

POMEROY

infrastructure. optimized.SM

Response to IPT10 RFQ

January 5, 2011

State of WV RFQ: IPT10

Vendor: Pomeroy
4013 West Washington Street
Charleston, WV 25313
Phone: 304-746-4434
Fax: 304-746-4439

Authorized Contact: Bill Rutherford
bill.rutherford@pomeroy.com

RECEIVED

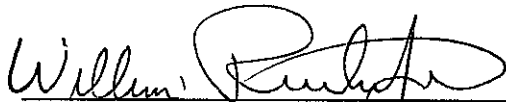
2011 JAN -4 A 10: 36

PROCUREMENT DIVISION
STATE OF WV

Pomeroy, as a vendor, confirms that all mandatory requirements are met on the bid.

Pomeroy has read, understood and will comply with all mandatory requirements of the bid.

Please see all supporting documentation that follows.



William Rutherford
Regional Vice-President

1-3-11
Date

Cisco Systems
1051 East Cary Street, Suite 502
Richmond, VA 23219

January 3, 2011

To Whom It May Concern:

Pomeroy IT Solutions, Inc. is a Cisco Gold Certified Partner with the following certifications and specializations:

Specializations

- Advanced Data Center Networking Infrastructure
- Advanced Data Center Storage Networking
- Advanced Routing & Switching
- Advanced Security
- Advanced Unified Communications
- Advanced Wireless LAN

Other Authorizations

- Registered Partner
- Cisco Capital Financing
- Customer Satisfaction Excellence
- Global Resale Agent
- Indirect Service Discount Promo
- Vblock Qualified Partner (Vblock 0)
- Vblock Qualified Partner (Vblock 1)
- WebEx Commission Pilot Program
- ATP - Data Center Unified Computing
- ATP - Video Surveillance

Partner certifications and specialization information can be found on the Cisco Partner Locator at the following website, <http://tools.cisco.com/WWChannels/LOCATR/performanceBasicSearch.do>

Please feel free to contact me if you have any questions.

Sincerely,

Diane Winchester
Partner Account Manager, dwinches@cisco.com
804.814.4717



LETTER OF AUTHORIZATION

Company POMEROY IT SOLUTIONS, INC. Certifications - Gold Certified Partner

CUSTOMER SATISFACTION EXCELLENCE

Specializations - Advanced Data Center Networking Infrastructure

- Advanced Data Center Storage Networking
- Advanced Routing & Switching
- Advanced Security
- Advanced Unified Communications
- Advanced Wireless LAN

Managed Services None

Cisco Authorized Partners None

Other Authorizations - Registered Partner

- Cisco Capital Financing
- Customer Satisfaction Excellence
- Global Resale Agent
- Indirect Service Discount Promo
- Vblock Qualified Partner (Vblock 0)
- Vblock Qualified Partner (Vblock 1)
- WebEx Commission Pilot Program
- ATP - Data Center Unified Computing
- ATP - Video Surveillance

Industry Solutions None

HQ Address 1020 Petersburg Rd
Hebron KY 41048

Site Address 4013 W Washington St. Charleston, WV 25313

Phone Number Phone: 304-746-4434. Toll Free: 800-227-8798. Fax: 304-746-4439

Partner since 24-MAY-2004

URL WWW.POMEROY.COM

POMEROY

infrastructure. optimized.SM

January 3, 2011

RFQ Number: IPT10

State of West Virginia
Dept. of Administration
Purchasing Division
2019 Washington Street East
PO Box 50130
Charleston, WV 25305-0130

To Whom It May Concern,

In reference to 2.2.7

The following individuals hold appropriate Cisco Certifications and have more than one year of field experience.

- a. Charles Bolen
- b. Mike Null
- c. Michael Bond
- d. James Blaylock
- e. Brian Jeffrey
- f. Daryl Atkinson

Please see formal certifications that are attached to this RFQ.

Sincerely,



Charles Guy
Field Service Manager, WV
Pomeroy
304-746-4434 x 5760
Charles.guy@pomeroy.com



Cisco Career Certifications

Charles P. Bolen

HAS SUCCESSFULLY COMPLETED THE CISCO CAREER CERTIFICATION REQUIREMENTS AND IS RECOGNIZED AS A

Cisco Certified Network Associate

VALID THROUGH October 20, 2012
Cisco ID No. CSC011666351

Validate this certificate's authenticity at
www.cisco.com/go/verify/certificate
Certificate Verification No. 401114168368JMDN


John Chambers
Chairman and CEO
Cisco Systems, Inc.

©2008 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Career Bridge logo are trademarks of Cisco Systems, Inc. Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc. and Access Registrar. Amonet, BYE Catalyst, CCDX, CCIP, CCIE, CCNA, CCNP, CCSP, CCVP, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Global, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me, Forwarding, FromShare, Gigamon, Guestack, HomeLink, Internet Quanta, IOS, IPTV, ID Expert, the Merit logo, ONT, the Readiness Scorecard, Router Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, Po-Connect, SafeNet, ScriptShare, SlideCast, SMARTnet, StackWise, The Fastest Way to Access Your Internet Content, and TrustPort are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries. All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. 100898



- LEARNING & EVENTS
- CAREER CERTIFICATIONS
- CCIE/CCDE
- Schedule a Lab Exam
- Update Profile
- CCIE/CCDE Logo Access
- CCIE/CCDE Verification

CCIE/CCDE Verification

CCIE/CCDE Verification Tool

CCIE/CCDE Certification Details

Name	Certification Type	Certification Number	Track	Certification Status	Certification Date
MICHAEL BOND	CCIE	17963	Voice	Re-certified	15-May-2007

Search:



Search All Cisco.com

Toolkit: Follow our tools & updates

My Account

For security purposes we suggest you to close your browser when you have completed the tasks.

Related Links

- [Resources for Employers](#)
- [Resources for CCIEs](#)
- [Exam Overview](#)
- [Recertification](#)
- [Certification Validation](#)



Credential Verification Report

James Blaylock - CSC010557557

This Publish Credential Verification Report for jimblaylockjr@yahoo.com, prepared on 12/30/2010, is available for viewing until 01/13/2011.

Candidate Information

Name **James Blaylock**
 Mailing Address **400 Wards Chapel Road**
 City **Manchester**
 State/Province **Tennessee**
 Postal Code **37355**
 Country **UNITED STATES**
 Primary Email Address **jblaylock@pomeroy.com**

Personal Note From Candidate

James Blaylock Cisco Certifications

Credentials Status Certified Expires

General Certifications

Associate			
■ CCNA	Certified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified Recertified	Certified	2/24/06 11/23/13
■ CCNA Voice	Certified Recertified	Certified	10/9/09 11/23/13
Professional			
■ CCNP Voice	Certified Recertified	Certified	5/18/07 10/9/12

Specializations

Unified Communications Certifications

■ Cisco Advanced IP Communications Sales Specialist	Certified Recertified	Certified	8/14/06 4/17/11
■ Cisco Unified Presence Specialist		Certified	4/30/09 4/30/11
■ Cisco Unity Support Specialist		Certified	11/23/10 11/23/12

Video Certifications

■ Cisco Rich Media Communications Specialist	Certified Recertified Recertified	Certified	10/11/07 10/9/11
--	---	-----------	------------------

Additional Proctored Exams for Validating Knowledge (not for Cisco Career Certification)

Cisco Sales Expert			
■ Cisco Sales Expert v4	Certified Recertified	Certified	8/1/08 7/30/12
Internet Based Testing			
■ Cisco Lifecycle Services for Advanced Unified Communications		Certified	4/17/09 4/17/11



Credential Verification Report

Brian Jeffrey - CSC010037679

This Publish Credential Verification Report for richard.sylvester@pomeroy.com, prepared on 12/30/2010, is available for viewing until 01/13/2011.

Candidate Information

Name **Brian Jeffrey**
 Mailing Address **4013 Washington St W**
 City **Charleston**
 State/Province **West Virginia**
 Postal Code **25313**
 Country **UNITED STATES**
 Primary Email Address **bjeffrey@pomeroy.com**

Personal Note From Candidate

Cisco ID CSC010037679

Credentials	Status	Certified	Expires
General Certifications			
Associate			
CCNA <i>Certified</i> <i>Manually Certified</i> <i>Recertified</i> <i>Recertified</i>	Certified	9/27/99	10/30/12
CCNA Voice	Certified	10/30/09	10/30/12

This is an official credential verification report powered by the [Integral7 Credential Bureau](#).
 Click this link [Integral7 Credential Verification Service](#) to verify credentials.

Proprietary & Confidential
 © All Rights Reserved, by Integral7, Inc.

Powered by the Integral7 Credential Bureau
 v.6.5.1011051407



Credential Verification Report

Daryl Atkinson - CSC010251596

This Publish Credential Verification Report for daryl.atkinson@pomeroy.com, prepared on 12/30/2010, is available for viewing until 01/13/2011.

Candidate Information

Name **Daryl Atkinson**
 Mailing Address **9005 Johnston Street**
 City **Cordova**
 State/Province **Tennessee**
 Postal Code **38016**
 Country **UNITED STATES**
 Primary Email Address **datkinso@pomeroy.com**

Personal Note From Candidate

Daryl Atkinson - CSC010251596

Let me know what else you need.

Credentials

General Certifications

Associate

	Status	Certified	Expires
<input checked="" type="checkbox"/> CCDA	Certified	10/1/08	9/3/13
<input checked="" type="checkbox"/> CCNA	Certified	3/31/01	9/3/13
<input checked="" type="checkbox"/> CCNA Voice	Certified	3/10/09	9/3/13

Professional

<input checked="" type="checkbox"/> CCDP	Certified	10/11/08	3/22/12
<input checked="" type="checkbox"/> CCNP	Certified	10/16/08	3/22/12
<input checked="" type="checkbox"/> CCNP Voice	Certified	3/22/09	3/22/12

Specializations

Data Center Certifications

<input checked="" type="checkbox"/> Cisco Data Center Networking Infrastructure Design Specialist	Certified	9/3/10	9/3/12
---	-----------	--------	--------

Retired Certifications

Retired Certifications

<input checked="" type="checkbox"/> CCVP	Certified	3/22/09	3/22/12
--	-----------	---------	---------

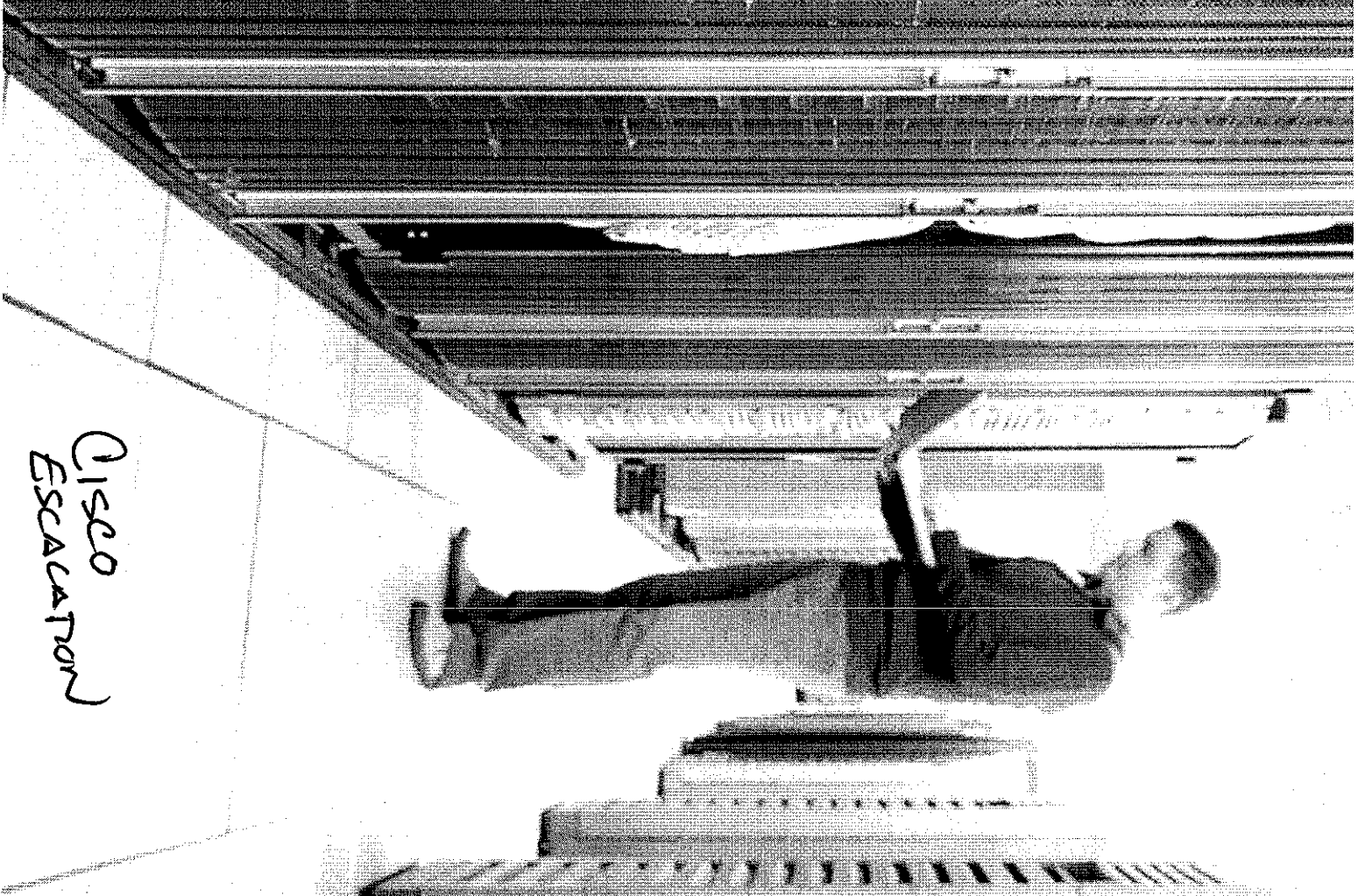
This is an official credential verification report powered by the [Integral7 Credential Bureau](#)
 Click this link [Integral7 Credential Verification Service](#) to verify credentials.

Pomeroy

Escalation Procedures

1. When placing service calls for this account, the first step is to contact our help desk at 800-794-6117 or 304-746-4434 ext 130 (Cheryl.williams@pomeroy.com).
2. Help desk will verify customer provided proof purchase, log issue, access the problem, and then dispatch the appropriate resources if necessary.
3. To escalate service issues contact Eric Shin (Service Manager) 304 746-4434 ext 132 (eric.shinn@pomeroy.com)
 - Eric will return call within 1 business hour with action plan to resolve issue.
 - Verify call has been processed through our helpdesk and all possible solutions have been exhausted.
 - Engage Account Representative for assistance for any sales related issues.
 - Engineer will be dispatched in a manner that meets the Service Level agreement purchased by customer under IP10.
4. If problem has not been resolved in accordance to the IPT10 contract.
 - Contact Bill Rutherford 304-746-4434 ext 5766 (bill.rutherford@pomeroy.com)
 - Bill responsible for WV Operations and will return calls within 2 business hours
 - Action plan will be worked out with customer in a manner resolves issues to customer's satisfaction and a new team engaged to resolve issue,
5. If issue has not been resolved to customer satisfaction the final call will to
 - Contact information Ken Wunderlich (VP of Service) 859-240-4238 (kenneth.wunderlich@pomeroy.com)
 - Ken will return call in 1 business day with final resolution plan.

TAC Service Request Tool



*Cisco
ESCALATION*

Overview



Solutions	Products & Services	Ordering	Support	Training & Events	Partner Central	My Cisco
---------------------------	---	--------------------------	-------------------------	---------------------------------------	---------------------------------	--------------------------

[Worldwide \(change\)](#) | [Log In](#) | [Account](#) | [Register](#) | [About Cisco](#)

Search

Support

Option 1: Select a Product Name

Enter Product Name e.g. 8500 Switch or IP Routing [-] Hide categories

Application Networking Services	Security
Cisco IOS and NX-OS Software	Service Exchange
Cisco Interfaces and Modules	Storage Networking
Collaboration	Switches
File Video	TelePresence
Home Networking (Vailt and Linksys)	Unified Computing

Option 2: Select a Task

	Download Software
	Troubleshoot
	Install & Upgrade
	Maintain & Operate
	Configure
	Design

You can quickly resolve most product issues with the Cisco Support Website.

[Build Toolkit](#) | [Cisco Utilization Service](#) | [Software Advisor](#) | [Command Toolkit](#) | [See All](#)

Featured

Browser Plugins
Cisco Browser Plugins allow you to easily integrate Cisco-related searches and tools into your browser. Visit the Browser Plugins page to get plugins for popular Cisco tools and searches.

[Service & Contracts](#)

[Technical Services](#)

[Developer Services](#)

[Technical Support Overview](#)

[Security Advisory & Alerts](#)

[Security Advisories](#)

[Report Product Incidents](#)

[Field Notices](#)



Support Community
Cisco NetPro Forums and the Cisco Support Wiki are now one community!

The **Cisco Support Community** allows you to ask and answer questions in the forums, create your own wiki content, and collaborate with millions of your technical peers. Visit the [Cisco Support Community](#) today!

[Featured Support Tours](#)

[Cisco Support Site Feature Tour](#)

[Flash Tour](#)

Support for Home Products

	File Video File and Flipshare
	Home Networking Linksys and Vailt

Additional Support

[Small Business Support](#)
[Community](#)
[Technical Services Newsletter](#)
[Career Certifications](#)
[Scientific Atlanta \(SPVTO\)](#)
[Tidal Software](#)
[New/Updated Support Documents](#)

[Contact Cisco for Support](#)

[Create IAC Service Request](#)

[Query IAC Service Request](#)
[Email or Phone Technical Support](#)

[Support Location - Language](#)

Worldwide - English

Overview



Solutions

Products & Services

Ordering

Support

Training & Events

Partner Central

My Cisco

Worldwide (English)

Log In | Account | Register | About Cisco

Search

Go

If you can't solve a problem here, you can create a service request online and submit it to the Cisco Technical Assistance Center, (TAC).

Option 2: Select a Task

Download Software

Troubleshoot

Install & Upgrade

Maintain & Operate

Configure

Design

Support for Home Products

360 Views
EAP and Flipstage

Home Networking
Laptops and Tablet

Additional Support
Small Business Support
Community
Technical Services Newsletter
Career Certifications

Contact Cisco for Support

Create TAC Service Request

Query TAC Service Request

Email or Phone Technical Support

Create a TAC Service Request

Home Networking (Voice and Internet)
Network Management
Central Routers
Physical Security and Building
Security
E-books
Tools & Resources
EAP Toolkit
Cisco Identification Service
Software

Service & Contracts
Technical Services
Developer Services
Technical Support Overview

Security Advisory & Alerts
Security Advisories
Report Product Incidents
Field Notices

Featured Support Tours
Cisco Support Site Feature Tour
Flash Tour

Worldwide - English

Overview

Support

TAC Service Request Tool -- New R

- 1 Setup Request
- 2 Describe Problem

During the course of this service request, you may want Cisco engineers to acknowledge the request to be resolved more quickly. In such cases:

- Cisco can, and will only, access your Network or Environment with your Cisco engineers, in many circumstances, can access your Network or Environment passwords. When possible, we recommend selecting access via Meetingg
- When you elect to provide password access to your Network or Environment
- You should always change and/or invalidate a temporary password imme

You are encouraged to review [to Third Parties](#)

The TAC Service Request To

Have You Tried...

[IAC Case Collection](#) - See if someone else has had a similar problem.

A "*" denotes a required field.

Evaluate Issue

Extended Loss of Service?: *

- Yes, and users are experiencing
- No

Contact Information

Contact Name:

Chris Johnson

[Edit Profile](#)

Preferred Contact Method: *

- E-Mail
- Phone

Preferred E-Mail: *

- From Profile:

[cjohnson@cs](#)

Make sure you log in first!



Solutions

Products & Services

Ordering

Log In

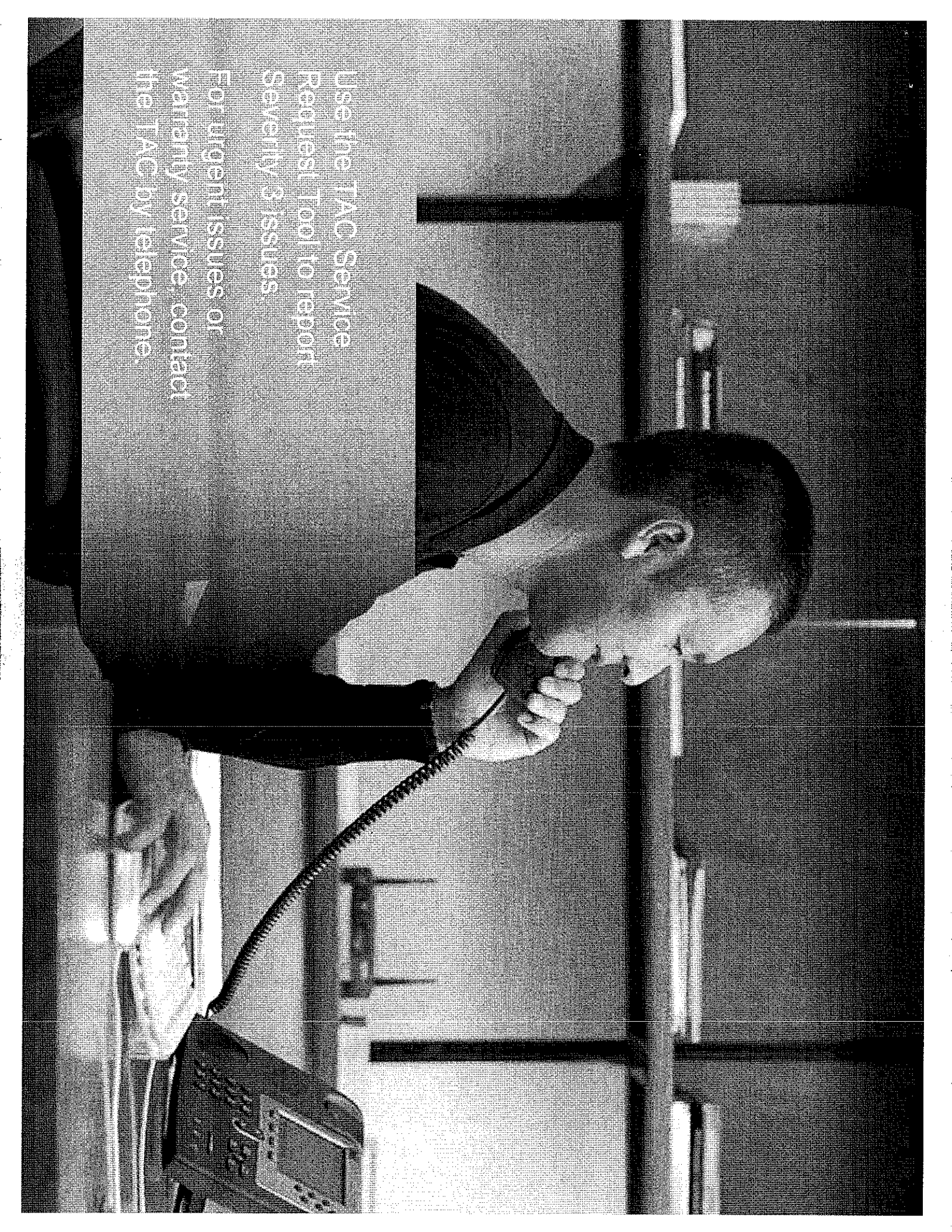
Existing User

User Name:

Password:

[Log In](#)

[Forgot your user ID and/or password?](#)



Use the TAC Service
Request Tool to report
Severity 3 issues.

For urgent issues or
warranty service, contact
the TAC by telephone.

Overview – Before You Begin

Support TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

A "*" denotes a required field

Service Request Review

Each Cisco product has a unique serial number, which is included in the service contract.

cpjohnstest@yahoo.com

Preferred Phone Number:

1-800-555-1212

E-Mail Confirmation:

No

Service Request Title:

7200 Router / Need configuration assistance

Describe Problem:

Configuration of new router on network.
Note: the problem description has been description will be sent to the TAC end.

Router/Node Name:

Software Version:

Technology Category:

Router and IOS Architecture, Smart Call

Serial Number:

ZUXX9080DFX

Product:

SERVER: HWSSW MCS 7845-H2 Unified CM 7.0 Applis

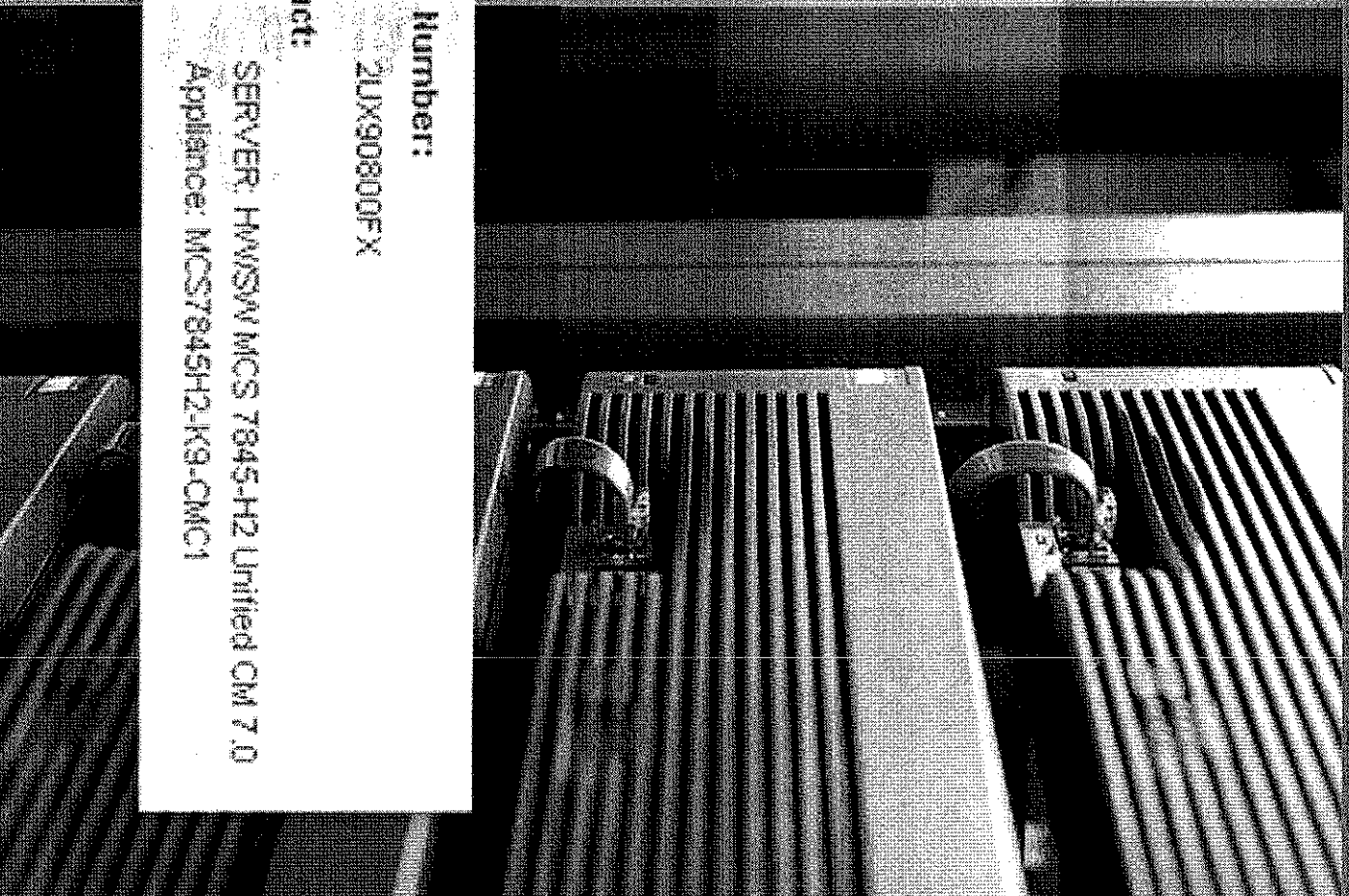
Location:

Serial Number:

ZUXX9080DFX

Product:

SERVER: HWSSW MCS 7845-H2 Unified CM 7.0
Appliance: MCS7845H2-K9-CMC1



Overview – Before You Begin

Support TAC Service Request Tool – New Request

- 1 Setup Request
- 2 Describe Problem

A "*" denotes a required field.

Service Request Review

Remember

You must have the relevant service contact associated with your profile to create a service request.

1-800-555-1212

E-Mail Confirmation:

No

Service Request Title:

7200 Router / Need configuration ass

Describe Problem:

Configuration of new router on network
Note: the problem description has been
description will be sent to the TAC on

Router/Node Name:

Software Version:

Technology Category:

Router and IOS Architecture, Smart C

Serial Number:

2LX9J0800FX

Product:

Product:

SERVER: HAMS/W MCS 7845-H2 Unified CM 7.0 Appli



Serial Number:

2LX9J0800FX

Product:

SERVER: HAMS/W MCS 7845-H2 Unified CM 7.0
Appliance: MCS7845H2-K9-CMCI

Overview – Before You Begin

Welcome to Cisco

Cisco.com Profile Manager

PROFILE	DESCRIPTION	ACCOUNT ACCESS	PREFERENCES	PASSWORD MANAGEMENT
---------	-------------	----------------	-------------	---------------------

Choose Language

English

Your Profile

Welcome Chris Johnson!

This is your most current profile, containing information you've given us about yourself. Update your profile at anytime by selecting "Edit This Info" in the relevant areas below.

[Return to Referring Page](#)

Contact Information [Edit This Information](#)

User ID: chris.johnson

Name: CHRIS JOHNSON

Business/Primary Email Address: cjohnsonstest@yahoo.com

Alternate Email Address:

Company/Organization Name: CSCO

UNITED STATES

You can add contracts to your profile using the Cisco Profile Manager.

Organization Information [Edit This Information](#)

Job Role:

Job Title: PROJECT MANAGER

Overview – Before You Begin

Support TAC Service Request Tool -- New Request

1 Setup Request 2 Describe Problem

A "*" denotes a required field.

Service Request Review

Request: [Edit Details](#)

Severity Level:

S2 Network or Environment Impaired

Extended Loss of Service:

No

Contact Name:

Chris Johnson

Preferred Contact Method:

E-Mail

Preferred E-Mail:

cjohnsantest@yahoo.com

Preferred Phone Number:

1-800-555-1212

E-Mail Confirmation:

No

Service Request Title:

7200 Router / Need configuration assist.

Problem: [Edit Details](#)

Have your product serial number on hand. It can help speed your request.

Serial Number:

2LX9080DFX

Product:

Product:

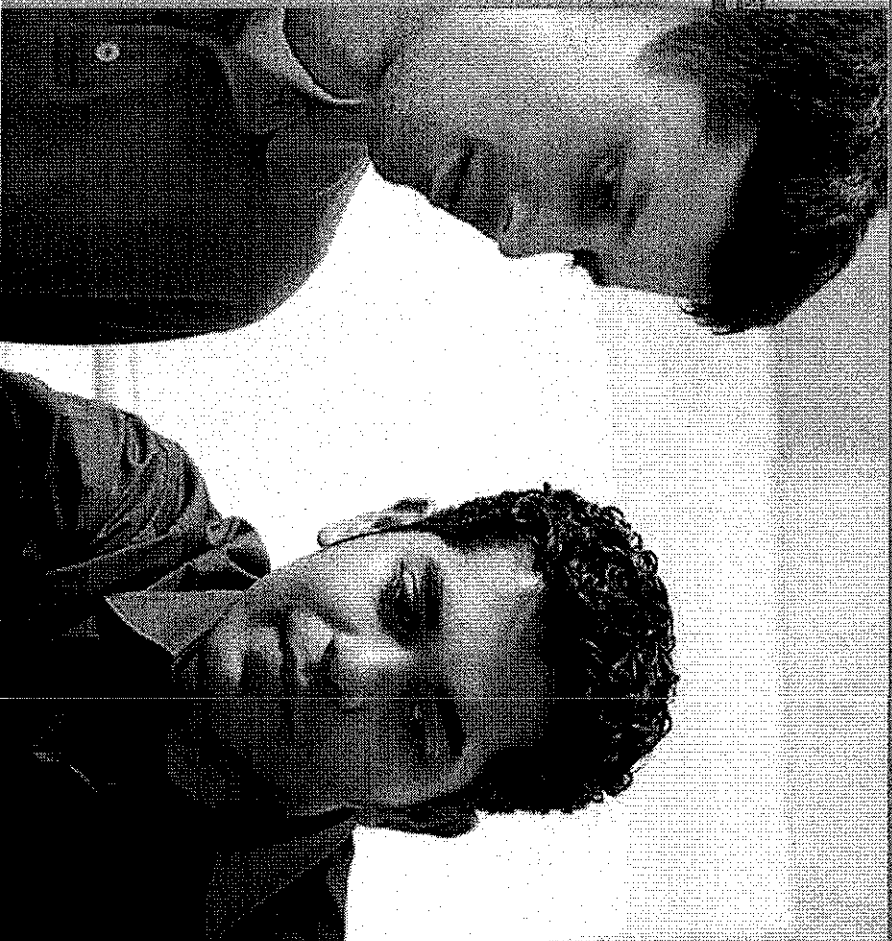
SERVER: HW/MSW MCS 7845-H2 Unified CM 7.0 Appl

Serial Number:

2LX9080DFX

Product:

SERVER: HW/MSW/MCS 7845-H2 Unified CM 7.0
Appliance: MCS7845H2-K9-CM/C1



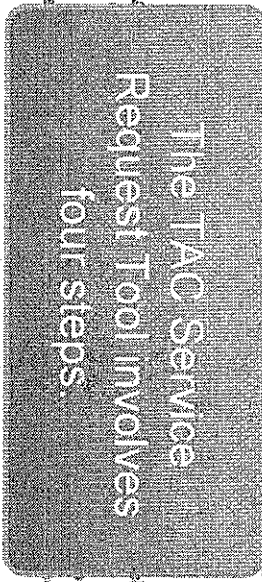
Overview

Support TAC Service Request Tool -- New Request

- 1 Setup Request
- 2 Describe Problem
- 3 Specify Product
- 4 Finish

During the course of this service request, you may want Cisco employees to request a request to be resolved more quickly. In such cases:

- Cisco can, and will only, access your Network
- Cisco engineers, in many circumstances, can passwords. When possible, we recommend set
- When you elect to provide password access to
- You should always change and/or invalidate a



You are encouraged to review the following URL where we have outlined some other best practice information for network security: [Protecting Network Security When Granting Access to Third Parties](#)

The TAC Service Request Tool enables you to request service from the Cisco Technical Assistance Center (TAC)

Have You Tried...

TAC Case Collection - See if someone else has had a similar problem.

A "*" denotes a required field.

Evaluate Issue

Extended Loss of Service?: * Yes, and users are experiencing a loss of service for more than 30 seconds. What does this mean? No

Contact Information

Contact Name: Chris Johnson [Edit Profile](#)

Preferred Contact Method: * E-Mail Phone

Preferred E-Mail: * From Profile: Temporary E-Mail:

From Profile:

Preferred Phone Number: * From Profile:

Step 1 - Setup Request

Support

TAC Service Request Tool -- New Request

- 1 Setup Request
- 2 Describe Problem
- 3 Specify Product
- 4 Finish

During the course of this service request, you may want Cisco engineers to access your organization's Network or Environment. Granting such access will often allow your request to be resolved more quickly. In such cases:

- Cisco can, and will only, access your Network or Environment with your permission.
- Cisco engineers, in many circumstances, can access your Network or Environment via our MeetingPlace technology, which does not require you to provide us with your passwords. When possible, we recommend selecting access via MeetingPlace as a first choice to resolve your service request.
- When you elect to provide password access to your Network or Environment to a Cisco engineer, the password should always be a temporary, one-time password.
- You should always change and/or invalidate a temporary password immediately after access is no longer necessary.

You are encouraged to [Third Parties](#)

The TAC Service R

Have You Tried
TAC Case Collec

A "*" denotes a

Read about how
the service request
will be handled.

For other best practice information for network security: [Protecting Network Security When Granting](#)
Cisco Technical Assistance Center (TAC)

Evaluate Issue

Extended Loss of Service?: * Yes, end users are experiencing a loss of service for more than 30 seconds. [What does this mean?](#) No

Contact Information

Contact Name:

Chris Johnson

[Edit Profile](#)

Preferred Contact Method: *

E-Mail

Phone

Preferred E-Mail: *

From Profile:

cjohnsortest@yahoo.com

Step 1 -- Setup Request

Evaluate Issue

- Extended Loss of Service?: *
- Yes, end users are experiencing a loss of service for more than 30 seconds. What does this mean?
- No

Contact Information

Contact Name:

Chris Johnson

[Edit Profile](#)

Preferred Contact Method: *

- E-Mail
- Phone

Preferred E-Mail: *

- From Profile:

- Temporary E-Mail:

Preferred Phone Number: *

- From Profile:

- Temporary Number:

E-Mail Confirmation: *

- No
- Yes

Additional E-mails (CC):

255 characters remaining
Note: E-mails should be separated by comma (,)

Evaluate the
Impact of your
Issue.

Provide your contact
information.

Step 2 – Describe Problem

Support

TAC Service Request Tool -- New Request



Setup Request



Describe Problem



Specify Product



Finish

A "*" denotes a required field.

Your Description of the Problem

Service Request Title: *

7200 Router / Need configuration assistance

Describe Problem: *

Configuration of new router on network. Need assistance setting up Smart Call Home function.

Enter a title description

Describe the problem.



Step 2 – Describe Problem

Technology Category

Choose a value that closely matches your problem

Technology: *

Select a technology group

- Optical Networking
- Other
- Physical Security and Building Systems
- Quality of Service (QoS) and Session Border Control (SBC)
- Router and IOS Architecture
- Routing Protocols (Includes NAT and HSRP)
- Security - Adaptive Security Appliance (ASA) and PIX
- Security - IPS/IDS and AAA/NAC
- Security - VPN/Encryption
- Service Control and APF

Subtechnology: *

Select a subtechnology group

- Problems with Logging to Syslog
- ROMMON/ Config Register
- RSP-Related Messages
- Router or Line Card reloads on the 12000 Series Internet Router
- Serial and Console Routing Protocols
- Spurious Memory Access/Alignment Errors
- Unexpected reboot (any other reasons)
- Unexpected reboot due to Bus Error (as indicated by show version)
- Unexpected reboot due to Parity Error (as indicated by show version)
- Unexpected reboot due to Serrv Exception (as indicated by show version)

Type of Problem: *

- Select One
- Error Messages, Logs, Debugs
- Installation/Assistances
- Hardware Failure

Select a problem type

Step 3 – Specify Product

Support

TAC Service Request Tool -- New Request



Setup Request



Describe Problem



Specify Product

Please Describe the product that you need assistance with below.

Serial Number :

Where do I find this?

- OR -

Product name or description :

Example: 7200 series router

Contract Number :

Service Level :

Installation Location :

City :

State/Province :

Country :

Choose to
Search by serial
number
OR
Search for your
entitlement

If your service program is not based on serial number, then you must search for your entitlement.

Step 3 – Specify Product

Support

TAC Service Request Tool -- New Request

- 1 Setup Request
- 2 Describe Problem
- 3 Specify Product
- 4 Finish

Please Describe the product that you need assistance with below.

Serial Number :

2UX90800FX

Enter product serial number here.

Product name or description :

Example: 7200 series router

Contract Number :

Select One v

Service Level :

Select One v

Installation Location :

Site Name :

Support TAC Service Request Tool -- New Request

- 1 Setup Request
- 2 Describe Problem
- 3 Specify Product
- 4 Finish

A "*" denotes a required field.

Service Request Review

Severity Level:

S3 Network or Environment Impaired

Extended Loss of Service:

No

Contact Name:

CMCTACTest DirectCust1 2

Preferred Contact Method:

A valid serial number should move you to the Finish screen.

Step 3 – Specify Product

Support

TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

3 Specify Product

Serial Number N/A/ ED32 is covered by a Service Contract not yet associated with this Cisco.com account.

You may need to add contracts to your profile.

Go to [Cisco Profile Manager](#)? If you have a Service Access Management contract associated with your Cisco.com userID.

If the serial number indicates you are not entitled to support, you'll receive other options for making your request.

If you assist you with products currently covered by a Cisco Contract. If you would like to request a contract, please [contact the Cisco Technical Assistance Center](#) by phone.

TAC Service Request Tool -- New Request

1 Setup Request

2 Describe Problem

3 Specify Product

The service you have requested is outside of the parameters of the Service Contracts associated with your account.

You may have to explore other ways to obtain service.

If you believe that your product is covered under warranty, you should call the [Technical Assistance Center](#).

If you would like to purchase a contract from Cisco or alter an existing contract, please [contact a Cisco Partner Reseller](#), or Cisco Service Sales Representative.

If you think that your product is covered by a contract already associated with your profile, please click this button:

[Escalate to Global Service Relations](#)

Please note that at this time, the TAC Service Request Tool can only assist you with products currently covered by a Cisco Contract.

Step 3 – Specify Product

Support

TAC Service Request Tool -- New Request



Setup Request



Describe Problem



Specify Product



Finish

Please Describe the product that you need assistance with below.

Serial Number :

Where do I find this?

- OR -

Product name or description :

Example: 7200 series router

Contact Number :

Service Level :

Installation Location :

Site Name :

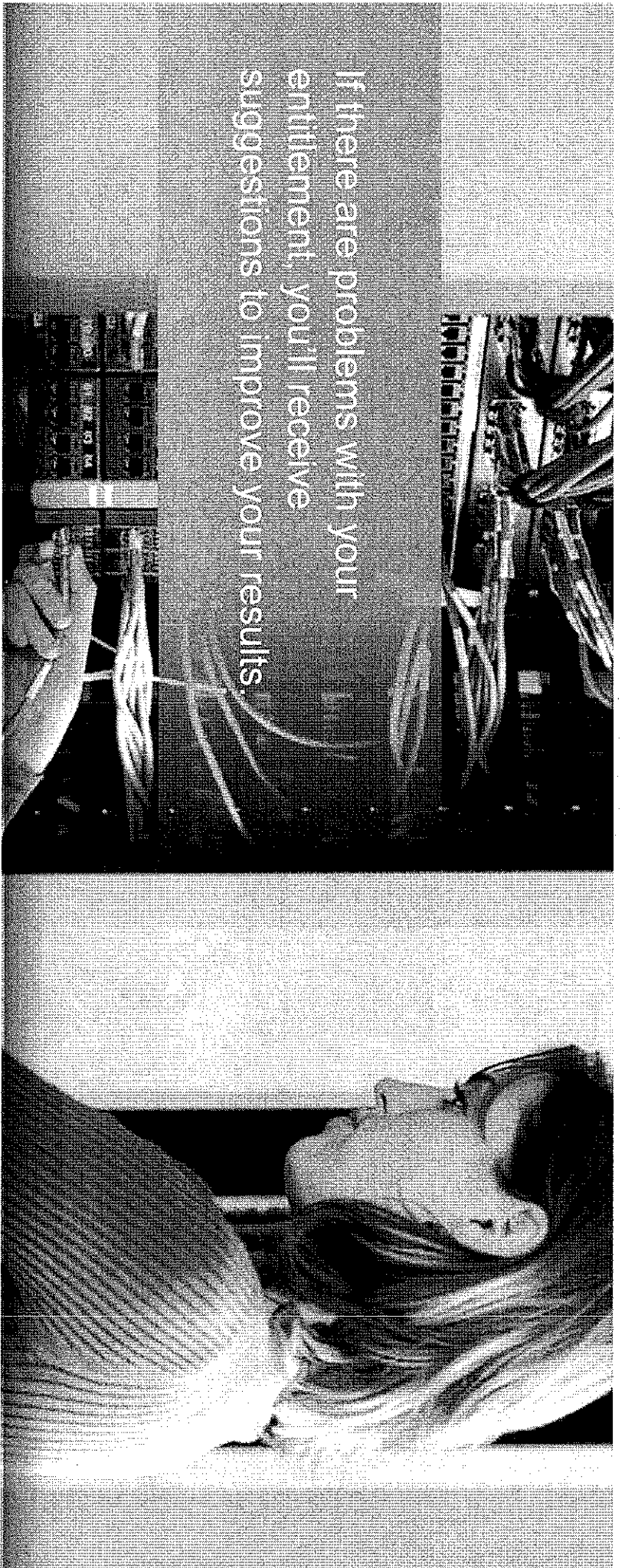
City :

State/Province :

Country :

Search for your entitlement in this area.

Search for entitlement using any combination of product name, contract number, service level, and/or location information.



If there are problems with your entitlement, you'll receive suggestions to improve your results.

Support

TAC Service Request Tool -- New Request

- 1 Setup Request
- 2 Describe Problem
- 3 Specify Product
- 4 Finish

■ The service you have requested is outside of the parameters of the Service Contracts associated with your Cisco.com profile.

If you believe that your product is covered under warranty, you should call the Technical Assistance Center by phone.

If you would like to purchase a contract from Cisco or alter an existing contract, please contact a Cisco Partner, Reseller, or Cisco Service Sales Representative.

If you think that your product is covered by a contract already associated with your profile, please click this button:

Escalate to Global Service Relations

Please note that at this time, the TAC Service Request Tool can only assist you with products currently covered by a Cisco Contract.

Step 3 - Specify Product

TAC Service Request Tool -- New Reque

TAC Service Request Tool -- New Reques

When the search results appear, select a contract.

Contract#	Service Level	Site Name	Site Address	Product
3736954	C4P	OOC TECHNOLOGIES	200 EAST BALLAD, CHICAGO, IL, US.	IWS-C3560G-48PS-S: Catalyst 3560 48 10T/0M/0G0T PoE + 4 SFP + IPB license

Items per page: 10 Showing 1 - 10 of 1

If your service program requires further validation, you'll be prompted to enter a serial number.

Serial Number Required.
This product's contract requires that you include its serial number with your service request.

Step 4 – Finish

Support

TAC Service Request Tool -- New Request



Setup Request



Describe Problem



Specify Product



Finish

A "*" denotes a required field

Service Request Review

Request:

[Edit Details](#)

Severity Level:

S3 Network or Environment Impaired

Extended Loss of Service:

N/A

Contact Name:

Chris Johnson

Preferred Contact Method:

E-Mail

Preferred E-Mail:

cljohnsonest@yahoo.com

Preferred Phone Number:

1-800-555-1212

E-Mail Confirmation:

No

Service Request Title:

7200 Router /Need configuration assistance

Describe Problem:

Configuration of new router on network. Need assistance set
Note: the problem description has been truncated here only to limit the summary page length. Your entire problem description will be sent to the TAC engineer.

Router/Node Name:

Software Version:

Review your request details, make edits (if needed), and submit your request.

Step 4 – Finish

Support

TAC Service Request Tool -- New Request

Service Request Confirmation

- You have successfully created service request# 613973473.
A technical support engineer will contact you soon.

Optional Next Steps:

Upload Files: Attach a device log or other files related to the problem. This may help.

Update or Review the Service Request

Create Another Service Request

TAC Recommended Solutions:

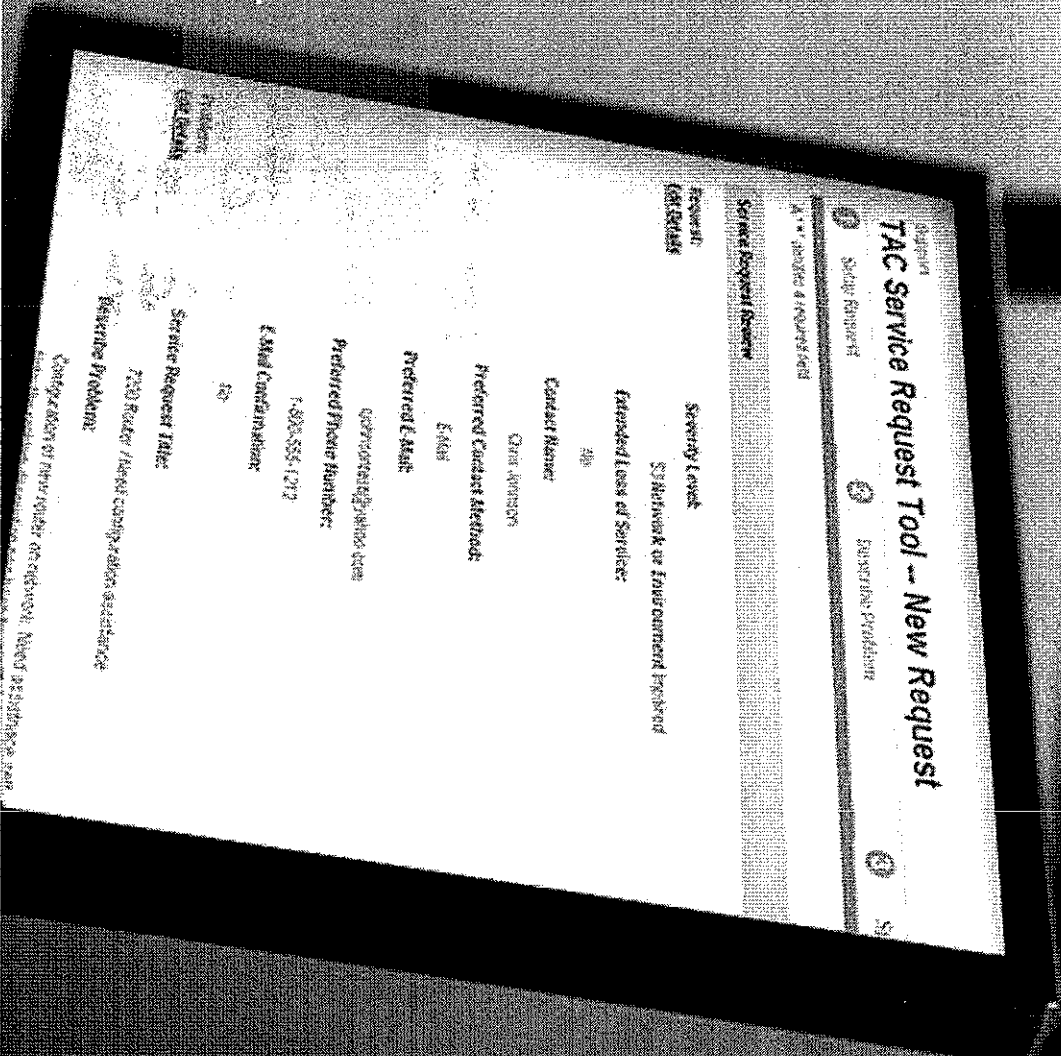
Other customers with similar symptoms may have been able to solve their problem.

TAC Case Collection

Receive a confirmation with tracking number, and explore optional next steps.



Refer to this presentation whenever you need to create a service request.



TAC Service Request Tool - New Request

Request Details

Severity Level

Escalated Loss of Services

Contact Name

Preferred Contact Method

Preferred E-Mail

Preferred Phone Number

E-Mail Contact Name

Service Request Title

2500 Rader Road, Columbus, GA 31906

Reserve Program

Configuration or other order on display. Need assistance?

1-800-555-1212

2500 Rader Road

Columbus, GA 31906

Reserve Program

Configuration or other order on display. Need assistance?

1-800-555-1212

Conclusion



Solutions

Support

Option 1: Select:

Enter Product Name

Application Networking S

Cisco IOS and NX-OS So

Cisco Interfaces and MoC

Collaboration

Flip Video

Home Networking (Vaiet and Linksys)

Network Management

Optical Networking

Physical Security and Building

Systems

Routers

Tools & Resources

Bug Toolkit | [Cisco Notification Service](#) | [Software Advisor](#) | [Command Lookup](#) | [See All...](#)

Featured

Browser Plugins

Cisco Browser Plugins allow you to easily integrate Cisco-related searches and tools into your browser. Visit the [Browser Plugins](#) page to get plugins for popular Cisco tools and searches.

Service & Contracts

Technical Services

Developer Services

Technical Support Overview

Remember

The Cisco Support Website offers tools and resources to help you quickly resolve most issues. Please check it first.

Worldwide [change]

Log In | Account | Register | About Cisco

Search

Go

Training & Events

Partner Central

My Cisco

Option 2: Select a Task

Download Software

Troubleshoot

Install & Upgrade

Maintain & Operate

Configure

Design

Support Community



Cisco NetPro Forums and the Cisco Support Wiki are now one community!

The [Cisco Support Community](#) allows you to ask and answer questions in the forums, create your own wiki content, and collaborate with millions of your technical peers. Visit the [Cisco Support Community](#) today!

Featured Support Tours

[Cisco Support Site Feature Tour](#)

[Flash Tour](#)

Support for Home Products



Flip Video
Flip and Flipshare



Home Networking
Linksys and Vailt

Additional Support

Small Business Support
Community
Technical Services Newsletter
Career Certifications
Scientific Atlanta (SPVTRG)
Tidal Software
New/Updated Support Documents

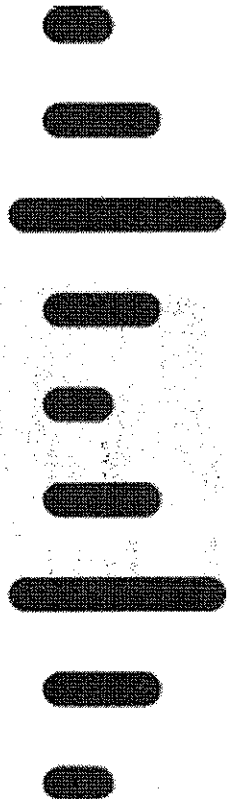
Contact Cisco for Support

[Create TAC Service Request](#)
[Query TAC Service Request](#)
Email or Phone Technical Support

Support Location - Language

Worldwide - English

cisco



**WEST VIRGINIA
STATE TAX DEPARTMENT
BUSINESS REGISTRATION
CERTIFICATE**

ISSUED TO:
**POMEROY IT SOLUTIONS SALES COMPANY INC
4013 WASHINGTON ST W
CHARLESTON, WV 25313-2419**

BUSINESS REGISTRATION ACCOUNT NUMBER: 1049-9937

This certificate is issued on: 08/28/2011

*This certificate is issued by
the West Virginia State Tax Commissioner
in accordance with Chapter 11, Article 12, of the West Virginia Code*

*The person or organization identified on this certificate is registered
to conduct business in the State of West Virginia at the location above.*

This certificate is not transferable and must be displayed at the location for which issued.

This certificate shall be permanent until cessation of the business for which the certificate of registration was granted or until it is suspended, revoked or cancelled by the Tax Commissioner.

Change in name or change of location shall be considered a cessation of the business and a new certificate shall be required.

TRAVELING/STREET VENDORS: Must carry a copy of this certificate in every vehicle operated by them.
CONTRACTORS, DRILLING OPERATORS, TIMBER/LOGGING OPERATIONS: Must have a copy of this certificate displayed at every job site within West Virginia.

West Virginia Secretary of State — Online Data Services

Business & Licensing

Business Organization Detail

POMEROY IT SOLUTIONS SALES COMPANY, INC.

Organization Information							
Org Type	Effective Date	Filing Date	Charter	Class	Sec Type	Termination Date	Termination Reason
C Corporation	10/25/1999	10/25/1999	Foreign	Profit			

Organization Information			
Business Purpose		Capital Stock	0.0000
Charter County		Control Number	16082
Charter State	DE	Excess Acres	0
At Will Term		Member Managed	
At Will Term Years		Par Value	0.0000
Authorized Shares	0		

Addresses	
Type	Address
Mailing Address	360 NORTH CRESCENT DR. SOUTH BLDG.

	BEVERLY HILLS, CA, 90210 USA
Notice of Process Address	STEPHEN E. POMEROY 1020 PETERSBURG RD. HEBRON, KY, 41048
Principal Office Address	1020 PETERSBURG RD. HEBRON, KY, 41048 USA
Type	Address

Officers	
Type	Name/Address
Director	EVA M. KALAWSKI 360 NORTH CRESCENT DR. SOUTH BLDG BEVERLY HILLS, CA, 90210
President	CHRISTOPHER C. FROMAN 1020 PETERSBURG RD. HEBRON, KY, 41048
Secretary	ROBERT J. JOUBRAN 360 NORTH CRESCENT DR. SOUTH BLDG BEVERLY HILLS, CA, 90210
Treasurer	EVA M. KALAWSKI 360 NORTH CRESCENT DR. SOUTH BLDG. BEVERLY HILLS, CA, 90210
Vice-President	1020 PETERSBURG RD. HEBRON, KY, 41048
Type	Name/Address

Name Changes	
Date	Old Name
7/24/2003	POMEROY COMPUTER RESOURCES SALES COMPANY, INC.
Date	Old Name

Date	Amendment
7/24/2003	NAME CHANGE: FROM POMEROY COMPUTER RESOURCES SALES COMPANY, INC.

Date	Amendment
------	-----------

Annual Reports	
Date	Filed For
6/30/2010	2011
6/30/2009	2010
9/5/2008	2009
11/7/2007	2007
7/27/2001	2002
2/23/2001	2001
Date	Filed For

NOTICE: The West Virginia Secretary of State's Office makes every reasonable effort to ensure the accuracy of information. However, we make no representation or warranty as to the correctness or completeness of the information. If information is missing from this page, it is not in the The West Virginia Secretary of State's database.

Printed from West Virginia Secretary of State Online Data Services web site:
<http://apps.sos.wv.gov>

© 2010 State of West Virginia

POMEROY

infrastructure. optimized.SM

January 3, 2011

RFQ: IPT10

References for Pomeroy

1. Doddridge County Schools
Doddridge County High School
1 Bulldog Drive
West Union, WV 26456
Former IT Director – Christine Richards crichard@access.k12.wv.us
New IT Director – Zane Gherke zgherke@access.k12.wv.us
P: 304.873.2521
2. Dayton Metro Library
215 East Third St
Dayton, OH 45402
937-496-8555
Rick Simmerman
IT Director
r.simmerman@daytonpubliclibrary.com
3. Montgomery County Ohio
451 West Third Street
Dayton, OH
937-225-6450
Mike Spirk
IT Director
spirkm@mcOhio.com
4. YWCA of Charleston
1418 Washington Street East
Charleston, WV 25301
304-340-3552
Sarah Blackshire
HR Director
SBlackshire@ywcacharleston.org

RFQIPT10
FOR STATEWIDE CONTRACT FOR
CISCO INTERNET PROTOCOL VOICE COMMUNICATIONS
HARDWARE AND SOFTWARE OR EQUAL

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 on-going maintenance of Internet Protocol Voice (VoIP) communications equipment.

WVOT will be providing Core Voice Services and Redundancy to state agencies as part of the overall consolidation of Executive Branch agency's information technology resources. The services being provided will include teleconferencing, All Center agents, Emergency Responder, unified messaging/voice mail, failover redundancy and basic phone service.

The RFQ specifies Cisco name brand produces), "or equal" specifically for the following reasons: the products we are requesting for purchase are a simple expansion of preexisting network/telephony hardware and software platform/system architecture. Any alternate products must seamlessly fit into, integrate with and interchange with the existing Cisco infrastructure investment with zero loss of feature functionality, and no infrastructure configuration changes.

2. GENERAL REQUIREMENTS

Throughout this section, VENDOR refers to the contracting company and MANUFACTURER is the company who actually manufactures the equipment.

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.

Pomeroy meets all the requirements listed and will submit bids for specific procurements. Pomeroy's strong history in working with state agencies and the bidding process put us in a unique position to excel in working on IPT10.

2.2 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.

Pomeroy holds a Gold Partnership status with Cisco and is authorized to sell and service all Cisco equipment under this contract. Pomeroy has successfully provided Cisco equipment to the State of WV and their agencies for a number of years on the IPT07 and LAN07 contracts. Authorizations are attached to this response.

2.3 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.

Pomeroy will be a prime contractor and will facilitate all work to be performed in term of this contract and OEM requirements. A single point of contact will be designated upon award of the contract.

2.4 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.

As Pomeroy receives information on any changes from Cisco we will pass them on in a timely manner.

2.5 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.

Pomeroy has and will continue the practice of accepting the State of WV Purchasing Card and can receive orders by email, mail, telephone, facsimile, or in paper form.

2.6 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.

Pomeroy has read and will comply fully with this requirement. Pomeroy is very familiar with usage reports under other WV contracts and will continue provide usage reports.

2.7 The Vendor MUST provide their escalation procedures for problem resolution including time frames, contact names and phone numbers.

Pomeroy has attached the escalation procedures for Pomeroy and Cisco along with resolution time frames, contacts, phone numbers and email addresses.

2.8 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 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.

Pomeroy has read and will comply fully with this requirement. Attached you will find copies of certifications and verification of experience of certified technicians.

3.0 EXPERIENCE AND REFERENCE REQUIREMENTS

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.

Pomeroy has been in sales and service for the products bidding on for the specified time requirement. Pomeroy has been a Cisco Certified Gold Partner since May 2004. Attached you will find official documentation from Cisco.

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 must be from within West Virginia.

Pomeroy has read and will comply with this requirement. You will find references information in the attachments.

SUPPORT REQUIREMENTS

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.

Pomeroy has maintained a toll-free technical support telephone number, staffed for eight consecutive hours, between the hours of 8am and 5pm EST. All agencies who have purchased items from the IPT10 contract will have access to this support.

WARRANTY REQUIREMENTS

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.

Pomeroy will provide services consistent with Cisco Certification requirements and all work will be performed by a Cisco Certified technician. All certifications will be made available upon request.

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.

Pomeroy will provide appropriate service levels and time requirements per individual bid requests.

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.

Pomeroy has read and will comply with this requirement.

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.

Pomeroy has read and will comply with this requirement.

5.5 The Vendor is responsible for registering the equipment with the manufacturer for standard warranty and extended warranty coverage if specified in the agency specifications.

Pomeroy will register warranties through the preferred Cisco required procedures on behalf of the state agency purchasing the equipment.

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.

Upon agency provides proof of purchase from Pomeroy, we will comply with this requirement.

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.

Upon agency provides proof of purchase from Pomeroy, we will comply with this requirement.

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.

Upon verification of the problem of purchased component, Pomeroy will come on site to assist the agency with problem resolution.

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.

Pomeroy will provide a work order on site, secure signatures and leave completed work order with representative in compliance with the above statement.

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.

Pomeroy will provide a work order on site, secure signatures and leave completed work order with representative in compliance with the above statement.

6.0 PURCHASING PROCEDURES

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

6.1 The agency identifies a need and provides specifications to the Contract Administrator.

Pomeroy has read and understood the statement.

6.2 The Contract Administrator reviews the specifications and if acceptable, puts the specifications out on the Bulletin Board.

Pomeroy has read and understood the statement.

6.3 Any questions regarding the specifications MUST be submitted to the 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.

Pomeroy has read and understood the statement and will comply fully.

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.

Pomeroy has read and will comply with this requirement as we have with the LAN and SIP contracts we hold with the State of WV.

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.

Pomeroy has read and will comply with this requirement as we have with the LAN and SIP contracts we hold with the State of WV.

0.

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.

Pomeroy has read and will comply with this requirement as we have with the LAN and SIP contracts we hold with the State of WV.

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.

Pomeroy has read and will comply with this requirement as we have with the LAN and SIP contracts we hold with the State of WV.

6.8 All Vendor quotes MUST be F.O.B. Destination with inside delivery.

Pomeroy has read and will comply with this requirement.

6.9 All Vendor bids MUST be valid for a minimum of ninety (90) calendar days.

Pomeroy has read and will comply with this requirement.

6.10 The costs quoted MUST match the invoice to insure timely payment.

Pomeroy has read and will comply with this requirement.

7.0 MISCELLANEOUS

7.1 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.

8.0 PROPOSAL FORMAT

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

8.1 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.

8.2 General Requirements - vendors must provide a) a letter from the manufacturer 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.

8.3 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.

Pomeroy has read and will comply with this requirement. Please see attached Title Page, General Requirement Response and Experience/Reference Requirements.



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
IPT10

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
JO ANN ADKINS 304-558-8802

RFQ COPY

TYPE NAME/ADDRESS HERE
 POMEROY
 4013 W. WASHINGTON ST.
 CHARLESTON, WV 25313

RFQ COPY

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
12/02/2010				

BID OPENING DATE: 01/05/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		205-16		
INTERNET PROTOCOL VOICE (VOIP) COMMUNICATIONS EQUIPMENT PER THE ATTACHED SPECIFICATIONS EXHIBIT 3 LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON 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, 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. CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>William Pomeroy</i>	TELEPHONE 304-746-4434	DATE 1-4-2011	
TITLE RVP	FEI 0-135215-8	ADDRESS CHANGES TO BE NOTED ABOVE	

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

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. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. 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.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **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.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and 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.
14. **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>.
15. **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, and the West Virginia Insurance Commission. 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.
16. **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 material, 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.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. 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. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. 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
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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
IPT10

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
JO ANN ADKINS 304-558-8802

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

Pomeroy
 4013 W. WASHINGTON ST.
 CHARLESTON, WV 25313

SHIP TO

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
12/02/2010				

BID OPENING DATE: **01/05/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	GAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>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> <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</p>						

SIGNATURE <i>William Rupp</i>				SEE REVERSE SIDE FOR TERMS AND CONDITIONS		TELEPHONE	DATE
TITLE <i>RVP</i>		FPIN <i>6011352158</i>		<i>304 746-4434</i>		<i>1-4-2011</i>	
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
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
IPT10

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF
**JO ANN ADKINS
 304-558-8802**

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

Pomeroy
 4013 W. WASHINGTON ST
 CHARLESTON, WV 25313

SHIP TO

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
12/02/2010				

BID OPENING DATE: **01/05/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>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 AGENCY AS A CONDITION OF AWARD.</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">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: JO ANN ADKINS 42-----</p> <p>RFQ. NO.: IPT10-----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>William Ruffo</i>	TELEPHONE 304-746-4434	DATE 1-4-2011
TITLE RVP	FEIN 61-1352158	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
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 IPT10

PAGE
 4

ADDRESS CORRESPONDENCE TO ATTENTION OF
 JO ANN ADKINS
 304-558-8802

PROPERTY RECORD

RFQ COPY
 TYPE NAME/ADDRESS HERE
 Pomeroy
 4013 Washington St. West
 Charleston, WV 25313

PROPERTY RECORD

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

DATE PRINTED 12/02/2010	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
----------------------------	---------------	----------	-----	---------------

BID OPENING DATE: 01/05/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
BID OPENING DATE AND TIME: 01/05/2011 1:30 PM----- PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: ----- 304-746-4439 ----- CONTACT PERSON (PLEASE PRINT CLEARLY): ----- BILL RUTHERFORD RICHARD SYLVESTER ----- ***** THIS IS THE END OF RFQ IPT10 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>William Rutherford</i>	TELEPHONE 304-746-4434	DATE 1-4-2010
TITLE RVP	FAX 601-1352158	ADDRESS CHANGES TO BE NOTED ABOVE

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

RFQ IPT10
FOR STATEWIDE CONTRACT FOR
CISCO INTERNET PROTOCOL VOICE COMMUNICATIONS
HARDWARE AND SOFTWARE OR EQUAL

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 on-going maintenance of Internet Protocol Voice (VoIP) communications equipment.

WVOT will be providing Core Voice Services and Redundancy to state agencies as part of the overall consolidation of Executive Branch agency's information technology resources. The services being provided will include teleconferencing, All Center agents, Emergency Responder, unified messaging/voice mail, failover redundancy and basic phone service.

The RFQ specifies Cisco name brand product(s), "or equal" specifically for the following reasons: the products we are requesting for purchase are a simple expansion of a pre-existing network/telephony hardware and software platform/system architecture. Any alternate products must seamlessly fit into, integrate with and interchange with the existing Cisco infrastructure investment with zero loss of feature functionality, and no infrastructure configuration changes.

2. GENERAL REQUIREMENTS

Throughout this section, VENDOR refers to the contracting company and MANUFACTURER is the company who actually manufactures the equipment.

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.

YES

2.2 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.

Get letter

2.3 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.

2.4 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.

2.5 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.

2.6 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.

2.7 The Vendor MUST provide their escalation procedures for problem resolution including time frames, contact names and phone numbers.

2.8 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 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.

3.0 EXPERIENCE AND REFERENCE REQUIREMENTS

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.

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 must be from within West Virginia.

4.0 SUPPORT REQUIREMENTS

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.

5.0 WARRANTY REQUIREMENTS

- 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.
- 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.
- 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.
- 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.
- 5.5 The Vendor is responsible for registering the equipment with the manufacturer for standard warranty and extended warranty coverage if specified in the agency specifications.
- 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 ours, 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.
- 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.
- 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.
- 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.

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.

6.0 PURCHASING PROCEDURES

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

6.1 The agency identifies a need and provides specifications to the Contract Administrator.

6.2 The Contract Administrator reviews the specifications and if acceptable, puts the specifications out on the Bulletin Board.

6.3 Any questions regarding the specifications MUST be submitted to the 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.

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.

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.

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.

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.

6.8 All Vendor quotes MUST be F.O.B. Destination with inside delivery.

6.9 All Vendor bids MUST be valid for a minimum of ninety (90) calendar days.

6.10 The costs quoted MUST match the invoice to insure timely payment.

7.0 MISCELLANEOUS

7.1 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.

8.0 PROPOSAL FORMAT

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

8.1 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.

8.2 General Requirements – vendors must provide a) a letter from the manufacturer 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.

8.3 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.

EXHIBIT 10

REQUISITION NO.: IPT10

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

- NO. 1 NONE
- NO. 2
- NO. 3
- NO. 4
- NO. 5

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS. 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.

William Pomeroy
SIGNATURE

Pomeroy
COMPANY

1-4-2010
DATE

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: POMEROY IT SOLUTIONS Signed: William [Signature]
 Date: 1-3-2011 Title: REGIONAL VICE PRESIDENT

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

RFQ No. IPT 10

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 exceeds 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: POMEROY

Authorized Signature: *William Pomeroy* Date: 1-3-11

State of WV

County of Kanawha, to-wit:

Taken, subscribed, and sworn to before me this 3rd day of January, 2011.

My Commission expires October 26th, 2020

AFFIX SEAL HERE

NOTARY PUBLIC *Todd Fowler*

