



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 5

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 715349

SO Doc Code: CRFQ

Procurement Type: Central Contract - Fixed Amt

SO Dept: 0506

Vendor ID: VS000012211

SO Doc ID: MIS200000002

Legal Name: GEAR ONE ENTERPRISE CORP

Published Date: 6/12/20

Alias/DBA:

Close Date: 6/17/20

Total Bid: \$34,713.42

Close Time: 13:30

Response Date: 06/17/2020

Status: Closed

Response Time: 12:07

Solicitation Description: Addendum No.02 - HP Server Support

Total of Header Attachments: 5

Total of All Attachments: 5



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

**State of West Virginia
 Solicitation Response**

Proc Folder : 715349
Solicitation Description : Addendum No.02 - HP Server Support
Proc Type : Central Contract - Fixed Amt

Date issued	Solicitation Closes	Solicitation Response	Version
	2020-06-17 13:30:00	SR 0506 ESR06172000000007692	1

VENDOR
VS0000012211 GEAR ONE ENTERPRISE CORP

Solicitation Number: CRFQ 0506 MIS2000000002

Total Bid : \$34,713.42 **Response Date:** 2020-06-17 **Response Time:** 12:07:20

Comments: Gear One is quoting our Go-Guard third party maintenance. Please see attached information. West Virginia does utilize our maintenance currently. We would love to be of service. Price includes all requested service. Thank you for the opportunity!

FOR INFORMATION CONTACT THE BUYER
 Brittany E Ingraham
 (304) 558-0067
 brittany.e.ingraham@wv.gov

Signature on File	FEIN #	DATE
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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	HPE Hardware Maintenance Onsite support (H7J33AC) or equal				\$9,356.40

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description :	Spec 4.1. - HPE Hardware Maintenance Onsite support
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Comments: Quote Gear One Go-Guard Third Party Maintenance Year 1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	HPE Hardware Maintenance Onsite support Opt Renewal Yr 1				\$8,889.40

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description :	Spec 4.1. - HPE Hardware Maintenance Onsite support
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Comments: Quote Gear One Go-Guard Third Party Maintenance Year 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	HPE Hardware Maintenance Onsite support Opt Renewal Yr 2				\$8,444.93

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description :	Spec 4.1. - HPE Hardware Maintenance Onsite support
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Comments: Quote Gear One Go-Guard Third Party Maintenance Year 3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	HPE Hardware Maintenance Onsite support Opt Renewal Yr 3				\$8,022.69

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.1. - HPE Hardware Maintenance Onsite support

Comments: Quote Gear One Go-Guard Third Party Maintenance Year 4

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	HPE Collaborative Remote Support				\$0.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.2. - HPE Collaborative Remote Support

Comments: Quote Gear One Go-Guard Third Party Maintenance

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	HPE Collaborative Remote Support Opt Renewal Yr 1				\$0.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description : Spec 4.2. - HPE Collaborative Remote Support Opt Renewal Yr 1

Comments: Remote Support Included

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	HPE Collaborative Remote Support Opt Renewal Yr 2				\$0.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description :	Spec 4.2. - HPE Collaborative Remote Support Opt Renewal Yr 2
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Comments: Remote Support Included

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	HPE Collaborative Remote Support Opt Renewal Yr 3				\$0.00

Comm Code	Manufacturer	Specification	Model #
81112201			

Extended Description :	Spec 4.2. - HPE Collaborative Remote Support Opt Renewal Yr 3
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Comments: Remote Support Included



Gear One Corporation
 34450 Calle Sereno
 Temecula CA 92592
Bridget@gearonecom.com
 949-388-5785, Cell 541-490-7771
bridget@gearonecom.com

Date	16-Jun-20
RFQ #	715349

Prepaid for

HEALTH AND HUMAN RESOURCES
 ONE DAVIS SQUARE, STE 200
 CHARLESTON WV 25301

Base Year		\$	9,356.40
Option Year 1		\$	8,889.40
Option Year 2		\$	8,444.93
Option Year 3		\$	8,022.69

Model	Description	Serial Number	Price
455880-B21	HP BLc VC Flex-10 Enet Module Opt	3C42480124	\$ 129.95
455880-B21	HP BLc VC Flex-10 Enet Module Opt	3C42480128	\$ 129.95
AJ821B	HP B-series 8/24c BladeSystem SAN Switch	CN8245B04J	\$ 129.95
AJ821B	HP B-series 8/24c BladeSystem SAN Switch	CN8245B05J	\$ 129.95
504636-001	HP DL360 G6 L5520 Eff US Svr	MXQ01500KL	\$ 129.95
409513-B22	HP BLc Virtual Connect 4Gb FC Opt Kit	MY59170249	\$ 129.95
456204-B21	HPE BLc7000 DDR2 Encl Mgmt Option	OB01BP0575	\$ 129.95
456204-B21	HPE BLc7000 DDR2 Encl Mgmt Option	OB0ABK4015	\$ 129.95
456204-B21	HPE BLc7000 DDR2 Encl Mgmt Option	OB26BP3496	\$ 129.95
456204-B21	HPE BLc7000 DDR2 Encl Mgmt Option	OB2BCP3745	\$ 129.95
456204-B21	HPE BLc7000 DDR2 Encl Mgmt Option	OB9BBP5109	\$ 129.95
507019-B21	HP BLc7000 CTO 3 IN LCD ROHS Encl	SGH252PRK4	\$ 129.95
455880-B21	HP BLc VC Flex-10 Enet Module Opt	TW202600A5	\$ 129.95
455880-B21	HP BLc VC Flex-10 Enet Module Opt	TW292000X8	\$ 129.95
455880-B21	HP BLc VC Flex-10 Enet Module Opt	TW292000Y2	\$ 129.95

455880-B21	HP BLc VC Flex-10 Enet Module Opt	TW293100NJ	\$ 129.95
603718-B21	HP BL460c G7 CTO Blade	USE146KV40	\$ 129.95
603718-B21	HP BL460c G7 CTO Blade	USE202R3RM	\$ 129.95
603718-B21	HP BL460c G7 CTO Blade	USE202R3RN	\$ 129.95
603718-B21	HP BL460c G7 CTO Blade	USE203SKMT	\$ 129.95
603718-B21	HP BL460c G7 CTO Blade	USE203SKPT	\$ 129.95
641016-B21	HP BL460c Gen8 10/20Gb FLB CTO Blade	USE252R9WX	\$ 129.95
641016-B21	HP BL460c Gen8 10/20Gb FLB CTO Blade	USE252R9WY	\$ 129.95
641016-B21	HP BL460c Gen8 10/20Gb FLB CTO Blade	USE252R9X1	\$ 129.95
641016-B21	HP BL460c Gen8 10/20Gb FLB CTO Blade	USE252R9X2	\$ 129.95
641016-B21	HP BL460c Gen8 10/20Gb FLB CTO Blade	USE252R9X3	\$ 129.95
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641016-B21	HP BL460c Gen8 10/20Gb FLB CTO Blade	USE252R9X9	\$ 129.95
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507019-B21	HP BLc7000 CTO 3 IN LCD ROHS Encl	USE924MWHY	\$ 129.95
504636-001	HP DL360 G6 L5520 Eff US Svr	MXQ01500KL	\$ 129.95

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641016-B21	HP BL460c Gen8 10/20Gb FLB CTO Blade	USE252R9X5	\$ 129.95
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507019-B21	HP BLc7000 CTO 3 IN LCD ROHS Encl	USE924MWHY	\$ 129.95



Gear One Corporation
 34450 Calle Sereno
 Temecula CA 92592
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 949-388-5785, Cell 541-490-7771
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Date	16-Jun-20
RFQ #	715349

Prepaid for

HEALTH AND HUMAN RESOURCES
 ONE DAVIS SQUARE, STE 200
 CHARLESTON WV 25301

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Option Year 1		\$	8,889.40
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507019-B21	HP BLc7000 CTO 3 IN LCD ROHS Encl	USE924MWHY	\$ 129.95

Acceptance of this quote and issuance of a purchase order against this quote constitutes acceptance of these terms and conditions as well as Gear One Enterprise Corporation, standard terms and conditions by the customer issuing the purchase order to Gear One Enterprise Corporation, The parties agree that the terms and conditions of this agreement shall prevail, notwithstanding contrary or additional terms, in any purchase order, sales acknowledgement, master agreement, or any other document, signed or unsigned, issued by either party.

All quotes are hardware repair only unless otherwise specified.

Gear One Enterprise Corporation, shall maintain the hardware listed on the quote in good working order. Gear One Enterprise Corporation, shall exchange faulty hardware for new, used, reconditioned or refurbished, 3rd party, or functionally equivalent hardware. Faulty hardware shall become the property of Gear One Enterprise Corporation. Failure to return faulty hardware that can be repaired will result in an invoice to the customer. All services are dependent upon hardware availability on reasonable terms. If hardware cannot be replaced or if parts are no longer available Gear One Enterprise Corporation, , will work with the customer to find a mutually acceptable solutions or refund a prorated portion of the contract for that specific device.

Gear One Enterprise Corporation's hardware maintenance is limited to repairs that are a result of normal usage and wear and tear. Damage caused by fire, flood, water, lightening, power events such as surges or brown outs, transportation, moves, or negligence or misuse are not covered. Damages caused by customer's improper use, management, or supervision including electrical power, air conditioning, or humidity control are not covered. Maintenance or repairs based on Customer's unauthorized attempt to repair or maintain the Equipment, or any changes, modifications, or alterations in or to the Equipment are not covered. Customer will contact Gear One Enterprise Corporation, for authorization prior to attempting repair or maintenance of the covered Equipment. Consumable items such as batteries are not covered.

No licenses, software, application, OS, or IP services are included. Whole unit replacements do not fall under the SLA and may require more time than the contracted SLA. Replacement licenses or license transfers and replacement software is not included. Restoration of OS, application, or data is not included. Customer agrees to maintain complete backup of all systems covered by this agreement including all OS, software, application, and data.

Gear One Enterprise Corporation, WILL NOT BE LIABLE FOR ANY REINSTATEMENT OR RECERTIFICATION FEES IMPOSED BY ANY PARTY AT ANY TIME. Gear One Enterprise Corporation's TOTAL LIABILITY FOR ANY CLAIM OF ANY TYPE WHATSOEVER IN CONNECTION WITH THIS AGREEMENT SHALL BE LIMITED TO PROVEN DIRECT DAMAGES CAUSED BY Gear One Enterprise Corporation's SOLE NEGLIGENCE. THE CUSTOMER'S EXCLUSIVE REMEDY FOR ANY CLAIM OF NEGLIGENCE WILL NOT EXCEED THE AMOUNT OF FEES ACTUALLY PAID BY THE CUSTOMER DURING THE ONE (1) YEAR PERIOD PRECEDING THE DATE OF LIABILITY. Gear One Enterprise Corporation, SHALL NOT BE LIABLE IN CONTRACT LAW, TORT, OR ANY OTHER THEORY OF LAW, FOR ANY INDIRECT, PUNITIVE, SPECIAL, INCIDENTAL, EXEMPLARY, EXTRA-CONTRACTUAL, OR CONSEQUENTIAL DAMAGE PERTAINING TO THE MAINTENANCE SERVICE OR EQUIPMENT OUTLINED IN THIS AGREEMENT. Gear One Enterprise Corporation, WILL NOT BE LIABLE FOR LOSS OF DATA, LOSS OF PROFITS, LOSS OF REVENUE, LOSS OF BUSINESS, LOSS OF USE OF THE EQUIPMENT OR ANY ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF SUBSTITUTED FACILITIES OR EQUIPMENT, OR SERVICE DOWN-TIME COSTS. THIS LIMIT OF LIABILITY SHALL ALSO EXTEND TO CUSTOMERS OF THE CUSTOMER, NO MATTER HOW SUCH DAMAGES OCCURRED, WHETHER OR NOT BECAUSE OF NEGLIGENCE, STRICT LIABILITY, FAULT, OR DELAY OF Gear One Enterprise Corporation, OR BREACH OR FAILURE TO PERFORM THIS AGREEMENT.

Payment Terms are Net 30 from date of invoice. Gear One reserve the right to suspend service and/or cancel contract for failure to pay

Quotes are valid for 30 days from the date of the quote. Gear One Enterprise Corporation, shall not be liable for delays caused by any event outside Gear One Enterprise Corporation's control. Such events include but are not limited to fire, flood, earthquake, explosion, strike, labor dispute, war, riot or other civil commotion, transportation delay, excessively heavy or unusual traffic, labor or material shortage, Customer's subcontractor, vendor delay, and government act. The date and time of service shall be extended for a period equal to the time lost by the reason of delay.

Failures within the first 10 days may be considered preexisting and billable unless system operation can be confirmed at start of the contract. If you have questions about this agreement, please contact your manager and Gear One Enterprise Corporation.



GEAR ONE ENTERPRISE

949-388-5785

Service First Philosophy is what Gear One is all about!

Gear One Enterprise is a registered Women-Owned Small Business, specializing in IT Hardware and Maintenance and Commercial off the shelf software. For Servers, Storage and Networking devices for Dell, HP, EMC and more.

Passion comes with superior service and dedication. Our customer will receive what they ordered the first time and on time, because that's what we would want.

Location:

34450 Calle Sereno
Temecula CA 92592
949-388-5785

Cage: 75P47

Duns: 078630172

GSA # GS-35F-231DA

WBENC # WBE1901628 7/31/2020

DBE U.S. DOT/CUCP # 44749

SBE METRO # 7599

DGS SB # 2006012

Phone: 949-388-5785

Fax: 949-388-3621

www.gearonecom.com

With over three decades of combined experience we have extended our reach to cover The United States of America. With 24X7 NBD Maintenance and delivery of IT hardware products.

What sets Gear One apart from the competition?

Affordable IT Hardware Maintenance

Servers, Storage and Networking hardware
24x7x365 – 2 and 4 hour response options - On-site and remote support - Certified, experienced Technicians - End-of-Life service/unsupported equipment service - Management - Live, domestic call– OEM replacement parts-experienced field service and Level III engineers

IT Hardware

Servers – Storage – Networking – Rugged Laptops
Wireless – Cable – PC- Laptops – IT Accessories

UNSPSC Codes:

432100-Computer Equipment and Accessories
432115-Computers
811123-Computer hardware maintenance and support

NAICS Codes:

423420- Office equipment wholesalers
425120- Wholesale trade agents and brokers
541513- Computer facilities management services
541519- Other Computer Related Services
811212- Computer and office repair and maintenance

GEAR ONE ENTERPRISE PAST PROFORMANCE

Ship Date	CUSTOMER TYPE	CONTRACT #	SCOPE OF WORK	DOLLAR AMOUNT	STATE
04/03/2020	Federal	4202180968	IT Hardware Maintenance	329,505.00	CA
09/12/2018	RESELLER	8918081701	Computer Hardware	219,645.00	CA
06/03/2019	SLED	800-0000000924	Computer Hardware	160,773.93	CA
11/30/2017	FEDERAL	8BBG50F170131	Computer Hardware	125,944.00	VA
05/04/2017	FEDERAL	LCCRS17P0031	IT Hardware Maintenance	103,320.00	MD
01/31/2019	FEDERAL	H0318-F-2139	IT Hardware Maintenance	100,323.09	VA
09/12/2018	FEDERAL	19AQMM18P2006	IT Hardware Maintenance	99,704.00	VA
09/16/2019	FEDERAL	951700-19-F-0640	IT Hardware Maintenance	92,100.00	VA
08/22/2019	RESELLER	BTU14298	Computer Hardware	88,464.00	UT
06/13/2017	SLED	4500021560	Computer Hardware	83,280.00	CA



Total Quality Service

Gear One Enterprise is committed to the principles of Total Quality Service (TQS) in serving its customers. All aspects of Gear One services are affected; including our commitment to making on time Tech support call backs, delivering replacement parts within the contractual terms, and on-site service calls. Our commitment to our customers is to keep them up and running when the time arises for service.

Our toll-Free service center is open 24 hours a day 7 days a week. Therefore, we can provide a service level of 24X7X4 including Holidays. We know what is needed and when it's needed.

ON-TIME DELIVERY: A commitment to delivering material & services on or before the promised time.

Gear One uses FedEx or UPS to ensure prompt and traceable hardware replacements. We even go as far as shipping on Sundays. A list of references will be provided upon request. We are committed to keeping our customer up and running.

TIMELY RESPONSE: A commitment to consistent timely response to all service requests.

Our call center is open 24X7 including Holidays and located in the United States which provides what our customers need on the first call. All calls will be issued a ticket number for ease of reference if a call back is necessary. We understand that a downed unit can cause extreme frustration. We are here to serve. We have over 15,000 units currently under service contract. Our customer base and unit counts grow everyday as our goal is to exceed your expectations with our timely performance.

QUALITY AS SPECIFIED: A commitment to provide products and services, meeting or exceeding the specification at your quoted price.

With Gear One, you will be 100% satisfied with OEM hardware for replacements parts, and with our service technicians trained over multiple platforms. We have what is needed for our customers to keep them running all the time.

QUALITY CONTROL: A commitment to use methods and procedures to assure quality control of service, material, and invoicing.

Our contracts provide 100% of all parts, labor, shipping, on-site calls, and unlimited tech support.

CALL TRACKING PROGRAM: All calls receive a ticket number that tracks all calls and replacement parts shipped until the service needed is complete. There is no charge for this service as this is our commitment to quality service control.

All Tickets remain open and called on every 4 hours until the ticket can be closed. It can only be closed by the customer's confirmation that they are 100% satisfied with the service provided for that ticket.

CUSTOMER SATISFACTION: A commitment to resolve customer concerns regarding the quality of service or material supplied.

Our commitment for resolving a call is personal to us. We know and understand what a downed unit can cause.

Customers: DOD, DOE, HHS, FEMA, FIRE, FCC, SEC, DHS, State, City and local Government Agencies.

COMPONENTS OF ANY SUPPORT AGREEMENT FOR SERVERS, STORAGE AND NETWORK DEVICES



THE PROCESS - STEPS TO PROBLEM RESOLUTION:

1st

Open a trouble ticket with **GoGuard** via our toll free 800-506-8395 or email help@myglobalhelp.com.

2nd

Your first responders (Tier 1/2 Support) move into action collecting necessary information regarding problem description and any error logs etc.

3rd

If your problem is complex and requires Tier 3/4 Support your first response team activates our Rapid Escalation Methodology (REM).

4th

If it is determined a part has failed and is required for resolution **GoGuard** takes over. Premier class parts logistics covering 32 major U.S. cities w/availability 24x7x365.

5th

If the replacement part requires a Field Engineer your **GoGuard Hands FE** will be engaged and dispatched to your location to replace your failed part and restore your system.