



## **Alpha Technologies**

*Where Technology Talks*

4003 Outlook Drive  
Hurricane WV 25143  
(304) 201-7485

January 5, 2011

Ms. Jo Ann Adkins  
State of West Virginia  
Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston WV 25305-0130

Dear Ms. Adkins

Alpha Technologies would like to thank you for the opportunity to present RFQ IPT10 for the Office of Technology. We are excited about the possibility of again obtaining a statewide contract for the procurement, installation and maintenance of VoIP communications equipment.

After reviewing the enclosed response, ALPHA is confident you will find our level of support and quality of service to meet your expectations. As a certified service-disabled veteran owned company, also headquartered here in the Charleston area, we are looking forward to continuing as a vendor of the State of West Virginia.

Please contact me at (304) 201-7485 or by email at [dtate@alpha-tech.us](mailto:dtate@alpha-tech.us) for any additional information.

Once again, thank you for this opportunity.

Sincerely,

Douglas Tate  
President  
Alpha Technologies





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
IPT10

PAGE
1

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

RFQ COPY

TYPE NAME/ADDRESS HERE

Alpha Technologies, Inc.  
4003 Outlook Dr.  
Hurricane WV 25526

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
12/02/2010				

BID OPENING DATE: 01/05/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		205-16		
INTERNET PROTOCOL VOICE (VOIP) COMMUNICATIONS						
EQUIPMENT PER THE ATTACHED SPECIFICATIONS						
EXHIBIT 3						
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.						
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.						
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.						
CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	304-201-7485	1-5-2011
TITLE	FAX	ADDRESS CHANGES TO BE NOTED ABOVE
President/CEO	55-0774279	

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. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
  4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, 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.
  5. Payment may only be made after the delivery and acceptance of goods or services.
  6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
  7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
  8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
  9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
  10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
  11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
  12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
  13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at [www.state.wv.us/admin/purchase/vrc/hipaa.htm](http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
  14. **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. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
  15. **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, and the West Virginia Insurance Commission. 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.
  16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.
- I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

**INSTRUCTIONS TO BIDDERS**

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. 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. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. 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: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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

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ADDRESS CORRESPONDENCE TO ATTENTION OF

JO ANN ADKINS  
304-558-8802

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

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12/02/2010						
BID OPENING DATE: 01/05/2011		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	QTY NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES 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</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE		TELEPHONE		DATE		
TITLE		FEIN		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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12/02/2010						
BID OPENING DATE: 01/05/2011		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>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 AS A CONDITION OF AWARD.</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: JO ANN ADKINS 42-----</p> <p>RFQ. NO.: IPT10-----</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE		TELEPHONE		DATE		
TITLE		FEIN		ADDRESS CHANGES TO BE NOTED ABOVE		

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ALL STATE AGENCIES  
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12/02/2010				

BID OPENING DATE: 01/05/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOF	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
BID OPENING DATE AND TIME: 01/05/2011 1:30 PM-----						
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: ----- 304 201-2610 -----						
CONTACT PERSON (PLEASE PRINT CLEARLY): ----- Doug Tate -----						
***** THIS IS THE END OF RFQ IPT10 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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## **2.0 GENERAL REQUIREMENTS**

- 2.1 Alpha Technologies Inc., hereinafter referred to as "ALPHA" meets all the requirements listed within this RFQ to sell and service Cisco equipment.
- 2.2 ALPHA is a Cisco Premier Certified Partner with a specialization in Express Foundation. In order to obtain this level of partnership ALPHA had to meet the necessary sales and technical skill sets required to sell and service all VoIP communications equipment. Attached is a letter of authorization from Cisco Systems Inc.
- 2.3 Under the conditions outlined within this RFQ, ALPHA will assume the role of prime contractor for all services and products offered as well as primary point of contact for all contractual matters.
- 2.4 ALPHA will keep the Contract Administrator updated on new or planned offerings; discontinuance of products and any other information that will help the State make more informed decisions.
- 2.5 ALPHA accepts all major credit cards as a preferred method of payment. Additionally, ALPHA is capable of supporting orders placed by email, phone, U.S. mail, facsimile and via paper form.
- 2.6 ALPHA will provide the Contract Administrator with usage reports in electronic format. This list will consist of equipment, agency name, manufacturer, model/part number, WV-39 number, date received, install date and total amount.

### **2.7 Escalation Procedures:**

ALPHA conforms to all manufacturing escalation procedures including 90 days of initial support from Cisco Systems for all hardware and software issues. This support can be obtained by contacting either ALPHA or via Cisco TAC directly.

ALPHA conforms to all additional support contracts purchased by the State including all versions of Smartnet hardware and software support.

Additionally, should any problems arise, ALPHA staffs a Help Desk during core business hours, as well as having an on-call Engineer available after hours for support related issues.

For issues not related to technical problems, state agencies may contact staff members of ALPHA for resolution.

ALPHA also agrees to adjust its escalation procedures to conform to the State's requirements including response times, tech onsite times, and vendor escalation times. Furthermore, ALPHA agrees to take the lead when issues are escalated to the vendor, including but not limited to, warranty exchange, equipment tracking, case notifications and updates.

If an adequate response is not obtained by using the numbers listed below, the State may contact the Director of Business Development, Michael Rucker, and/or the President of ALPHA, Douglas Tate, at (304) 201-7485.

Contact numbers are:

Alpha Technologies Inc.	1-866-859-2410
Cisco Systems TAC	1-800-553-2447

- 2.8 ALPHA currently maintains several Cisco Certified technicians as well as Cisco Certified Sales associates. We have included a report from [www.cisco.com](http://www.cisco.com) showing all currently registered certifications. Further proof of certifications can be provided as requested. Furthermore, ALPHA agrees to maintain at least two certified technicians at all times, and to notify the Contract Administrator of any changes.

### **3.0 EXPERIENCE AND REFERENCE REQUIREMENTS**

- 3.1 ALPHA has over 10 years of experience in sales and service of VoIP communications. Many of our customers have been customers since our beginning. Included with this RFQ is a copy of ALPHA's Article of Incorporation.

- 3.2 References:

NGK Spark Plugs  
Annette Spradling  
IT Manager  
1 NGK Drive  
Sissonville WV 25312  
304-988-0060 Ext 2233  
[aspradling@ngksparkplugs.com](mailto:aspradling@ngksparkplugs.com)

H & R Block  
Bill Bartley  
CEO  
168 Midland Trails  
Hurricane WV 25526  
304-562-5122  
[mceaalice@aol.com](mailto:mceaalice@aol.com)

The Clay Center  
Laura Adkins  
IT Manager  
One Clay Square  
Charleston WV 25301  
304-561-3534  
[ladkins@theclaycenter.org](mailto:ladkins@theclaycenter.org)

#### **4.0 SUPPORT REQUIREMENTS**

- 4.1 ALPHA currently has a toll-free number available, to support all customers, which is staffed during normal business hours between 8:00 a.m. and 5:00 p.m. Monday thru Friday. Additionally, this number automatically rolls over to our on-call technicians for support 24 hours a day, 7 days a week. During normal hours, our help desk is capable of providing competent technical assistance for related issues. If a problem arises that the help desk cannot address, they have the capability to escalate the issue to a senior support person in order to gain complete resolution to all problems. The toll-free number is 1-866-849-2410.

#### **5.0 WARRANTY REQUIREMENTS**

- 5.1 All work will be performed by qualified technicians authorized by the manufacturer. Verification of authorization will be made available to the State upon request.
- 5.2 ALPHA agrees to all warranty specifications outlined in the agency's request for service or product.
- 5.3 Any particular warranty specifications outlined by the agency will be adhered to unless specified with the RFQ and will be extended to all equipment outlined within the RFQ.
- 5.4 If no warranty is specified by the agency, ALPHA will provide the manufacturer's mail-in warranty.
- 5.5 ALPHA agrees to register all equipment with the manufacturer for both standard and extended warranties.
- 5.6 ALPHA has read, understood and complies.
- 5.7 ALPHA has read, understood and complies.
- 5.8 ALPHA has read, understood and complies.
- 5.9 ALPHA agrees to provide the State with a preferred hourly rate for networking services at the hourly rate of \$ 90.00 per hour. These hours will be agreed upon before work is to be performed. However, if a dispute should arise with the State regarding the reported hours, we will document the situation and submit it to WVOT for review and resolution.

#### **6.0 PURCHASING PROCEDURES**

- 6.1 ALPHA has read, understood and complies.
- 6.2 ALPHA has read, understood and complies.
- 6.3 ALPHA has read, understood and complies.
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- 6.7 ALPHA has read, understood and complies.
- 6.8 ALPHA has read, understood and complies.

6.9 ALPHA has read, understood and complies.

6.10 ALPHA has read, understood and complies.

**7.0 MISCELLANEOUS**

7.1 ALPHA has read, understood and complies.

RFQ IPT10  
FOR STATEWIDE CONTRACT FOR  
CISCO INTERNET PROTOCOL VOICE COMMUNICATIONS  
HARDWARE AND SOFTWARE OR EQUAL

**1. PURPOSE**

The Acquisition and Contract Administration Section of the Purchasing Division, hereinafter referred to as "State", is soliciting proposals for the Office of Technology, hereinafter referred to as "WVOT", to establish a statewide contract for the procurement, installation, and on-going maintenance of Internet Protocol Voice (VoIP) communications equipment.

WVOT will be providing Core Voice Services and Redundancy to state agencies as part of the overall consolidation of Executive Branch agency's information technology resources. The services being provided will include teleconferencing, All Center agents, Emergency Responder, unified messaging/voice mail, failover redundancy and basic phone service.

The RFQ specifies Cisco name brand product(s), "or equal" specifically for the following reasons: the products we are requesting for purchase are a simple expansion of a pre-existing network/telephony hardware and software platform/system architecture. Any alternate products must seamlessly fit into, integrate with and interchange with the existing Cisco infrastructure investment with zero loss of feature functionality, and no infrastructure configuration changes.

**2. GENERAL REQUIREMENTS**

Throughout this section, **VENDOR** refers to the contracting company and **MANUFACTURER** is the company who actually manufactures the equipment.

2.1 For a Vendor to be eligible to qualify for an award, the Vendor **MUST** meet all of the requirements listed below. Successful Vendors will be qualified to submit bids for specific procurements during the life of the contract.

2.2 Any Vendor submitting bids **SHALL** be authorized to sell and service Cisco equipment covered under this contract. The Vendor **MUST** provide collaborating evidence that he is authorized by the manufacturer to sell and service his equipment.

2.3 The Vendor is solely responsible for all work performed under the contract and **SHALL** assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State **SHALL** consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the Vendor is totally responsible for the payment of all subcontractors.

2.4 The Vendor **MUST** inform the Contract Administrator, on a timely basis of new or planned offerings, discontinuance of products, and any other information that will help the State make more informed decisions.

2.5 The Vendor **MUST** accept the State of West Virginia Purchasing Card for payment by all authorized State agencies for purchases against this contract. Vendor **MUST** also have the ability to accept orders by e-mail, mail, telephone, facsimile, or in paper form.

2.6 The Vendor **MUST** provide the Contract Administrator with usage reports including a summary of all equipment (regardless of dollar amount) sold under this contract including agency name, manufacturer, model/part number, WV-39 number, date received, install date, and total amount. These reports **MUST** be provided electronically.

2.7 The Vendor **MUST** provide their escalation procedures for problem resolution including time frames, contact names and phone numbers.

2.8 The Vendor **SHALL** have on staff two (2) manufacturer certified technicians for the products they are authorized to sell under this contract, each with a minimum of one-year experience, for the term of this contract. These certifications **MUST** be kept current, based on industry standards. Vendor **SHALL** provide copies of certifications and verification of experience for the staff who meet the requirements for the above services. If either of the two required technicians leaves the Vendor's employment, the Vendor **SHALL** be required to obtain a replacement within 30 days. The Vendor **SHALL** provide the replacement certifications to the Contract Administrator. Until a replacement is employed, the Vendor may not be permitted to bid on procurements under this contract.

### 3.0 EXPERIENCE AND REFERENCE REQUIREMENTS

3.1 The Vendor's company **SHALL** have been in sales and service of the products types they are bidding for a minimum of five (5) years at the time of the bid opening. The Vendor **SHALL** submit documentation supporting how the company meets this requirement.

3.2 All vendors **SHALL** also provide three client references who have procured this type of equipment from the vendor. The reference information required is name, title, company, mailing address, telephone number, and e-mail address. At least one reference must be from within West Virginia.

### 4.0 SUPPORT REQUIREMENTS

4.1 The Vendor **SHALL** maintain a toll-free technical support telephone number, staffed for eight consecutive hours, between the hours of 8:00 a.m. and 5:00 p.m., EST, during business days for the State, and accessible to all agencies who have purchased items from the Vendor under this contract. Personnel staffing the Vendor's support line **SHALL** be able to give competent technical assistance to agencies for all items purchased from the Vendor.

### 5.0 WARRANTY REQUIREMENTS



- 5.1 Warranty work SHALL be performed by a technician authorized by the manufacturer to service the equipment. During the term of the contract, a copy of the technician's certifications SHALL be made available upon request of the State.
- 5.2 If the agency specifies a particular warranty type and response time, if the Vendor responds, he is agreeing to meet the warranty provisions required in the agency's specifications.
- 5.3 If the agency specifies a particular warranty type and response time, the warranty SHALL apply to all equipment on the agency's bid request unless otherwise noted.
- 5.4 If the agency does not specifically address warranty coverage in its bid document, the Vendor SHALL, at a minimum, provide the manufacturer's mail-in warranty that includes parts and labor, at no cost to the State. Warranty SHALL cover all shipping costs to the manufacturer's designated repair depot, and for the equipment's return.
- 5.5 The Vendor is responsible for registering the equipment with the manufacturer for standard warranty and extended warranty coverage if specified in the agency specifications.
- 5.6 If the agency specifies on-site warranty, and the Vendor responds positively to the bid, the Vendor SHALL "fix" the equipment on-site. If the equipment is not repaired within eight (8) business ours, the Vendor SHALL supply a "loaner" of equal to or better than, speed and capacity, unless declined by the agency. Loaner equipment will be available to the agency to use until the original equipment is returned and working to the satisfaction of the agency. This loaner requirement applies to the switch, and any other major components. The Vendor will supply the switch, but the agency will be required to load any software over and beyond the software installed on the machine as originally purchased. The agency may request the Vendor to load additional software at their billable hourly rate.
- 5.7 If the equipment is mission critical, this requirement will be noted in the agency's bid specifications. A loaner SHALL be provided within 4 business hours to the agency until the hardware is repaired and meets the agency's satisfaction. The Vendor will be required to assist the agency in removing the software and data from the mission critical machine and loading the software and data on the loaner so that the machine can be up and running within 4 business hours, at no cost to the agency.
- 5.8 When a warranty call is made to the Vendor, the Vendor, after hearing the problem description by the agency, will try to work with the agency to resolve the problem over the phone. At their discretion, the agency can require the Vendor to come on-site to resolve the problem when the equipment has been purchased under an on-site warranty.
- 5.9 When the Vendor is required to come on-site, if the problem is determined to be a problem not related to the hardware and software supplied by that Vendor, they may bill the agency at their billable hourly rate for the time spent driving one-way to the user site and the time spent on-site. In the instance, the

agency SHALL be notified of the error and the Vendor's intent to bill for the call. If the agency disagrees with the cause, both the agency and the Vendor will document the situation and submit it to WVOT for review and resolution.

5.10 Upon completion of any warranty call, the Vendor SHALL provide the agency with a signed service report that includes, at a minimum, the date, a general statement of the problem, the serial number of the problem equipment, the action taken, any materials or parts replaced, the name of the technician who performed the repair, and the number of hours required to complete the repairs. There should also be a place for the agency to sign confirming that the warranty work was performed.

## **6.0 PURCHASING PROCEDURES**

The State uses a Bulletin Board that is accessible only to those Vendors who qualify to sell under this contract.

6.1 The agency identifies a need and provides specifications to the Contract Administrator.

6.2 The Contract Administrator reviews the specifications and if acceptable, puts the specifications out on the Bulletin Board.

6.3 Any questions regarding the specifications MUST be submitted to the Contract Administrator at least one working day prior to bid opening. The inquiry will be investigated and a determination will be made if clarifications or changes are required to the specifications and an addendum to the bid document is required.

6.4 The Vendor MUST respond by the response date and time specified on the bid. Any bids received after the stated response time will be disqualified.

6.5 The Vendor MUST meet all the agency's requirements in order to be considered for award. By responding to the bid, the Vendor is guaranteeing that they meet or exceed the requirements of the bid.

6.6 The Vendor MUST itemize each bid showing a) the manufacturer and manufacturer's model/part number; b) the unit cost; and c) the extended cost.

6.7 The Vendor MUST total his bid. In the instance where an error is made in the Vendor's math, the unit price SHALL prevail.

6.8 All Vendor quotes MUST be F.O.B. Destination with inside delivery.

6.9 All Vendor bids MUST be valid for a minimum of ninety (90) calendar days.

6.10 The costs quoted MUST match the invoice to insure timely payment.

## **7.0 MISCELLANEOUS**

7.1 The State reserves the right to utilize inter-state agreements, such as the Western States Contracting Alliance (WSCA), to purchase equipment, outside of the terms and conditions of any contract resulting from an award of this RFQ, pursuant to West Virginia State Code, Section §5A-3-19.

## 8.0 PROPOSAL FORMAT

All vendors who meet all of the mandatory requirements of this RFQ will qualify to participate in this statewide contract. The bid format should be as follows:

8.1 Title Page – This page should be a letter from the vendor stating the RFQ subject and number, the name of the vendor, the vendor's business address, telephone number, name of authorized contact person to speak on behalf of the vendor, and e-mail address of that contact person, and confirming that the vendor meets all mandatory requirements of the bid.

8.2 General Requirements – vendors must provide a) a letter from the manufacturer collaborating that the vendor is authorized to sell and service the equipment (2.1.2), escalation procedures for problem resolution (2.1.7); and c) evidence that the two technicians are certified to service the equipment and that they have one year of experience in the field.

8.3 Experience and References Requirements – The vendor should provide a) documentation supporting how long the company has been in business and how long they have been selling this type of equipment, and b) the required contact information for their three references.

## EXHIBIT 10

REQUISITION NO.: FPT 10

## ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED  
ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY  
PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 .....

NO. 2 .....

NO. 3 .....

NO. 4 .....

NO. 5 .....

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE  
ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. VENDOR  
MUST CLEARLY UNDERSTAND THAT ANY VERBAL  
REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY  
ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES  
AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE  
INFORMATION ISSUED IN WRITING AND ADDED TO THE  
SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.

  
.....  
SIGNATURE

Alpha Technologies  
.....  
COMPANY

1-5-2011  
.....  
DATE

REV. 11/96

## State of West Virginia

# 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). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. ☒ **Application is made for 2.5% resident vendor 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 headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding 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,  
 Bidder is a 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; or,
2. ☒ **Application is made for 2.5% resident vendor preference for the reason checked:**  
 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; or,
3. ☐ **Application is made for 2.5% resident vendor preference for the reason checked:**  
 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 Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. ☒ **Application is made for 5% resident vendor preference for the reason checked:**  
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. ☒ **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**  
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. ☐ **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**  
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of 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) reject the bid; 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.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of 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.

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.

Bidder: Alpha Technologies, Inc.

Signed: [Signature]

Date: 1-5-2011

Title: President/CEO

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.



## MANUFACTURER'S AUTHORIZATION FORM

**Date:** 16/December/2010

**To:** State of West Virginia  
1900 Kanawha Blvd  
Charleston, WV , 25305

**Subject:** IPT10

Cisco Systems, Inc., a company duly organized under the laws of the State of California of the United States, having its principal place of business at 170 W. Tasman Drive, San Jose, CA 95134-1706, USA ("Cisco"), who is a provider of networking products and services, hereby confirms that, as of the date of this letter, Alpha Technologies ("Reseller") wishes to participate in the Bid or Project stated above and has entered into an Indirect Channel Partner Agreement which entitles Reseller to do the following:

- (1) resell and/or distribute Cisco products and/or services in Commercial East to end users within that territory;
- (2) bid, negotiate and conclude a contract with you for the above products/services manufactured or supplied by Cisco. The Reseller is an independent contractor and has no authority to commit and/or bind Cisco or its affiliates in any way.

Cisco will, within the scope of its agreement with its authorized channels, provide support and product warranty services for Cisco products obtained through its authorized channels.

This Authorization shall be accurate as of the date appearing at the top of this letter.

If you need any additional information, please do not hesitate to contact Joel Harrington at 919-392-8070. For more information about Cisco's channel partner program, please visit the following URL: <http://www.cisco.com/web/partners/index.html>.

Duly authorized to sign this authorization for and on behalf of: **Cisco Systems, Inc.**

A handwritten signature in black ink, appearing to be "Alpha T.", written over a horizontal line.

Partner Name	Partner Certification	First Name	Last Name	CSCO Id	Certification	Anniversary Date
Alpha Technologies Inc.	PREMIER	JONATHAN	KNIGHT	CSCO11712596	CCDA	1/10/2013
Alpha Technologies Inc.	PREMIER	Carlos	Kinder	CSCO11318767	CCDA	4/2/2013
Alpha Technologies Inc.	PREMIER	Christopher	King	CSCO11113853	CCDA	7/13/2013
Alpha Technologies Inc.	PREMIER	Michael	Sluss	CSCO11224452	CCDA	3/28/2013
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSCO11256117	CCDA	3/24/2013
Alpha Technologies Inc.	PREMIER	Christopher	King	CSCO11113853	CCDP	7/13/2013
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSCO11256117	CCDP	3/24/2013
Alpha Technologies Inc.	PREMIER	Jonathan	Fernatt	CSCO10991275	CCNA	9/6/2012
Alpha Technologies Inc.	PREMIER	Carlos	Kinder	CSCO11318767	CCNA	4/2/2013
Alpha Technologies Inc.	PREMIER	Christopher	King	CSCO11113853	CCNA	7/13/2013
Alpha Technologies Inc.	PREMIER	Caleb	McLean	CSCO10018062	CCNA	8/26/2011
Alpha Technologies Inc.	PREMIER	Donald	Myres	CSCO11017477	CCNA	8/30/2012
Alpha Technologies Inc.	PREMIER	James	Schoolcraft Jf	CSCO10030965	CCNA	2/1/2011
Alpha Technologies Inc.	PREMIER	Michael	Sluss	CSCO11224452	CCNA	3/28/2013
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSCO11256117	CCNA	3/24/2013
Alpha Technologies Inc.	PREMIER	Michael	Sluss	CSCO11224452	CCNA-SEC	3/28/2013
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSCO11256117	CCNA-SEC	3/24/2013
Alpha Technologies Inc.	PREMIER	Caleb	McLean	CSCO10018062	CCNA-V	8/26/2011
Alpha Technologies Inc.	PREMIER	Donald	Myres	CSCO11017477	CCNA-V	8/30/2012
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSCO11256117	CCNA-V	3/24/2013
Alpha Technologies Inc.	PREMIER	Jonathan	Fernatt	CSCO10991275	CCNP	6/10/2012
Alpha Technologies Inc.	PREMIER	Christopher	King	CSCO11113853	CCNP	7/13/2013
Alpha Technologies Inc.	PREMIER	James	Schoolcraft Jf	CSCO10030965	CCNP	2/1/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSCO11256117	CCNP	3/24/2013
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSCO11256117	CCSP	3/24/2013
Alpha Technologies Inc.	PREMIER	Caleb	McLean	CSCO10018062	CCVP	7/15/2011
Alpha Technologies Inc.	PREMIER	Donald	Myres	CSCO11017477	CCVP	8/30/2012
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSCO11256117	CCVP	3/24/2013
Alpha Technologies Inc.	PREMIER	Douglas	Tate Jr.	CSCO11592391	CDMS1	11/28/2011
Alpha Technologies Inc.	PREMIER	Michael	Sluss	CSCO11224452	CDMS2	7/20/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSCO11256117	CDMS2	7/20/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate Jr.	CSCO11592391	COS-AIPCSS	4/20/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate Jr.	CSCO11592391	COS-ASAM	4/23/2012

Alpha Technologies Inc.	PREMIER	Ron	Deeds	CSC011037226	CQS-AWLANA	1/9/2012
Alpha Technologies Inc.	PREMIER	Jonathan	Ferratt	CSC010991275	CQS-AWLNFE	6/10/2011
Alpha Technologies Inc.	PREMIER	Michael	Sluss	CSC011224452	CQS-AWLNSE	1/9/2012
Alpha Technologies Inc.	PREMIER	JONATHAN	KNIGHT	CSC011712596	CQS-CDCNID	12/21/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate Jr.	CSC011592391	CQS-CDCNSS	12/28/2011
Alpha Technologies Inc.	PREMIER	Ron	Deeds	CSC011037226	CQS-CFEES	12/24/2011
Alpha Technologies Inc.	PREMIER	Ron	Deeds	CSC011037226	CQS-CFEES	12/24/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	CQS-CIPSS	3/24/2013
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	CQS-CRMCS	11/28/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	CQS-CUDN	11/27/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	CQS-CUSS	11/27/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	CQS-DCASD	12/21/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	CQS-DCASS	12/15/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	CQS-DCNIS	12/22/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate Jr.	CSC011592391	CQS-DCSNSS	12/28/2011
Alpha Technologies Inc.	PREMIER	Michael	Sluss	CSC011224452	CQS-DS	12/28/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	CQS-DS	11/1/2011
Alpha Technologies Inc.	PREMIER	JONATHAN	KNIGHT	CSC011712596	CQS-FDS	1/10/2012
Alpha Technologies Inc.	PREMIER	Michael	Sluss	CSC011224452	CQS-FDS	9/3/2011
Alpha Technologies Inc.	PREMIER	Jonathan	Ferratt	CSC010991275	CQS-FSPS	9/6/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	CQS-IPCE	3/13/2012
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	CQS-SMBE	1/23/2012
Alpha Technologies Inc.	PREMIER	Carlos	Kinder	CSC011318767	CQS-SSDS	4/2/2012
Alpha Technologies Inc.	PREMIER	Douglas	Tate Jr.	CSC011592391	CSE-4-0	4/19/2011
Alpha Technologies Inc.	PREMIER	Douglas	Tate Jr.	CSC011592391	SMBAM	1/23/2012
Alpha Technologies Inc.	PREMIER	Douglas	Tate	CSC011256117	WAASSE51	11/1/2011





## Certificate

*I, Ken Hechler, Secretary of State of the  
State of West Virginia, hereby certify that*

the Articles of Incorporation of

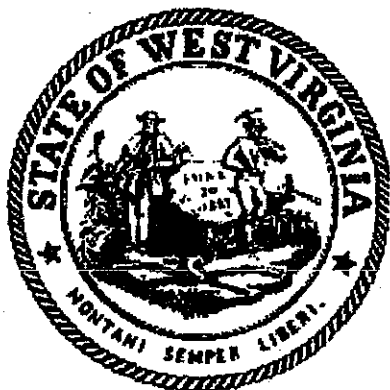
**ALPHA TECHNOLOGIES INC.**

conform to the provisions of West Virginia Code §§31-1-27 and 28, and are filed in my office.  
I therefore declare the organization to be a Corporation for the purposes set forth in its Articles,  
with the right of perpetual existence.

Therefore, I hereby issue this

## CERTIFICATE OF INCORPORATION

for which I have attached a duplicate original of the Articles of Incorporation.



*Given under my hand and the  
Great Seal of the State of  
West Virginia on this day of  
April 10, 2000*

*Ken Hechler*

Secretary of State

# TAC Service Request Tool

  
cisco



# Overview



Worldwide [Change]

Log In | Account | Register | About Cisco

Search

Go

Solutions

Products & Services

Ordering

Support

Training & Events

Partner Central

My Cisco

## Support

### Option 1: Select a Product Name

Enter Product Name e.g. 6500 Switch or IP Routing

Find

[+] Hide categories

Application Networking Services

Security

Cisco IOS and NX-OS Software

Service Exchange

Cisco Interfaces and Modules

Storage Networking

Collaboration

Switches

File Video

TelePresence

Home Networking (Vaid and Linksys)

Unified Computing

### Option 2: Select a Task



Download Software



Troubleshoot



Install & Upgrade



Maintain & Operate



Configure



Design

### Support Community



Cisco NetPro Forums and the Cisco Support Wiki are now one community!

The **Cisco Support Community** allows you to ask and answer questions in the forums, create your own wiki content, and collaborate with millions of your technical peers. Visit the **Cisco Support Community** today!

### Support for Home Products



Flip Video  
Flip and FlipShare



Home Networking  
Linksys and Vaid

### Additional Support

Small Business Support  
Community  
Technical Services Newsletter  
Career Certifications  
Scientific Atlanta (SP-VTC)  
Tidal Software  
New/Updated Support Documents

### Contact Cisco for Support

Create TAC Service Request  
Query TAC Service Request  
Email or Phone Technical Support

### Support Location - Language

Worldwide - English

You can quickly resolve most product issues with the Cisco Support Website.

### Featured

#### Browser Plugins

Cisco Browser Plugins allow you to easily integrate Cisco-related searches and tools into your browser. Visit the Browser Plugins page to get plugins for popular Cisco tools and searches.

#### Service & Contracts

Technical Services

Developer Services

Technical Support Overview

#### Security Advisory & Alerts

Security Advisories

Report Product Incidents

Field Notices

### Featured Support Tours

Cisco Support Site Feature Tour

Flash Tour



# Overview



Solutions

Products & Services

Ordering

Support

Training & Events

Partner Central

My Cisco

Worldwide [change]

Log In | Account | Register | About Cisco

Search

Go

If you can't solve a problem here,  
you can create a service request  
online and submit it to the Cisco  
Technical Assistance Center, (TAC).

Option 2: Select a Task

Download Software

Troubleshoot

Install & Upgrade

Maintain & Operate

Configure

Design

Support for  
Home Products

Flip Video  
Flip and Flexbox

Home Networking  
Linksys and Veloc

Additional Support:  
Small Business Support  
Community  
Technical Services Newsletter  
Career Certificates

Contact Cisco for Support

Create TAC Service Request

Query TAC Service Request

Email or Phone Technical Support

Create a TAC  
Service Request

## Featured

Browser Plugins

Cisco Browser Plugins allow you to easily integrate  
your browser. Visit the Browser Plugins page to get plugins for popular Cisco tools and  
searches:

Service & Contacts

Technical Services

Developer Services

Technical Support Overview

Security Advisory & Alerts

Security Advisories

Report Product Incidents

Field Notices

Featured Support Tours

Cisco Support Site Feature Tour

Flash Tour

Worldwide - English

# Overview

Support

## TAC Service Request Tool -- New Request

- 1 Setup Request
- 2 Describe Problem

During the course of this service request, you may want Cisco engineers to access your network to resolve the problem more quickly. In such cases:

- Cisco can, and will only, access your Network or Environment with your permission.
- Cisco engineers, in many circumstances, can access your Network or Environment to troubleshoot the problem.
- When you elect to provide password access to your Network or Environment, you should always change and/or invalidate a temporary password immediately.

You are encouraged to review the TAC Case Collection - See if someone else has had a similar problem.

The TAC Service Request Tool

Have You Tried...

TAC Case Collection - See if someone else has had a similar problem.

A "\*" denotes a required field.

Evaluate Issue

Extended Loss of Service?: \*

- ☐ Yes, and users are experiencing service interruption
- ☐ No

Contact Information

Contact Name:

Chris Johnson

[Edit Profile](#)

Preferred Contact Method: \*

- ☐ E-Mail
- ☐ Phone

Preferred E-Mail: \*

☐ From Profile:

[cjohnson@cs.com](#)

Make sure you  
log in first!



Solutions

Products & Services

Ordering

## Log In

### Existing User

User Name:

Password:

[Log In](#)

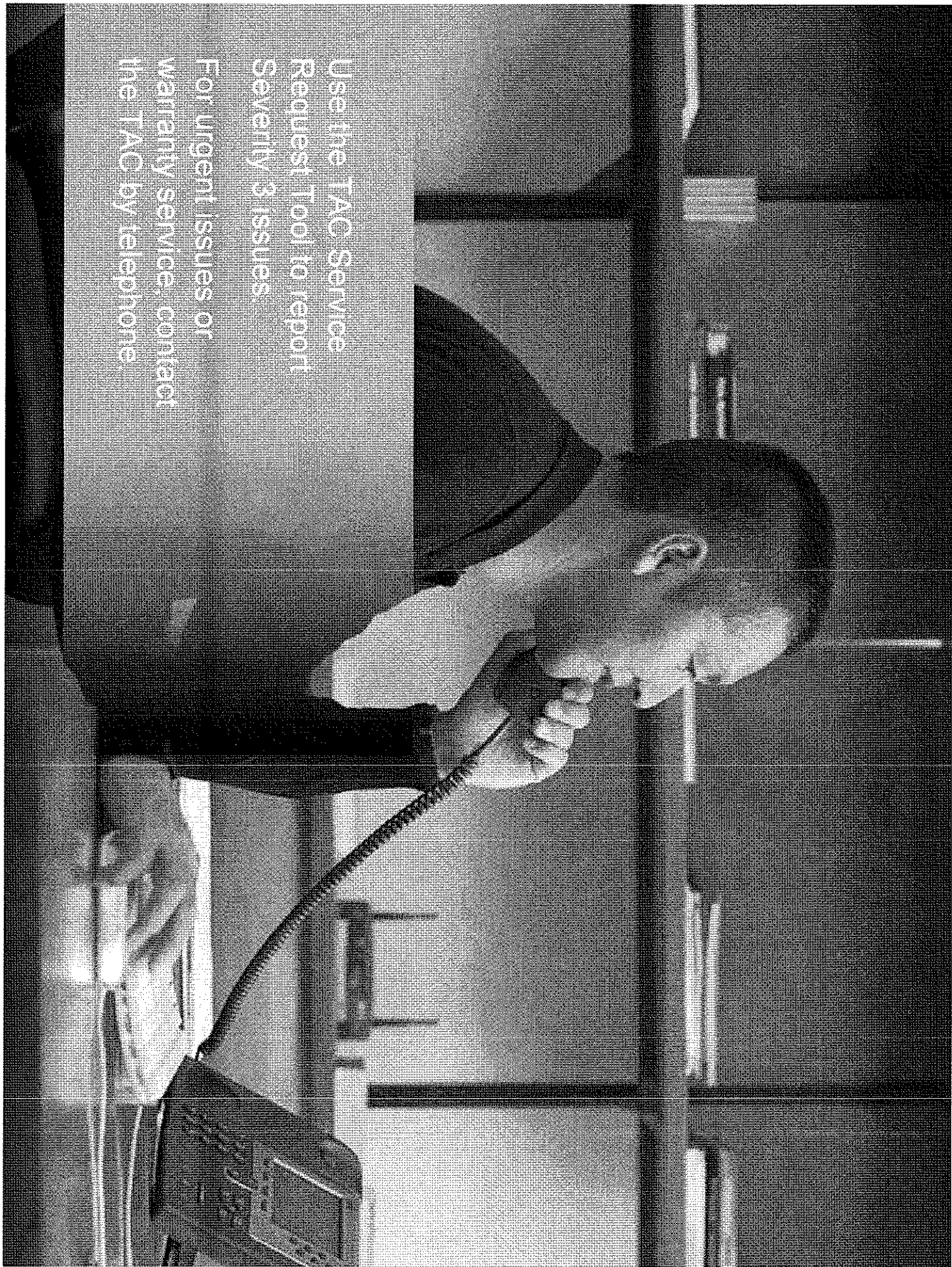
[Forgot your user ID and/or password?](#)

[Contact Us](#) | [Feedback](#) | [Help](#) | [Site Map](#)  
© 1992-2010 Cisco Systems Inc. All rights reserved. Terms & Conditions



Use the TAC Service  
Request Tool to report  
Severely 3 issues.

For urgent issues or  
warranty service, contact  
the TAC by telephone.



# Overview – Before You Begin

## Support TAC Service Request Tool -- New Request

1 Setup Request 2 Describe Problem

A "\*" denotes a required field.

Service Request Review

Each Cisco product has a unique serial number, which is included in the service contract.

gohmsrtest@yahoo.com

Preferred Phone Number:

1-800-555-1212

E-Mail Confirmation:

No

Service Request Title:

7200 Router / Need configuration assistance

Describe Problem:

Configuration of new router on network.  
Note: the problem description has been description will be sent to the TAC and

Router/Node Name:

Software Version:

Technology Category:

Router and IOS Architecture, Smart OS

Serial Number:

2UX90800FX

Product:

Product:

SERVER, HWSW MCS 7845-H2 Unified CM 7.0 Applis

Location:

Serial Number:

2UX90800FX

Product:

SERVER, HWSW MCS 7845-H2 Unified CM 7.0  
Appliance, MCS7845H2-K9-CMC1



# Overview – Before You Begin

Support

## TAC Service Request Tool -- New Request

1 Setup Request 2 Describe Problem

A "\*" denotes a required field.

Service Request Review

### Remember

You must have the relevant service contract associated with your profile to create a service request.

1-800-555-1212

E-Mail Confirmation:

No

Service Request Title:

7200 Router / Need configuration ass

Describe Problem:

Configuration of new router on netw  
Note: the problem description has bee  
description will be sent to the TAC en

Router/Node Name:

Software Version:

Technology Category:

Router and IOS Architecture, Smart

Serial Number:

2UX90800FX

Product:

SERVER: HWSW MCS 7845-H2 United CM 7.0 Appliance

Serial Number:

2UX90800FX

Product:

SERVER: HWSW MCS 7845-H2 United CM 7.0  
Appliance: MCS7845H2-K9-CMC1



# Overview – Before You Begin

Welcome to Cisco

## Cisco.com Profile Manager

DEFAULT	ORGANIZATION	ADDITIONAL ADDRESS	PREFERENCES	PASSWORD MANAGEMENT
---------	--------------	--------------------	-------------	---------------------

Choose Language

English 

### Your Profile

Welcome Chris Johnson!

This is your most current profile, containing information you've given us about yourself. Update your profile at anytime by selecting "Edit This Info" in the relevant areas below.

[Return to Referring Page](#)

### Contact Information [Edit This Information](#)

User ID: chris.johnson

Name: CHRIS JOHNSON

Business/Primary Email Address: cjohnsonstest@yahoo.com

Alternate Email Address:

Company/Organization Name: ccc Technology

US STATES

You can add contracts to your profile using the Cisco Profile Manager.

[Organization Information](#) [Edit This Information](#)

Job Role:

Job Title: PROJECT MANAGER

# Overview – Before You Begin

Support

## TAC Service Request Tool -- New Request

1 Setup Request 2 Describe Problem

A "\*" denotes a required field.

Service Request Review

Request:  
[Edit Details](#)

Severity Level:

S3 Network or Environment Impaired

Extended Loss of Service:

No

Contact Name:

Chris Johnson

Preferred Contact Method:

E-Mail

Preferred E-Mail:

cjohnson123@yahoo.com

Preferred Phone Number:

1-800-555-1212

E-Mail Confirmation:

No

Problem:  
[Edit Details](#)

Service Request Title:

7200 Router / Need configuration assist

Have your product serial number on hand. It can help speed your request.

Serial Number:

2LUX90800FX

Product:

Product:

SERVER: HWSW MCS 7845-H2 Unified CM 7.0 Appli

Serial Number:

2LUX90800FX

Product:

SERVER: HWSW MCS 7845-H2 Unified CM 7.0  
Appliance: MCS7845H2-K9-CMC1

# Overview

Support

## TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

3 Specify Product

4 Finish

During the course of this service request, you may want Cisco engineers to access your organization's network or environment. Granting such access will often allow your service request to be resolved more quickly. In such cases:

- Cisco can, and will only, access your Network
- Cisco engineers, in many circumstances, can access your network
- When possible, we recommend self-service requests
- When you elect to provide password access to our engineers, you should always change and/or invalidate a password

You are encouraged to review the following URL, where we have outlined some other best practice information for network security: [Protecting Network Security When Granting Access to Third Parties](#)

The TAC Service Request Tool enables you to request service from the Cisco Technical Assistance Center (TAC)

### Have You Tried...

TAC Case Collection - See if someone else has had a similar problem.

A "\*" denotes a required field.

### Evaluate Issue

Extended Loss of Service?: \*

- ☐ Yes, and users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#)
- ☐ No

### Contact Information

Contact Name:

Chris Johnson

[Edit Profile](#)

Preferred Contact Method: \*

- ☐ E-Mail
- ☐ Phone

Preferred E-Mail: \*

- ☒ From Profile:
- ☐ Temporary E-Mail:

[cjohnson123@yahoo.com](#)

Preferred Phone Number: \*

☒ From Profile:

1-800-555-1212

The TAC Service Request Tool involves four steps.



# Step 1 – Setup Request

Support

## TAC Service Request Tool -- New Request

1 Setup Request

2

Describe Problem

3

Specify Product

4

Finish

During the course of this service request, you may want Cisco engineers to access your organization's Network or Environment. Granting such access will often allow your service request to be resolved more quickly. In such cases:

- Cisco can, and will only, access your Network or Environment with your permission.
- Cisco engineers, in many circumstances, can access your Network or Environment via our MeetingPlace technology, which does not require you to provide us with your passwords. When possible, we recommend selecting access via MeetingPlace as a first choice to resolve your service request.
- When you elect to provide password access to your Network or Environment to a Cisco engineer, the password should always be a temporary, one-time password.
- You should always change and/or invalidate a temporary password immediately after access is no longer necessary.

You are encouraged to read about how to Third Parties

The TAC Service Request

Have You Tried TAC Case Collection

A "\*" denotes a required field

Read about how the service request will be handled.

### Evaluate Issue

#### Extended Loss of Service?: \*

- ☐ Yes, and users are experiencing a loss of service for more than 30 seconds. What does this mean?
- ☐ No

### Contact Information

Contact Name: \*

Chris Johnson

[Edit Profile](#)

Preferred Contact Method: \*

☐ E-Mail

☐ Phone

Preferred E-Mail: \*

☒ From Profile:

[cjohnson@yaho.com](#)



# Step 1 – Setup Request

## Evaluate Issue

Extended Loss of Service?: \*

- ☐ Yes, and users are experiencing a loss of service for more than 30 seconds. What does this mean?
- ☒ No

## Contact Information

Contact Name:

Chris Johnson

[Edit Profile](#)

Preferred Contact Method: \*

- ☒ E-Mail
- ☐ Phone

Preferred E-Mail: \*

- ☒ From Profile:
- ☐ Temporary E-Mail:

[cjohnson@yaho.com](#)

Preferred Phone Number: \*

- ☒ From Profile:
- ☐ Temporary Number:

1-800-555-1212

E-Mail Confirmation: \*

- ☒ No
- ☐ Yes

Additional E-mails (CC):

255 characters remaining.  
Note: E-mails should be separated by comma (,)

Evaluate the impact of your issue.

Provide your contact information.

[Continue](#)

[Reset](#)

# Step 2 – Describe Problem

Support

## TAC Service Request Tool -- New Request

1

Setup Request

2

Describe Problem

3

Specify Product

4

Finish

A "\*" denotes a required field.

### Your Description of the Problem

Service Request Title: \*

Describe Problem: \*

7200 Router / Need configuration assistance

Configuration of new router on network. Need assistance setting up Smart Call Home function.

Enter a title description.

Describe the problem.





# Step 2 – Describe Problem

## Technology Category

Choose a value that closely matches your problem

Technology: \*

Select a technology group.

Optical Networking  
Other  
Physical Security and Building Systems  
Quality of Service (QoS) and Session Border Control (SBC)  
Routers and IOS Architecture  
Routing Protocols (includes NAT and HSRP)  
Security - Adaptive Security Appliance (ASA) and PIX  
Security - IPS/IDS and AAA/NAC  
Security - VPN/Encryption  
Service Control and APF

Subtechnology: \*

Select a subtechnology group.

Problems with Logging to Syslog  
RDMMDN/ Config Register  
RSP-Related Messages  
Router or Line Card reloads on the 12000 Series Internet Router  
Small Call Home for Routing Protocols  
Spurious Memory Access/Alignment Errors  
Unexpected reboot (any other reasons)  
Unexpected reboot due to Bus Error (as indicated by show version)  
Unexpected reboot due to Parity Error (as indicated by show version)  
Unexpected reboot due to Sdty Exception (as indicated by show version)

Type of Problem: \*

Select One  
Error Messages, Logs, Debugs  
Configuration Assistance  
Hardware Failure

Select a problem type.

# Step 3 – Specify Product

Support

## TAC Service Request Tool -- New Request

1

Setup Request

2

Describe Problem

3

Specify Product

Please Describe the product that you need assistance with below.

Serial Number :

Where do I find this?

- OR -

Product name or description :

Example: 7200 series router

Contract Number :

Select One

Service Level :

Select One

Installation Location :

Site Name :

City :

State/Province :

Country :

Select One

Choose to  
Search by serial  
number  
OR  
Search for your  
entitlement.

If your service program is not based on serial number, then you must search for your entitlement.



# Step 3 -- Specify Product

Support:

## TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

3 Specify Product

4 Finish

Please Describe the product that you need assistance with below:

Serial Number :

2U1X90800FX

Enter product serial number here.

Product name or description :

Example: 7200 series router

Contract Number :

Select One

Service Level :

Select One

Installation Location :

Site Name :

## TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

3 Specify Product

4 Finish

A "\*" denotes a required field.

Service Request Review

Request:  
[Edit Details](#)

Severity Level:

S3 Network or Environment Impaired

Extended Loss of Service:

No

Contact Name:

CMCTACTest DirectCust12

Preferred Contact Method:

A valid serial number should move you to the Finish screen.

# Step 3 – Specify Product

Support

## TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

3 Specify Product

If Serial Number M/A/ ED32 is covered by a Service Contract not yet associated with this Cisco.com account:

You may need to add contracts to your profile.

Go to the Cisco Profile Manager? If you have a Service Access Management (SAM) account, you can add contracts to your profile. If you do not have a SAM account, you can create one. For more information, see the Cisco SAM page.

If the serial number indicates you are not entitled to support, you'll receive other options for making your request.

If you are not entitled to support, you will receive other options for making your request. If you would like to request support for a product currently covered by a Cisco Contract, please contact the Cisco Technical Assistance Center by phone.

## TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

3 Specify Product

If the service you have requested is outside of the parameters of the Service Contracts associated with your profile, please click this button:

You may have to explore other ways to obtain service.

If you believe that your product is covered under warranty, you should call the Technical Assistance Center.

If you would like to purchase a contract from Cisco or after an existing contract, please contact a Cisco Partner, Reseller, or Cisco Service Sales Representative.

If you think that your product is covered by a contract already associated with your profile, please click this button:

Escalate to Global Service Relations

Please note that at this time, the TAC Service Request Tool can only assist you with products currently covered by a Cisco Contract.

# Step 3 – Specify Product

Support

## TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

3 Specify Product

4 Finish

Please Describe the product that you need assistance with below.

Serial Number :

Where do I find this?

- OR -

Product name or description :

WS-C3560G-48PS-S

Example: 7200 series router

Contract Number :

Service Level :

Select One ☒

Installation Location :

Site Name :

City :

Raleigh

State/Province :

Country :

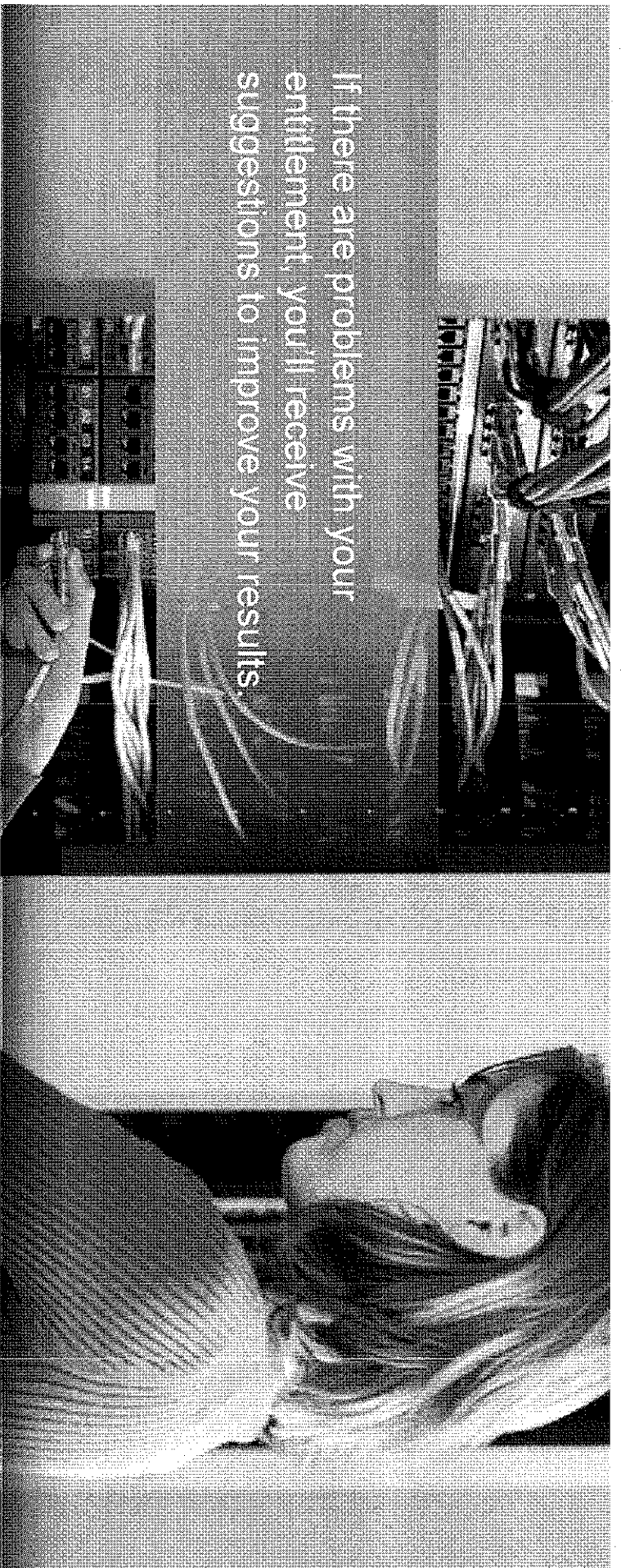
Select One



Search for your entitlement in this area.

Search for entitlement using any combination of product name, contract number, service level, and/or location information.





Support

## TAC Service Request Tool -- New Request

- 1 Setup Request
- 2 Describe Problem
- 3 Specify Product
- 4 Finish

**1** The service you have requested is outside of the parameters of the Service Contracts associated with your Cisco.com profile.

If you believe that your product is covered under warranty, you should call the Technical Assistance Center by phone.

If you would like to purchase a contract from Cisco or alter an existing contract, please contact a Cisco Partner, Reseller, or Cisco Service Sales Representative.

If you think that your product is covered by a contract already associated with your profile, please click this button:

[Escalate to Global Service Relations](#)

**Please note** that at this time, the TAC Service Request Tool can only assist you with products currently covered by a Cisco Contract.

## Step 3 – Specify Product

Support  
TAC Service Request Tool -- New Request

Step 1: Request

Step 2: Request Product

TAC Service Request Tool -- New Request

Step 3: Specify Product

Step 4: Request Creation

When the search results appear, select a contract.

Contract#	Service Level	Site Name	Site Address	Product
3733854	CAP	OOC TECHNOLOGIES	200 EAST BALLAD, CHICAGO, IL, US,	WS-C3560G-48PS-S Catalyst 3560 48 10M QM 100T PoE + 4 SFP + PB Image

Items per page: 10

Showing 1 - 10 of 1

Start typing

Select One

Submit

If you have a service request, try these options.

If your service program requires further validation, you'll be prompted to enter a serial number.

### Serial Number Required.

This product's contract requires that you include its serial number with your service request.

Serial Number Required

Product's contract requires that you include its serial number with your service request.



# Step 4 -- Finish

Support

## TAC Service Request Tool -- New Request

1

Setup Request

2

Describe Problem

3

Specify Product

4

Finish

A "\*" denotes a required field.

### Service Request Review

Request:

[Edit Details](#)

Severity Level:

S3 Network or Environment Impaired

Extended Loss of Service:

No

Contact Name:

Chris Johnson

Preferred Contact Method:

E-Mail

Preferred E-Mail:

cjohnsontest@yahoo.com

Preferred Phone Number:

1-800-555-1212

E-Mail Confirmation:

No

Problem:

[Edit Details](#)

Service Request Title:

7200 Router / Need configuration assistance

Describe Problem:

Configuration of new router on network. Need assistance set.  
Note: the problem description has been truncated here only to limit the summary page length. Your entire problem description will be sent to the TAC engineer.

Router/Node Name:

Software Version:

Review your request details, make edits (if needed), and submit your request.

## Step 4 -- Finish

Support

### TAC Service Request Tool -- New Request

#### Service Request Confirmation

**You have successfully created service request 613913419.**  
A technical support engineer will contact you soon.

#### Optional Next Steps:

Upload Files: Attach a device log or other files related to the problem. This may help.

Update or Review the Service Request

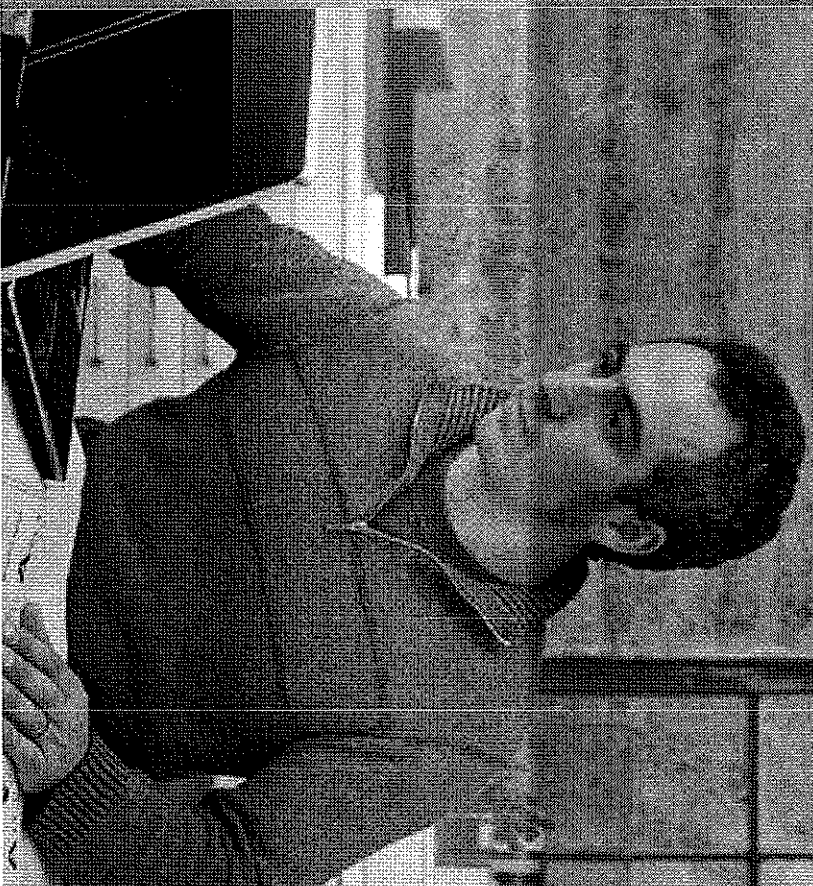
Create Another Service Request

#### TAC Recommended Solutions:

Other customers with similar symptoms may have been able to solve their problem.

TAC Case Collection

Receive a confirmation with tracking number, and explore optional next steps.





[illegible][illegible]



# Conclusion



Solutions

Support

Option 1: Select a

Enter Product Name e

Application Networking S

Cisco IOS and NX-OS So

Cisco Interfaces and Mod

Collaboration

File Video

Home Networking (Vail and Linksys)

Network Management

Optical Networking

Physical Security and Building

Systems

Routers

Remember

The Cisco Support Website offers tools and resources to help you quickly resolve most issues. Please check it first.

Tools & Resources

Bug Toolkit | Cisco Notification Service | Software Advisor | Command Lookup | See All...

Featured

Browser Plugins

Cisco Browser Plugins allow you to easily integrate Cisco-related searches and tools into your browser. Visit the Browser Plugins page to get plugins for popular Cisco tools and searches.

Service & Contracts

Technical Services

Developer Services

Technical Support Overview

Security Advisory & Alerts

Security Advisories

Report Product Incidents

Field Notices

Worldwide [change]

Log In | Account | Register | About Cisco

Search

Go

Training & Events

Partner Central

My Cisco

Option 2: Select a Task

Download Software

Troubleshoot

Install & Upgrade

Maintain & Operate

Configure

Design

Support Community



Cisco NetPro Forums and the Cisco Support Wiki are now one community!

The **Cisco Support Community** allows you to ask and answer questions in the forums, create your own wiki content, and collaborate with millions of your technical peers. Visit the Cisco Support Community today!

Featured Support Tours

Cisco Support Site Feature Tour

Flash Tour

Support for Home Products



File Video  
File and Flashshare



Home Networking  
Linksys and Vail

Additional Support

Small Business Support  
Community  
Technical Services Newsletter  
Career Certifications  
Scientific Atlanta (SPVTO)  
Tidal Software  
New Updated Support Documents

Contact Cisco for Support

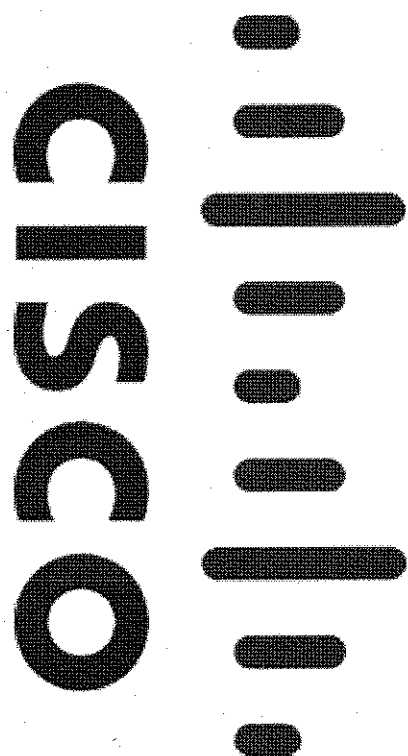
Create TAC Service Request

Query TAC Service Request

Email or Phone Technical Support

Support Location - Language

Worldwide - English



RFQ No. IPT 10STATE OF WEST VIRGINIA  
Purchasing Division**PURCHASING 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 owed 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.

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

**WITNESS THE FOLLOWING SIGNATURE**Vendor's Name: Alpha Technologies Inc.Authorized Signature: [Signature] Date: 12-29-10State of West VirginiaCounty of Putnam, to-wit:Taken, subscribed, and sworn to before me this 29 day of December, 2010.My Commission expires March 16, 2020.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

Purchasing Affidavit (Revised 12/15/09)