



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
ISCK0089

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
KRISTA FERRELL 304-558-2596

VENDOR

\*C08110509 703-871-8513  
 CARAHSOFT TECHNOLOGY CORPORATI  
 12369 SUNRISE VALLEY DR  
 SUITE D-2  
 RESTON VA 20191

SHIP TO

DEPARTMENT OF ADMINISTRATION  
 IS&C - COMMUNICATIONS  
 1 DAVIS SQUARE  
 CHARLESTON, WV  
 25301 304-558-5472

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/03/2010				

BID OPENING DATE: 03/04/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		920-45		
BOMGAR B200 APPLIANCE ANNUAL SUPPORT, ETC. OR EQUAL  REQUEST FOR QUOTATION (RFQ)  THE WEST VIRGINIA STATE PURCHASING DIVISION FOR THE AGENCY, THE WEST VIRGINIA OFFICE OF TECHNOLOGY, IS SOLICITING BIDS TO PROVIDE THE AGENCY WITH REMOTE SUPPORT SOFTWARE, BOMGAR B200 APPLIANCE OR EQUAL PER THE ATTACHED SPECIFICATIONS.  TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO KRISTA FERRELL IN THE WEST VIRGINIA STATE PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN IN THE BODY OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA EMAIL AT KRISTA.S.FERRELL@WV.GOV. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 02/16/2010 AT THE CLOSE OF BUSINESS. ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ANSWERED BY ADDENDUM AFTER THE DEADLINE HAS LAPSED.  QUESTIONS CONCERNING THE ACTUAL PROCESS FOR SUBMITTING A BID TO THE STATE OF WV ARE NOT CONSIDERED TO BE TECHNICAL QUESTIONS AND MAY BE SUBMITTED AT ANY TIME PRIOR TO THE BID OPENING AND IN ANY FORMAT.  EXHIBIT 10  REQUISITION NO.: .....						

RECEIVED

2010 FEB 22 AM 11:41

WV PURCHASING DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Lauren Siggat</i>	TELEPHONE 703-871-8582	DATE 2/16/10
ACCOUNT REPRESENTATIVE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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



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VENDOR

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<b>02/03/2010</b>				

BID OPENING DATE: **03/04/2010**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p><b>ADDENDUM ACKNOWLEDGEMENT</b></p> <p>I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.</p> <p>ADDENDUM NO.'S:</p> <p>NO. 1 .....</p> <p>NO. 2 .....</p> <p>NO. 3 .....</p> <p>NO. 4 .....</p> <p>NO. 5 .....</p> <p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY 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.</p> <p style="text-align: right;"><i>Lauren Siggat</i> SIGNATURE</p> <p style="text-align: center;">..CARASOFT TECHNOLOGY CORP.. COMPANY</p> <p>.....</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Lauren Siggat</i>	TELEPHONE <b>703-871-8582</b>	DATE <b>2/16/10</b>
TITLE <i>Account Representative</i>	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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ADDRESS CORRESPONDENCE TO ATTENTION OF  
**KRISTA FERRELL  
 304-558-2596**

PROPERTY

\*C08110509      703-871-8513  
 CARAHSOFT TECHNOLOGY CORPORATI  
 12369 SUNRISE VALLEY DR  
 SUITE D-2  
 RESTON VA 20191

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 25301      304-558-5472

DATE PRINTED <b>02/03/2010</b>	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: **03/04/2010**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
DATE						
NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.						
REV. 09/21/2009						
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.						
APPLICABLE LAW						
THE WEST VIRGINIA STATE CODE, PURCHASING DIVISION RULES AND REGULATIONS, AND THE INFORMATION PROVIDED IN THE "REQUEST FOR QUOTATION" ISSUED BY THE PURCHASING DIVISION IS THE SOLE AUTHORITY GOVERNING THIS PROCUREMENT.						
ANY INFORMATION PROVIDED IN SPECIFICATION MANUALS, OR ANY OTHER SOURCE, VERBAL OR WRITTEN, WHICH CONTRADICTS OR ALTERS THE INFORMATION PROVIDED FROM THE SOURCES AS DESCRIBED IN THE ABOVE PARAGRAPH IS VOID AND OF NO EFFECT.						
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 REJECTION OF THE BID. THE STATE RESERVES THE RIGHT TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATION						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Lauren Sigant</i>	TELEPHONE 703-871-8582	DATE 2/16/10
TITLE Account Representative	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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<p>IN ACCORDANCE WITH SECTION 148-1-4(F) OF THE WEST VIRGINIA LEGISLATIVE RULES AND REGULATIONS.</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="margin-left: 40px;">DEPARTMENT OF ADMINISTRATION            PURCHASING DIVISION            BUILDING 15            2019 WASHINGTON STREET, EAST            CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: KRISTA FERRELL-FILE 21</p> <p>REQ. NO.: ISCK0089</p> <p>BID OPENING DATE: 03/04/2010</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p> <p style="margin-left: 40px;"><u>703-871-8508</u></p> <hr/> <p>PLEASE PRINT OR TYPE NAME OF PERSON TO CONTACT CONCERNING THIS QUOTE:</p> <p style="margin-left: 40px;"><u>Lauren Leggat</u></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Lauren Leggat</i>	TELEPHONE <b>703-871-8582</b>	DATE <b>2/16/10</b>
TITLE <i>Account Representative</i>	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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**BOMGAR**

*The solution will provide a secure platform for enterprise remote support allowing service desk technicians to be more effective by letting them control remote computers and mobile devices. Both the customer and the service desk technician connect to the appliance via the internet. Service desk technicians can then see the customer's screen, control the mouse and work as if they were physically present. The goal is to limit the number of trips that need to be made to a client's physical site and to increase the number of incidents resolved on initial contact.*

*The system should also:*

- 1) Provide an audit trail of every session and identify the service desk technician that handled the session*
- 2) Provide reporting by service desk technician and session*
- 3) Provide support for PCs and Blackberry devices*
- 4) Allow for the creation of up to 300 named accounts (technicians that would be allowed to use the system)*
- 5) Allow for the creation and usage of scripts*
- 6) Must prompt the customer to allow the remote connection (customer must respond back)*
- 7) Allow for the transfer of a session to another technician*
- 8) Allow for the addition of another technician to a session (multiple technician on one session)*
- 9) Ability to reboot a pc remotely in safe mode and still maintain the network connection*
- 10) Ability to push web links, documents and file transfers*

Part #	Product or equal	# of licenses	Description	Total
840-001-200	Bomgar B200 Appliance or equal	1	<i>The appliance is a standalone box that handles the encrypted communication link between the technician and the customer)</i>	1915.20
840-001-200SU	Bomgar B200 Appliance Annual Support Description or equal	1	<i>(this is for the maintenance for the appliance</i>	383.04
840-004-SLIC	Bomgar Standard Edition License of remote support software or equal	10	Concurrent licenses	19,152.00
840-004-SLICSLI	Bomgar Standard Edition License of remote support software. Annual Support Subscription or equal	10	Maintenance for the concurrent licenses	3830.40
Grand Total				25,280.64

# GOVERNMENT - PRICE QUOTATION

## CARASOFT TECHNOLOGY CORP

12369 SUNRISE VALLEY DRIVE | SUITE D2 | RESTON, VIRGINIA 20191  
 PHONE (703) 871-8500 | FAX (703) 871-8505 | TOLL FREE (888) 66CARAH  
 WWW.CARASOFT.COM | SALES@CARASOFT.COM

**carahsoft**

TO: <b>Krista Ferrell</b> Purchasing W. VA Dep of Administration, Purchasing Div Building 15 2019 Washington Street East Charleston WV 25305-0130	FROM: <b>Lauren Geiger</b> Carahsoft Technology Corp. 12369 Sunrise Valley Drive Suite D2 Reston, VA 20191
EMAIL: <b>krista.s.ferrell@wv.gov</b>	EMAIL: <b>Lauren.Geiger@carahsoft.com</b>
PHONE: <b>(304) 558-2596</b> FAX: <b>(304) 558-4115</b>	PHONE: <b>(703) 871-8582</b> FAX: <b>(703) 871-8505</b>

  

Terms: <b>GSA Schedule No: GS-35F-0131R</b>	QUOTE NO: <b>2305356</b>
<b>Term: Nov 19, 2004 - Nov 14, 2010</b>	QUOTE DATE: <b>02/16/10</b>
<b>FTIN: 52-2189693</b>	QUOTE EXPIRES: <b>04/01/10</b>
<b>Shipping Point: FOB Destination</b>	RFQ NO:
<b>Credit Cards: VISA/MasterCard/AMEX</b>	SHIPPING: <b>GROUND</b>
<b>Remit To: Same as Above</b>	TOTAL PRICE: <b>\$25,280.64</b>
<b>Payment Terms: Net 30 (On Approved Credit)</b>	
<b>CAGE CODE: 1P3C5</b>	
<b>DUNS No: 088365767</b>	
<b>Business Size: Small</b>	TOTAL QUOTE: <b>\$25,280.64</b>

LINE NO.	PART NO.	DESCRIPTION	QUOTE PRICE		QTY	EXTENDED PRICE
1	840-001-200	Bomgar B200 Appliance.	\$1,915.20	GSA	1	\$1,915.20
2	840-001-200SU	Bomgar B200 Appliance Annual Support Subscription.	\$383.04	GSA	1	\$383.04
3	840-004-SLIC	Bomgar Standard Edition License of remote support software.	\$1,915.20	GSA	10	\$19,152.00
4	840-004-SLICSU	Bomgar Standard Edition License of remote support software. Annual Support Subscription.	\$383.04	GSA	10	\$3,830.40
TOTAL PRICE:						\$25,280.64
TOTAL QUOTE:						\$25,280.64

*Lauren Geiger 2/18/10*

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application\* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: \_\_\_\_\_ Signed: \_\_\_\_\_

Date: \_\_\_\_\_ Title: \_\_\_\_\_

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.



RFQ No. ISCK0089

STATE OF WEST VIRGINIA  
Purchasing Division

**PURCHASING AFFIDAVIT**

**West Virginia Code §5A-3-10a states:** 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.

**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.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "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 exceed five percent of the total contract amount.

**EXCEPTION:** The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this 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.

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.

**WITNESS THE FOLLOWING SIGNATURE**

Vendor's Name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

State of VIRGINIA

County of FAIRFAX, to-wit:

Taken, subscribed, and sworn to before me this 17 day of February, 2010.

My Commission expires 12/31/2011, 2011.

AFFIX SEAL HERE

NOTARY PUBLIC Nancy Smith Oberg

