



Ederick Associates Inc.



Contract Holder

BUYER : RW/ FILE 22
Request for Quotation No. BCF10039
Plantronics Headset Amplifier with Accessories

Attention: Roberta Wagner
STATE OF WEST VIRGINIA
Department of Administration
Purchasing Division
2019 Washington Street East
Building 15
Charleston, WV
25305, USA

Submission Time: 1:30 P.M. Local Standard Time
Submission Date: Tuesday October 20th 2009

EDERICK ASSOCIATES INC.

5831 Quantrell Ave #305
Alexandria VA 22312, USA

TEL. +1 (866) 671-2666

FAX. +1 (800) 709-5249

WWW.ATLASMS.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
 BCF10039

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
 ROBERTA WAGNER
 304-558-0067

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
 Ederick Associates Inc.
 5831 Quantrell Ave #305
 Alexandria, VA, 22312
 USA

SHIP TO

HEALTH AND HUMAN RESOURCES
 VARIOUS LOCATIONS
 AS INDICATED BELOW

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/11/2009	Net 30 days	Grand Carver	Destination	Due on Delivery
BID OPENING DATE: 10/20/2009				

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	BID OPENING TIME	UNIT PRICE	AMOUNT
0001	450	EA	725-55	VISTA M22 AUDIO PROCESSOR WITH CLEARFINE AUDIO	01:30PM	66.90	30,105.00
				PART NUMBER: PLANTRONICS 43596-40 OR EQUAL			
0002	450	EA	725-55	COIL CABLE (QD TO MODULAR PHONE JACK)		9.23	4153.50
				PART NUMBER: PLANTRONICS 40702-01 OR EQUAL			
0003	450	EA	725-55	H251N-UNC SUPRAPLUS HEADSET		58.11	26,149.50
				PART NUMBER: PLANTRONICS 79499-01 OR EQUAL			
0004	4	EA	725-55	SHIPPING AND HANDLING FOR 4 DIFFERENT LOCATIONS		-	-
				1. REGION 1/MARION CO. DHR ATTN: RONDA COLANERO 9005 MIDDLETOWN MALL WHITE HALL, WV 26554			

SIGNATURE: TITLE: V.P. Operations
 PHONE: 304-368-4120; FAX: 304-368-4193
 110 OF EACH
 FEIN: 980343964
 TELEPHONE: (866) 671-2666
 DATE: October 9 2009
 ADDRESS CHANGES TO BE NOTED ABOVE

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



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

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ROBERTA WAGNER 304-558-0067

VENDOR

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 Edenck Associates Inc.
 5831 Quantrell Ave #305
 Alexandria, VA
 22312, USA

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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/17/2009	Net 30 days	Grand Courier	Destination	Due on Delivery

LINE	QUANTITY	UQP	CAT. NO.	ITEM NUMBER	BID OPENING TIME	UNIT PRICE	AMOUNT
					01:30PM		

2. REGION II/KANAWHA CO. DHHR
 ATTN: JAMES KIMBLER
 4190 W. WASHINGTON STREET
 CHARLESTON, WV 25313
 PHONE: 304-746-2380; FAX: 304-558-1802
 130 OF EACH
3. REGION III/TAYLOR CO DHHR
 ATTN: RONALD ANDERSON
 PO BOX 29
 (235 BARRETT STREET)
 GRAFTON, WV 26354
 PHONE: 304-265-6103; FAX: 304-265-6484
 100 OF EACH
4. REGION IV/MERCER CO DHHR
 ATT: JOE BULLINGTON
 200 DAVIS STREET
 PRINCETON, WV 24740
 PHONE: 304-425-8738; FAX: 304-425-8915
 110 OF EACH

RECEIVED
 2009 OCT 16 A 8:23
 PURCHASING DIVISION
 STATE OF WV

NOTE: "OR EQUAL" EQUIPMENT IS EQUIPMENT THAT HAS AT A MINIMUM ALL OF THE SAME FEATURES, CONNECTORS, ACCESSORIES, FUNCTIONS AND ABILITY TO FUNCTION IN THE SAME MANNER AS THE EQUIPMENT SPECIFIED. "OR EQUAL" EQUIPMENT SHALL BE GUARANTEED TO FUNCTION WITH ALL OF THE SAME MANUFACTURES AND MODELS AS IS THE SPECIFIED EQUIPMENT. MANUFACTURE AND MODEL MUST BE SPECIFIED ON ALL "OR EQUAL" EQUIPMENT BID, OTHER THAN PLANTRONICS EQUIPMENT

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

SIGNATURE	TELEPHONE	DATE
	(866) 671-2666	October 9 2009
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
V P Operations	980343964	

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09/11/2009	Net 30 days	Grand Courier	Destination	Due on Delivery

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.

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.

INQUIRIES:
 WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON 9/29/2009. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED ADDRESS INQUIRIES TO:

ROBERTA WAGNER
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON STREET EAST
 CHARLESTON, WV 25311
 FAX: 304-558-4115
 E-MAIL: ROBERTA.A.WAGNER@WV.GOV

THE MODEL/BRAND/SPECIFICATIONS NAMED HEREIN ESTABLISH THE ACCEPTABLE LEVEL OF QUALITY ONLY AND ARE NOT INTENDED TO REFLECT A PREFERENCE OR FAVOR ANY PARTICULAR BRAND OR VENDOR. VENDORS WHO ARE BIDDING ALTERNATES SHOULD SO STATE AND INCLUDE PERTINENT LITERATURE AND SPECIFICATIONS. FAILURE TO PROVIDE INFORMATION FOR ANY ALTERNATES MAY BE GROUNDS FOR

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE (866) 671-2666	DATE October 9 2009
TITLE V.P. Operations	FEIN 980343964	ADDRESS CHANGES TO BE NOTED ABOVE

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State of West Virginia
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 Alexandria, VA
 22312, USA

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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/11/2009	Net 30 days	Ground Carrier	Destination	Due on Delivery

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	BID OPENING TIME	UNIT PRICE	AMOUNT
					01:30PM		

REJECTION OF THE BID. THE STATE RESERVES THE RIGHT TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATIONS IN ACCORDANCE WITH SECTION 148-1-4(F) OF THE WEST VIRGINIA LEGISLATIVE RULES AND REGULATIONS.

NOTICE

A SIGNED BID MUST BE SUBMITTED TO:

DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 BUILDING 15
 2019 WASHINGTON STREET, EAST
 CHARLESTON, WV 25305-0130

PLEASE NOTE: A CONVENIENCE COPY WOULD BE APPRECIATED.

THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:

SEALED BID

BUYER:-----RW/FILE 22-----

RFQ NO.:-----BCF10039-----

BID OPENING DATE:-----10/20/2009-----

BID OPENING TIME:-----1:30 PM-----

PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: (800) 709-5249

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *	TELEPHONE (866) 671-2666	DATE October 9 2009
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TITLE V. P. Operations	FEIN 980343964	ADDRESS CHANGES TO BE NOTED ABOVE
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 Alexandria, VA
 22312, USA

SHIP TO

HEALTH AND HUMAN RESOURCES
 VARIOUS LOCATIONS
 AS INDICATED BELOW

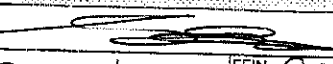
DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
09/11/2009	Net 30 days	Ground Courier	Destination	Due on Delivery

BID OPENING DATE	QUANTITY	UOP	CAT NO	ITEM NUMBER	BID OPENING TIME	UNIT PRICE	AMOUNT
10/20/2009					01:30PM		

CONTACT PERSON (PLEASE PRINT CLEARLY):
 Krithika Srikanth - Manager of Accounts

***** THIS IS THE END OF RFQ BCF10039 ***** TOTAL: 60,408.00

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE  TELEPHONE (866) 671-2666 DATE October 9 2009
 TITLE V.P. Operations FEIN 980343964 ADDRESS CHANGES TO BE NOTED ABOVE

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“Or Equal” – “Or Equal” equipment is equipment that has at a minimum all of the same features, connectors, accessories, functions and ability to function in the same manner as the equipment specified. “Or equal” equipment shall be guaranteed to function with all of the same manufactures and models as is the specified equipment. Manufacture and model must be specified on all “Or Equal” equipment bid

Delivery Locations and Quantities

REGION I/Marion Co. DHHR
Attn: Ronda Colanero
9005 Middletown Mall
White Hall, WV 26554
Phone: 368-4420 Fax: 368-4193
110 of each

REGION II/Kanawha Co. DHHR
Attn: James Kimbler
4190 W Washington Street
Charleston, WV 25313
Phone: 746-2380 Fax: 558-1802
130 of each

REGION III/Taylor Co DHHR
Attn: Ronald Anderson
PO Box 29
(235 Barrett Street)
Grafton, WV 26354
Phone: 265-6103 Fax: 265-6484
100 of each

REGION IV/Mercer Co DHHR
Attn: Joe Bullington
200 Davis Street
Princeton, WV 24740
Phone: 425-8738 Fax: 425-8915
110 of each

STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

West Virginia Code §5A-3-10a provides that: 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

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

If this is a solicitation for a public improvement construction contract, the vendor, by its signature below, affirms that it has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code*. The vendor **must** make said affirmation with its bid submission. Further, public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the *West Virginia Code* and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the *West Virginia Code* may take place before their work on the public improvement is begun.

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 materials, 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.

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, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, 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.

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>

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.

Vendor's Name: Ederick Associates Inc.Authorized Signature: [Signature]Date: October 9, 2009

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. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee
5. 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
6. Payment may only be made after the delivery and acceptance of goods or services
7. Interest may be paid for late payment in accordance with the *West Virginia Code*
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller
11. 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
12. 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, the State may deem this contract null and void, and terminate such contract 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 Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor
15. **WEST VIRGINIA ALCOHOL & DRUG-FREE WORKPLACE ACT:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free work place policy in compliance with the West Virginia and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division
2. **SPECIFICATIONS:** 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. Complete all sections of the quotation form
4. Unit prices shall prevail in case of discrepancy
5. All quotations are considered FOB destination unless alternate shipping terms are clearly identified in the quotation
6. **BID SUBMISSION:** 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

**Ederick Associates Inc. agrees to all terms and conditions of
this RFQ no. BCF10039**

VENDORS

Ederick Associates Inc. established in 1995 is a multidimensional IT company dedicated to providing clients with superior hardware, software, network solutions, internet services technical support and technical trainings.

Our Mission is to ensure that Ederick Associates is fully equipped to act as an efficient one-stop solution provider for all of the IT needs of our clientele.

With our commitment to quality, professional expertise, and exceptional customer service, Ederick Associates is not only a leading IT solution provider in the US and Canada but also globally with dedicated clients from Africa, Asia and Europe.

Ederick Associates is a VoR for various organizations that includes Federal Governments, Provincial Governments, Municipalities, Cities, Townships, School boards and United Nations. We consistently serve these organizations that demands superior customer service, tight deadlines, and quality assurance that meets or exceeds the requirements.

At Ederick Associates we are always critically examining ourselves to determine ways and means of improving upon our offerings and competencies, so as to differentiate ourselves and provide the edge that makes the difference between success and failure. We execute each and every project with a high degree of time and cost predictability, thereby achieving measurable business advantages for our clients.

Ten years of experience, corporate stability, and long-term vision allows our team to help our customers succeed in a changing world. We work with our customers to help them understand the in's and out's of technology - from proof-of-concept to design to development to implementation to support. We are proud of our long-standing relationships with our clients.

Together we can accomplish your goals.

SERVICE locations

Virginia USA:
5831 Quantrell Ave#305
Alexandria VA 22312

Ontario, CA:
125 Topflight Dr #3
Mississauga, ON L5S 1Y1

British Colombia, CA:
185-911 Yates St
Suite#362
Victoria BC V8V3Y9

New Brunswick, CA:
660 Rothesay Ave Suite #139
Saint john NB E2H2H4

Organizational Chart:

Ederick associates Inc is run by an efficient team of professionals, who provide dedicated services and share the responsibilities thereby promoting the overall positive growth of the company.

Key People:

President: Stanley Sam

Since Inception Ederick associates inc has flourished under the exceptional management skills of President, Stanley Sam. With a Bachelor of Engineering Degree from Ryerson and Microsoft Certified System Engineer certification, he continually upgrades his technical skills to ensure he keeps abreast of changing technology.

Stanley's inclusive management style is efficient and has resulted in a team of supportive and dedicated employees. According to him working with people is the most rewarding part of his job

Chief Marketing Manager: Garth Sam

Garth Sam is a meaningful addition to the ever widening scope of Ederick Associates Inc.. Presiding this challenging post as the Chief Marketing manager garth is responsible for driving the marketing direction of the company and its services. As an entrepreneur, with a Degree in Marketing management and more than 8yrs of experience he is the most important force, next to the President propelling the company's march towards it goal.

Operations Manager: Adjoa Sam

Through active participation Adjoa Sam coordinates and vastly improves the integration of all business functions including Sales and Finance She has the qualifications and a proven background driving through improvement initiatives, team development ,systems implementation, Negotiation with suppliers ,Production planning , problem solving, maintaining strong commercial and client relationships and ensures all department policies and procedures are carried out to the highest standards at all times.

Senior Project manager: Akshay Pandya

Akshay Pandya brings to the Ederick Associates over 11 years of experience in Information Technology related disciplines. As a Senior Project Manager, Akshay has effectively managed and delivered applications in the Insurance, Publishing, Travel and Rewards sectors. He has successfully integrated systems into multiple vendor environments, with solutions that are both elegant and practical, resulting in a lower Total Cost of Ownership (TCO). He leads large development teams and projects ranging from 1 to 5+ million (\$CAN). Akshay is a graduate of Concordia University with a Master of Engineering and Computer Science

Chief Accountant: Janet Patterson

Our Chief Accountant Janet Patterson , CGA helps to ensure that the firm is run efficiently financially, its records are kept accurately, and its taxes are paid properly and on time. Janet performs these vital functions by offering an increasingly wide array of business and accounting services, management, as well as internal auditing, financial and investment planning

Manager -Administration: Krithika Srikanth

Combined with a Degree in Information Technology and 7 years of Administrative experience Krithika Srikanth is a valuable member of Ederick team. With her able supervision she facilitates seamless communication through the various hierarchies of the management and prevents any gaps and mismanagement.

Senior IT Support Specialist: Dmitry Zuev

Dmitry Zuev is currently the Senior It Support Specialist for Ederick Associate's usability and interface group. He and his team are skilled in the art of facilitating requirements gathering such that business and end user goals are well structured and focus on tangible results. The team's core competency is in understanding design and usability principles and creatively applying them to solving business problems Dmitry has a Master degree in Data protection and telecommunications.

IT Services Consultant: John E Mulley

John E Mulley's certifications list are endless and so is his knowledge. He is Ederick chief II network and infrastructure planning & implementation Consultant. His strong presentation, communication and extensive technical expertise has benefited the company in more than one way.

Customer Support Analyst: Sarah Hussain

Sarah Hussain a self directing professional , highly experienced working in a fast paced environment with strong organizational, technical and interpersonal skills leads the Customer service wing of Ederick Associates. Her Degree in Social sciences adds to her people skills and has guaranteed exceptional customer satisfaction.

Technical Support Analyst: Craig Josiah

With an extensive Technical support background Craig Josiah Ederick versatile support specialist handles most of the service calls. Be it onsite support or just a phone query Craig is equipped to solve any queries that come his way.

Logistics Specialist: Shelly James

Last but in no way the least Shelly James our logistics specialist proves her dedication by efficiently managing the logistics needs of the company. Shelly carefully plans and executes and oversees all shipping, receiving and transport needs and has proven to be an asset to the Ederick team.

Methodologies:

Ederick Associates Quality Policy communicates our executive commitment to delivering products and services that fully satisfy customer accuracy requirements. We have read and understood all the requirements of the CCPS requirements for this RFP and will execute our well proven methodologies and policies which have always satisfied all our clients to this date. The policy is included in new employee orientation materials and posted prominently throughout our facilities to ensure that everyone throughout our organization understands and shares this commitment.

"Ederick Associates Inc. Quality Policy ensures that employees throughout our organization are actively involved in utilizing quality improvement methods. Each employee is committed to teamwork and Continuous Quality Improvement."

Our Quality Policy:

- Customer satisfaction is our primary focus.
- We are committed to delivering products or services on-time and at a competitive price.
- Our products and services shall be of the highest quality and meet or exceed customer requirements.
- Customers, employees and suppliers are essential to our business success and shall be treated fairly and with respect.
- The accuracy and completeness of product and service documentation, software, and hardware are equally important.

Quality Management System

Ederick Associates is currently in the process of achieving ISO 9001:2000 a very important step in continuing to grow and develop as a company that provides **quality** products and services. The ISO 9001:2000 **Quality Management** System encompasses virtually all aspects of our operations and how we perform our work. Specific attention is given to the "closed-loop" characteristics of the new 2000 format, in that each step along the way is monitored, verified, and improved based on measured results and customer satisfaction. This system emphasizes:

- Obtaining thorough knowledge and complete understanding of Customer requirements;
- Applying lessons learned from past performance and implementing preventive measures during job planning, preparation, and execution;
- Establishing metrics, then monitoring and analyzing results on an on-going basis to verify and validate our processes and performance, and make improvements as needed; and
- Setting goals for continual improvement based on measured results and customer input.
- Continuing Improvement Initiatives

Ederick Associates is also implementing an internal Performance Measurement System in an effort to improve customer satisfaction ratings and the efficiency of our business operations. The process of building a measurement system has already yielded significant benefits in our managers' ability to maximize value for our customers, leverage cross-functional activities, identify strategic options, and recognize process improvement opportunities. Benefits of the completed system are expected to include timely performance feedback, alignment of business activities towards common goals, insights into the relevance of each task to broader objectives, and, most importantly, increased customer satisfaction.

Capabilities:

Ederick Associates advantage

When you work with us, you are working with a company with years of experience in this business, and the strength and stability to stand behind our obligations. Our solutions offer:

- Tightly controlled processes and business practices
- Many years of experience with multi-vendor products, so there are no surprises
- Global capabilities
- Transportation and logistics capabilities
- State-of-the-art Renewal Center containing the expertise and the capacity to handle the broad spectrum of customer requirements

Ederick Associates Technical support details are:

On-Site: 08:00 am – 06:00 pm All regular business days

Telephone: 07:00 am – 07:00 pm All regular business days
24 x 7 Telephone service is available should there be a need. This will be determined after discussing in the detail the support plan with the Agency. Ederick Associates is currently providing such support at additional cost to few customers.

After-hours on-site: Currently no such service is being provided to any of our customers since they did not request for one. Should the need arise Ederick Associates will address this issue using its regular emergency response process which is in place for time critical services.

Telephone: 24 x 7 Telephone service is available should there be a need. This will be determined after discussing in the detail the support plan with the Agency. Ederick Associates is currently providing such support at no additional cost to few customers.

All our Equipments are custom built brand new units with manufacturers' warranty

Delivery:

We have a complete logistic fleet at disposal to cater to specific needs of the customer. Within 15 days of issue of a PO we will make necessary arrangements for the units to be delivered as required.

Value added services:

Ederick Associates provides **asset recovery services** to help you determine and leverage the value in your existing equipment. With years of experience in the asset recovery business, our mission is to obtain the highest return possible for our customers.

As part of our asset recovery process, we will remove customer identification and wipe proprietary data from the hard drives using industry standard software.

Key benefits

- Remove unwanted customer-owned assets with resale value
- Facilitate the move to new equipment
- Manage disposition of obsolete equipment in accordance with environmental standards
- Remove multi-vendor equipment
- Enjoy end-to-end service, including packing and shipping
- Remove all company identification

Asset disposition

Sometimes the equipment has truly outlived its technological and economic life. We have created a process for managing these end-of-life products. Our process separates non-marketable materials into commodities that can either be recycled or managed via approved hazardous materials controls, and is in accordance with environmental laws. For your security, we use industry standard software to remove customer identification and wipe proprietary data.

Logistics and transportation services

For additional convenience, Ederick Associates offers transportation and logistics services for a complete end-to-end solution. Our staff is expert in packing and shipping IT products - from PCs and peripherals to business-critical servers - to minimize the risk of damage.

References:

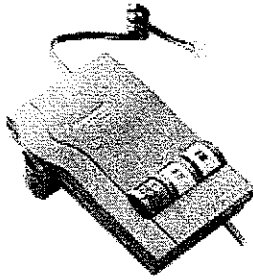
Ray Miller/ Purchasing Manager
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Ederick Associates Inc.
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Alexandria , VA 22312



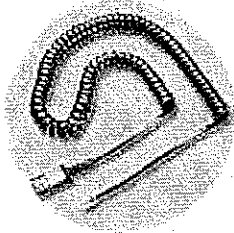
Model Name Plantronics Vista M22 - Headset amplifier
Model Number 43596-40

Price: \$ 66.90 USD
Product Specification

Manufacturer:	Plantronics, Inc
Manufacturer Part Number:	M22
Manufacturer Website Address:	www.plantronics.com
Brand Name:	Plantronics
Product Line:	Vista
Product Model:	M22
Product Name:	Vista M22 Headset Amplifier
Marketing Information:	<p>Amplifier is designed for use with traditional or new wideband VoIP phone systems. VoIP-ready Vista M22 amplifier is compatible with most office phones. Clearline audio technology enhances speech clarity and helps to reduce repeats, errors, and listening fatigue. Easy to use, with one-button headset/handset selection, plus controls for both incoming and outgoing volume. When used with wideband VoIP system, the Vista M22 delivers enhanced audio and more natural speech, reducing repeats, errors, and listener fatigue. Reduces the level of incoming loud noises, such as fax tones or whistle blasts. Helps reduce echo associated with VoIP telephone technology. Reduces the level of background noise picked up by the headset microphone and reduces the level of noise on the incoming signal to improve call quality. Amplifier uses two AA batteries (included). Includes 10' coiled cable to Quick Disconnect, which lets you walk away from your phone without removing your headset.</p>
Product Type:	Headset Amplifier
Product Information	
Features:	
	Offers superior voice clarity with Clearline audio technology
	Delivers optimized audio levels for superior listening comfort - whatever the call
	Echo management for clearer calls
	Protection from loud noises
	Reduces background noise for clearer calls
	Volume, headset/handset and mute controls
	Adjustable incoming and outgoing volume
	One-button selection of headset or handset
	Supports more natural-sounding speech on wideband networks
	Superior call clarity for all communications
	Supports the enhanced audio from the latest wideband VoIP phones
Miscellaneous	

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Alexandria , VA 22312

Package Contents:	M22 Headset Amplifier
	10 foot coiled cord
	2 x AA Batteries
Compatibility:	Compatible with most office and contact center phones



Model Name Plantronics - Phone cable - RJ-11 (M) - Quick Disconnect (M)

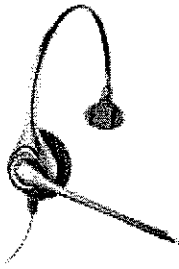
Model Number 40702-01

Price: \$9.23 USD

Product Specification

Manufacturer:	Plantronics, Inc
Manufacturer Part Number:	40702-01
Manufacturer Website Address:	www.plantronics.com
Brand Name:	Plantronics
Product Name:	Phone Coiled Extension Cable
Packaged Quantity:	1
Package Type:	Retail
Product Type:	Network Cable
Technical Information	
Cable Type:	Phone/Modem
Cable Characteristic:	Extension Cable
Cable Length:	2.5ft
Connector on First End:	1 x 4-pin RJ-11 Male
Connector on Second End:	1 x Male Proprietary
Conductor:	Copper
Shipping Information	
Shipping Dimensions :	1" Height x 4" Width x 8" Depth
Case Pack Qty :	1
Shipping Weight :	0.3 lb
Miscellaneous	
Compatibility:	Plantronics Headset H-series

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Model Name Plantronics SupraPlus H251N-UNC -
Headset (semi-open)

Model Number 79499-01

Price: \$ 58.11 USD
Product Specification

Technical Information	
Connectivity Technology:	Wired
Wireless Technology:	Not Applicable
Operating Distance:	10ft
Sound Mode:	Mono
Earpiece	
Earpiece Design:	Over-the-head
Earpiece Type:	Monaural
Microphone	
Microphone Technology:	Noise Canceling
Microphone Design:	Boom
Interfaces/Ports	
Host Interface:	Proprietary
Physical Characteristics	
Form Factor:	Semi-open
Weight:	1.4 oz
Shipping Information	
Shipping Dimensions :	2.0" Height x 5.5" Width x 7.0" Depth
Case Pack Qty :	48
Shipping Weight :	0.33 lb
Pallet Qty :	99984
Miscellaneous	
Compatibility:	Plantronics Amplifiers