



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](http://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](http://WVPurchasing.gov) with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header 1

[List View](#)**General Information** | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#) | [Clarification Request](#)

Procurement Folder: 958813

Procurement Type: Central Purchase Order

Vendor ID: 000000103433 

Legal Name: INTERNATIONAL BUSINESS MACHINES CORPORATION

Alias/DBA:

Total Bid: \$24,572.50

Response Date: 11/30/2021 

Response Time: 23:23

Responded By User ID: mdavisIBM 

First Name: Mark

Last Name: Davis

Email: markdavis@ibm.com

Phone: 3045218793

SO Doc Code: CRFQ

SO Dept: 0705

SO Doc ID: LOT220000004

Published Date: 11/10/21

Close Date: 12/1/21

Close Time: 13:30

Status: Closed

Solicitation Description: Hardware and Software Support & Service for Cisco Equipment 

Total of Header Attachments: 1

Total of All Attachments: 1



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Software maintenance and support				24572.50

Comm Code	Manufacturer	Specification	Model #
81112200			

**Commodity Line Comments:** See attached PDF for full RFQ response.

**Extended Description:**

Specification 4.1.1  
Smart Net Total Care or equal.  
\*See list on EXHIBIT B



## The State of West Virginia

### *The West Virginia Lottery*

# *IBM's response quote for RFQ 0705 LOT2200000004 - Hardware and Software Support & Service for Cisco Equipment*

*Close date: December 1, 2021*

*Contact: Sandra Cruz  
Sandra.Cruz@ibm.com  
786-575-3606*





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1 New Orchard Road  
Armonk, New York 10504-1722

November 30, 2021

West Virginia Lottery:

IBM is pleased to respond to the Lottery's Request for Quote (RFQ) 0705 LOT2200000004 – Hardware and Software Support & Service for Cisco Equipment.

IBM understands that the West Virginia Lottery is looking for a trusted vendor with proven experience and expertise for providing reliable maintenance and support for Cisco Products. IBM holds a Global Gold Certification for Cisco products, the highest tier a vendor can possess. In fact, IBM's Global Gold Cisco Certification provides better all-around value than even SmartNet Total Care.

Our IBM experts are simply unparalleled in this space, as well as our operational mastery for projects such as this. We are the partner the West Virginia Lottery is looking for. For decades IBM has been perfecting the right mix of skills and experience across staff that make projects successful. IBM's maintenance and support experts will provide the West Virginia Lottery with talented and experienced resources who bring the depth and breadth of expertise required to seamlessly support your needs and guide you to maximize the value inherent in the technology.

IBM has proctored a deep relationship with the State of West Virginia over the decades, and we have been involved in countless projects which have enriched the lives of so many West Virginians. IBM also casts a wide employee footprint inside the State of West Virginia, with many of them residing in-state and passionate about our company deepening ties through this support and maintenance endeavor.

Suffice to say, IBM is excited to offer our Quote to the West Virginia Lottery.



**Sandra Cruz**  
Business Development, Multi-Vendor Services  
Sandra.Cruz@ibm.com  
786-575-3606

## Additional Value

### *IBM Technology Support Services (TSS)*

IBM Technology Support Services is designed to maintain your wide-ranging needs and scope of work spanning multiple complex environments and locations. IBM's service solutions help reduce operational costs, simplify your vendor contracts, and provide improved inventory accuracy by utilizing strategic IBM innovations, as well as providing maintenance and support through a Single Point of Contact underpinned by our "Support Insight" AI platform.

Additionally, IBM can help with your large multi-vendor/OEM environments as well as sophisticated network architectures. The strength of IBM is its ability to offer its support on a global basis, which appeals to large enterprise customers.

We provide a support solution built upon predictable and reliable service excellence as the center point of our value proposition. We are confident and have an unwavering commitment to providing relevant and dependable systems support. The offerings in our solution also include:

- ▶ Sophisticated analytics and proven methodologies to perform forecasting, fulfillment, and insight management;
- ▶ A support portal with a single point of control to manage all requests;
- ▶ Simplified technical support service strategy with a single point of contact globally;
- ▶ A cost-effective service to help increase uptime, reduce costs, and respond quicker to critical events;
- ▶ Reduced operational and vendor management overhead, thus freeing time, resources and capital; and
- ▶ A world class Governance model (PMO office) to manage this project on an ongoing basis.

IBM Technology Support Services (TSS) has over a century of experience supporting multivendor equipment and strategic partnerships with leading IT vendors. Our Product Lifecycle Services will enable the Lottery to tap into IBM's virtually unparalleled technical support infrastructure of people, parts, and ground-breaking technologies. IBM's intellectual property, market share, scale, and business insights are unique and enable us to support the creation of tailored tool sets, systems, and infrastructure that will integrate into your operations model and deliver significant business value and benefits.

IBM's collaborative approach gives you the flexibility to customize your support by offering a wide array of options designed to support your IT needs. Additionally, with IBM's robust global infrastructure—which offers virtually unparalleled access to parts stocking, skills, outstanding technical support, and industry-leading vendor alliances—you are supported by:

- ▶ IBM's 585 parts stocking locations covering over 30,000 products, with worldwide distribution;
- ▶ The 1.3 million IBM and non-IBM stocked parts, with four (4) hour delivery for 99% of US

customers;

- ▶ Approximately 19,000 trusted, experienced, IBM technical specialists who can support more than 30,000 OEM products, each averaging 14 years of experience and over 200 industry certifications to support your needs;
- ▶ A global presence in over 180 countries, supporting approximately 127 languages;
- ▶ A trusted industry leader with a forward-thinking approach and extensive IT support experience;
- ▶ Strong relationships and industry alliances with leading suppliers to support you as you move toward the digital store of the future;
- ▶ An extensive portfolio of offerings covering software, networks, and hardware; and
- ▶ Deep experience with a wide range of hardware from multiple manufacturers and decades of retail operations support that helps make IBM TSS a technical support leader.

<b>Optimized services</b> to maintain your hybrid cloud environment		<b>Smart support</b> helps predict and prevent unplanned disruption	
 <b>Flexible 24x7 hardware support</b> for both IBM and third-party systems in your IT environment	 <b>Right-size maintenance</b> for existing data centers to fund new cloud projects	 <b>Insightful</b> data-driven analysis to identify interdependencies and help you create a lifecycle roadmap	 <b>Predictive</b> capabilities built with IBM Watson® AI and human expertise to capture failure risk and respond with cutting-edge support
 <b>Customizable software support</b> including open-source and proprietary applications	 <b>One-stop IT support</b> to keep your multicloud workloads running everywhere	 <b>Proactive</b> detection and ticketing to reduce unplanned outages with automated updates and notifications	 <b>Intelligent</b> support platform and tools infused with Watson, advisory services and governance to enhance support operations

**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:** Sandra Cruz  
**Telephone Number:** 786-575-3606  
**Fax Number:** 914-765-6021  
**Email Address:** Sandra.Cruz@ibm.com

**Exhibit A  
Pricing Page**

<b>Required Components</b>	<b>Total Bid</b>
See Exhibit B Bill of Materials	<b>\$24,572.50</b>

This pricing will cover all hardware described in Exhibit B Bill of Materials



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

State of West Virginia  
 Centralized Request for Quote  
 Info Technology

<b>Proc Folder:</b> 958813			<b>Reason for Modification:</b>
<b>Doc Description:</b> Hardware and Software Support & Service for Cisco Equipment			
<b>Proc Type:</b> Central Purchase Order			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2021-11-10	2021-12-01 13:30	CRFQ 0705 LOT2200000004	1

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

**Vendor Customer Code:** 000000103433

**Vendor Name :** IBM

**Address :** 1 New Orchard Road

**Street :**

**City :** Armonk

**State :** New York **Country :** USA **Zip :** 10504

**Principal Contact :** Sandra Cruz

**Vendor Contact Phone:** 786-575-3606 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**  
 Toby L Welch  
 (304) 558-8802  
 toby.l.welch@wv.gov

**Vendor Signature X** 

**FEIN#** 130871985 **DATE** November 30, 2021

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

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Sandra Cruz, Business Development Representative  
\_\_\_\_\_  
(Name, Title)  
Sandra Cruz, Business Development Representative  
\_\_\_\_\_  
(Printed Name and Title)  
325 Bill France Blvd., Daytona Beach, FL 32114  
\_\_\_\_\_  
(Address)  
786-575-3606  
\_\_\_\_\_  
(Phone Number) / (Fax Number)  
Sandra.Cruz@ibm.com  
\_\_\_\_\_  
(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated 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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

IBM  
\_\_\_\_\_  
(Company)  
 Sandra Cruz, Business Development Representative  
\_\_\_\_\_  
(Authorized Signature) (Representative Name, Title)  
Sandra Cruz, Business Development Representative  
\_\_\_\_\_  
(Printed Name and Title of Authorized Representative)  
November 29, 2021  
\_\_\_\_\_  
(Date)  
786-575-3606  
\_\_\_\_\_  
(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.: CRFQ LOT22\*4

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- |   |  |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further 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.

IBM

\_\_\_\_\_  
Company



\_\_\_\_\_  
Authorized Signature

November 29, 2021

\_\_\_\_\_  
Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

STATE OF WEST VIRGINIA

Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: 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: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, 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: IBM, Mark E. Davis

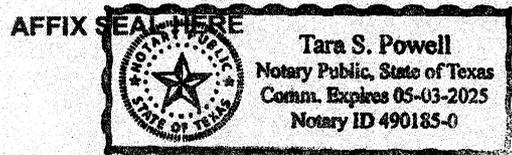
Authorized Signature: [Signature] Date: 11/30/21

State of Texas

County of Dallas, to-wit:

Taken, subscribed, and sworn to before me this 30 day of November, 2021.

My Commission expires May 3, 2025.



NOTARY PUBLIC [Signature] Purchasing Affidavit (Revised 01/19/2018)

## *Disclaimer*



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IBM Corporation

Neither IBM nor you have any obligations or liability to the other unless our authorized representatives enter into definitive written agreement. Terms included in this proposal are not binding unless they are included in such a written agreement. IBM and the State of West Virginia will mutually agree on terms and conditions upon award of contract.

This proposal is valid for 120 days unless otherwise noted. The prices quoted here reflect IBM's current prices as of the date of quote, for the applicable model/configuration.