



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

# Purchase Order

PURCHASE ORDER NO. LAN07A
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PAGE 1
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CORRECT PURCHASE ORDER NUMBER MUST APPEAR ON ALL PACKAGES, INVOICES, AND SHIPPING PAPERS. QUESTIONS CONCERNING THIS PURCHASE ORDER SHOULD BE DIRECTED TO THE BUYER AS NOTED BELOW.

CHANGE ORDER
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SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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

**AGENCY COPY**

\*524114835 304-720-8050  
 ALPHA TECHNOLOGIES INC  
 PO BOX 1114  
 SCOTT DEPOT WV 25560

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

DATE PRINTED	TERMS OF SALE	FEIN/SSN	FUND		
10/30/2007	NET 30	550774279			
SHIP VIA	F.O.B.	FREIGHT TERMS	ACCOUNT NUMBER		
BEST WAY	DESTINATION	PREPAID	MUL-MUL		
LINE	QUANTITY	UOP	VENDOR ITEM NO.	UNIT PRICE	AMOUNT
	DELIVERY DATE	CAT. NO.	ITEM NUMBER		
0001	12/15/2007	EA	205-43	.00000	
BLANKET OPEN-END STATEWIDE CONTRACT FOR LOCAL AREA NETWORK SOFTWARE, HARDWARE AND SERVICE. NOTE: THIS VENDOR HAS BEEN PRE-QUALIFIED TO SELL THE FOLLOWING MANUFACTURE'S PRODUCTS: CISCO AND ENTERASYS LOCAL AREA NETWORK HARDWARE, SOFTWARE AND SERVICE STATEWIDE CONTRACT FOR LOCAL AREA NETWORK SOFTWARE, HARDWARE AND SERVIC. THIS AWARD IS PER ALL THE TERMS AND CONDITIONS OF THE REQUEST FOR QUOTATION DATED 08/08/2007 AND ALL CHANGE ORDERS THERETO AND THE VENDOR'S QUOTE DATED 09/18/2007. ORDERING PROCEDURES:					
					PURCHASING DIVISION CERTIFIED ENCUMBERED NOV 27 2007 <i>Beverly Tolon</i>
IF APPROVAL AS TO FORM IS REQUIRED BY ATTORNEY GENERAL, CHECK HERE <input type="checkbox"/>					OPEN END
APPROVED FOR ONE FISCAL YEAR <i>Danay Workfield</i> APPROVED AS TO FORM BY ASSISTANT ATTORNEY GENERAL					TOTAL MICHAEL AUSTIN 304-558-2316 BY <i>Loren Royal 11/5/07</i> PURCHASING DIVISION AUTHORIZED SIGNATUR.

**GENERAL TERMS & CONDITIONS  
PURCHASE ORDER/CONTRACT**

1. **ACCEPTANCE:** Seller shall be bound by this order and its terms and conditions upon receipt of this order.
2. **APPLICABLE LAW:** The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
3. **NON-FUNDING:** All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the terms of the Purchase Order/Contract, 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.
4. **COMPLIANCE:** Seller shall comply with all Federal, State and local laws, regulations and ordinances including, but not limited to, the prevailing wage rates of the WV Division of Labor.
5. **MODIFICATIONS:** This writing is the parties final expression of intent. No modification of this order shall be binding unless agreed to in writing by the Buyer.
6. **ASSIGNMENT:** Neither this Order nor any monies due, or to become due hereunder may be assigned by the Seller without the Buyer's consent.
7. **WARRANTY:** The Seller expressly warrants that the goods and/or services covered by this order will: {a} conform to the specifications, drawings, samples or other description furnished or specified by the Buyer {b} be merchantable and fit for the purpose intended and/or {c} be free from defect in material and workmanship.
8. **CANCELLATION:** The Director or Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
9. **SHIPPING, BILLING & PRICES:** Prices are those stated in this order. No price increase will be accepted without written authority from the Buyer. All goods or services shall be shipped on or before the date specified in this Order.
10. **LATE PAYMENTS:** Payments may only be made after the delivery of goods or services. Interest may be paid on late payments in accordance with the *West Virginia Code*.
11. **TAXES:** The State of West Virginia is exempt from Federal and State taxes and will not pay or reimburse such taxes.

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12. **RENEWAL:** Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.
14. **HIPAA Business Associate Addendum** - The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.



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**Purchase Order**

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INVOICE TO

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 BY ORDER

VENDOR

\*524114835      304-720-8050  
 ALPHA TECHNOLOGIES INC  
 PO BOX 1114  
 SCOTT DEPOT WV 25560

S H P T O

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LINE	QUANTITY	UOP	VENDOR ITEM NO.		UNIT PRICE	AMOUNT	
	DELIVERY DATE	CAT. NO.	ITEM NUMBER				
	BEGINNING ON PAGE 5 OF THE ATTACHED "SWC-LAN07"						
	LOCAL AREA NETWORK HARDWARE, SOFTWARE AND SERVICES						
	SPECIFICATIONS ARE DETAILED INSTRUCTIONS AND						
	PROCEDURES FOR PLACING ORDERS AGAINST THIS CONTRACT.						
	ATTACHMENTS:						
	LAN07 - SPECIFICATIONS, 12 PAGES, DATED 08/08/2007.						
	EXHIBIT 3						
	LIFE OF CONTRACT:						
	THIS CONTRACT BECOMES EFFECTIVE ON						
	DECEMBER 15, 2007 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.						
	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.						
	RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL						
	WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR,						

IF APPROVAL AS TO FORM IS REQUIRED BY ATTORNEY GENERAL, CHECK HERE

TOTAL

APPROVED AS TO FORM BY  
 ASSISTANT ATTORNEY GENERAL

BY \_\_\_\_\_  
 PURCHASING DIVISION AUTHORIZED SIGNATURE



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	<p>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> <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>						
IF APPROVAL AS TO FORM IS REQUIRED BY ATTORNEY GENERAL, CHECK HERE <input type="checkbox"/>						TOTAL	

APPROVED AS TO FORM BY  
 ASSISTANT ATTORNEY GENERAL

BY \_\_\_\_\_  
 PURCHASING DIVISION AUTHORIZED SIGNATURE



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	<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.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>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.</p> <p>REV. 04/11/2001</p> <p>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 CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE</p>						
						TOTAL	

IF APPROVAL AS TO FORM IS REQUIRED BY ATTORNEY GENERAL, CHECK HERE

APPROVED AS TO FORM BY  
 ASSISTANT ATTORNEY GENERAL

BY \_\_\_\_\_  
 PURCHASING DIVISION AUTHORIZED SIGNATURE

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

1. PURPOSE

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

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

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

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

2. GENERAL REQUIREMENTS

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

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2.1 Cisco Equipment

- 2.1.1 For a Vendor to be eligible to qualify for an award, the Vendor MUST meet all of the requirements listed below. Successful Vendors will be qualified to submit bids for specific procurements during the life of the contract.
- 2.1.2 Any Vendor submitting bids SHALL be authorized to sell and service Cisco equipment covered under this contract. The Vendor MUST provide collaborating evidence that he is authorized by the manufacturer to sell and service his equipment.

- 2.1.3 The Vendor is solely responsible for all work performed under the contract and SHALL assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State SHALL consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the Vendor is totally responsible for the payment of all subcontractors.
- 2.1.4 The Vendor MUST inform the Contract Administrator, on a timely basis of new or planned offerings, discontinuance of products, and any other information that will help the State make more informed decisions.
- 2.1.5 The Vendor MUST accept the State of West Virginia Purchasing Card for payment by all authorized State agencies for purchases against this contract. Vendor MUST also have the ability to accept orders by e-mail, mail, telephone, facsimile, or in paper form.
- 2.1.6 The Vendor MUST provide the Contract Administrator with usage reports including a summary of all equipment (regardless of dollar amount) sold under this contract including agency name, manufacturer, model/part number, WV-39 number, date received, install date, and total amount. These reports MUST be provided electronically.
- 2.1.7 The Vendor MUST provide their escalation procedures for problem resolution including time frames, contact names and phone numbers. This should be included with the Vendor's bid response.
- 2.1.8 The Vendor SHALL have on staff two (2) manufacturer certified technicians for the products they are authorized to sell under this contract, each with a minimum of one-year experience, for the term of this contract. These certifications MUST be kept current, based on industry standards. Vendor SHALL provide copies of certifications and verification of experience with their response to this RFQ, for the staff who meet the requirements for the above services. If either of the two required technicians leaves the Vendor's employment, the Vendor SHALL be required to obtain a replacement within 30 days. The Vendor SHALL provide the replacement certifications to the Contract Administrator. Until a replacement is employed, the Vendor may not be permitted to bid on procurements under this contract.

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## 2.2 ENTERASYS EQUIPMENT

- 2.2.1 For a Vendor to be eligible to qualify for an award, the Vendor MUST meet all of the requirements listed below. Successful Vendors will be qualified to submit bids for specific procurements during the life of the contract.
- 2.2.2 Any Vendor submitting bids SHALL be authorized to sell Enterasys equipment covered under this contract. The Vendor MUST provide collaborating evidence that he is authorized by the manufacturer to sell his equipment.

- 2.2.3 Any Vendor submitting bids for Enterasys equipment MUST be authorized to sell maintenance for the Enterasys equipment. The Vendor MUST provide a letter from Enterasys confirming this authorization.
- 2.2.4 The Vendor is solely responsible for all work performed under the contract and SHALL assume prime contractor responsibility for all services offered and products to be delivered under the terms of this contract. The State SHALL consider the Vendor to be the sole point of contact with regard to all contractual matters. The Vendor may, with the prior written consent of the State, enter into written subcontracts for performance of work under this contract; however, the Vendor is totally responsible for the payment of all subcontractors.
- 2.2.5 The Vendor MUST inform the Contract Administrator, on a timely basis of new or planned offerings, discontinuance of products, and any other information that will help the State make more informed decisions.
- 2.2.6 The Vendor MUST accept the State of West Virginia Purchasing Card for payment by all authorized State agencies for purchases against this contract. Vendor MUST also have the ability to accept orders by e-mail, mail, telephone, facsimile, or in paper form.
- 2.2.7 The Vendor MUST provide the Contract Administrator with usage reports including a summary of all equipment (regardless of dollar amount) sold under this contract including agency name, manufacturer, model/part number, WV-39 number, date received, install date, and total amount. These reports MUST be provided electronically.
- 2.2.8 The Vendor Must provide their escalation procedures for problem resolution including time frames, contact names and phone numbers. This should be included with the Vendor's bid response.
- 2.2.9 The Vendor SHALL provide a letter from Enterasys stating: 1) the manufacturer's requirements that their subcontractor MUST provide warranty support for all of their equipment sold under this contract; 2) who will be providing the manufacturer's warranty support for the State of West Virginia; 3) the standard warranty and response times for the manufacturer's equipment; and 4) a description of how warranty service will be provided within the response times mandated by the agencies.

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## 2.3 EXPERIENCE AND REFERENCE REQUIREMENTS

- 2.3.1 The Vendor's company SHALL have been in sales and service of the products types they are bidding for a minimum of five (5) years at the time of the bid opening. The Vendor SHALL submit documentation supporting how the company meets this requirement.
- 2.3.2 All vendors SHALL also provide three client references who have procured this type of equipment from the vendor. The reference information required is name, title, company, mailing address, telephone number, and e-mail address. At least one reference should be from within West Virginia.

## 2.4 SUPPORT REQUIREMENTS

- 2.4.1 The Vendor SHALL maintain a toll-free technical support telephone number, staffed for eight consecutive hours, between the hours of 8:00 a.m. and 5:00 p.m., EST, during business days for the State, and accessible to all agencies who have purchased items from the Vendor under this contract. Personnel staffing the Vendor's support line SHALL be able to give competent technical assistance to agencies for all items purchased from the Vendor.

## 2.5 WARRANTY REQUIREMENTS

- 2.5.1 Warranty work SHALL be performed by a technician authorized by the manufacturer to service the equipment. During the term of the contract, a copy of the technician's certifications SHALL be made available upon request of the State.
- 2.5.2 If the agency specifies a particular warranty type and response time, if the Vendor responds, he is agreeing to meet the warranty provisions required in the agency's specifications.
- 2.5.3 If the agency specifies a particular warranty type and response time, the warranty SHALL apply to all equipment on the agency's bid request unless otherwise noted.
- 2.5.4 If the agency does not specifically address warranty coverage in its bid document, the Vendor SHALL, at a minimum, provide the manufacturer's mail-in warranty that includes parts and labor, at no cost to the State. Warranty SHALL cover all shipping costs to the manufacturer's designated repair depot, and for the equipment's return.
- 2.5.5 The Vendor is responsible for registering the equipment with the manufacturer for standards warranty and extended warranty coverage if specified in the agency specifications.
- 2.5.6 If the agency specifies on-site warranty, and the Vendor responds positively to the bid, the Vendor SHALL "fix" the equipment on-site. If the equipment is not repaired within eight (8) business hours, the Vendor SHALL supply a "loaner" of equal to or better than, speed and capacity, unless declined by the agency. Loaner equipment will be available to the agency to use until the original equipment is returned and working to the satisfaction of the agency. This loaner requirement applies to the switch, and any other major components. The Vendor will supply the switch, but the agency will be required to load any software over and beyond the software installed on the machine as originally purchased. The agency may request the Vendor to load additional software at their billable hourly rate.
- 2.5.7 If the equipment is mission critical, this requirement will be noted in the agency's bid specifications. A loaner SHALL be provided within 4 business hours to the agency until the hardware is repaired and meets the agency's satisfaction. The Vendor will be required to assist the agency in removing the software and data from the mission critical machine and loading the software and data on the loaner

so that the machine can be up and running within 4 business hours, at no cost to the agency.

- 2.5.8 When a warranty call is made to the Vendor, the Vendor, after hearing the problem description by the agency, will try to work with the agency to resolve the problem over the phone. At their discretion, the agency can require the Vendor to come on-site to resolve the problem when the equipment has been purchased under an on-site warranty.
- 2.5.9 When the Vendor is required to come on-site, if the problem is determined to be a problem not related to the hardware and software supplied by that Vendor, they may bill the agency at their billable hourly rate for the time spent driving one-way to the user site and the time spent on-site. In the instance, the agency SHALL be notified of the error and the Vendor's intent to bill for the call. If the agency disagrees with the cause, both the agency and the Vendor will document the situation and submit it to WVOT for review and resolution.
- 2.5.10 Upon completion of any warranty call, the Vendor SHALL provide the agency with a signed service report that includes, at a minimum, the date, a general statement of the problem, the serial number of the problem equipment, the action taken, any materials or parts replaced, the name of the technician who performed the repair, and the number of hours required to complete the repairs. There should also be a place for the agency to sign confirming that the warranty work was performed.

## 2.6 PURCHASING PROCEDURES

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

- 2.6.1 The agency identifies a need and provides specifications to the LAN07 Contract Administrator.
- 2.6.2 The LAN07 Contract Administrator reviews the specifications and if acceptable, puts the specifications out on the Bulletin Board.
- 2.6.3 Any questions regarding the specifications MUST be submitted to the LAN07 Contract Administrator at least one working day prior to bid opening. The inquiry will be investigated and a determination will be made if clarifications or changes are required to the specifications and an addendum to the bid document is required.
- 2.6.4 The Vendor MUST respond by the response date and time specified on the bid. Any bids received after the stated response time will be disqualified.
- 2.6.5 The Vendor MUST meet all the agency's requirements in order to be considered for award. By responding to the bid, the Vendor is guaranteeing that they meet or exceed the requirements of the bid.
- 2.6.6 The Vendor MUST itemize each bid showing a) the manufacturer and manufacturer's model/part number; b) the unit cost; and c) the extended cost.

- 2.6.7 The Vendor MUST total his bid. In the instance where an error is made in the Vendor's math, the unit price SHALL prevail.
- 2.6.8 All Vendor quotes MUST be F.O.B. Destination with inside delivery.
- 2.6.9 All Vendor bids MUST be valid for a minimum of ninety (90) calendar days.
- 2.6.10 The costs quoted MUST match the invoice to insure timely payment.
- 2.6.11 The State reserves the right to utilize inter-state agreements, such as the Western States Contracting Alliance (WSCA), to purchase equipment, outside of the terms and conditions of any contract resulting from an award of this RFQ, pursuant to West Virginia State Code, Section §5A-3-19.

## 2.7 PROPOSAL FORMAT

All vendors who meet all of the mandatory requirements of this RFQ will qualify to participate in this statewide LAN07 contract. The bid format should be as follows:

- 2.7.1 Title Page – This page should be a letter from the vendor stating the RFQ subject and number, the name of the vendor, the vendor's business address, telephone number, name of authorized contact person to speak on behalf of the vendor, and e-mail address of that contract person, and confirming that the vendor meets all mandatory requirements of the bid.
- 2.7.2 General Requirements for Cisco vendors – Cisco vendors must provide a) a letter from Cisco collaborating that the vendor is authorized to sell and service the equipment (2.1.2), escalation procedures for problem resolution (2.1.7); and c) evidence that the two technicians are certified to service the equipment and that they have one year of experience in the field.
- 2.7.3 General Requirements for Enterasys vendors – Enterasys vendors must provide a) a letter from Enterasys collaborating that the vendor is authorized to sell the equipment and the support (2.2.2 and 2.2.3), b) escalation procedures for problem resolution (2.2.8); and c) a letter from Enterasys explaining the warranty service to be provided (2.2.9).
- 2.7.4 Experience and References Requirements – The vendor should provide a) documentation supporting how long the company has been in business and how long they have been selling this type of equipment, and b) the required contact information for their three references.



Cisco Systems, Inc.  
200 Association Drive  
NorthGate Office Park  
Charleston, WV 25311-1268  
Phone: 304-340-2761  
Fax: 304-343-7905  
<http://www.cisco.com>

August 27, 2007

To Whom It May Concern:

Please use this letter as confirmation that Alpha Technologies is a Premier Partner with Cisco Systems Inc., and is one of our key partners in the state of West Virginia. As the Territory Account Manager, I am responsible for all Cisco government and education sales within West Virginia. Should you have any questions please do not hesitate to get in contact with me.

Sincerely,

Glen Dailey  
Territory Account Manager  
Cisco Systems, Inc.  
304-340-2761



August 2007

Alpha Technologies

725 1<sup>st</sup> Ave South,

Nitro, WV 25143

Re: Enterasys Authorized Partner

To Whom It May Concern:

Alpha Technologies is an Authorized Partner in good standing with Enterasys Networks, Inc. Further, Alpha Technologies is authorized to sell the entire Enterasys Networks hardware and software portfolio to any State and Local entity within the State of West Virginia.

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

Regards,

A handwritten signature in black ink, appearing to read 'Richard Barlow', written over a faint circular stamp or watermark.

Richard Barlow

Channel Operations Manager

Enterasys Networks

