



West Virginia Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
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The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header

[List View](#)**General Information**[Contact](#)[Default Values](#)[Discount](#)[Document Information](#)**Procurement Folder:** 24458**SO Doc Code:** CRFQ**Procurement Type:** Central Contract - Fixed Amt**SO Dept:** 1300**Vendor ID:** VS0000002022 **SO Doc ID:** STO1500000003**Legal Name:** Park Place Technologies, LLC**Published Date:** 9/29/14**Alias/DBA:****Close Date:** 10/2/14**Total Bid:** \$44,181.00**Close Time:** 13:30**Response Date:** 10/02/2014 **Status:** Closed**Response Time:** 13:11**Solicitation Description:** ADDENDUM No. 2-SMARTnet
Equipment Maintenance, or**Total of Header Attachments:** 0**Total of All Attachments:** 0



Purchasing Division
 2019 Washinton Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State Of West Virginia
 Solicitation Response**

Proc Folder : 24458

Solicitation Description : ADDENDUM No. 2-SMARTnet Equipment Maintenance, or equal

Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation No	Version
	2014-10-02 13:30:00	SR 1300 ESR10021400000000354	1

VENDOR

VS0000002022

Park Place Technologies, LLC

FOR INFORMATION CONTACT THE BUYER

Dean Wingerd
 (304) 558-0468
 dean.c.wingerd@wv.gov

Signature X FEIN # DATE

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Wide area network WAN maintenance or support				\$10,000.00

Comm Code	Manufacturer	Specification	Model #
81111804			

Extended Description : Maintenance of Cisco network equipment located at Charleston - CAPITOL location. 39 items included at this location. See Exhibit A for items included

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Wide area network WAN maintenance or support				\$10,000.00

Comm Code	Manufacturer	Specification	Model #
81111804			

Extended Description : Maintenance of Cisco network equipment located at Charleston - 2008/2012 Quarrier Streets location. See Exhibit A for items included. 2 Items included at this location

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Wide area network WAN maintenance or support				\$10,000.00

Comm Code	Manufacturer	Specification	Model #
81111804			

Extended Description : Maintenance of Cisco network equipment located at Charleston - Kanawha City/7300 MacCorkle Ave location. See Exhibit A for items included. 9 items included at this location

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Wide area network WAN maintenance or support				\$10,000.00

Comm Code	Manufacturer	Specification	Model #
81111804			

Extended Description : Maintenance of Cisco network equipment located at Flatwoods, WV Location. See Exhibit A for items included. 4 Items included at this location

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Wide area network WAN maintenance or support				\$10,000.00

Comm Code	Manufacturer	Specification	Model #
81111804			

Extended Description : Maintenance of Cisco network equipment located at the Beckley location. See Exhibit A for items included. 1 item included at this location

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Wide area network WAN maintenance or support				\$10,000.00

Comm Code	Manufacturer	Specification	Model #
81111804			

Extended Description : Maintenance of Cisco network equipment located at the Charleston - PLAYERS CLUB location. See Exhibit A for items included. 10 items included at this location.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Wide area network WAN maintenance or support				\$10,000.00

Comm Code	Manufacturer	Specification	Model #
81111804			

Extended Description : Maintenance of Cisco network equipment located at the Huntington location. See Exhibit A for items included. 2 items included at this location

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Wide area network WAN maintenance or support				\$10,000.00

Comm Code	Manufacturer	Specification	Model #
81111804			

Extended Description : Maintenance of Cisco network equipment located at the Wheeling location. See Exhibit A for items included. 2 items included in this location

CERTIFICATION AND SIGNATURE PAGE

By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Park Place Technologies, LLC

(Company)

Cindy Attig

Cindy Attig, Government Practice Manager

(Authorized Signature) (Representative Name, Title)

440-591-6353, 866-312-9691 10/1/2014

(Phone Number) (Fax Number) (Date)

REQUEST FOR QUOTATION
SMARTnet Equipment Maintenance

10.1.4. Failure to remedy deficient performance upon request.

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

10.2.1. Immediate cancellation of the Contract.

10.2.2. Immediate cancellation of one or more release orders issued under this Contract.

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

11.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Cindy Attig, Government Practice Manager

Telephone Number: 440-591-6353

Fax Number: 866-312-9691

Email Address: cattig@parkplacetech.com

EXHIBIT B

WEST VIRGINIA STATE TREASURER'S OFFICE
VENDOR LAPTOP AND NETWORK SECURITY AGREEMENT

The Vendor named below hereby acknowledges and agrees as follows:

1. Connection of any laptop to the West Virginia State Treasurer's Office (WVSTO) network requires prior approval. Approval is requested by completing a Network Access Request document and returning to the Primary Contact listed in paragraph 12. Unrecognized laptops on the network are disabled immediately upon discovery (typically by switch port disabling) and the source is investigated. The WVSTO is not liable for loss or damage to unapproved laptops (or the data thereon) by being connected to its network or by being disabled.
2. Efforts to circumvent any network controls (such as internet filtering) are prohibited.
3. All WVSTO network resources are for WVSTO business purposes only.
4. Use of any network reconnaissance tools without prior approval is prohibited.
5. Network logon accounts for Vendors can be provided for contracted work. These accounts will have expiration dates, which can be extended as needed. VPN access can also be provided.
6. Administrative rights can be provided to Vendors by placing their network logon account or logon account(s) group in the Local Administrators Group of computers affected by the Vendor's scope of work when those computers are joined to the WVSTO domain.
7. Vendors are not afforded domain administrator rights and are prohibited from engaging in activities typically performed by domain administrators, such as joining computers to the WVSTO domain, modifying any active directory, extending the schema, or creating or changing DNS entries. In cases where these activities are required, a WVSTO domain administrator will be assigned to work with Vendors to accomplish these tasks.
8. All servers are to use static IP addresses which will be assigned by WVSTO network administrators. Applicable addressing information such as suffix, DNS and WINS will be provided to the Vendor. Computer names and descriptions for servers requiring static IP addresses are to be provided to WVSTO network administrators for documentation purposes.
9. Any server installed into the WVSTO network will have anti-virus software provided by the WVSTO installed as soon as possible. The Vendor should provide any file and folder exclusions that should be applied to the anti-virus software.
10. A phone with a dedicated phone number and voice mail can be provided to Vendors to facilitate an engagement.
11. Typically a WVSTO network administrator is assigned to Vendor projects as a facilitator and liaison for the duration of the project.
12. Primary contact for network access and resources are:

Kin Richardson, Director of Network Operations
304.341.0727 or 304.341.0700 (WVSTO Help Desk) / kin.richardson@wvsto.com

Alternate contact:
Phil White, Director of Software Applications
304.341.0759 / phil.white@wvsto.com

I acknowledge receiving these guidelines and agree to comply.

Vendor Name: Park Place Technologies, LLC

Vendor signature: 

Print name: Cindy Attig, Government Practice Manager

Date: 10/1/2014

STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT**

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"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.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:Vendor's Name: Park Place Technologies, LLCAuthorized Signature:  Date: 10/1/2014

State of _____

County of _____, to-wit:

Taken, subscribed, and sworn to before me this ____ day of _____, 20__.

My Commission expires _____, 20__.

AFFIX SEAL HERE**NOTARY PUBLIC** _____

Park Place Technologies is a leading provider of data center hardware maintenance, specializing in support for servers, storage and network devices throughout the equipment lifecycle. For over 20 years, Park Place Technologies has helped our customers extend the life of their IT equipment at significant cost savings over the major OEM's. We are an important part of our customer's technology roadmap, allowing them more control over technology refresh and a better ROI for production equipment beyond the manufacturer's warranty period. Founded in 1991, Park Place Technologies has grown into one of the leading Information Technology Service and Solutions Providers in the North America. Park Place offers flexible hardware maintenance programs, to meet our customer's business needs seamlessly. We do what we say we will, because our customer's success is our only priority.

The Park Place Difference

As industry trends and customer needs have evolved, our focus has expanded to maintaining mission-critical environments and enterprise data center hardware. By offering organizations a cost-effective and flexible alternative to the OEM, we help our customers get the most out of the investment in their equipment, well beyond the initial OEM warranty.

Park Place Technologies provides maintenance and support for hardware platforms from a wide range of vendors, including all tier-one OEMs. As a Park Place Technologies customer, you can expect to take advantage of our expertise and superior, unbiased service.



Administrative Difference

Flexible Agreements

Even though your data center might be complex, your maintenance agreements don't have to be. We understand that you may not use equipment from just one OEM in your data center, which is why we offer maintenance agreements that fit any organization and environment for both short and long-term engagements.

Consolidate multiple vendors into one partner with Park Place Technologies and let our team take care of your hardware maintenance needs. Our agreements are flexible, meaning you have the option to add or remove equipment from service at any time.

Simplified Billing

Rather than thumbing through pages of billing notes, Park Place Technologies' customers appreciate our simplified, streamlined billing process. We send single-page invoices that are easy to read and understand. We also offer a variety of billing options, ranging from monthly to annual, allowing our customers to choose what billing frequency works for them.

Multi-Year Agreements & Discounts

For a variety of reasons, many organizations are recognizing the value of holding on to equipment beyond expiration of the initial warranty. Unlike the OEM, where the cost of maintenance continually increases, our mission is to align our interests with that of the customer by delivering annual cost reductions through coterminous multi-year agreements, with the ability to add or drop equipment at any time.

In addition to the cost benefit of these agreements our customers recognize an administrative advantage, with minimal management of warranties throughout multiple years.

Service Level Agreements

Park Place Technologies offers a range of Service Level Agreements. Our most common SLAs include 24x7x4, 8x5x4 and 8x5xNBD (next business day), but we have additional responses available based on your business needs. Our customers have the option to choose different SLAs for each system supported.

Customer Experience Difference

Immediate Support

Long wait times and lack of responsiveness is par for the course with most OEMs. Park Place Technologies' domestic contact centers are prepared to answer your calls 24/7 and connect you with the right team to resolve your incident. Our customers reach a live representative in seconds.

Our immediate escalation process and online customer portal ensure a timely and efficient response. Opening a ticket is as simple as picking up the phone, sending an email or utilizing our portal. From there, you can count on your service team to act as a single point of contact until your incident is resolved. With our remote fault monitoring capabilities, we often know about a potential hardware failure before you do.

Service First Philosophy

Your uptime is our priority. The Park Place Technologies' Service First Philosophy is meant to instill the utmost confidence in our customers, ensuring a line of access to our expert service engineers, whose main focus is to have your systems functioning at maximum uptime without a tedious triage process.

As part of our Service First Philosophy, we promise customer responsiveness, accountability and collaboration through flexible and customizable service agreements, direct access to both field service and level III engineers and live domestic contact center response - never an automated voice system.

Operational Difference

Global Parts Network

Park Place Technologies maintains a global network of parts, all of which are tested to OEM specifications. We have more than 100,000 parts stored regionally, locally or on-site, allowing for expedited distribution and service.

Engineering Teams

From our field service to Level III engineering teams, Park Place Technologies' engineers are hired directly from the OEMs and each has an average of more than 15 years of experience. We employ service engineers in every major metropolitan area throughout North America. Park Place Technologies uses a "three deep" model in which customers are assigned a primary, secondary and tertiary field engineer, which allows for consistent contact with our field engineering teams who have a firsthand understanding of your environment.

Supported Manufacturers

EMC	NetApp	Brocade	Overland
IBM	Dell	Juniper	McData
HP	Cisco	Qualstar	ADIC
Sun/Oracle	Hitachi	Quantum	Legacy

Professional Services

- **Maintenance Management:** Park Place Technologies "First Call Service" provides a single point of contact for all of our customer's data center assets, regardless of who provides maintenance for those assets.
- **Upgrades & Installations:** We have a team of specialists in place to improve the capacity and performance of our customers' hardware with a full range of upgrade and installation services.
- **Hardware Relocation:** Park Place Technologies offers relocation services to assist in your consolidation efforts, moving several pieces of equipment to a different location or entire systems to a collocation facility.
- **Hardware Disposition:** Regardless of the type of equipment, our disposition services offer assistance for asset recovery, recycling logistics management, reverse logistics and warehousing.

[When your data center hardware warranties expire...]

Product Data Sheet: Cisco

Park Place Technologies is the premier provider of server, storage and network hardware maintenance services. Our maintenance service covers all tier one hardware OEM's including: EMC, Sun, IBM, HP and Dell. In addition to being able to reduce the hassles associated with managing multiple hardware maintenance contracts, our experience is that most customers can improve SLA's and reduce their hardware support costs 40%.

Supported Devices Including:

- Network Support and Maintenance
 - Cisco Catalyst
 - MDS
 - Nexus

Included Services:

- Technical Support and Consultation
- Hardware Replacement

Additional Services:

- Asset Upgrades and Installation
- Asset Disposition
- Asset Management
- Operating System Support
- Layered Application Support
- Server, Storage and Network Assessments
- Data Center Physical Consolidation and Moves