

ANDOVER MA

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

### Request for Quotation

LAN10

PAGE

ADDRESS CORRESPONDENCE TO ATTENTION OF

JO ANN ADKINS 304-558-8802

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

\*709001259 412-613-8388 ENTERASYS NETWORKS INC 50 MINUTEMAN ROAD

01810

DATE PRINTED TERMS OF SALE F.O.B. SHIP VIA FREIGHT TERMS Net 30 10/27/2010 BID OPENING DATE: Pre- Daid 01:30PM 11/18/2010 RTD OPENING TIME QUANTITY LINE ITEM NUMBER UNIT PRICE **AMOUNT** REQUEST FOR QUOTATION THE PURCHASING DIVISION IS SOLICITING PROPOSALS FOR STATEWIDE CONTRACT(S) FOR LOCAL AREA NETWORK SOFTWARE HARDWARE AND SERVICE. \*\*\*\*\* INQUIRIES WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON TUESDAY, NOVEMBER 9, 2010. QUESTIONS MAY BE SENT VIA USPS, PAX, COURIER OR EMAIL. ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE PERMINED. Answered orally. | if possible, email questions ARE PREFERRED. ADDRESS INQUIRIES TO: 200 NOV 18 A 10: 20 JO ANN ADKIN\$ DEPARTMENT OF ADMINISTRATION PURCLESING DIVISION ₱URCHASING D‡VISIФN STATE OF WY 2019 WASHINGTON STREET. EAST CHARLESTON, WV 25305 304.\$58.4115 FAX: HMAIL: JO.A ADKINS@WV GOV 205-43 0001 ĖΑ LOCAL AREA NETWORK HARDWARE, SOFTWARE AND SERVICE SEE REVERSE SIDE FOR TERMS AND CONDITIONS SIGNATURE TELEPHONE DATE 978-684-1760 11/16/10 TITLE **ADDRESS CHANGES TO BE NOTED ABOVE** 04-279-7263 Director Sales Operations

# 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 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).



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# RFQ LAN10 FOR STATEWIDE CONTRACT FOR LOCAL AREA NETWORK HARDWARE, SOFTWARE, AND SERVICES

#### 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 support of local area network (LAN) equipment.

The State of West Virginia currently has an installed base of Cisco and Enterasys switches, gateways, concentrators, and routers for the agencies' LAN environments. In addition, the State of West Virginia has Cisco as its standard for wide area network (WAN) routers. The distinction between the LAN and WAN environments is the difference between edge devices and core networking equipment. Any device that connects an agency's network to the State's backbone or a WAN, using for example frame relay, ATM, fiber or leased lines, MUST be a Cisco product per the State's standard.

With this in mind, the statewide contract resulting from this request will address only the State's networking needs for the procurement of equipment related to local area networks (LAN) infrastructure. Several agencies have agency-specific standards by manufacturer, i.e., their LAN network is made up of either Cisco equipment or Enterasys equipment that have been approved by the WVOT. In these instances, those agencies may specify their agency standard. If an agency does not have an agency standard approved by WVOT, they will accept bids from either manufacturer.

This contract will not be used for the purchase of IP telephony equipment.

#### 2. GENERAL REQUIREMENTS

Throughout this section, VENDOR refers to the contracting company and MANUFACTURER is the company who actually manufactures the equipment. Due to the differences in the Manufacturers' service offerings, Vendors bidding Cisco equipment MUST respond to 2.1 while Vendors bidding Enterasys equipment MUST respond to 2.2.

2.1 Cisco Equipment

- 1

- 2.1.1 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.
- 2.1.2 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.

- 2.1.3 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.
- 2.1.4 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.
- 2.1.5 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.
- 2.1.6 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.
- 2.1.7 The Vendor MUST provide their escalation procedures for problem resolution including time frames, contact names and phone numbers. This should be included with the Vendor's bid response.
- 2.1.8 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 with their response to this RFQ, 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.

#### 2.2 ENTERASYS EQUIPMENT

- 2.2.1 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.
- 2.2.2 Any Vendor submitting bids SHALL be authorized to sell Enterasys equipment covered under this contract. The Vendor MUST provide collaborating evidence that he is authorized by the manufacturer to sell his equipment.

- 2.2.3 Any Vendor submitting bids for Enterasys equipment MUST be authorized to sell maintenance for the Enterasys equipment. The Vendor MUST provide a letter from Enterasys confirming this authorization.
- 2.2.4 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.
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- 2.2.8 The Vendor Must provide their escalation procedures for problem resolution including time frames, contact names and phone numbers. This should be included with the Vendor's bid response.
- 2.2.9 The Vendor SHALL provide a letter from Enterasys stating: 1) the manufacturer's requirements that their subcontractor MUST provide warranty support for all of their equipment sold under this contract; 2) who will be providing the manufacturer's warranty support for the State of West Virginia; 3) the standard warranty and response times for the manufacturer's equipment; and 4) a description of how warranty service will be provided within the response times mandated by the agencies.

#### 2.3 EXPERIENCE AND REFERENCE REQUIREMENTS

- 2.3.1 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.
- 2.3.2 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 should be from within West Virginia.

#### 2.4 SUPPORT REQUIREMENTS

2.4.1 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.

#### 2.5 WARRANTY REQUIREMENTS

- 2.5.1 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.
- 2.5.2 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.
- 2.5.3 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.
- 2.5.4 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.
- 2.5.5 The Vendor is responsible for registering the equipment with the manufacturer for standards warranty and extended warranty coverage if specified in the agency specifications.
- 2.5.6 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 hours, 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.
- 2.5.7 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.
- 2.5.8 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.
- 2.5.9 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.
- 2.5.10 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.

#### 2.6 PURCHASING PROCEDURES

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

- 2.6.1 The agency identifies a need and provides specifications to the LAN10 Contract Administrator.
- 2.6.2 The LAN10 Contract Administrator reviews the specifications and if acceptable, puts the specifications out on the Bulletin Board.
- 2.6.3 Any questions regarding the specifications MUST be submitted to the LAN10 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.
- 2.6.4 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.
- 2.6.5 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.
- 2.6.6 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.

- 2.6.7 The Vendor MUST total his bid. In the instance where an error is made in the Vendor's math, the unit price SHALL prevail.
- 2.6.8 All Vendor quotes MUST be F.O.B. Destination with inside delivery.
- 2.6.9 All Vendor bids MUST be valid for a minimum of ninety (90) calendar days.
- 2.6.10 The costs quoted MUST match the invoice to insure timely payment.
- 2.6.11 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.

#### 2.7 BID FORMAT

All vendors who meet all of the mandatory requirements of this RFQ will qualify to participate in this statewide LAN10 contract. The bid format should be as follows:

- 2.7.1 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 contract person, and confirming that the vendor meets all mandatory requirements of the bid.
- 2.7.2 General Requirements for Cisco vendors Cisco vendors must provide a) a letter from Cisco 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.
- 2.7.3 General Requirements for Enterasys vendors Enterasys vendors must provide a) a letter from Enterasys collaborating that the vendor is authorized to sell the equipment and the support (2.2.2 and 2.2.3), b) escalation procedures for problem resolution (2.2.8); and c) a letter from Enterasys explaining the warranty service to be provided (2.2.9).
- 2.7.4 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.



#### **Title Page**

November 16, 2010

JO ANN ADKINS
Department of Administration
Purchasing Division
2019 Washington Street, East
Charleston, WV 25305

RE:

Enterasys Networks Response to RFQ LAN10 for Statewide Contract for Local Area Network Hardware, Software, and Services

Dear Ms. Adkins,

Thank you for providing Enterasys Networks, Inc. (Enterasys) with the opportunity to respond to the State of West Virginia's Statewide Contract for Local Area Network Hardware, Software, and Services. Enterasys' network switching, routing and security solutions are used by thousands of customers in more than 70 countries worldwide to deliver business-oriented, identity-based visibility and control for voice, video, and data applications. We're a different kind of networking company – our goal is to become your favorite vendor by delivering on our promises – on-time and on-budget. *There is nothing more important than our customers* as we measure our success based on your satisfaction. With one of the industry's broadest product portfolios – plus a full range of service and support offerings – Enterasys is uniquely qualified to meet the evolving needs of the State of West Virginia's State Agencies.

Please accept this letter as confirmation that Enterasys agrees to all mandatory requirements associated with the Statewide Contract for Local Area Network Hardware, Software, and Services. The following individual will be the main point of contact for all matters related to this contract.

Michael Swierk Contract Analyst

Email: mswierk@enterasys.com

Phone: 978-684-1607

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Enclosed you will find the RFQ LAN10 document with all required documentation completed. Should any questions arise as a result of our submission please feel free to contact Michael Swierk directly. Again, thank you for the opportunity to participate in the State of West Virginia's RFQ LAN 10 Statewide Contract for Local Area Network Hardware, Software, and Services..

Best regards,

Julie Hale

Director Sales Operations - North America



Enterasys has responded to the State of West Virginia's specific RFQ LAN10 sections below identified in the required bid format.

#### 2.2 Enterasys Equipment

- 2.2.1 Enterasys has read, understood and complies.
- 2.2.2 Enterasys has read, understood and complies.

  Please see the Letter of Authorization attached separately.
- 2.2.3 Enterasys has read, understood and complies.
  Please see the Letter of Authorization attached separately.
- 2.2.4 Enterasys has read, understood and complies.
- 2.2.5 Enterasys has read, understood and complies.
- 2.2.6 Enterasys has read, understood and complies.
- 2.2.7 Enterasys has read, understood and complies.
- 2.2.8 Enterasys has read, understood and complies.

All escalation will commence by contacting Enterasys Networks' Global Technical Assistance Center (GTAC) for direct, high-touch access to GTAC personnel. Through our Automated Call Distribution (ACD) system, the customer or partner is connected directly to GTAC Engineers and Technical Teams who are responsible for supporting specific product lines 24x7x365.

The State of West Virginia and its State and Local agencies will use the (800) 872 – 8440 or (978) 684-1888 support number for escalation.

GTAC contact: Steven Kelly GTAC Support Manager Phone: 978-684-1282 Email: Kelly@enterasys.com

#### **Escalation Procedure**

Enterasys offers priority setting of problems and escalation management to customers with current service contracts. This ensures that the appropriate resources within Enterasys Networks are utilized to resolve outstanding technical problems as efficiently as possible.

**Priority Management** 



When you contact Enterasys Global Technical Assistance Center (GTAC), a technical support engineer will work with you to assign a mutually agreeable priority level to your problem that will be reflected in the support case opened on your behalf.

The support case priority levels and definitions are as follows:

#### Case Priority 1 (P1)

Customer's network segment or management application is down or experiencing a consistent, measurable performance impact with no immediate resolution available.

- Phone Support Technician notifies Technical Support Engineer immediately
- Technical Support Engineer engaged on call after 2 hours
- Development Engineering engaged after 4 hours until resolutions or workaround provided.
- Generally Available firmware provided within 90 calendar days.

#### P2

Customer's network is experiencing intermittent failure or degradation of network or management application.

- Phone Support Technician notifies Technical Support Engineer after 1 day
- Technical Support Engineer engaged after 5 days
- Development Engineering engaged after 8 days.
- Workaround or internal code provided within 15 days.
- Generally Available firmware provided within 90 calendar days.

#### Р3

Customer has issues that do not affect normal network or management application operation and/or questions concerning product function or use.

- Phone Support Technician notifies Technical Support Engineer after 3 days
- Technical Support Engineer engaged after 10 days
- Development Engineering engaged after 15 days.
- Workaround or internal code provided within 30 days.
- Generally Available firmware provided within 90 calendar days.

#### **Escalation Management Response Times**

Our systematic escalation process is intended to notify and brief various levels of management throughout the life cycle of the case. Escalation timeframe's are measured on a 24x7x365 basis.

#### Field Service

The Enterasys Global Technical Assistance Center (GTAC) is the primary point of contact for scheduling field service. Once an Enterasys GTAC Engineer determines that field service is necessary, a Field Engineer will be dispatched in accordance with the level of service purchased by the customer. Please note that, depending on level of contract or non-contract service, the field service call may be billable.

2.2.9 Enterasys has read, understood and complies.

Please see the Letter of Authorization attached separately.



#### 2.3 Experience and Reference Requirements

2.3.1 Enterasys has read, understood and complies.

Enterasys Networks, a Siemens Enterprise Communications Company, is a premier global provider of wired and wireless network infrastructure and security solutions. Our solutions enable organizations to drive down IT costs while improving business productivity and efficiency through a unique combination of automation, visibility and control capabilities.

Enterasys has been in the networking industry for over 25 years, having originated as part of the highly successful company known as Cabletron Systems, which was founded in 1983. Built upon strong engineering principles, Cabletron Systems helped develop the networking industry with the continual introduction of new technologies.

Enterasys was formed in March 2000 specifically to seize enterprise market opportunities and to better serve its customers. Enterasys was officially spun up into the parent company, Cabletron, on August 6th, 2001, and began trading under the symbol of ETS on the New York Stock Exchange.

On October 1, 2008, Enterasys, SER Solutions, Inc. and Siemens Enterprise Communications merged to form a market-leading provider of voice and data products, services and solutions. As major investors in the new private company, The Gores Group and Siemens, AG are planning to invest at least \$350 million to launch innovative new products, acquire other technology platforms, and further drive the expansion of the business. As a multi-billion dollar provider of hardware, software, and services, the new company is delivering service-oriented networks that enable voice, video, and data service-oriented applications in a mobile and secure manner

2.3.2 Enterasys has read, understood and complies.

Enterasys references include the following:

- Brad Young CTO Charleston Area Medical Center 511 Brooks Street Charleston, WV 25301 (304) 388-7901 brad.young@camc.org
- Charlie Curkendall Systems Manager Harrison County 301 W. Main St.



Clarksburg, WV 26301 (304) 624-8500 ccurkendall@harrisoncountywv.com

Tom Taylor
 Network Manager
 Marion County
 200 Jackson Street, 4th Floor
 Fairmont, WV 26554
 (304) 367-5369
 ttaylor@marioncountywv.com

#### 2.4 Support Requirements

2.4.1 Enterasys has read, understood and complies.

Enterasys Networks' GTAC provides customers and partners with direct, high-touch access to GTAC personnel, as opposed to a one-hour call back, or call-coordinator strategy used by many other vendors in the networking marketplace. Through our Automated Call Distribution (ACD) system, the customer or partner is connected directly to GTAC Engineers and Technical Teams who are responsible for supporting specific product lines 24x7x365.

The State of West Virginia and its State and Local agencies will use the (800) 872 – 8440 or (978) 684-1888 support number for escalation.

#### 2.5 Warranty Requirements

2.5.1 Enterasys has read, understood and complies.

All warranty-related work will be performed by an authorized Enterasys certified technician. Enterasys will provide a copy of certifications to the State of West Virginia upon request.

- 2.5.2 Enterasys has read, understood and complies.
- 2.5.3 Enterasys has read, understood and complies.
- 2.5.4 Enterasys has read, understood and complies.
- 2.5.5 Enterasys has read, understood and complies.
- 2.5.6 Enterasys has read, understood and complies.

Enterasys will recommend an appropriate level of onsite warranty via our SupportNet Onsite Premium maintenance program, which will entitle an agency to receive priority



access to an Enterasys onsite engineer and new part within 2-hour or 4-hour, around-the-clock.

2.5.7 Enterasys has read, understood and complies.

Enterasys will propose as part of the initial bid specification an appropriate level of maintenance, to extend the base warranty, to ensure that any faulty parts are repaired within the four hour timeframe.

2.5.8 Enterasys has read, understood and complies.

Enterasys' Priority and Escalation Management procedures must be followed by any Agency to determine the proper course of action.

- 2.5.9 Enterasys has read, understood and complies.
- 2.5.10 Enterasys has read, understood and complies.



November 16, 2010

Jo Ann Adkins

State of West Virginia Department of Administration

**Purchasing Division** 

2019 Washington Street, East

Charleston, WV 25305

Re: LAN10 - Section 2.2.2 Authorization Letter

Dear Ms. Adkins:

As the manufacturer, and if awarded a direct contract with the State of West Virginia, Enterasys will sell hardware and software products to any State and Local entity within the State of West Virginia.

Please accept this as a fully executed Letter of Authorization for your purposes.

Regards,

Julie Hale

**Director Sales Operations - North America** 

**Enterasys Networks** 



November 16, 2010

Jo Ann Adkins

State of West Virginia Department of Administration

**Purchasing Division** 

2019 Washington Street, East

Charleston, WV 25305

Re: LAN10 - Section 2.2.3 Authorization Letter

Dear Ms. Adkins:

As the manufacturer, and if awarded a direct contract with the State of West Virginia, Enterasys will sell maintenance and professional services to any State and Local entity within the State of West Virginia.

Please accept this as a fully executed Letter of Authorization for your purposes.

Regards,

Julie Hale

Director Sales Operations - North America

**Enterasys Networks** 



November 16, 2010

Jo Ann Adkins

State of West Virginia Department of Administration

**Purchasing Division** 

2019 Washington Street, East

Charleston, WV 25305

Re: LAN10 - Section 2.2.9 Authorization Letter

Dear Ms. Adkins:

Enterasys Networks provides a complete suite of maintenance programs designed to meet your unique business needs, Enterasys is here to help. The right level of support means a more efficient network which means enhanced business performance through improved network reliability, increased productivity, and the fast deployment of new technologies. Our telephone, web-based, and on-site services deliver timely responses for your business demands – helping to reduce costs and improve uptime.

As stated in the RFQ, it will be incumbent on the requesting Agency to specify and procure the appropriate level of desired response at the time of purchase. In addition, Enterasys provides all aspects of support via our own employees, and, in some cases, third party service organizations.

Staffed by skilled agents with an average of 10+ years of experience providing unmatched support, our Global Technical Assistance Center (GTAC) has got you covered. You will benefit from the knowledge and skills of our talented technical staff without having to invest in new personnel. More than 1,000 field support agents are available for on-site service and we have more than 70 part-stocking locations around the globe to ensure we are there with the right parts for your network as quickly as possible.

With Enterasys Maintenance Services, you're covered with:

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- 24 x 7 telephone support: Access our support call center at any hour, in any time zone via our toll-free technical support hotline
- Firmware updates and upgrades: Receive priority access to valuable firmware updates that can be downloaded from our website
- **Web support**: Take advantage of 24 x 7 web support for answers to common questions and technical documentation through our searchable online knowledgebase
- Replacement parts: Receive replacement products according to your selected response time
   next business day, two- and four-hour response options
- On-site response: An Enterasys-certified on-site expert will help you diagnose network faults, manage on-site logistics, and serve as a liaison with product engineers for problem escalation when necessary – available in next business day, two- and four-hour response options

The standard warranties for our various products are detailed in the response matrix below:

Product Family	Total Hardware Warranty Duration
A, B, C, D, G-Series	Lifetime <sup>1</sup>
IPS/SIEM, NAC, and NMS (NetSight) Appliances	One (1) Year
Enterasys Wireless Controllers, Accessories, Standalone and Outdoor Access Points - AP2630, AP2640, AP3630, AP3640 – Standalone APs - AP2650, AP2660 – Outdoor APs.	One (1) Year
All outdoor NEMA-based solutions, including associated indoor AP, enclosure, connectors, cables, mounting brackets and power supplies.	
Enterasys Wireless Indoor Access Point Models (fit mode) AP2605, AP2610, AP2620, AP3605, AP3610, AP3620	Sold before 6/1/2009: 1 Year Sold after 6/1/2009: Lifetime <sup>1</sup>
I-Series	Five (5) Years
N, S, X-Series, Common Uplinks	One (1) Year
RoamAbout (R2 Only)	Three (3) Years
RoamAbout (Other than R2)	One (1) Year
Vertical Horizon (V2 Series)	Sold before 1/1/2005: 1 Year Sold after 1/1/2005: 3 Years
Notes:  ¹ Lifetime is defined as End of Sale plus 5 years.	



#### Service and response description:

- SupportNet—The cornerstone offering of the portfolio features the core technical services required to support all your hardware products effectively. Services include telephone and web support, firmware upgrades, and next-business-day parts delivery.
- SupportNet Premium—Building on the comprehensive support offered with SupportNet, SupportNet Premium provides faster response options for replacement parts: 2-hour or 4-hour around-the-clock delivery.
- SupportNet Onsite—If you don't have the in-house resources to match your maintenance requirements, SupportNet Onsite brings Enterasys-certified engineers to your site, in addition to providing the other services included in SupportNet.
- SupportNet Onsite Premium—Delivering the same comprehensive level of engineering expertise to your premises as SupportNet Onsite, SupportNet Onsite Premium offers faster response options: 2-hour or 4-hour around-the-clock delivery.
- SupportNet Software Application Service—Maintain the best performance from your Enterasys software, such as NetSight® management, Dragon® intrusion and network defense, and Enterasys NAC™ proactive protection solution. Includes all maintenance releases plus minor and major product upgrades, 24x7 technical phone support, and web access to the latest technical information.
- SupportNet Technical Access—Recommended for customers who already have ample on-site technical resources, including staff and replacement inventory, this level of service provides telephone and web support, return-to-factory repair service, and firmware upgrades.

Below is our escalation procedure that details how warranty service will be provided and how we meet our response Service level commitments:

#### GTAC Priority and Escalation Management

Enterasys offers priority setting of problems and escalation management to customers with current service contracts. This ensures that the appropriate resources within Enterasys Networks are utilized to resolve outstanding technical problems as efficiently as possible. Outlined below are case severity definitions and escalation guidelines. These are to be used as guidelines only and are subject to change.

#### Priority Management

When you contact Enterasys Global Technical Assistance Center (GTAC), a technical support engineer will work with you to assign a mutually agreeable priority level to your problem that will be reflected in the support case opened on your behalf. Timelines listed below are measured in business days.

The support case priority levels and definitions are as follows:

Case Priority 1 (P1)

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Customer's network segment or management application is down or experiencing a consistent, measurable performance impact with no immediate resolution available.

- Phone Support Technician notifies Technical Support Engineer immediately
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- Development Engineering engaged after 4 hours until resolutions or workaround provided.
- Generally Available firmware provided within 90 calendar days.

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Customer's network is experiencing intermittent failure or degradation of network or management application.

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- Development Engineering engaged after 8 days.
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#### P3

Customer has issues that do not affect normal network or management application operation and/or questions concerning product function or use.

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- Technical Support Engineer engaged after 10 days
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#### **Escalation Management Response Times**

Our systematic escalation process is intended to notify and brief various levels of management throughout the life cycle of the case. Escalation timeframe's are measured on a 24x7x365 basis.

Regards,

Julie Hale

Director Sales Operations - North America

**Enterasys Networks** 

RFQ No.	

# STATE 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 exceed 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.

## 

## State of West Virginia

# VENDOR PREFERENCE CERTIFICATE De volt Sign.

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 pref Bidder is an individual resident vendor and has resided ing the date of this certification; or,	continuously in V	Vest Virginia for four (4) years immediately preced-			
	Bidder is a partnership, association or corporation reside business continuously in West Virginia for four (4) year ownership interest of Bidder is held by another individual maintained its headquarters or principal place of busing preceding the date of this certification; or,	s immediately pr al, partnership, a ness continuous	eceding the date of this certification; or 80% of the ssociation or corporation resident vendor who has by in West Virginia for four (4) years immediately			
<del></del>	Bidder is a nonresident vendor which has an affiliate or s and which has maintained its headquarters or principal years immediately preceding the date of this certification	place of busines	employs a minimum of one hundred state residents as within West Virginia continuously for the four (4)			
2.	Application is made for 2.5% resident vendor prefer Bidder is a resident vendor who certifies that, during the working on the project being bid are residents of West V immediately preceding submission of this bid; or,	he life of the cor	tract, on average at least 75% of the employees			
3.	Application is made for 2.5% resident vendor prefer Bidder is a nonresident vendor employing a minimum affiliate or subsidiary which maintains its headquarters minimum of one hundred state residents who certifies the employees or Bidder's affiliate's or subsidiary's employees or the two years immediately preceding states.	of one hundred : s or principal pla that, during the I yees are resider	state residents or is a nonresident vendor with an ace of business within West Virginia employing a life of the contract, on average at least 75% of the lits of West Virginia who have resided in the state			
4.	Application is made for 5% resident vendor prefere Bidder meets either the requirement of both subdivision	ence for the rea is (1) and (2) or s	son checked: ubdivision (1) and (3) as stated above; or,			
5.	Application is made for 3.5% resident vendor preference is an individual resident vendor who is a veteran of and has resided in West Virginia continuously for the submitted; or,	erence who is a fithe United State	veteran for the reason checked:			
	Application is made for 3.5% resident vendor prefer Bidder is a resident vendor who is a veteran of the United purposes of producing or distributing the commodities or continuously over the entire term of the project, on averesidents of West Virginia who have resided in the state	ed States armed completing the properties of the properties of the completing the properties of the complete o	forces, the reserves or the National Guard, if, for project which is the subject of the vendor's bid and renty-five percent of the vendor's employees are			
Bidder u requirem against s	understands if the Secretary of Revenue determines that ements for such preference, the Secretary may order the D t such Bidder in an amount not to exceed 5% of the bid an acted from any unpaid balance on the contract or purchase	t a Bidder receiv Director of Purch nount and that si	ing preference has failed to continue to meet the			
the requi	mission of this certificate, Bidder agrees to disclose any naises the Department of Revenue to disclose to the Director of uired business taxes, provided that such information does do by the Tax Commissioner to be confidential.	of Purchasing and	ropriate information verifying that Diddaghas			
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:_	Sign	red:	NA			
Date:	Title	·	·			
*Check an	any combination of preference consideration(s) indicated above, who	ich you are entitled	I to receive.			