

# POMEROY

infrastructure. optimized.<sup>SM</sup>

## Response to WAN11 RFQ

March 18, 2011

State of WV RFQ: Wide Area Network (WAN) Equipment and Support

Vendor: Pomeroy  
4013 West Washington Street  
Charleston, WV 25313  
Phone: 304-746-4434  
Fax: 304-746-4439

Authorized Contact: Bill Rutherford  
[bill.rutherford@pomeroy.com](mailto:bill.rutherford@pomeroy.com)

Pomeroy, as a vendor, confirms that all mandatory requirements are met on the bid.

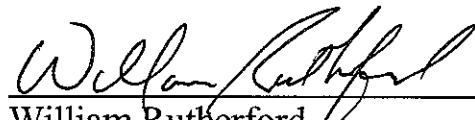
Pomeroy has read, understood and will comply with all mandatory requirements of the bid.

Please see all supporting documentation that follows.

RECEIVED

2011 MAR 22 AM 10:16

WV PURCHASING  
DIVISION

  
William Rutherford  
Regional Vice-President

3/21/2011  
Date

March 21, 2011

1. Title Page
2. WAN RFQ 11 with Responses (17 pages)
3. References
4. Authorization from Cisco (4 pages)
5. Service Escalation Procedures
  - a. Pomeroy
  - b. Cisco TAC
6. Information on Cisco Certifications
  - a. Letter from Field Service Manager
  - b. Certificates and Credential Verification Reports
7. Invoice Escalation Procedures
8. Business Registration Certificate
9. Secretary of State Report of Business Tenure
10. Vendor Preference Certificate
11. Notarized Purchasing Affidavit
12. Information on Shop.Pomeroy.com



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

WAN11

PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF

BUYER 42  
304-558-8802

RFQ COPY

TYPE NAME/ADDRESS HERE

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/23/2011				

BID OPENING DATE: 03/22/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS	205-43			
WIDE AREA NETWORK (WAN) EQUIPMENT AND SUPPORT						
REQUEST FOR QUOTATION (RFQ) STATEWIDE CONTRACT						
THE WEST VIRGINIA STATE PURCHASING DIVISION IS SOLICITING BIDS TO PROVIDE THE STATE OF WEST VIRGINIA A STATEWIDE CONTRACT TO PROVIDE THE INSTALLATION AND SUPPORT OF WIDE AREA NETWORK (WAN) EQUIPMENT PER THE ATTACHED SPECIFICATIONS.						
TECHNICAL QUESTIONS CONCERNING THIS SOLICITATION MUST BE SUBMITTED IN WRITING TO KRISTA FERRELL IN THE WEST VIRGINIA STATE PURCHASING DIVISION VIA MAIL AT THE ADDRESS CONTAINED IN THE BODY OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA EMAIL AT KRISTA.S.FERRELL@WV.GOV. DEADLINE FOR ALL TECHNICAL QUESTION SUBMISSIONS IS 03/08/2011 AT THE CLOSE OF BUSINESS. ANY TECHNICAL QUESTIONS RECEIVED WILL BE ANSWERED BY FORMAL ADDENDUM TO THIS RFQ TO BE ISSUED BY THE PURCHASING DIVISION AFTER THE DEADLINE HAS LAPSED.						
NO CONTACT BETWEEN THE VENDOR AND ANY AGENCY REGARDING THIS SOLICITATION IS PERMITTED WITHOUT THE EXPRESS WRITTEN CONSENT OF THE STATE BUYER. VIOLATION MAY RESULT IN REJECTION OF THE BID. THE STATE BUYER LISTED ABOVE IS THE SOLE CONTACT FOR ANY AND ALL INQUIRIES CONCERNING THIS RFQ.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE

TITLE

FEIN

TELEPHONE

DATE

ADDRESS CHANGES TO BE NOTED ABOVE

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

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

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. 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

# Request for Quotation

RFQ NUMBER
WAN11

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2

ADDRESS CORRESPONDENCE TO ATTENTION OF
BUYER 42 304-558-8802

RFQ COPY TYPE NAME/ADDRESS HERE

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/23/2011				
BID OPENING DATE: 03/22/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
EXHIBIT 10						
REQUISITION NO.: WAN 11						
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 .....						
NONE						
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.						
W. Allan Ruthford SIGNATURE						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE	TELEPHONE	DATE	
W. Allan Ruthford	304-746-4434	3/21/2011	
TITLE	FBN	ADDRESS CHANGES TO BE NOTED ABOVE	
RVP	61-1352158		

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



State of West Virginia  
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ALL STATE AGENCIES AND POLITICAL SUBDIVISIONS VARIOUS LOCALES AS INDICATED BY ORDER
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DATE PRINTED 02/23/2011	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
BID OPENING DATE: 03/22/2011 BID OPENING TIME 01:30PM				

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>Pomroy COMPANY 3/21/2011 DATE</p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE Willam Ruffel	TELEPHONE 304-746-4434	DATE 3/21/2011	
TITLE RVP	FEIN 61-1352158	ADDRESS CHANGES TO BE NOTED ABOVE	

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



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VENDOR

ALL STATE AGENCIES  
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SHIP TO

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/23/2011				
BID OPENING DATE: 03/22/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR 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. FOR MORE INFORMATION SEE SECTION 2.3 OF THIS DOCUMENT.</p> <p>WVOT APPROVAL: ALL INFRASTRUCTURE PURCHASES, REGARDLESS OF DOLLAR VALUE, MUST BE REPORTED TO, AND APPROVED BY THE CTO. ALL STATE ENTITIES, WITH EXCEPTION OF CONSTITUTIONAL OFFICERS, SHALL REQUEST THE APPROVAL OF</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>William L. Lafferty</i>	TELEPHONE 304-746-4434	DATE 3/21/2011
TITLE RVP	FBN 61-1352158	ADDRESS CHANGES TO BE NOTED ABOVE

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



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BY ORDER

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/23/2011				

BID OPENING DATE:

03/22/2011

BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
THE CTO.						
BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.						
THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.						
REV. 05/26/2009						
EXHIBIT 4						
LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEND TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSAL SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER.						
REV. 3/88						
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						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>William H. Hefner</i>	TELEPHONE 304-746-4434	DATE 3/21/2011
TITLE RVP	FEIN 61-1352158	ADDRESS CHANGES TO BE NOTED ABOVE

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



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ADDRESS CORRESPONDENCE TO ATTENTION OF
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ALL STATE AGENCIES  
AND POLITICAL SUBDIVISIONS  
VARIOUS LOCALES AS INDICATED  
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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/23/2011				
BID OPENING DATE: 03/22/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.						
NOTICE						
A SIGNED BID MUST BE SUBMITTED TO:						
DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130						
THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:						
SEALED BID						
BUYER: KRISTA FERRELL (FOR FILE 42)						
RFQ. NO.: WAN11						
BID OPENING DATE: 03/22/2011						
BID OPENING TIME: 1:30 PM						
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:						
800 - 650-1703						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE	TELEPHONE	DATE	
Walter R. Rupp	304-746-4434	3-21-2011	
TITLE	FAX	ADDRESS CHANGES TO BE NOTED ABOVE	
RVP	61-1352158		

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



# **REQUEST FOR QUOTATION STATEWIDE CONTRACT WIDE AREA NETWORK HARDWARE, SOFTWARE, AND SERVICES**

The Acquisition and Contract Administration Section of the Purchasing Division, hereinafter referred to as "State", is soliciting bids for the Office of Technology, hereinafter referred to as "WVOT", to establish a statewide contract for the procurement, installation, and support of wide area network (WAN) equipment.

## **PURPOSE**

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.

## **1.0: DEFINITIONS**

The below terms shall be herein defined as:

- A. "Vendor": the successful bidder(s)
- B. "Manufacturer": the company who produces the equipment
- C. "Contract Administrator" WVOT person who will be responsible for the daily administration of the WAN11 contract, to ensure that agencies use the contract appropriately, and that vendors provide only products and services that are defined in the contract.
- D. "Contract": the binding agreement that is entered into between the State of West Virginia and the Vendor to provide the services as herein specified.
- E. "Bulletin Board": Internet-based bid request posting site. Contract vendors are able to access the Bulletin Board to view requests for quotation.
- F. Mandatory Requirements: The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the State. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the bid.
- G. Agency: any entity seeking goods/services under this "Contract"

***Pomeroy understand all definitions in 1.0***

## **2.0: SCOPE OF WORK**

2.1 Background: The State of West Virginia currently has an installed base of Cisco edge devices. 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.

***Pomeroy understands and is very familiar with 2.1***

### **2.2 Required Equipment and Services**

The Contract resulting from this Request for Quotation will address only the State's networking needs for the procurement of equipment related to wide area networks (WAN) infrastructure. Equipment and services under this contract will be acquired by a secondary competitive bid process as defined in Section 2.3 of this Request for Quotation. Vendors meeting the mandatory requirements contained herein, will be issued a Contract. The secondary competitive bid process will be limited to Vendors holding Contracts awarded as a result of this solicitation.

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

***Pomeroy understands and is very familiar with 2.2***

### **2.3 Secondary Competitive Bid Requirements**

The State utilizes the WVOT Bulletin Board to manage the secondary competitive bid process. This site is accessible only to those Vendors who have been awarded Contracts under this Request for Quotation.

Secondary Competitive Bid Process:

2.3.1 The Agency will identify a need and provides specifications to the Contract Administrator to be placed for secondary competitive bid.

2.3.2 The Contract Administrator will review the specifications and if acceptable, will post the specifications on the WVOT Bulletin Board.

2.3.3 Inquiries regarding technical specifications of the solicitation request **MUST** be submitted in writing to the Contract Administrator with the exception of questions regarding the solicitation submission which may be oral. The deadline for technical specification inquiries will be set in the request for secondary competitive bid. Any technical inquiries received will be answered by formal written addendum issued by the Contract Administrator after the deadline has lapsed.

2.3.4 The Vendor **MUST** submit the bid by the bid opening date and time specified in the specifications. Any bid received after the stated response time will be disqualified.

2.3.5 The Vendor **MUST** meet all the mandatory requirements contained in the bid specifications and those contained in this Request for Quotation in order to be considered for award. By responding to the bid, the Vendor is guaranteeing that the bid meets or exceeds these requirements. Proof of adherence to any mandatory requirement must be submitted upon the request of the Contract Administrator or the Purchasing Division.

2.3.6 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.



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

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

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

2.3.10 The Contract Administrator and Agency will review the submitted bids and make an award to the lowest responsible bidder meeting all of the mandatory requirements using a WV-39 Release Order as defined in Exhibit 3 of this document.

***Pomeroy understands and will comply with all sections under 2.3 as we have with all current State of WV contracts in which Pomeroy is an approved Vendor (SIP08, LAN10 and ITECH).***

## 2.4 Delivery

The Vendor must agree to deliver and install all equipment on contract 30 to 45 days after receipt of a viable procurement document. If the vendor believes that delivery will be longer than 45 days, he must contact the agency within seven (7) business days after receipt of the order to discuss the reason for the delay and a new projected delivery date.

***Pomeroy understands and will comply with sections 2.4 as we have with all current State of WV contracts in which Pomeroy is an approved Vendor (SIP08, LAN10 and ITECH).***

## 2.5 Ordering and On-line Tools

2.5.1 The Vendor must be capable of providing an online configuration tool that provides detailed product and service configurations including detailed pricing. Access to this tool should be made available to all State entities without purchase commitment. Please provide a description of how it works.

***Pomeroy will help facilitate state agencies in accessing Cisco's online configuration tool. Potential configurations will be detailed and have pricing. Final pricing will always be given by Pomeroy in accordance to our vendor relationships, specials and promotions available.  
([www.cisco.com/cisco/web/support/index.html](http://www.cisco.com/cisco/web/support/index.html))***

***Each agency will register on the above website and will maintain an individual login. Items may be searched, configured, printed or copied for proposal.***

2.5.2 The Vendor must provide an online tracking tool that provides State agencies with the ability to track ship dates and invoicing information. Please describe.

***Pomeroy will make available access to VarStreet ([www.varstreet.com](http://www.varstreet.com)) to have access to prepared quotes. Access will be provided at the written request of each state agency that will have access only to quotes prepared for them.***

***Pomeroy will provide shipping tracking information for each item by email or phone at the request of the state agency.***

***Pomeroy will also make available a proprietary online tool (EMTS).***

2.5.3 During the term of the contract, the vendor may be asked to provide a secure online order placement tool that will give State agencies the option of online procurement. The Vendor SHOULD explain their security practices and experience with online order placement. The total amount of business transactions placed with online procurement in the past year SHOULD also be included.

***Upon request of the state agency, Pomeroy will facilitate access to our online ordering website, Shop.pomeroy.com. Shop.Pomeroy.com is a secure design and procurement portal developed by Pomeroy to facilitate secure online purchases. Shop.Pomeroy.com is secured Via VeriSign and McAfee Security. It is also TRUSTE certified. In the past year we have quoted over 1 billion dollars in Hardware and software. Shop.pomeroy.com has been in operation for 6 years.***

***Each individual login will be able to track order history and have up to date spending information.***

2.5.4 The Vendor MUST also have the ability to accept orders by e-mail, mail, telephone, facsimile, or in paper form.

***Pomeroy has and will continue the practice of receiving orders by email, mail, telephone, facsimile or in paper form.***

## 2.6 Payment and Invoicing

### 2.6.1 Payment

The Vendor MUST accept the State of West Virginia Purchasing Card for payment by all authorized State agencies for purchases against this contract that are less than \$2,500.

***Pomeroy has and will continue the practice of accepting the State of WV Purchasing Card.***

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

***Pomeroy understands and will continue to provide invoices in a timely manner and that the costs quoted must match the invoice generated.***

***Please see Payment Escalation Procedures in attachments***

## 2.7 Parts

The Vendor must stock parts and spares locally in West Virginia for repair purposes. The vendor must provide the location where they will stock these parts and spares and describe the procedure on how and when the inventory will be restocked.

***Pomeroy will continue to stock spare parts and spares in our Charleston, WV office (1409 West Washington Street, Charleston, WV 25313) and our Morgantown, WV distribution center (5000 Greenbag Rd, Suite #AA, Morgantown , WV 26501)***

***Pomeroy stocks between \$50,000 and \$200,000 in inventory at any given time. Stock is kept current and replenished on a one-to-one system. As an item is distributed from the current stock it is immediately re-ordered and put back into stock.***

2.8 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.

***Pomeroy has read, understands and will 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 the most informed decisions for current and future decisions.***

## 2.9 Warranty

2.9.1 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.

***Pomeroy will provide services consistent with Cisco Certification requirements and all work will be performed by a Cisco Certified technician. All certifications will be made available upon request.***

2.9.2 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.

***Pomeroy will provide appropriate service levels and time requirements per individual bid requests.***

2.9.3 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.

***Pomeroy has read and will comply with this requirement.***

2.9.4 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.

***Pomeroy has read and will comply with this requirement.***

2.9.5 The Vendor is responsible for registering the equipment with the manufacturer for standards warranty and extended warranty coverage if specified in the agency specifications.

***Pomeroy will register warranties through the preferred Cisco required procedures on behalf of the estate agency purchasing the equipment.***

2.9.6 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.

***Upon the agency providing proof of purchase from Pomeroy, we will comply with this requirement.***

2.9.7 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.

***Upon the agency providing proof of purchase from Pomeroy, we will comply with this requirement.***

2.9.8 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.

***Upon verification of the problem of purchased component, Pomeroy will come on-site to assist the agency with problem resolution.***

2.9.9 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.

***Pomeroy will provide a work order on-site, secure signatures and leave a completed work order with the representative in compliance with the above statement.***

2.9.10 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.

***Pomeroy will provide a work order on-site, secure signatures and leave a completed work order with the representative in compliance with the above statement.***

## 2.10 Reporting

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.

***Pomeroy understand and will comply fully as we have with the other State of WV contracts in which we participate.***

## 2.11 Support

2.11.1 The vendor must have the capability of providing 7 day/week, 24 hour/day support of the hardware and software procured from this contract, and shall have the capability to provide remote diagnostics.

***Pomeroy will provide the opportunity to secure Cisco SmartNet 24/7 support that will allow 24/7 support from Cisco. Cisco provides remote diagnostics through WebEx.***

***Pomeroy also has a national help desk that can be accessed through a contractual arrangement. This help desk is capable of 24/7 support for hardware and software.***

2.11.2 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.

***Pomeroy has maintained a toll-free technical support telephone number, staffed for 8 consecutive hours, between the hours of 8am and 5pm EST. All agencies that have purchased items from the WAN 11 contract will have access to this support.***

## 3.0: QUALIFICATIONS, EXPERIENCE, AND REFERENCE REQUIREMENTS

3.1 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. The Contract Administrator may request proof of certifications at any time during the term of this contract.

***Pomeroy has read and will comply fully with this requirement. Attached you will find copies of certifications and verification of experience of certified technicians.***

3.2 Agencies may require additional specialized certifications on certain bids. The vendor must be able to provide technicians (either on staff or subcontracted) with the requested certification to be considered for award on those procurements.

***Pomeroy has read and will comply fully with this requirement.***

3.3 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.

***Pomeroy hold the highest reseller certification, Gold Level, that Cisco awards for sales and service of Cisco equipment covered under this contract. Attached you will find all the collaborating evidence from Cisco that Pomeroy is authorized to sell and service their equipment.***

3.4 If the vendor is a reseller and is providing maintenance, they must be authorized to provide the agency with access to Cisco Technical Assistance Center (TAC).

***Pomeroy is a Gold Certified Cisco Reseller and will provide the agency with access to the Cisco Technical Assistance Center (TAC).***

3.5 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.

***Pomeroy has read and will comply with this requirement. Reference information will be found in the attachments.***

#### **4.0: PROPOSAL FORMAT**

The bid format should be as follows:

4.1 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.

4.2 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.

4.3 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.

#### **5.0 ADDITIONAL REQUIREMENTS**

5.1 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.

**5.2 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 S5A-3-19.**

## References

### **Upshur County Schools: West Virginia**

**Contact: Glenna Clutter**

**Phone: 304-472-5480 x1019**

**[gclutter@asccess.k12.us](mailto:gclutter@asccess.k12.us)**

**Address: 102 Smithfield St, Buckhannon, WV 26201**

### **Jefferson County Schools: West Virginia**

**Contact: Paul Hercules**

**[phercule@access.k12.wv.us](mailto:phercule@access.k12.wv.us)**

**Phone: 304-885-5005**

**Address: 110 Mordington Ave, Charlestown WV 25414**

### **Braxton County Schools: West Virginia**

**Contact: Norma Bright**

**[nbright@access.k12.wv.us](mailto:nbright@access.k12.wv.us)**

**Phone: 304-765-7101**

**Address: 411 North Hill Road, Sutton WV 26601**

### **Memphis City Schools: Tennessee**

**Contact: Eric Saunders**

**[saunderse@mcsk12.net](mailto:saunderse@mcsk12.net)**

**Phone: (901) 416-5300**

**Address: 2597 Avery Avenue, Memphis, TN 38112**





## LETTER FOR CHANNEL PURCHASING

**Date:** January 18, 2011

**To:** State of West Virginia Purchasing  
2019 Washington Street East  
Charleston, WV 25305-0130

**Bid Number  
or Project  
Name:** WAN 11

Cisco Systems, Inc. ("Cisco") hereby confirms that, as of the date of this letter, Pomeroy IT Solutions, Inc. is a Gold certified Cisco channel partner and that Cisco and Pomeroy IT Solutions, Inc. have entered into an agreement for the purchase and resale of Cisco Products and/or Services ("Agreement").

This means that Pomeroy IT Solutions, Inc. has complied with the Cisco certification procedure and is duly authorized to purchase and resell Cisco products as well as negotiate the terms and conditions of support and maintenance services on Cisco products, including warranties, in accordance with the terms and conditions of such Agreement.

Furthermore, Pomeroy IT Solutions, Inc. is specialized in the following Cisco technologies:

- Advanced Data Center networking Infrastructure;
- Advanced Data Center Storage Networking;
- Advanced Routing & Switching;
- Advanced Security;
- Advanced Unified Communications;
- Advanced Wireless LAN;
- Registered Partner;
- Cisco Capital Financing;
- Customer Satisfaction Excellence;
- Global Resale Agent;
- Indirect Service Discount Promo;

- Vblock Qualified Partner (Vblock 0);
- Vblock Qualified Partner (Vblock 1);
- WebEx Commission Pilot Program;
- ATP - Data Center Unified Computing; and
- ATP - Video Surveillance

Please note that the present confirmation is not permanent, and that the status of Cisco's authorized channel is reviewed on a regular basis. This information is accurate as of the date appearing at the top of this certificate and shall be valid for six (6) weeks from such date.

If you need any additional information, please do not hesitate to contact Diane Winchester at 804.814.4717.

A handwritten signature in black ink, appearing to be "Diane Winchester", is written over the Cisco Systems, Inc. logo.

**Cisco Systems, Inc.**

Cisco Systems  
1051 East Cary Street, Suite 502  
Richmond, VA 23219

January 3, 2011

To Whom It May Concern:

Pomeroy IT Solutions, Inc. is a Cisco Gold Certified Partner authorized to sell and service Cisco equipment with the following certifications and specializations:

**Specializations**

- Advanced Data Center Networking Infrastructure
- Advanced Data Center Storage Networking
- Advanced Routing & Switching
- Advanced Security
- Advanced Unified Communications
- Advanced Wireless LAN

**Other Authorizations**

- Registered Partner
- Cisco Capital Financing
- Customer Satisfaction Excellence
- Global Resale Agent
- Indirect Service Discount Promo
- Vblock Qualified Partner (Vblock 0)
- Vblock Qualified Partner (Vblock 1)
- WebEx Commission Pilot Program
- ATP - Data Center Unified Computing
- ATP - Video Surveillance

Partner certifications and specialization information can be found on the Cisco Partner Locator at the following website, <http://tools.cisco.com/WWChannels/LOCATR/performBasicSearch.do>

Please feel free to contact me if you have any questions.

Sincerely,



Diane Winchester  
Partner Account Manager, [dwinches@cisco.com](mailto:dwinches@cisco.com)  
804.814.4717



## LETTER OF AUTHORIZATION

Company POMEROY IT SOLUTIONS, INC. Certifications - Gold Certified Partner  
CUSTOMER SATISFACTION EXCELLENCE

Specializations - Advanced Data Center Networking Infrastructure  
- Advanced Data Center Storage Networking  
- Advanced Routing & Switching  
- Advanced Security  
- Advanced Unified Communications  
- Advanced Wireless LAN

Managed Services None

Cisco Authorized Partners None

Other Authorizations - Registered Partner

- Cisco Capital Financing
- Customer Satisfaction Excellence
- Global Resale Agent
- Indirect Service Discount Promo
- Vblock Qualified Partner (Vblock 0)
- Vblock Qualified Partner (Vblock 1)
- WebEx Commission Pilot Program
- ATP - Data Center Unified Computing
- ATP - Video Surveillance

Industry Solutions None

HQ Address 1020 Petersburg Rd  
Hebron KY 41048

Site Address 4013 W Washington St. Charleston, WV 25313

Phone Number Phone: 304-746-4434. Toll Free: 800-227-8798. Fax: 304-746-4439

Partner since 24-MAY-2004

URL [WWW.POMEROY.COM](http://WWW.POMEROY.COM)

## Service Escalation Procedures

1. When placing service calls for this account, the first step is to contact our help desk at 800-794-6117 or 304-746-4434 ext 130 (Cheryl.williams@pomeroy.com).
2. Help desk will verify customer provided proof purchase, log issue, access the problem, and then dispatch the appropriate resources if necessary.
3. To escalate service issues contact Eric Shin (Service Manager) 304 746-4434 ext 132 (eric.shinn@pomeroy.com)
  - Eric will return call within 1 business hour with action plan to resolve issue.
  - Verify call has been processed through our helpdesk and all has possible solutions have been exhausted.
  - Engage Account Representative for assistance for any sales related issues.
  - Engineer will be dispatched in a manner that meets the Service Level agreement purchased by customer under IP10.
4. If problem has not been resolved in accordance to the IPT10 contract.
  - Contact Bill Rutherford 304-746-4434 ext 5766 (bill.rutherford@pomeroy.com)
  - Bill responsible for WV Operations and will return calls within 2 business hours
  - Action plan will be worked out with customer in a manner resolves issues to customers satisfaction and a new team engaged to resolve issue,
5. If issue has not been resolved to customer satisfaction the final call will to
  - Contact information Ken Wunderlich (VP of Service) 859-240-4238 (kenneth.wunderlich@pomeroy.com)
  - Ken will return call in 1 business day with final resolution plan.

# TAC Service Request Tool



Disc  
Escalator

# Overview



## Solutions

Products & Services

Ordering

Support

Training & Events

Partner Central

My Cisco

## Option 1: Select a Product Name

Enter Product Name or IOS Software or IP Address

[Application Networking Services](#)  
[Cisco IOS and NX-OS Software](#)  
[Cisco Interfaces and Modules](#)  
[Collaboration](#)  
[Flip Video](#)  
[Home Networking \(Vail and Linksys\)](#)

[Security](#)  
[Service Exchange](#)  
[Storage Networking](#)  
[Switches](#)  
[Telepresence](#)  
[Unified Computing](#)

## Option 2: Select a Task

[Download Software](#)

[Troubleshoot](#)

[Install & Upgrade](#)

[Maintain & Operate](#)

## Support for Home Products

[Flip Video](#)  
[Flip and Flipshare](#)

[Home Networking](#)  
[Linksys and Vail](#)

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

[Cisco Tools](#) [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

[Worldwide \(change\)](#)

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## 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!



[Design](#)



[Configure](#)



[Maintain & Operate](#)

## 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](#)



[Featured Support Tours](#)

[Cisco Support Site Feature Tour](#)

[Flash Tour](#)

# Overview

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What's New

Log in | Account | Register | About Us

Support

Product & Services

Training

Partners

Events & Forums

Customer Center

My Cisco

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 1: Join our TAC

Option 2: Create a TAC

Option 3: Troubleshoot

Option 4: Get a TAC

Option 5: Get a TAC

Option 6: Get a TAC

Option 7: Get a TAC

Create a TAC Service Request

Contact Cisco for Support

Create TAC Service Request

Query TAC Service Request

Email or Phone Technical Support

Cisco Hosted Plugins show you to easily integrate your browser. Visit the Overview Plugins page to get plugins for popular Cisco tools and devices.

Joining, creating, collaborating peer to peer today!

Worldwide - English

Cisco Support Site Feature Tour



# 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 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. When possible, we recommend selecting access via Meeting Room.
- 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 Service Request Tool to Third Parties

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, end users are experiencing  
☐ 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!

**Log In**

Solutions

Products & Services

Ordering

**Log In**

Existing User

User Name:

|

Password:

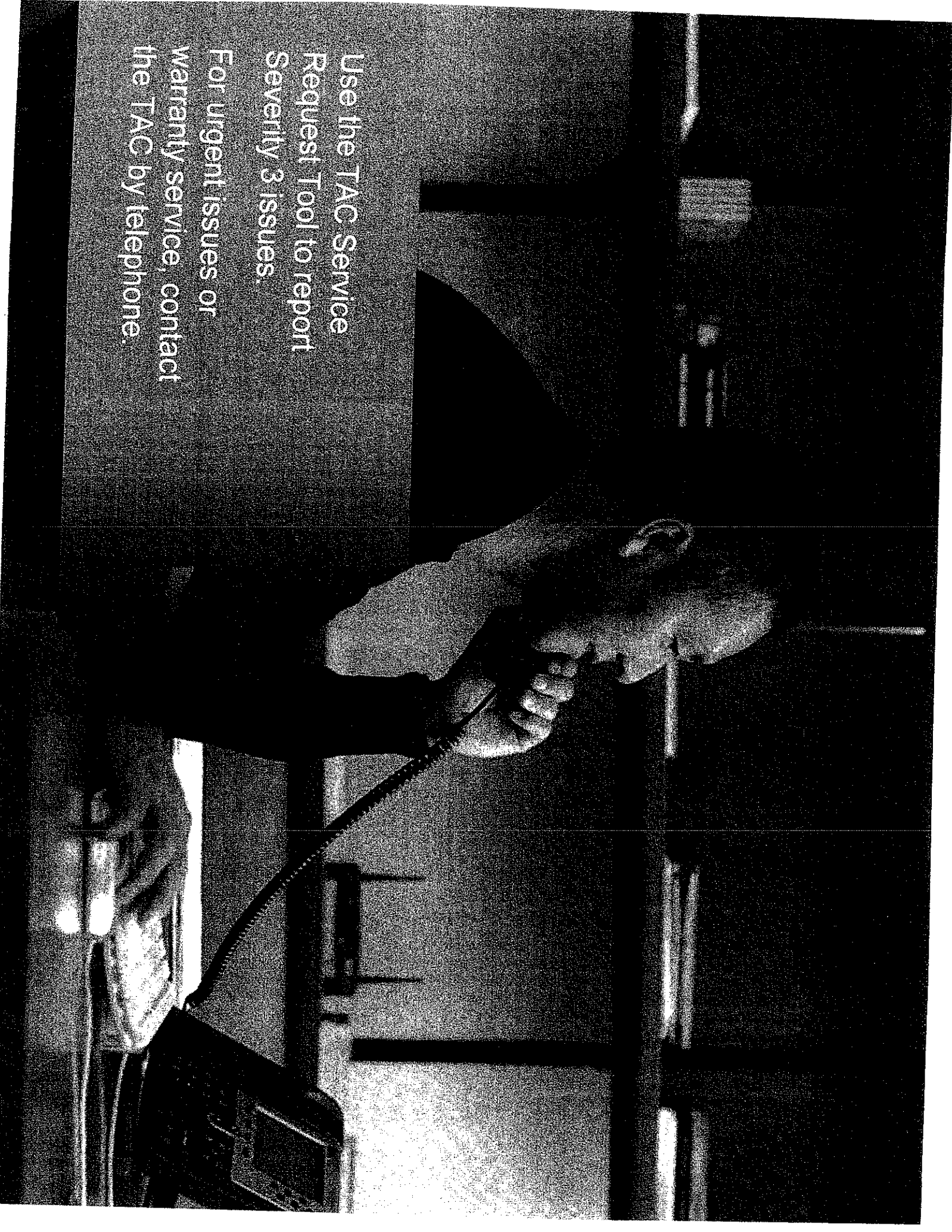
Log In

Forgot your user ID and/or password?

Contacts | Feedback | Help | Site Map  
© 1992-2010 Cisco Systems Inc. All rights reserved. Terms & Conditions

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

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



# Overview – Before You Begin

Support

## TAC Service Request Tool – New Request



Setup Request



Describe Problem

2.\*\*\* denotes a required field

Service Request Review

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

johnsonstest@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 eng

Router/Node Name:

Software Version:

Technology Category:

Router and IOS Architecture, Smart Ca

Serial Number:

2UX90800FX

Product:

Product:

SERVER: HWMSW MCS 7845-H2 Unified CM 7.0 Applis

Serial Number:

2UX90800FX

Product:

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

Location:



# 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

Problem:  
[Edit Details](#)

Service Request Title:

7200 Router / Need configuration ass.

Describe Problem:

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

Router Model Name:

Software Version:

Technology Category:

Routers and IOS Architecture, Smart C

Serial Number:

2UX90800FX

Product:

Product:

SERVER: HW/MSW MCS 7845-H2 Unified CM 7.0 Appl

Serial Number:

2UX90800FX

Product:

SERVER: HW/MSW MCS 7845-H2 Unified CM 7.0  
Appliance: MCS7845H2-K9-CMC1



# Overview – Before You Begin

Welcome to Cisco

## Cisco.com Profile Manager

CONTACT

ORGANIZATION

ADDITIONAL ACCESS

FREEBENEFITS

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: Cisco Systems

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



New Request



Describe Problem

A "\*" denotes a required field.

### Service Request Review

**Request:**  
[Edit Details](#)

Severity Level:

5: Network or Environment Impaired

Extended Loss of Service:

No

Contact Name:

Chris Johnson

Preferred Contact Method:

E-Mail

Preferred E-Mail:

cljohnsonest@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:

2UX90800FX

Product:

Product:

SERVER, HW/SW MCS 7845-H2 Unified CM 7.0 App

Serial Number:

2UX90800FX

Product:

SERVER, HW/SW 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 network, environment, or configuration. 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 passwords. When possible, we recommend self-service.
- When you elect to provide password access to Cisco, 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:

cjohnsonest@yahoo.com

▼

☐ Temporary E-Mail:

Preferred Phone Number: \*

☒ From Profile:

1-800-555-1212

▼

The TAC Service Request Tool involves four steps.

technology, which does not require you to provide us with your service request. You should always be a temporary, one-time password. necessary.



# 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 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 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.

For more information on the other best practice information for network security: [Protecting Network Security When Granting Access](#)

Technical Assistance Center (TAC)

### Evaluate Issue

Extended Loss of Service?: \*

- ☐ Yes, end 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:

[cjohnsonfesi@yahoo.com](#) v



# 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:

Preferred Contact Method: \*

Preferred E-Mail: \*

Preferred Phone Number: \*

E-Mail Confirmation: \*

Additional E-mails (CC):

Chris Johnson

- ☒ E-Mail
- ☐ Phone

☒ From Profile:

☐ Temporary E-Mail:

☒ From Profile:

☐ Temporary Number:

- ☒ NO
- ☐ YES

**Edit Profile**

cjohnson@yaho.com

1-800-555-1212

Evaluate the impact of your issue.

Provide your contact information.

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

**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 APAs

Subtechnology: \*

Select a subtechnology group

Problems with Logging to Syslog  
ROMMON/ Config Register  
RSP-Related Messages  
Router or Line Card reloads on the 12000 Series Internet Router  
**Smart Call Home for Routing Products**  
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 Sandy Bridge Exception (as indicated by show version)

Type of Problem: \*

Select One  
Error Messages, Logs, Debugs  
**Operational 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 :

2UX90800FX

Enter product serial number here

Product name or description :

Example: 7200 series router

Contract Number :

Select One v

Service Level :

Select One v

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:

## Step 3 – Specify Product

Support

### TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

3 Specify Product

If Serial Number N/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.

If you are going to the Cisco Profile Manager? If you have a Service Access Management account, products are associated with your Cisco.com userID.

If a Cisco Services Representative can provide you with a complete list of your service contracts, or if you are covered by a Service Contract, please contact the Cisco Technical Assistance Center by phone.

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

### 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 account:

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 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

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 v

Installation Location :

Site Name :

City :

Raleigh

State/Province :

Country :

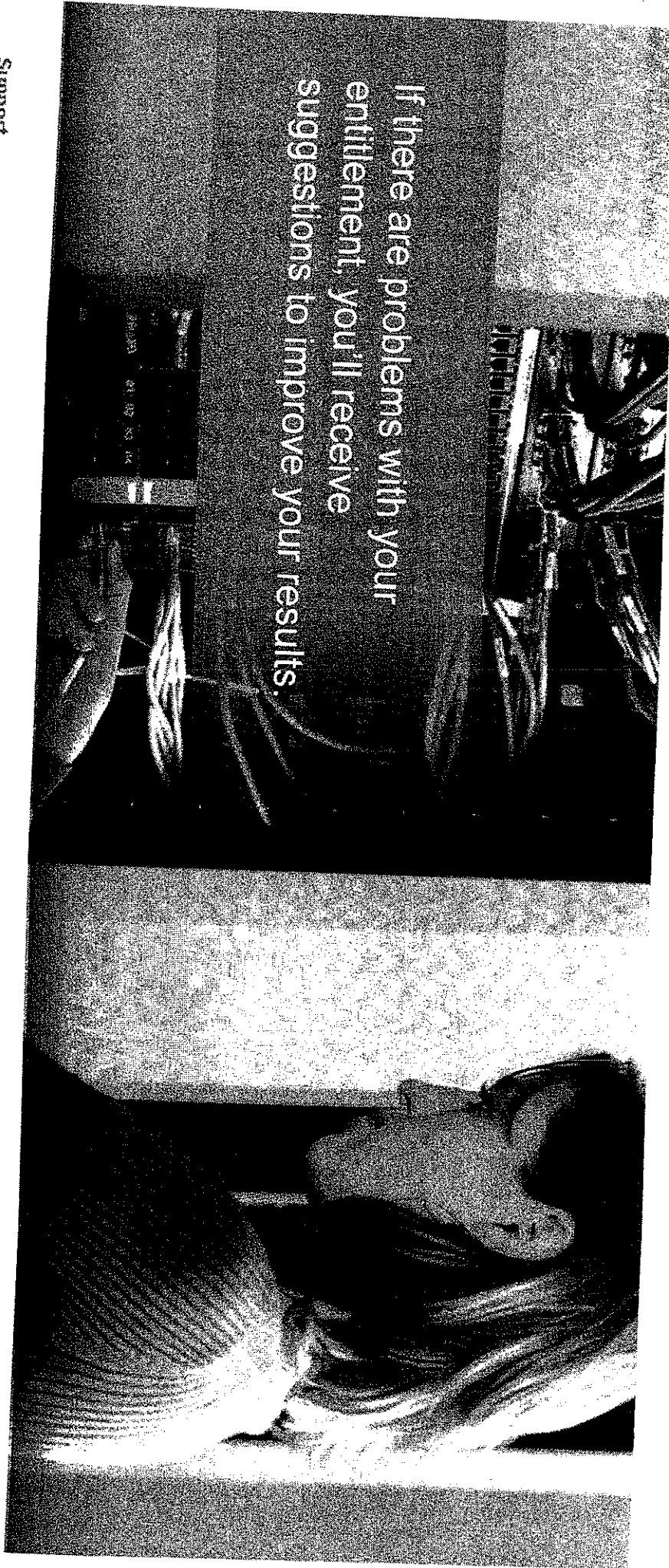
Select One

v

Search for your entitlement in this area.

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





If there are problems with your entitlement, you'll receive suggestions to improve your results.

Support

## TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

3 Specify Product

4 Finish

**E** 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 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

TAC Service Request Tool -- New Request

Serial Number

Product

TAC Service Request Tool -- New Request

When the search results appear, select a contract.

Contract#	Service Level	Site Name	Site Address	Product
3739954	CAP	QOC TECHNOLOGIES	200 EAST BULLARD, CHICAGO, IL, US.	WIS-C3560G-48PS-S Catalyst 3560 48 10/100/1000T PoE + 4 SFP + IPB Image

Items per page: 10

Showing 1 - 10 of 1

Back Select and Continue

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

Problems with your search?

# 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:

cjohnson@est@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. 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 Confirmation

☒ You have successfully created service request# 613973479.  
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.



Refer to this presentation whenever  
you need to create a service request.

# TAC Service Request Tool - New Request

1. Select Request

2. Provide Problem

3. Submit

A. Select a request type

Service Request Details

Request Details

Severity Level

SE Network or Environment Impact

Estimated Loss of Service

50

Contact Name

Chris Johnson

Preferred Contact Method

Email

Preferred Email

ServiceRequest@cs.com

Preferred Phone Number

1-800-555-1212

Email Confirmation

Yes

Service Request Title

230 Road View Corporation assistance

Describe Problem

Configuration of network for 230 Road View Corporation assistance

# Conclusion



Solutions

Support

Option 1: Select

Application Networking S  
Cisco IOS and NX-OS So  
Cisco Interfaces and Mod  
Collaboration

Flip Video

Home Networking (Valel and Linksys)

Network Management

Optical Networking

Physical Security and Building  
Systems

Routers

Tools & Resources

Buy Toolkit Cisco Notification Service

Software Adviser

Command Lookup

See All

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Service & Contracts

Technical Services

Developer Services

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[Partner Central](#)

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Option 2: Select a Task

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[Install & Upgrade](#)

[Maintain & Operate](#)

[Configure](#)

[Design](#)

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[Career Certifications](#)

[Scientific Atlanta \(SPVTO\)](#)

[Tidal Software](#)

[New/Updated Support Documents](#)

[Contact Cisco for Support](#)

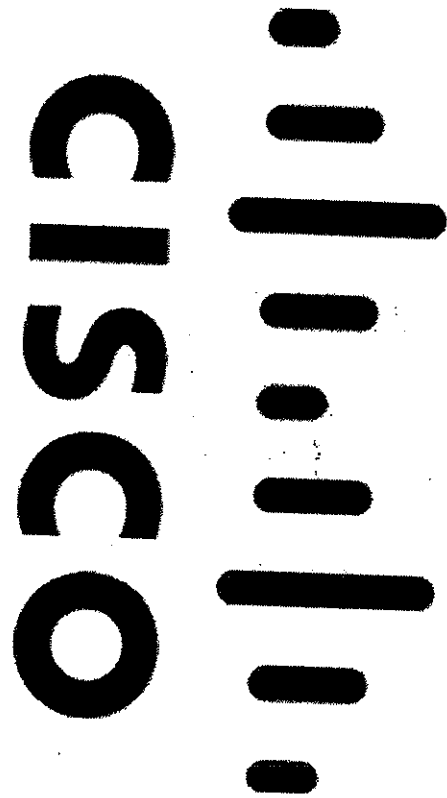
[Create TAC Service Request](#)

[Query TAC Service Request](#)

[Email or Phone Technical Support](#)

[Support Location - Language](#)

[Worldwide - English](#) ▾



# POMEROY

infrastructure. optimized.<sup>SM</sup>

March 18, 2011

RFQ Number: WAN

State of West Virginia  
Dept. of Administration  
Purchasing Division  
2019 Washington Street East  
PO Box 50130  
Charleston, WV 25305-0130

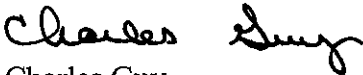
To Whom It May Concern,

The following individuals hold appropriate Cisco Certifications and have more than one year of field experience.

- a. Charles Bolen
- b. Mike Null
- c. Michael Bond
- d. James Blaylock
- e. Brian Jeffrey
- f. Daryl Atkinson

Please see formal certifications that are attached to this RFQ.

Sincerely,



Charles Guy  
Field Service Manager, WV  
Pomeroy  
304-746-4434 x 5760  
Charles.guy@pomeroy.com





# Charles P. Bolen

HAS SUCCESSFULLY COMPLETED THE CISCO CAREER CERTIFICATION REQUIREMENTS AND IS RECOGNIZED AS A

# Cisco Certified Network Associate

VALID THROUGH October 20, 2012  
CISCO ID No. CSC011666351

Validate this certificate's authenticity at  
[www.cisco.com/go/verify/certificate](http://www.cisco.com/go/verify/certificate)  
 Certificate Verification No. 401114168368JMDN

**John Chambers**  
Chairman and CEO  
Cisco Systems, Inc.

[illegible]

4770893  
1029





# Mike Null

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Cisco Certified Network Associate



VALID THROUGH September 10, 2012

Cisco ID No. CS-CO10260246

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[www.globalsign.com/go/verifycertificate](http://www.globalsign.com/go/verifycertificate)  
 Certificate Verification No. 400694169470GSDI

**John Chambers**  
Chairman and CEO  
Cisco Systems, Inc.

[illegible]4685855  
0917



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CCIE/CCDE Verification

**CCIE/CCDE Verification****CCIE/CCDE Verification Tool****CCIE/CCDE Certification Details**

Name	Certification Type	Certification Number	Track	Certification Status	Certification Date
MICHAEL BOND	CCIE	17963	Voice	Re-certified	15-May-2007

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## Credential Verification Report

James Blaylock - CSC010557557

This Publish Credential Verification Report for jimblaylockjr@yahoo.com, prepared on 12/30/2010, is available for viewing until 01/13/2011.

### Candidate Information

Name **James Blaylock**  
 Mailing Address **400 Wards Chapel Road**  
 City **Manchester**  
 State/Province **Tennessee**  
 Postal Code **37355**  
 Country **UNITED STATES**  
 Primary Email Address **jblaylock@pomeroy.com**

### Personal Note From Candidate

James Blaylock Cisco Certifications

### Credentials General Certifications

Associate

■ CCNA

*Certified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*

Status	Certified	Expires
Certified	2/24/06	11/23/13

■ CCNA Voice

*Certified*  
*Recertified*

Certified	10/9/09	11/23/13
-----------	---------	----------

Professional

■ CCNP Voice

*Certified*  
*Recertified*

Certified	5/18/07	10/9/12
-----------	---------	---------

### Specializations

Unified Communications Certifications

■ Cisco Advanced IP Communications Sales Specialist

*Certified*  
*Recertified*

Certified	8/14/06	4/17/11
-----------	---------	---------

■ Cisco Unified Presence Specialist

Certified	4/30/09	4/30/11
-----------	---------	---------

■ Cisco Unity Support Specialist

Certified	11/23/10	11/23/12
-----------	----------	----------

Video Certifications

■ Cisco Rich Media Communications Specialist

*Certified*  
*Recertified*  
*Recertified*

Certified	10/11/07	10/9/11
-----------	----------	---------

### Additional Proctored Exams for Validating Knowledge (not for Cisco Career Certification)

Cisco Sales Expert

■ Cisco Sales Expert v4

*Certified*  
*Recertified*

Certified	8/1/08	7/30/12
-----------	--------	---------

Internet Based Testing

■ Cisco Lifecycle Services for Advanced Unified Communications

Certified	4/17/09	4/17/11
-----------	---------	---------

**Credential Verification Report**

Brian Jeffrey - CSC010037679

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**Candidate Information**

Name **Brian Jeffrey**  
Mailing Address **4013 Washington St W**  
City **Charleston**  
State/Province **West Virginia**  
Postal Code **25313**  
Country **UNITED STATES**  
Primary Email Address **bjeffrey@pomeroy.com**

**Personal Note From Candidate**

Cisco ID CSC010037679

**Credentials****General Certifications**

Associate

☒ CCNA

*Certified*  
*Manually Certified*  
*Recertified*  
*Recertified*

**Status      Certified      Expires**

Certified      9/27/99      10/30/12

☒ CCNA Voice

Certified      10/30/09      10/30/12

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## Credential Verification Report

Daryl Atkinson - CSC010251596

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### Candidate Information

Name **Daryl Atkinson**  
 Mailing Address **9005 Johnston Street**  
 City **Cordova**  
 State/Province **Tennessee**  
 Postal Code **38016**  
 Country **UNITED STATES**  
 Primary Email Address **datkinso@pomeroy.com**

### Personal Note From Candidate

Daryl Atkinson - CSC010251596

Let me know what else you need.

### Credentials

#### General Certifications

##### Associate

- ☒ CCDA
- ☒ CCNA
- ☒ CCNA Voice

##### Professional

- ☒ CCDP
- ☒ CCNP
- ☒ CCNP Voice

Status	Certified	Expires
Certified	10/1/08	9/3/13
Certified	3/31/01	9/3/13
Certified	3/10/09	9/3/13
Certified	10/11/08	3/22/12
Certified	10/16/08	3/22/12
Certified	3/22/09	3/22/12

### Specializations

#### Data Center Certifications

- ☒ Cisco Data Center Networking Infrastructure Design Specialist

Certified 9/3/10 9/3/12

### Retired Certifications

#### Retired Certifications

- ☒ CCVP

Certified 3/22/09 3/22/12

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# **Pomeroy**

## **Escalation Procedures**

1. When placing service calls for this account, the first step is to contact our help desk at 800-794-6117 or 304-746-4434 ext 130 (Cheryl.williams@pomeroy.com).
2. Help desk will verify customer provided proof purchase, log issue, access the problem, and then dispatch the appropriate resources if necessary.
3. To escalate service issues contact Eric Shin (Service Manager) 304 746-4434 ext 132 (eric.shinn@pomeroy.com)
  - Eric will return call within 1 business hour with action plan to resolve issue.
  - Verify call has been processed through our helpdesk and all has possible solutions have been exhausted.
  - Engage Account Representative for assistance for any sales related issues.
  - Engineer will be dispatched in a manner that meets the Service Level agreement purchased by customer under IP10.
4. If problem has not been resolved in accordance to the IPT10 contract.
  - Contact Bill Rutherford 304-746-4434 ext 5766 (bill.rutherford@pomeroy.com)
  - Bill responsible for WV Operations and will return calls within 2 business hours
  - Action plan will be worked out with customer in a manner resolves issues to customers satisfaction and a new team engaged to resolve issue,
5. If issue has not been resolved to customer satisfaction the final call will to
  - Contact information Ken Wunderlich (VP of Service) 859-240-4238 (kenneth.wunderlich@pomeroy.com)
  - Ken will return call in 1 business day with final resolution plan.



## Cisco Career Certifications

Charles P. Bolen

HAS SUCCESSFULLY COMPLETED THE CISCO CAREER CERTIFICATION REQUIREMENTS AND IS RECOGNIZED AS A

Cisco Certified Network Associate

VALID THROUGH October 20, 2012

Cisco ID No. 650011666351

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Certificate Verification No. 4011141688681NEDN

*John Chambers*  
John Chambers  
Chairman and CEO  
Cisco Systems, Inc.

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# Mike Null

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Cisco Certified Network Associate



VALID THROUGH September 10, 2012

DiscoID No. CS0010260246

**John Chambers**  
Chairman and CEO  
Cisco Systems, Inc.

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Certificate Verification No. 4006941694700CSD1

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CCIE/CCDE Logo Access  
CCIE/CCDE Verification

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Name	Certification Type	Certification Number	Track	Certification Status	Certification Date
MICHAEL BOND	CCIE	17963	Voice	Re-certified	15-May-2007

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## Credential Verification Report

James Blaylock - CSC010557557

This Publish Credential Verification Report for jimblaylockjr@yahoo.com, prepared on 12/30/2010, is available for viewing until 01/13/2011.

### Candidate Information

Name **James Blaylock**  
 Mailing Address **400 Wards Chapel Road**  
 City **Manchester**  
 State/Province **Tennessee**  
 Postal Code **37355**  
 Country **UNITED STATES**  
 Primary Email Address **jblaylock@pomeroy.com**

### Personal Note From Candidate

James Blaylock Cisco Certifications

### Credentials

#### General Certifications

Associate

■ CCNA

*Certified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*  
*Recertified*

Status	Certified	Expires
Certified	2/24/06	11/23/13

■ CCNA Voice

*Certified*  
*Recertified*

Certified	10/9/09	11/23/13
-----------	---------	----------

Professional

■ CCNP Voice

*Certified*  
*Recertified*

Certified	5/18/07	10/9/12
-----------	---------	---------

### Specializations

#### Unified Communications Certifications

■ Cisco Advanced IP Communications Sales Specialist

*Certified*  
*Recertified*

Certified	8/14/06	4/17/11
-----------	---------	---------

■ Cisco Unified Presence Specialist

Certified	4/30/09	4/30/11
-----------	---------	---------

■ Cisco Unity Support Specialist

Certified	11/23/10	11/23/12
-----------	----------	----------

#### Video Certifications

■ Cisco Rich Media Communications Specialist

*Certified*  
*Recertified*  
*Recertified*

Certified	10/11/07	10/9/11
-----------	----------	---------

### Additional Proctored Exams for Validating Knowledge (not for Cisco Career Certification)

Cisco Sales Expert

■ Cisco Sales Expert v4

*Certified*  
*Recertified*

Certified	8/1/08	7/30/12
-----------	--------	---------

#### Internet Based Testing

■ Cisco Lifecycle Services for Advanced Unified Communications

Certified	4/17/09	4/17/11
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# Credential Verification Report

Brian Jeffrey - CSC010037679

This Publish Credential Verification Report for richard.sylvester@pomeroy.com, prepared on 12/30/2010, is available for viewing until 01/13/2011.

## Candidate Information

Name **Brian Jeffrey**  
 Mailing Address **4013 Washington St W**  
 City **Charleston**  
 State/Province **West Virginia**  
 Postal Code **25313**  
 Country **UNITED STATES**  
 Primary Email Address **bjeffrey@pomeroy.com**

## Personal Note From Candidate

Cisco ID CSC010037679

## Credentials

### General Certifications

Associate

☒ CCNA

*Certified  
 Manually Certified  
 Recertified  
 Recertified*

☒ CCNA Voice

Status	Certified	Expires
Certified	9/27/99	10/30/12
Certified	10/30/09	10/30/12

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 v.6 5.1011051407



## Credential Verification Report

Daryl Atkinson - CSC010251596

This Publish Credential Verification Report for daryl.atkinson@pomeroy.com, prepared on 12/30/2010, is available for viewing until 01/13/2011.

### Candidate Information

Name **Daryl Atkinson**  
 Mailing Address **9005 Johnston Street**  
 City **Cordova**  
 State/Province **Tennessee**  
 Postal Code **38016**  
 Country **UNITED STATES**  
 Primary Email Address **datkinso@pomeroy.com**

### Personal Note From Candidate

Daryl Atkinson - CSC010251596

Let me know what else you need.

### Credentials

#### General Certifications

##### Associate

- ☒ CCDA
- ☒ CCNA
- ☒ CCNA Voice

##### Professional

- ☒ CCDP
- ☒ CCNP
- ☒ CCNP Voice

Status	Certified	Expires
Certified	10/1/08	9/3/13
Certified	3/31/01	9/3/13
Certified	3/10/09	9/3/13
Certified	10/11/08	3/22/12
Certified	10/16/08	3/22/12
Certified	3/22/09	3/22/12

### Specializations

#### Data Center Certifications

- ☒ Cisco Data Center Networking Infrastructure Design Specialist

Certified 9/3/10 9/3/12

### Retired Certifications

#### Retired Certifications

- ☒ CCVP

Certified 3/22/09 3/22/12

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 Click this link [Integral7 Credential Verification Service](#) to verify credentials.

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## Invoice Escalation Procedures

### Agency Responsibility

1. Agency will call or email the first person on the list with the Agency Purchase Order Number and/or Invoice Number along with an explanation of the invoicing issue as soon as any questions arise.

### Pomeroy Responsibility

1. Pomeroy will respond with within 1 business day as to our process for rectifying any invoicing issues.
2. Pomeroy will document and communicate through phone and/or email as to the current status of the current situation.
3. In the event that there remain any issues or discrepancies after 3 days the event may be elevated to leadership in the order shown.
4. All issues have a goal of being resolved in 3 business days

### Contacts

1. Richard Sylvester, Technology Service Executive  
[Richard.sylvester@pomeroy.com](mailto:Richard.sylvester@pomeroy.com)  
4013, West Washington Street  
Charleston, WV 25313  
304-746-4434 x5768
2. Bill Rutherford, Regional Vice-President  
[Bill.rutherford@pomeroy.com](mailto:Bill.rutherford@pomeroy.com)  
4013 West Washington Street  
Charleston, WV 25303  
304-746-4434 x5766
3. Sue Powell, SR. Credit & Collection Analyst  
[Sue.powell@pomeroy.com](mailto:Sue.powell@pomeroy.com)  
Pomeroy  
2222 East NC Hwy 54, Beta Building, Suite 220  
Durham, NC 27713  
Office: 1-800-846-8727 ext: 5704 Fax: (919)-954-9766
4. Bobby Shewmaker – Director of Financial Planning and Analysis for Sales and Service  
[Bobby.shewmaker@pomeroy.com](mailto:Bobby.shewmaker@pomeroy.com)  
Pomeroy  
1020 Petersberg Rd.  
Hebron, KY 41048  
Office - 859-586-0600 X4291 Mobile - 859-803-8767
5. Velvet Heath, Manager, Credit & Collections  
[Velvet.heath@pomeroy.com](mailto:Velvet.heath@pomeroy.com)

**WEST VIRGINIA  
STATE TAX DEPARTMENT  
BUSINESS REGISTRATION  
CERTIFICATE**

ISSUED TO:  
**POMEROY IT SOLUTIONS SALES COMPANY INC  
4013 WASHINGTON ST W  
CHARLESTON, WV 25313-2419**

**BUSINESS REGISTRATION ACCOUNT NUMBER: 1049-9937**

This certificate is issued on: 08/20/2010

*This certificate is issued by  
the West Virginia State Tax Commissioner  
in accordance with Chapter 11, Article 12, of the West Virginia Code*

*The person or organization identified on this certificate is registered  
to conduct business in the State of West Virginia at the location above.*

*This certificate is not transferable and must be displayed at the location for which issued.*

*This certificate shall be permanent until cessation of the business for which the certificate of registration was granted or until it is suspended, revoked or cancelled by the Tax Commissioner.*

*Change in name or change of location shall be considered a cessation of the business and a new certificate shall be required.*

**TRAVELING/STREET VENDORS:** Must carry a copy of this certificate in every vehicle operated by them.  
**CONTRACTORS, DRILLING OPERATORS, TIMBER/LOGGING OPERATIONS:** Must have a copy of this certificate displayed at every job site within West Virginia.

## West Virginia Secretary of State — Online Data Services

## Business &amp; Licensing

## Business Organization Detail

## POMEROY IT SOLUTIONS SALES COMPANY, INC.

Organization Information							
Org Type	Effective Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
C   Corporation	10/25/1999	10/25/1999	Foreign	Profit			

Organization Information			
Business Purpose		Capital Stock	0.0000
Charter County		Control Number	16082
Charter State	DE	Excess Acres	0
At Will Term		Member Managed	
At Will Term Years		Par Value	0.0000
Authorized Shares	0		

Addresses	
Type	Address
Mailing Address	360 NORTH CRESCENT DR. SOUTH BLDG.

<b>Notice of Process Address</b>	BEVERLY HILLS, CA. 90210 USA
	STEPHEN E. POMEROY 1020 PETERSBURG RD. HEBRON, KY, 41048
<b>Principal Office Address</b>	1020 PETERSBURG RD. HEBRON, KY, 41048 USA
<b>Type</b>	<b>Address</b>

<b>Officers</b>	
<b>Type</b>	<b>Name/Address</b>
<b>Director</b>	EVA M. KALAWSKI 360 NORTH CRESCENT DR. SOUTH BLDG BEVERLY HILLS, CA. 90210
<b>President</b>	CHRISTOPHER C. FROMAN 1020 PETERSBURG RD. HEBRON, KY, 41048
<b>Secretary</b>	ROBERT J. JOUBRAN 360 NORTH CRESCENT DR. SOUTH BLDG BEVERLY HILLS, CA, 90210
<b>Treasurer</b>	EVA M. KALAWSKI 360 NORTH CRESCENT DR. SOUTH BLDG. BEVERLY HILLS, CA, 90210
<b>Vice-President</b>	1020 PETERSBURG RD. HEBRON, KY, 41048
<b>Type</b>	<b>Name/Address</b>

<b>Name Changes</b>	
<b>Date</b>	<b>Old Name</b>
7/24/2003	POMEROY COMPUTER RESOURCES SALES COMPANY, INC.
<b>Date</b>	<b>Old Name</b>

<b>Date</b>	<b>Amendment</b>
7/24/2003	NAME CHANGE: FROM POMEROY COMPUTER RESOURCES SALES COMPANY, INC.



Date	Amendment
------	-----------

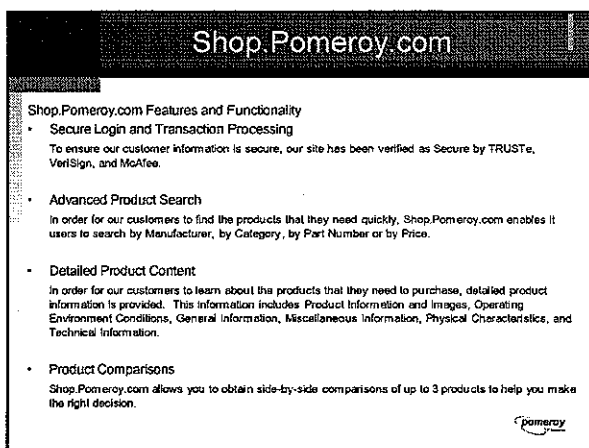
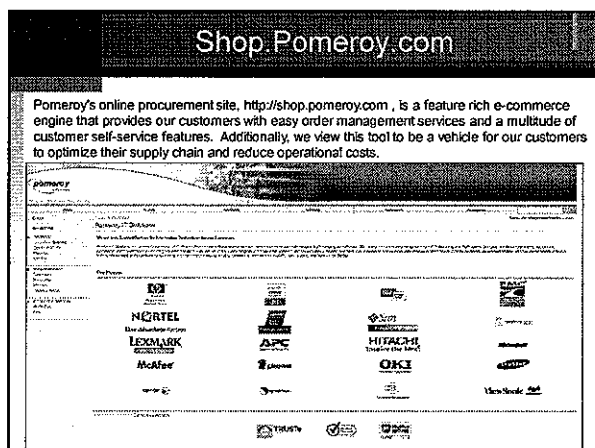
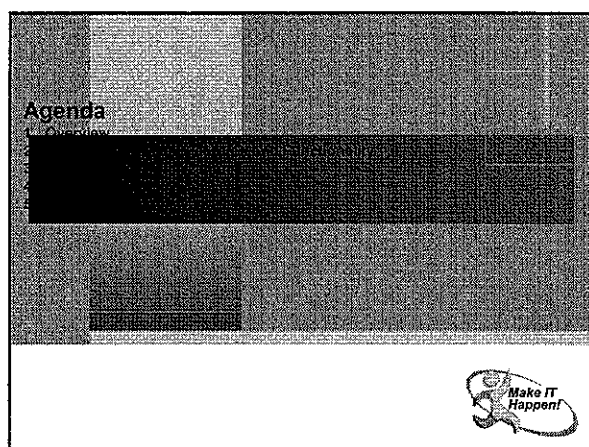
**Annual Reports**

Date	Filed For
6/30/2010	2011
6/30/2009	2010
9/5/2008	2009
11/7/2007	2007
7/27/2001	2002
2/23/2001	2001
Date	Filed For

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<http://apps.sos.wv.gov>

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## Shop.Pomeroy.com

### Shop.Pomeroy.com Features and Functionality

- **Quote Request**

If you are going to purchase large quantities of items, you can create a quote request. The quote is automatically directed to your sales representative who will see if additional pricing discounts can be found. Once the pricing is obtained, the quote is automatically sent to the customer for their approval.

- **Order Creation**

Shop.Pomeroy.com allows you to select the products and associated quantities and order them directly without the involvement of a Pomeroy Sales Representative, saving you time and money. Based on your contractual agreement, orders can be paid via credit card, invoice, lease or other options supported within the store.

- **Order Tracking**

Shop.Pomeroy.com provides you with the ability to track the status of your orders.

- **Sales Reporting**

Shop.Pomeroy.com provides you with 14 Spend Analysis Reports that can display order information on a monthly, quarterly, yearly or custom timeframe.



## Shop.Pomeroy.com

### Shop.Pomeroy.com Features and Functionality

- **Employee Favorites**

Users are allowed to add the products that they order the most to their Favorites page. This enables the users to order products quickly.

- **Company Favorites**

Company Favorites can be established at the corporate level and shown to all employees. Companies use this feature to showcase standard models or manufacturers that are preferred.

- **Employee Purchase Limits**

Purchasing limits can be set at the individual user level for total daily spend and total order spend. If an employee exceeds any of these limits the orders can automatically be rejected, or sent to another employee for approval.

- **Employee Purchase Approval Workflow**

As mentioned above, if an employee exceeds their purchasing limits, the orders can be automatically sent via e-Mail to another employee for approval. This process can be repeated to create a multi-level approval process that reflects your corporate hierarchy.



## Shop.Pomeroy.com

### Shop.Pomeroy.com Features and Functionality

- **Company Administration of Store Users**

Shop.Pomeroy.com allows companies to designate their own internal system administrators. The administrators can create user accounts and maintain all corporate data on the site.

- **Receive Pomeroy Exclusive Specials on Products**

Shop.Pomeroy.com has a Special Deals page where we provide our customers with Pomeroy Exclusive deals as well as manufacturer deals.



## Shop.Pomeroy.com

### Supply Chain Optimization

- **PunchOut Catalog**

A PunchOut Catalog allows our customers to view the most recent products and prices from within their existing ERP application and create orders within your system, eliminating the need to manually maintain your product catalog, log onto storefronts, dual entry of orders in multiple systems, and reduce the overall procurement timeframe.

- **Electronic Data Interchange (EDI)**

Purchase Order	850
	855
	858
	810
	PO Acknowledgement
	Advanced Shipping Notice
	Invoice


Our standard EDI process is initiated by the customer sending an electronic Purchase Order (850). Pomeroy receives the Purchase Orders and returns a PO Acknowledgement (855) to the customer. Once the product is packaged and picked up by the delivery company, Pomeroy sends the customer an Advanced Shipping Notice (858). Once the Purchase Order is received, Pomeroy will send the customer an Invoice (810).



## Shop.Pomeroy.com

**Supply Chain Optimization**

- **Electronic Funds Transfer**  
Electronic Funds Transfer (EFT) provides for electronic payments and collections. EFT is safe, secure, efficient, and less expensive than paper check payments and collections.
- **Our Customers Achieve Operational Savings**
  - ✓ Elimination of Product Catalog Maintenance
  - ✓ Over 1 hour per order reduction in Man-hours
  - ✓ Consolidated Invoicing
  - ✓ Automation of Financial Transactions



## Shop.Pomeroy.com


**Demonstration**


<https://shop.pomeroy.com>



## Shop.Pomeroy.com

**Questions & Answers**





Shop.Pomeroy.com: Your Online Procurement and Supplier Relationship Portal

Home | My Profile | My Dashboard | My Orders | My Invoices | My Reports | My Settings | My Account | My Help

**Reports**

Select Special Report:

**Spend Report - By Buyer**

Buyer Name	No. of Transactions	Total Amount	% of Total
John Doe	4	\$1,234.56	10.2%
Jane Smith	1	\$567.89	4.7%
Bob Johnson	1	\$1,456.78	12.2%

Page 1 of 1

Shop.Pomeroy.com

Summary: Spend Report - By Buyer And Cost Center

Reports

2009

Buyer Name	Cost Center Name	Total Amount	% of Spend
Cost Center Name	400	\$4,300.00	98.97%
Cost Center Name	400	\$4,300.00	98.97%

Summary: Spend Report - By Buyer And Category

Reports

2009

Buyer Name	Category Name	Total Amount	% of Spend
Cost Center Name	Category Name	\$4,300.00	98.97%
Cost Center Name	Category Name	\$4,300.00	98.97%

Summary: Spend Report - By Cost Center And Buyer

Reports

2009

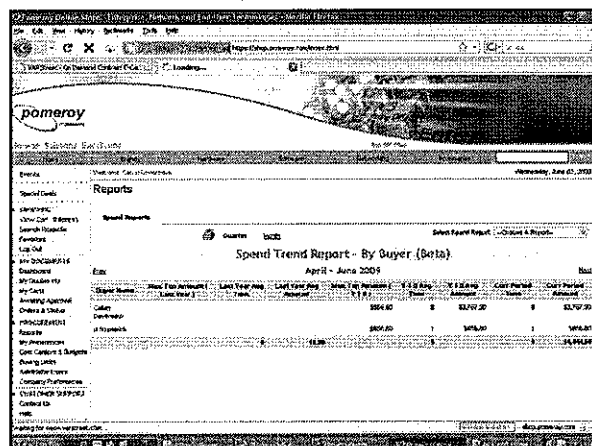
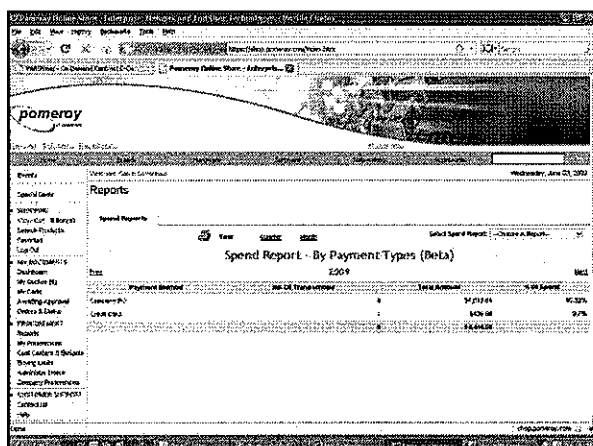
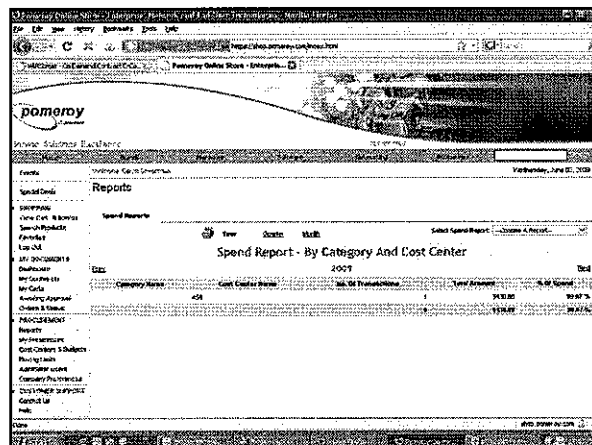
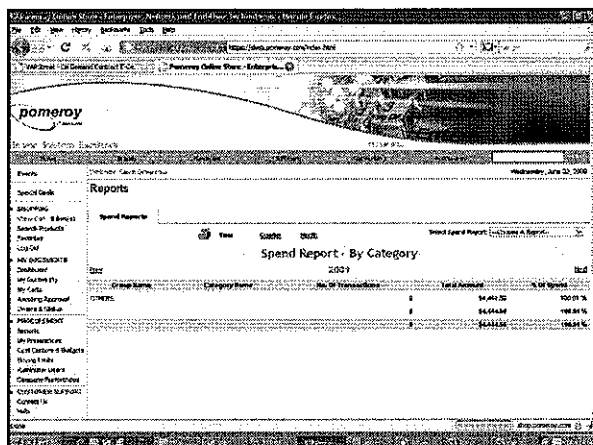
Cost Center Name	Buyer Name	Total Amount	% of Spend
Cost Center Name	Buyer Name	\$4,300.00	98.97%
Cost Center Name	Buyer Name	\$4,300.00	98.97%

Summary: Spend Report - By Cost Center And Category

Reports

2009

Cost Center Name	Category Name	Total Amount	% of Spend
Cost Center Name	Category Name	\$4,300.00	98.97%
Cost Center Name	Category Name	\$4,300.00	98.97%





[illegible]

**POMEROY**

Spending Summary

Period: 01/01/2018 to 06/30/2018

Location: Main

Total Spend: \$1,040,458.00

Location	Spend
Main	\$549,448.00
Other Locations	\$491,010.00

Report generated on: 06/30/2018

## 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: Pomeroy

Signed: William Rutherford

Date: 3-21-2011

Title: RVP

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

RFQ No. **WAN11**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.

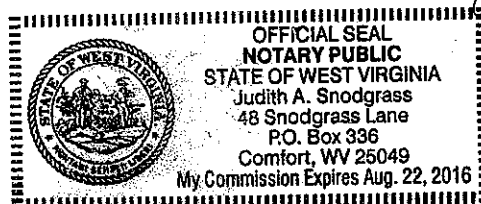
**DEFINITIONS:**

"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 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: PomeroyAuthorized Signature: William PomeroyDate: 3/21/2011State of West VirginiaCounty of Kanawha, to-wit:Taken, subscribed, and sworn to before me this 21 day of March, 2011.My Commission expires Aug 22, 2016.**AFFIX SEAL HERE****NOTARY PUBLIC**

Purchasing Affidavit (Revised 12/15/09)