOMER DEMO #5
Contact Name, E-mail:	Linda Goodness (l@email.com)	Chuck Husting (chusting@supplyaccess.com)
Address 1:	DEMO SOLD TO	DEMO SOLD TO
Address 2:		
City, State/Prov:	EL SEGUNDO, CA	EL SEGUNDO, CA
Postal Code:	90245-5658	90245-5658
Phone, Fax:	( )	(310) 524-3305

**DETAIL INFORMATION**

Qty.	Mfg.	Mfg. Part #	Description	Unit Price (USD)	Ext. Price (USD)
1	Hewlett-Packard Company	C3277A	DESKJET 340 ADPT IR	\$30.14	\$30.14
1	Hewlett-Packard Company	D6728T#ABA	KAYAK XA WS 6/450 128MB-10.1GB WNT 32X 512KB	\$1,160.66	\$1,160.66
1	Hewlett-Packard Company	P1537A	128MB NON ECC 133MHZ-SDRAM	\$145.15	\$145.15
1	Allied Telesyn	AT-2700TX-001	PCI/100 32-BIT CARD RJ4	\$45.06	\$45.06
1	Hewlett-Packard Company	D7517A	15GB ULTRA ATA HDD-INTERNAL FOR VECTRA/BRIO	\$214.43	\$214.43
1	Sony Electronics Corporation	CPD-G400	CPD-G400 19 CRT 1800X1440 FD TRINI	\$486.94	\$486.94
				<b>Subtotal:</b>	<b>\$2,082.38</b>
Taxes, if shown, are estimated. Applicable taxes will be calculated at time of billing.				<b>Est. Ship &amp; Hdlg:</b>	<b>\$0.00</b>
				<b>Est. Tax:</b>	<b>\$166.59</b>
				<b>Total:</b>	<b>\$2,248.97</b>

Verify that all information is correct. If it is not correct, click on the Cancel button to return to the Purchase Order document. If it is correct, click on the Submit button on the bottom





of this page. Then the Purchase Order will be submitted to En Pointe and the status of this Purchase Order will be 'Submitted.'

En Pointe's system categorically tracks and records complete workflow history. Such as financial transactions, cart creation, order tracking, session reports.

The online portal is extremely easy to use and user friendly. Trainings can be arranged for the State of West Virginia personnel to familiarize them with this website and to answer any questions that may arise. Besides this onsite meetings can be arranged at any time for any assistance that may be required by State of West Virginia and its authorized contracting personnel. The demo of this easy-to-use website can be given in only a day to the State of West Virginia's employees and can make them familiarize with the site




**STANDARD DETAIL**

<b>PRICE AND BUDGET CALCULATOR (USD)</b>			Standard Name: Windows XP Pro
Budget Calculation (Optional): <input type="checkbox"/>			Description: Microsoft Windows XP Professional w/Software Assurance & Documentation
Enter Budget Amount:	<input type="text" value="0"/>		
Balance:	335.95		
Price Calculation:			
Enter Quantity:	<input type="text" value="1"/>		
Total Standard Price:	335.95		
<input type="button" value="Add"/> <input type="button" value="Cancel"/>			


To see product details, choose an item in the drop down, then click the "Detail" icon.

**LINE CATEGORY/COMPONENTS**


**MS Windows XP Professional**

 Detail MS Windows XP Professional - Upgrade package - 1 user - STD - CD, English ---- 198.63 USD ▼

**MS Windows XP Professional - Software Assurance**

 Detail MS Windows XP Professional - Software assurance - 1 user - VOL - Open Volume - level C - 2 points... ---- 100.73 USD ▼

**Microsoft Windows XP Professional - Resource Kit**

 Detail Microsoft Windows XP Professional - Resource Kit Documentation - reference book - CD, English ---- 36.59 USD

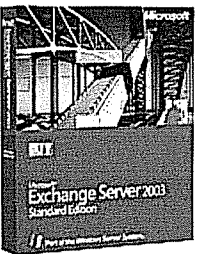
Denotes Required Component(s)

- Below is another screenshot of the Standards functionality showing how bundles can be assembled to provide users with an easy method of placing orders for Standardized or commonly ordered products. This standard can be customized to show products and options as needed. A calculator helps manage to the budget as you choose different options.

- We receive updates daily for new Software products and automatically add them to the online catalog. We also refresh our entire catalog on a weekly basis to ensure the most accurate data possible. Our full catalog contains over 250,000 products from over 1,500 manufacturers.

**PRICE DETAIL**

**PRODUCT OVERVIEW**

	<p><b>Mfg. Part #:</b> 381-01836</p> <p><b>Manufacturer:</b> Microsoft Corporation</p> <p><b>Category:</b> ELECTRONIC MAIL SVCS</p> <p><b>Description:</b> Microsoft Select Exchange 2003 Client Access License Per Device</p> <p><b>UNSPSC Classification:</b> (4316) Computer &amp; Communications Equipment --&gt; Software</p>
---	--

**PRICE DETAIL**

Source	Reference #	Expiration Date	Avl.	Last Update (PST)	Price
MICROSOFT SELECT (Microsoft Select pricing-Servers-Level D-1 Year Pricing)			In Stock	5/1/2004 1:37:16 PM	46.00



- En Pointe's web Portal security access is fully covered and secured via one of the best firewall systems tried and tested. Secondly in order to better explain the account access and field access handling please review the screen shot below which categorically defines the fields available to an account holder who has an access to his account through a predefined and pre-allocated login and password system maintained by a team of highly professional administrators.
  
- You will appreciate that the fields available to handle and maneuver the account have been designed in a manner and fashion so as to ensure all time availability with regard to information pertaining to order tracking, document search, amendments in account profile, catalogue management etc.



## On-Line Invoicing

Authorized users can quickly access Users can view a PDF copy of the invoice generated from the sales order.

Sample Invoice:



**En Pointe Technologies Sales**  
 100 N. Sepulveda Blvd., 19th Floor  
 El Segundo, CA 90245-4359  
 U.S.A.

Phone: (310)725-5200  
 Fax: (310)725-5295  
 Internet: [www.enpointe.com](http://www.enpointe.com)

## Invoice

Please Wire Payment in US Dollars To:  
 Western Financial Bank  
 ABA/Transit#: 322 285 752  
 Acct#/Name: 246 004 1383/En Pointe Technologies

Please Remit Payment in US Dollars To:  
 En Pointe Technologies  
 P.O. Box 514429  
 Los Angeles, CA 90051-4429

Customer Account Number:  
 8000120

### Billing Address

Attn : Accounts payable

En Pointe Customer  
 100 N Sepulveda Blvd  
 El Segundo CA 90245

### Ship-To Party Address

En Pointe Customer  
 100 N Sepulveda Blvd  
 El Segundo CA 90245

### Sold-to Party Address

En Pointe Customer  
 100 N Sepulveda Blvd  
 EL SEGUNDO CA  
 USA

### Information

Invoice Number 90883678  
 Document Date 04/11/2005  
 Purchase Order No. RFP  
 Payment Due Date 05/06/2005

Sales Order Number 1516536  
 Payment Terms Net 25  
 Billing Date 04/11/2005  
 Salesperson SMALL/MEDIUM OFFICE  
 Ship via F2 FEDEX Std (onile)

SAVE TIME & MONEY. Receive your invoices electronically via EDI, E-mail, XML or Fax. Email your request to [CustomerCare@enpointe.com](mailto:CustomerCare@enpointe.com) or call 310-725-5273. We can set you up today!

\*Avoid late charges & pay by due date.

Page: 1 of 1

### Invoice Details

Item	Part# / Mfg Name Material Description	Tax	Quantity	Unit Price	Amount
0010	P73-00001 / MICROSOFT CORP. MS WINDOWS SERVER 2003 STANDARD EDITION	9.08	1EA	110.00	110.00
					Sub Total \$ 110.00
					Freight \$ 23.08
					Handling Charge \$
					Amount subject to sales tax \$ 133.08
					Sales tax-State \$ 6.88
					Sales tax-Local \$ 2.20
					Total Taxes \$ 9.08
					Sub Total w/Tax \$ 142.16
					Trade In \$
					Total amount... \$ 142.16
Customer Notes Windows Server 2003 Standard Edition - Complete Package - 5 Clients License - CD English Order Tracking Numbers FX-050961640000234					

\*\*\*\*\*This invoice is subject to En Pointe's standard terms and conditions available at [www.enpointe.com/invoiceterms.htm](http://www.enpointe.com/invoiceterms.htm)\*\*\*\*\*



APR. 4. 2007

2:02PM WV DIV OF PURCH.

# Request for Quotation

NO. 2588

P. 1

PAGE



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

RFQ NUMBER: SELECT07

1

ADDRESS: CORRESPONDENCE TO ATTENTION OF:  
JO ANN ADKINS  
304-558-8802

VENDOR

ENPOINTE TECHNOLOGIES SALES  
ATTN: ASAD  
100 N SEPULVEDA BLVD 19<sup>TH</sup> FLR  
EL SEGUNDO CA 90245

SHIP TO

ALL STATE AGENCIES  
AND POLITICAL SUBDIVISIONS  
VARIOUS LOCALES AS INDICATED  
BY ORDER

DATE PRINTED: 03/16/2007	TERMS OF SALE: 04/12/2007	SHIP VIA:	F.O.B.:	FREIGHT TERMS: 01:30PM
BID OPENING DATE:		BID OPENING TIME:		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
*****ADDENDUM NO. 2*****						
1.				QUESTIONS AND ANSWERS ATTACHED.	(2 PAGES)	
*****END OF ADDENDUM NO. 2*****						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Majid Jilani</i>	Majid Jilani	TELEPHONE 310-725-5230	DATE 04/10/2007
TITLE Business Development Manager	FEIN 95-4650291	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**GENERAL TERMS & CONDITIONS  
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this contract is automatically null and void, and is terminated without further order.
14. **HIPAA Business Associate Addendum** - The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

---

**INSTRUCTIONS TO BIDDERS**

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as EQUAL to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

**SIGNED BID TO:**

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

**SELECT07**  
**Questions & Answers**

1	Q	We understand that the State of WV would like to modify the terms under the Microsoft Select Agreement (which was included in your RFP) and it is a requirement of the RFP to sign the Agreement Addendum). This Agreement Addendum is written for signatures between CompuCom and the State and has excluded Microsoft. Microsoft does not modify their Select Agreement and even if they did, the modification would need to be between Microsoft and the State, not the State and CompuCom. It appears CompuCom will be in non-compliance if we do not sign this form and submit it with our proposal. Or is it meant to be that the State of WV is asking us to sign a fulfillment contract with them? If this is the case is there an additional contract that we need to sign or is it only the attached document? Please provide clarification regarding the Agreement Addendum, as if we respond we will be non-compliant. Finally, if there is additional paperwork for signature please forward to me for review.
	A	The State does not want to modify the Microsoft Select Agreement; that agreement has already been negotiated and signed by the State and Microsoft. The Agreement Addendum (WV-96) is required if the vendor offers any terms and conditions in their response. If, on the other hand, the vendor responds with just the pricing and does not offer any terms and conditions, the WV-96 is not required.  The only paperwork that requires a signature is the bid, the WV-96 (if applicable), the No Debt Affidavit, and after award, the Microsoft Change of Channel Partner form to be signed by the State, Microsoft and the LAR.
2	Q	What type of pricing information is requested on the pricing page?
	A	Each of the pricing information requests must be a discount from list amount.
3	Q	Typically does the state of WV invest in software assurance with Microsoft? I realize this could change in the future but every state that I work with is different so any input you have on the state's philosophy regarding Software Assurance would be helpful.
	A	Some agencies in the State invest in software assurance but most do not.
4	Q	Regarding other software products (Symantec, McAfee, Novell, etc.) does the state of WV offer each project/software need out to bid to several resellers or is this taken care of with a master contract with 1 LAR?
	A	The State currently has a Master contract with Novell and we procure from them directly. We are in the process of negotiating a Master

		agreement with Symantec but it is not completed. Currently, we have different contracts and different resellers for each. When the State standards are determined, we will pursue a contract with a single LAR.
5	Q	Lastly, I apologize if I'm stating the obvious but please note that you can download all software off of a select agreement from MVLS for free (thus eliminating the need for CD-Rom Kits). You may still want the hard copy CD but I just wanted to make sure I pointed this out to you in case no one else had.
	A	We are aware of the download option but some of our agencies prefer to have the hard copy CD.
6	Q	Can you please detail the RFQ process?
	A	The State prepares an RFQ to provide LAR services to the State. The RFQ is posted in the Purchasing Bulletin. The vendors are given an opportunity to ask questions. The State responds. The vendor then submits their bid at or before the bid opening date. The State opens the bids and awards to the lowest responsive bidder who meets all the mandatory requirements.
7	Q	Will you be sending out a part 2 of the RFQ with the MS products and quantities that you will require/renewing?
	A	No. The Microsoft Select Agreement is used by all State agencies and counties and municipalities. The current contract contains all Microsoft desktop and server software.



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

**Request for  
 Quotation**

RFQ NUMBER
SELECT07

PAGE
1

ADDRESS FOR CORRESPONDENCE TO ATTENTION
BETTY FRANCISCO 304-558-0468

RFQ COPY

TYPE NAME/ADDRESS HERE

En Pointe Technologies Sales Inc.  
 2381 Rosecrans Avenue, Suite 325,  
 El Segundo, CA 90245

RFQ COPY

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/27/2007				
BID OPENING DATE: 04/12/2007		BID OPENING TIME 01:30PM		

LINE	QUANTITY	U/P	UNIT PRICE	AMOUNT
*****ADDENDUM NO.1*****				
1. BID OPENING DATE HAS BEEN MOVED TO 04/12/2007.				
2. INQUIRIES WRITTEN INQUIRIES SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON WEDNESDAY, MARCH 14, 2007. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR EMAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED DRALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO:  JO ANN ADKINS DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305 FAX: 304-558-4115 EMAIL: JOADKINS@WVADMIN.GOV				
3. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGN AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.				

SEE REVERSE SIDE FOR TERMS AND CONDITIONS				
SIGNATURE	Majid Jilani	TELEPHONE	310-725-5230	DATE
				04/10/2007
TITLE	Business Development Manager	FEDV	95-4650291	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

WV-89a STATE OF WEST VIRGINIA <b>PURCHASING CONTINUATION SHEET.</b>	Buyer:	Page	Req. or P. O. No.:
--	--------	------	--------------------

Vendor: <b>En Pointe Technologies Sales Inc.</b>	Spending Unit:
--	----------------

Requisition No.:       Select 07      

**ADDENDUM ACKNOWLEDGEMENT**

I hereby acknowledge receipt of the following checked addendum(s) and have made the necessary revisions to my proposal, plans and/or specifications, etc.

**Addendum No.'s:**

No. 1       X      

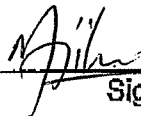
No. 2       X      

No. 3           

No. 4           

No. 5           

I understand that failure to confirm the receipt of the addendum(s) is cause for rejection of bids.



**Majid Jilani**

Signature

**En Pointe Technologies Sales Inc.**

Company

**04/10/2007**

Date



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

**request for  
 Quotation**

BID NUMBER  
**SELECT07**

PAGE  
**1**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**BETTY FRANCISCO  
 304-558-0468**

RFQ COPY  
 TYPE NAME/ADDRESS HERE

En Pointe Technologies Sales Inc.  
 2381 Rosecrans Avenue, Suite 325,  
 El Segundo, CA 90245

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS		
02/15/2007						
BID OPENING DATE: 03/01/2007		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
*****REQUEST FOR QUOTATION*****  THE PURCHASE DIVISION IS SOLICITING BIDS FOR MICROSOFT PRODUCTS THROUGH A LARGE ACCOUNT RESELLER, ALL IN ACCORDANCE WITH THE MICROSOFT SELECT AGREEMENT 6.1 BETWEEN MICROSOFT AND THE STATE OF WEST VIRGINIA.  AWARD SHALL BE BASED ON THE HIGHEST DISCOUNT PERCENTAGE FROM THE MICROSOFT LEVEL D ESTIMATED RETAIL PRICE (ERP, QUOTED). QUOTES WILL ONLY BE CONSIDERED FROM AUTHORIZED MICROSOFT LARGE ACCOUNT RESELLERS.  SUCCESSFUL VENDOR MUST SIGN THE ATTACHED NO DEBT AFFIDAVIT AND WV-96 FORMS PRIOR TO AWARD. ALL VENDORS SHOULD SIGN AND INCLUDE THE FORMS WITH THEIR BID.  A NEW SELECT AGREEMENT MAY BE NEGOTIATED WITH MICROSOFT DURING THE LIFE OF THIS CONTRACT. THE TERMS AND CONDITIONS OF THE NEW AGREEMENT WILL SUPERCEDE THE TERMS AND CONDITIONS OF THE 6.1 AGREEMENT UPON THE MUTUAL WRITTEN CONSENT OF THE STATE AND THE SUCCESSFUL VENDOR. SUCH CONSENT SHALL BE PROCESSED AS A CHANGE ORDER TO THIS CONTRACT. IF MUTUAL CONSENT CANNOT BE REACHED, THE CONTRACT WILL BE CANCELED AND A NEW LAR WILL BE SELECTED THROUGH THE COMPETITIVE BID PROCESS.  ATTACHMENTS: SPECIFICATIONS WITH COST TABLE AFFIDAVIT WV-96						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>Majid Jilani</i>		Majid Jilani		TELEPHONE 310-725-5230	DATE 04/10/2007	
TITLE Business Development Manager		FEN 95-4650291		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

**Request for Quotation**

RFQ NUMBER  
**SELECT07**

PAGE  
**2**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**BETTY FRANCISCO**  
**304-558-0468**

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**En Pointe Technologies Sales Inc.**  
 2381 Rosecrans Avenue, Suite 325,  
 El Segundo, CA 90245

ALL STATE AGENCIES  
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 BY ORDER

DATE PRINTED <b>02/15/2007</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: <b>03/01/2007</b>	BID OPENING TIME <b>01:30PM</b>
--	------------------------------------

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		099-00-01-001		
<p>FEE: LICENSE FOR SOFTWARE</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON ..... AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICE</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>Majid Jilani</i>	Majid Jilani		TELEPHONE 310-725-5230	DATE 04/10/2007		
TITLE Business Development Manager	FEIN 95-4650291	ADDRESS CHANGES TO BE NOTED ABOVE				

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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 Department of Administration  
 Purchasing Division  
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 Post Office Box 50130  
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**request for  
 Quotation**

RFQ NUMBER  
**SELECT07**

PAGE  
**3**

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
**BETTY FRANCISCO  
 304-558-0468**

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TYPE NAME/ADDRESS HERE

**En Pointe Technologies Sales Inc.  
 2381 Rosecrans Avenue, Suite 325,  
 El Segundo, CA 90245**

RFQ COPY

**ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER**

DATE PRINTED <b>02/15/2007</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **03/01/2007** BID OPENING TIME: **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. 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.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Majid Jilani</i>	Majid Jilani	TELEPHONE 310-725-5230	DATE 04/10/2007
TITLE Business Development Manager	FEIN 95-4650291	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

**Request for  
 Quotation**

RFQ NUMBER	NO. 2588	P. 10
SELECT07		4
ADDRESS CORRESPONDENCE TO ATTENTION OF		
BETTY FRANCISCO 304-558-0468		

RFQ COPY

TYPE NAME/ADDRESS HERE

En Pointe Technologies Sales Inc.  
 2381 Rosecrans Avenue, Suite 325,  
 El Segundo, CA 90245

RFQ COPY

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/15/2007				

BID OPENING DATE: 03/01/2007 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.  REV. 04/11/2001  PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY FOR ORDERS THAT ARE LESS THAN \$2,500 AS A CONDITION OF AWARD.  VENDOR PREFERENCE CERTIFICATE  CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).  A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:  ( ) BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR  ( ) BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING						

SIGNATURE		Majid Jilani	TELEPHONE	310-725-5230	DATE	04/10/2007
TITLE	FEIN	95-4650291	ADDRESS CHANGES TO BE NOTED ABOVE			
Business Development Manager						

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

**Request for  
 Quotation**

NO. 2588

P. 11

RFQ NUMBER  
**SELECT07**

PAGE  
**5**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**BETTY FRANCISCO  
 304-558-0468**

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

**En Pointe Technologies Sales Inc.  
 2381 Rosecrans Avenue, Suite 325,  
 El Segundo, CA 90245**

CITY

ALL STATE AGENCIES  
 AND POLITICAL SUBDIVISIONS  
 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/15/2007				

BID OPENING DATE: **03/01/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>( ) BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>( ) BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID;</p> <p>OR</p> <p>( ) BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	Majid Jilani	TELEPHONE	310-725-5230	DATE	04/10/2007
TITLE	Business Development Manager	FEIN	95-4650291	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

APR. 4. 2007

2:13PM

WV DIV OF PURCH

NO. 2588

P. 12



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

# request for Quotation

RFQ NUMBER  
**SELECT07**

PAGE  
**6**

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
**BETTY FRANCISCO**  
**304-558-0468**

VENDOR

RFQ COPY  
TYPE NAME/ADDRESS HERE

**En Pointe Technologies Sales Inc.**  
2381 Rosecrans Avenue, Suite 325,  
El Segundo, CA 90245

RFQ COPY

ALL STATE AGENCIES  
AND POLITICAL SUBDIVISIONS  
VARIOUS LOCALES AS INDICATED  
BY ORDER

DATE PRINTED <b>02/15/2007</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: <b>03/01/2007</b>	BID OPENING TIME		<b>01:30PM</b>	

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX &amp; REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p> <p style="text-align: right;">En Pointe Technologies Sales Inc.</p> <p>BIDDER: -----</p> <p>DATE: <b>04/10/2007</b> -----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	Majid Jilani	TELEPHONE 310-725-5230	DATE 04/10/2007
TITLE Business Development Manager	FEIN 95-4650291	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

**request for  
 Quotation**

RFQ NUMBER: **SELECT07**

PAGE: **7**

ADDRESS CORRESPONDENCE TO ATTENTION OF:  
**BETTY FRANCISCO**  
**304-558-0468**

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

**En Pointe Technologies Sales Inc.**  
 2381 Rosecrans Avenue, Suite 325,  
 El Segundo, CA 90245

BUYER

ALL STATE AGENCIES  
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 VARIOUS LOCALES AS INDICATED  
 BY ORDER

DATE PRINTED <b>02/15/2007</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: <b>03/01/2007</b>		BID OPENING TIME <b>01:30PM</b>		

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>SIGNED: <i>Majid Jilani</i> <b>Majid Jilani</b></p> <p>TITLE: <b>Business Development Manager</b></p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION                  PURCHASING DIVISION                  BUILDING 15                  2019 WASHINGTON STREET, EAST                  CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: <b>FILE 42--</b></p> <p>RFQ. NO.: <b>SELECT07-</b></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Majid Jilani</i>	Majid Jilani	TELEPHONE 310-725-5230	DATE 04/10/2007
TITLE Business Development Manager	FEIN 95-4650291	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

APR. 4, 2007

2:15PM

WV DIV OF PURCH

# Request for Quotation

NO. 2588

P. 14



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

RFQ NUMBER  
**SELECT07**

PAGE  
**8**

ADDRESS CORRESPONDENCE TO ATTENTION OF  
**BETTY FRANCISCO  
304-558-0468**

RFQ COPY  
TYPE NAME/ADDRESS HERE

**En Pointe Technologies Sales Inc.  
2381 Rosecrans Avenue, Suite 325,  
El Segundo, CA 90245**

ALL STATE AGENCIES  
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BID OPENING DATE: **03/01/2007** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOM	GAT No	ITEM NUMBER	UNIT PRICE	AMOUNT
BID OPENING DATE:					<b>03/01/2007</b>	
BID OPENING TIME:					<b>1:30PM----</b>	
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
<b>310-727-5536</b>						
-----						
CONTACT PERSON (PLEASE PRINT CLEARLY):						
<b>Majid Jilani</b>						
-----						
***** THIS IS THE END OF RFQ SELECT07 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE 	TELEPHONE <b>310-725-5230</b>	DATE <b>04/10/2007</b>	
TITLE <b>Business Development Manager</b>	FEIN <b>95-4650291</b>	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**Request for Quotation  
Large Account Reseller for Microsoft Select Program**

The State of West Virginia and Microsoft Corporation have negotiated a Select Agreement that permits all entities of State and Local government (affiliates) to procure Microsoft products at the lowest possible Select price level, Level D. This includes all product pools, i.e., Application Pool, Server Pool, and System Pool.

Microsoft requires that the State choose and retain a Large Account Reseller through which the software is procured. This Large Account Reseller is defined by Microsoft as a reseller authorized by Microsoft or one of its affiliates to resell licenses in an enrolled affiliate's area under the Select program. Microsoft only recognizes eighteen (18) vendors as Large Account Resellers for their products.

The purpose of this Request for Quotation is to competitively choose a Large Account Reseller (LAR) to be used by all State and local entities under this contract. Actual product prices will be established by a contract with a Large Account Reseller (LAR). This pricing will be available to any affiliate, regardless of the size of the affiliate or the volume of products procured. These product prices will be based upon the LAR's percentage discounts from Microsoft Level D Estimated Retail Price (ERP).

If Microsoft introduces new products, the discounts established by this contract will be applied to Microsoft's new product ERP to determine product pricing under the State's Select Agreement.

The LAR will be responsible for insuring that Microsoft provides the Office of Technology with a copy of the Microsoft Licensing CD kit and updates for each pool and group. If an agency is only buying licenses and does not need CD's, this kit will be available at the Office of Technology Service Desk. The agency can either ask that the Office of Technology staff install the software at a billable rate or they can request a copy of the software so that they can install the software themselves. It is understood that if an agency uses the Microsoft Licensing kit, they must procure the license by the end of the month in which the copy was made.

The State's affiliates can establish Select Enrollments with the LAR under the terms and conditions of the State's amended Select Agreement and the LAR's contract.

Some agencies want to buy their own CD's for the software procured. The LAR will provide World Wide Fulfillment media for those agencies at a specific cost per CD. This cost must be included on the cost table.

Any procurement from this contract will require a State Contract Order (WV-39). Any procurement exceeding \$10,000 will require approval from IS&C and the Chief Technology Officer.

The term of the contract with the LAR shall be one year upon award, with the option to renew two additional one-year terms if determined by the State to be in its best interests.

The Large Account Reseller must provide the following:

- 1) The LAR must have a dedicated, fulltime sales representative managing the State of West Virginia's account who can be reached via telephone and/or e-mail between the hours of 8:00 a.m. to 5:00 p.m. EST. We understand that this sales representative may be handling other accounts but his/her workload must permit a response time of no more than four business hours from receipt of call or e-mail.
- 2) The LAR must provide Help Desk type of support to provide assistance and guidance on what to buy, prerequisites, and problems encountered during installation. This support must be provided via telephone and/or e-mail from 8:00 a.m. to 5:00 p.m. EST.
- 3) The LAR must host at least one on-site meeting with State agencies once a year to explain the contract and the services provided, as well as an overview of new product offerings from Microsoft.
- 4) The LAR must provide orientation and planning sessions with individual affiliates regarding benefits, terms and conditions, and service elements offered. These sessions may be via conference call, video conferencing, or on-site.
- 5) The LAR must have a Select licensing expert available that can be contacted by telephone and/or e-mail.
- 6) The LAR's price sheet must show the LAR's product number, Microsoft's product number, the description of the product, and the agency cost.
- 7) A Change Order must be processed each time the Cost Sheets change. The LAR must provide the State Purchasing Division with a hard copy of the LAR's cost sheets as pricing and offerings change, a letter explaining that a Change Order is required and why, and a copy of Microsoft's ERP pricing. A Change Order requires approval by IS&C and the CTO prior to processing, and processing through the government channels could take up to two weeks so the LAR must provide the information required in a timely manner.
- 8) The LAR must provide to the State Purchasing Division and Office of Technology quarterly reports showing all purchases made under this contract. This report must show the agency procuring the software, the amount of software procured, and the dollars spent by the agency.
- 9) The LAR must provide Internet tracking of the agency purchase that is accessible by both the agency and IS&C.
- 10) The LAR must accept orders of any quantity and ship orders direct to the agency free of any shipping charges within seven (7) business days after receipt of order.

11) The LAR must provide the agencies with a written confirmation of purchase. The Office of Technology will receive the license confirmations on a statewide basis and will compare these licenses with the quarterly report provided to the State Purchasing Division and the Office of Technology.

12) The LAR must accept the State's Purchasing Card as payment for procurements under \$1,000 and in some cases, \$2,500. The reseller must provide the agency with an invoice with an annotation that it was paid by credit card.

**COST TABLE**

% Discount Below Microsoft's Estimated Retail Price	18.523%
World Wide Fulfillment media – Cost per CD	\$20.40
Select CD-ROM kits – Cost per kit	\$88.13

# AFFIDAVIT

**West Virginia Code §5A-3-10a states:**

No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owned is an amount greater than one thousand dollars in the aggregate

**DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**EXCEPTION:**

The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**LICENSING:**

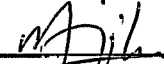
Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

**CONFIDENTIALITY:**

The vendor agrees that he or she 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. Vendors should visit [www.state.wv.us/admin/purchase/privacy](http://www.state.wv.us/admin/purchase/privacy) for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and are in compliance with the requirements as stated.

Vendor's Name: En Pointe Technologies Sales Inc.

Authorized Signature:  Date: 04/10/2007

**AGREEMENT ADDENDUM**

WV-96  
Rev. 5/94

In the event of conflict between this addendum and the agreement, this addendum shall control:

1. **ARBITRATION** - Any references to arbitration contained in the agreement are hereby deleted. Disputes arising out of the agreement shall be presented to the West Virginia Court of Claims.
2. **HOLD HARMLESS** - Any clause requiring the Agency to indemnify or hold harmless any party is hereby deleted in its entirety.
3. **GOVERNING LAW** - The agreement shall be governed by the laws of the State of West Virginia. This provision replaces any references to any other State's governing law.
4. **TAXES** - Provisions in the agreement requiring the Agency to pay taxes are deleted. As a State entity, the Agency is exempt from Federal, State, and local taxes and will not pay taxes for any Vendor including individuals, nor will the Agency file any tax returns or reports on behalf of Vendor or any other party.
5. **PAYMENT** - Any references to prepayment are deleted. Payment will be in arrears.
6. **INTEREST** - Should the agreement include a provision for interest on late payments, the Agency agrees to pay the maximum legal rate under West Virginia law. All other references to interest or late charges are deleted.
7. **RECOUPMENT** - Any language in the agreement waiving the Agency's right to set-off, counterclaim, recoupment, or other defense is hereby deleted.
8. **FISCAL YEAR FUNDING** - Service performed under the agreement may be continued in succeeding fiscal years for the term of the agreement, contingent upon funds being appropriated by the Legislature or otherwise being available for this service. In the event funds are not appropriated or otherwise available for this service, the agreement shall terminate without penalty on June 30. After that date, the agreement becomes of no effect and is null and void. However, the Agency agrees to use its best efforts to have the amounts contemplated under the agreement included in its budget. Non-appropriation or non-funding shall not be considered an event of default.
9. **STATUTE OF LIMITATION** - Any clauses limiting the time in which the Agency may bring suit against the Vendor, lessor, individual, or any other party are deleted.
10. **SIMILAR SERVICES** - Any provisions limiting the Agency's right to obtain similar services or equipment in the event of default or non-funding during the term of the agreement are hereby deleted.
11. **ATTORNEY FEES** - The Agency recognizes an obligation to pay attorney's fees or costs only when assessed by a court of competent jurisdiction. Any other provision is invalid and considered null and void.
12. **ASSIGNMENT** - Notwithstanding any clause to the contrary, the Agency reserves the right to assign the agreement to another State of West Virginia agency, board or commission upon thirty (30) days written notice to the Vendor and Vendor shall obtain the written consent of Agency prior to assigning the agreement.
13. **LIMITATION OF LIABILITY** - The Agency, as a State entity, cannot agree to assume the potential liability of a Vendor. Accordingly, any provision limiting the Vendor's liability for direct damages or limiting the Vendor's liability under a warranty to a certain dollar amount or to the amount of the agreement is hereby deleted. In addition, any limitation is null and void to the extent that it precludes any action for injury to persons or for damages to personal property.
14. **RIGHT TO TERMINATE** - Agency shall have the right to terminate the agreement upon thirty (30) days written notice to Vendor.
15. **TERMINATION CHARGES** - Any provision requiring the Agency to pay a fixed amount or liquidated damages upon termination of the agreement is hereby deleted. The Agency may only agree to reimburse a Vendor for actual costs incurred or losses sustained during the current fiscal year due to wrongful termination by the Agency prior to the end of any current agreement term.
16. **RENEWAL** - Any reference to automatic renewal is hereby deleted. The agreement may be renewed only upon mutual written agreement of the parties.
17. **INSURANCE** - Any provision requiring the Agency to insure equipment or property of any kind and name the Vendor as beneficiary or as an additional insured is hereby deleted.
18. **RIGHT TO NOTICE** - Any provision for repossession of equipment without notice is hereby deleted. However, the Agency does recognize a right of repossession with notice.
19. **ACCELERATION** - Any reference to acceleration of payments in the event of default or non-funding is hereby deleted.
20. **AMENDMENTS** - All amendments, modifications, alterations or changes to the agreement shall be in writing and signed by both parties. No amendment, modification, alteration or change may be made to this addendum without the express written approval of the Purchasing Division and the Attorney General.

ACCEPTED BY:  
STATE OF WEST VIRGINIA

Spending Unit: \_\_\_\_\_

Signed: \_\_\_\_\_

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

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

VENDOR

Company Name: En Pointe Technologies Sales Inc.

Signed: \_\_\_\_\_  


Title: Business Development Manager

Date: 04/10/2007