

INSIGHT AND WVOT



Insight PUBLIC
SECTOR

Proposal For:

RFQ IPT10

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**Statewide Contract for Cisco
Internet Protocol Voice Communications
Hardware and Software**

BUYING DIVISION
STATE OF WV

Due: January 5, 2011 1:30 PM

Mark Woods
Client Solutions Executive
614-456-2177 | Office
614-456-2160 | Fax
mwoods@insight.com



8.1 – Title Page

January 4, 2011

State of West Virginia
Department of Administration
Purchasing Division
Building 15
2019 Washington Street East
Charleston, WV 25305

Attn: Jo Ann Adkins

RE: RFQ IPT10 – For Statewide Contract for Cisco Internet Protocol Voice Communications Hardware and Software or Equal

Dear Ms. Adkins:

Insight Public Sector, Inc. (IPS) is pleased to respond to the State of West Virginia's RFQ for Statewide Contract for Cisco Internet Protocol Voice Communications Hardware and Software. Based on the scope of the requirements, IPS has prepared a response that represents a comprehensive effort at meeting the State's needs.

Insight is a leading provider of IT products and services for the public sector. With an industry-leading selection of products, a complete suite of IT services and a wide range of government contracts, Insight helps organizations streamline procurement, simplify deployment and maximize the value of the IT lifecycle. Insight Public Sector is solely focused on the needs of state and local government and educational institutions.

Insight Public Sector is eminently qualified for this contract. Insight is a proven provider and partner in the implementation of Cisco products and services. This is demonstrated by Insight's certification as a Cisco Gold Partner, which signifies the highest level of credibility in the marketplace. In order to attain this certification, Insight has delivered the highest level of support, gained expertise in three Cisco Specializations, and achieved a measurable level of customer satisfaction.

Insight's teammates hold over 1,650 Cisco certifications, including Professionals (CCNP, CCDP), Cisco-Certified Internetworking Experts (CCIE), Cisco-Certified Network Associates (CCNA, CCDA) or Cisco-Certified Sales Experts.

Insight's business addresses and telephone numbers are as follows:

Regional Office:

Insight Public Sector, Inc.
Attn: Mark Woods
375 N. Front Street Suite 300
Columbus, OH 43215
Phone: 614-456-2177

Public Sector - Main Office:

Insight Public Sector, Inc.
444 Scott Drive
Bloomington, IL 60108
800-321-2437 x6810

Global Headquarters for Parent Company:

Insight Enterprises Inc.
6820 S, Harl Avenue
Tempe, AZ 85283

Mark Woods, Account Executive, is authorized to speak on behalf of Insight. He may be reached by telephone at 614-456-2177 or 866-637-8680 x2177, or by email at mwoods@insight.com.

Additionally, Pam Potter, Proposal Manager, is authorized to speak on behalf of Insight. She may be reached at 800-321-2437 x6810, and at ppotter@insight.com.

Insight Public Sector, Inc. meets all mandatory requirements of the bid.

Thank you for the opportunity to win your business.

Sincerely,



Steve Sibon
Vice President, Specialty Services

8.2a - Evidence That Insight Is Authorized To Sell and Service Cisco Equipment

Please see attached printout from the Cisco Partner Locator. Cisco's partner locator may be accessed at <http://tools.cisco.com/WWChannels/LOCATR/openBasicSearch.do>.

8.2b - Escalation Procedures for Problem Resolution

Insight has assembled a sales and technical account team consisting of highly tenured and technically proficient people who can insure that the goals documented within this bid are completed on time and within the budgeted amount. This team will be directly involved in every aspect of this contract, and knowledge gained will be documented and shared for any future project assignments.

This solution allows for a more personalized approach during the term of this contract. The sales resources and specialists involved become very familiar with West Virginia institutions, providing a strong, long-term relationship allowing for superior customer service, faster resolution of problems, and faster escalation to the appropriate division or manager.

Insight's past growth is a direct result of our dedication to customer satisfaction and we know our future growth depends on it. Currently, our activities in West Virginia are being handled by an experienced sales team, which is led by a seasoned Client Solutions Executive, an order processing team, a business development manager and a contract manager.

To see that you get the most out of your purchases, your designated local Client Solutions Executive, Mark Woods, coordinates your needs with our extensive network of project managers, support representatives and installation and services technicians. This includes holding regular meetings with key personnel to review account details, monitoring system-wide requirements, and promptly resolving any service issues that may arise.

Working together, these teams have the following responsibilities:

- Pre-sales consultation to West Virginia agencies
- Quick submittal of quotations to end-users
- Developing Scopes of Work
- Facilitation of real-time orders
- Assistance with ordering hardware
- Alert eligible end-users of future opportunities and challenges
- Relating product knowledge to solution-based selling

The Sales Team will be responsible for:

- Processing quote requests promptly
- Performing callbacks to end-users. (Ninety percent of all calls are answered by IPS personnel before going into voicemail.)
- Entering and tracking orders
- Supplying requested service and procurement reports

- Fielding end-user phone inquiries
- Assisting with problem resolution
- Facilitating product delivery
- Maintaining high customer satisfaction

The following Insight Sales team will be responsible for West Virginia VOIP equipment sales and projects:

Mark Woods – Client Solutions Executive

David O'Connor – Manager, Professional Services

Kevin Hallihan – Regional Sales Manager

Dave Deppisch – District Sales Manager

Chris Turner – Director of SLED Sales

Erica Falchetti – Contracts Manager

Mark Woods will be your primary contact. Any sales or problem resolution activity should initiate with a call or email to Mark. Mark Woods may be contacted at 614-456-2177, toll free at 866-637-8680 x2177, or by email at mwoods@insight.com.

IPS sales representatives have a backup team to assure availability for quick responses to product/pricing questions and price quote requests, as well as order status and support. Standard call-back time is within 4 hours. IPS can assist in every aspect of day-to-day business operations, which includes making arrangements for Returns. Each dedicated sales team is experienced in managing such programs.

8.2c - Evidence that two technicians are certified to service equipment and they have one year of experience in the field

Two resumes, for William McKenzie, Consultant Technical Architect, and A.W. Soomro, Sr. Systems Engineer, are attached with accompanying evidence of their technical certification to meet the RFQ requirements.

Please note that these individuals, while eminently qualified, represent a very small sample of Insight's overall pool of Cisco-certified professionals from which the State's agencies can draw. Insight employees collectively hold 1,650 Cisco certifications.

8.3a - Experience 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.

Insight's History

Insight Public Sector, Inc. ("Insight" or "IPS") is a subsidiary company of Insight Enterprises, Inc., which became a publicly traded company in 1995 and sells its stock on the NASDAQ stock market under the ticker symbol NSIT. Insight Enterprises, Inc. reported sales of \$4.1 billion for fiscal year 2009, and was ranked number 484 on Fortune Magazine's 2009 U.S. Fortune 500 list.

IPS has been exclusively serving the public sector in the United States with quality IT products and solutions, competitive pricing and comprehensive service and support for more than twenty years. We provide technology products, solutions and services solely to government, education, non-profit agencies and other quasi-governmental organizations in the public sector arena. With this focus comes expertise. Over the years, Insight has developed into one of the largest public sector technology solution providers in the United States with consolidated annual sales through all Insight companies of more than \$400M in the SLED marketplace. As such, the state of West Virginia gets the best of both worlds; dedicated local sales and support teams who are experts in their fields and understand your unique needs, backed with the supply chain management capabilities and technical resources of our parent company.

Insight Key Facts & Figures:

World-Wide Statistics:

- \$4.1 billion in revenue in 2009
- Ranked No. 484 on 2009 U.S. Fortune 500 list
- 4,900+ teammates worldwide
- Operations in North America, Europe, Middle East, Africa and Asia-Pacific
- Clients in 170 countries
- 2,000+ product and industry certifications
- Largest global software reseller with extensive License Management Services
- 200,000 products, \$100 million on-hand and \$3 billion virtual inventory
- Serve 80% of the Global Fortune 500
- Partnered with the world's technology leaders

Key United States Industry Designations:

- Cisco Gold Certified Partner
- HP Platinum and Direct Partner
- Lenovo Premier Business Partner
- One of IBM's top business partners for 16+ years

- Microsoft Gold Certified Partner

Insight's U.S. Public Sector Business:

- Extensive major contract management experience
- More than 20 years company experience and focus
- US Communities, GSA, CA CSSI Contracts, State-level contracts in >25 states
- Existing public sector sales activity in all 50 states
- 130 dedicated SLED-focused public sector sales and support staff
- Average territory account manager experience: >15 years in marketplace

IPS holds over 180 federal, state, local, education and non-profit contracts across the United States today. We currently hold the nationwide US Communities contract for products and services. Federal contracts with agencies such as the General Services Administration and our participation in statewide contracts in over 25 states gives us a solid market share of government technology sales. Highly specialized teams are dedicated to each market offering customized solutions that range from initial consulting, procurement and product delivery to project management, licensing management, maintenance and support.



Insight maintains strong relationships with the industry's leading manufacturers including Cisco, Hewlett-Packard, Lenovo, Panasonic, Microsoft, Symantec and Adobe, major distributors like Ingram Micro, TechData and Synnex, as well as countless specialty vendors. This provides Insight with the flexibility to provide products and solutions that meet your requirements and your budget. And with over forty buyers in Insight's purchasing organization, there is virtually no information technology product we cannot source.

Insight's facilities include 443,000 square feet of distribution and warehouse space, as well as ISO 9001:2008 certified configuration, advanced integration labs, and 44 branch offices around the country. Typically, Insight has over \$75 million of on-hand inventory for fast availability, in addition to our unparalleled ability to source hard-to find technology products. Insight makes IT products and services available to you when you need IT, the way you need IT, and where you need IT.



Insight's e-commerce website provides 24x7 access to thousands of name brand products at competitive prices. Clients can easily track orders, view account status, order history and much more by logging on to their secure account on-line. In addition, we can customize an e-commerce site designed specifically for the way each organization does business. We simplify the planning, decision making, order tracking, and accounting of your IT procurements. Insight's website may be viewed at www.ips.insight.com.

Dedicated to the State of West Virginia's continued growth and success, Insight also brings you a comprehensive menu of service solutions in addition to our vast product offering. Insight is one of the nation's largest independent technology solutions providers specializing in networking solutions, advanced communications, security and managed services. From strategic planning to tactical execution, we bring talent, technology and integrity to every client engagement. We'll examine your people, processes, technology and metrics to develop the most effective solution for you. Our goal is to ensure that these four areas align to optimize your operations, increase your productivity, minimize your costs, and help you manage risk effectively.

There are more than 530 Insight employees in our U.S. Technical Services division. These include field engineers, systems engineers, consultants, repair lab and configuration lab technicians, technical support, administration, sales and an internet implementation team. This gives us ample resources to quickly staff members' projects with qualified personnel.

Insight also has particular expertise in the selection, purchase and management of software. Through our Insight software licensing experts, we provide clients with the ability to effectively manage the software licensing requirements for their organizations. Insight can help you explore all the software licensing options, weed through the legalese and cut through the complexities so you can attain the best software licensing value. We help you find a software licensing solution that works for your organization. Insight has vested relationships with the industry's leading software publishers. These established relationships mean you have access to more than 45 licensing programs and over 10,000 software titles to meet the needs of small and large agencies alike.

Cisco Gold Partner Certification

As a Cisco Gold Partner, Insight is a leading provider and partner in the implementation of Cisco's networking technologies. Insight has been recognized as one of Cisco's leading U.S. network integrators, providing a portfolio of services for the public sector, commercial, and enterprise markets.

Insight continues to achieve client satisfaction scores exceeding 4.6 (on a scale of 1 to 5) in the implementation of Cisco Advanced Technology solutions from surveys conducted by Cisco. Insight has been recognized over the years for numerous Area and National Partner awards at Cisco's Annual Partner Summit. Additionally, Insight has earned numerous Cisco certifications for various specialized applications.

A Cisco Pedigree

As Cisco's 3rd largest United States National Partner in Cisco's Fiscal Year 10 with total bookings in excess of \$550M, Insight boasts over 650 Cisco-certified engineers, including 38 CCIEs. Cisco is our largest partner, and as such, we are a qualified Cisco Gold Certified Partner for delivering the highest level of support, achieving high marks in measurable client satisfaction and gaining elite status by attaining Cisco Advanced Specializations in the following technologies: Unified Communications, Security, Wireless LAN, Routing & Switching, Data Center Network Infrastructure and Data Center Storage Networking. To earn Cisco Advanced Specializations, Insight must meet individual career certification requirements, client satisfaction targets and pre- and post-sales support capabilities. Lastly, Insight's mature national technology practices in Networking, Collaboration, Enterprise Software, Data Center, Lifecycle and Management Services provide value added resources to support Cisco's focus around technology architectures.

Insight has earned prestigious Master Specializations in Unified Communications, Security and Managed Services from Cisco. These Master Specializations recognize an elite group of channel partners who have the most in-depth technology skills built on a track record of client success in selling, deploying and supporting sophisticated Cisco security solutions.

Due to our knowledge and skills in emerging technologies, Cisco has invited Insight to participate in several Authorized Technology Partner (ATP) certifications. The Cisco ATP designation enhances a partner's value and provides Insight the opportunity to enter new markets and develop the skills to deliver these solutions with high client satisfaction. Insight currently holds the following Cisco ATP designations: TelePresence, Unified Contact Center Enterprise, Rich Media Communications, Customer Voice Portal, Video Surveillance and Unified Computing Systems.

At a national level, Insight works at all levels within the Cisco organization, and is served by a Cisco dedicated account team. This account team provides an advantage to our clients because we do not have to go into a "client service pool." Our quote-to-order system is tied directly into Cisco's configuration and ordering systems. This automation eliminates the manual entry of quotes or orders. This significantly reduces order processing time and creates direct electronic ordering right from our client's PO. Also, it automatically provides electronic receipt confirmations, status, tracking and billing data.

In addition, Insight is a strategic national partner for helping Cisco stay abreast of reseller business issues. Insight worked with Cisco to help pilot its Partner Enablement Program, which is designed to enhance partner capabilities in the Cisco emerging technologies space. On the technical front, Insight's Product Management Director ensures Insight is at the forefront of new Cisco technologies.

At a local level, the Insight Sales and Professional Services teams work hand-in-glove with the local Cisco channels organization to review, plan, design, implement and operate Cisco-powered solutions for commercial, government and education clients. Additionally, Insight attends local Cisco training events and co-sponsors informational technology seminars for IT professionals.

Cisco Technical Assistance Center (TAC)

As a Cisco service partner, Insight can sell Cisco's SMARTnet support program and escalate technical problems to Cisco on behalf of Insight SMARTnet clients. A SMARTnet contract entitles a client or partner to use of the Cisco TAC (Technical Assistance Center) to report a problem. The Cisco TAC provides around-the-clock, seven days a week support to clients and partners worldwide. No matter when or where clients find problems with hardware they have under a SMARTnet contract, they can call the Cisco TAC, staffed with Cisco Customer Support Engineers (CSEs), to help solve their problems.

The TAC works closely with clients to replicate and isolate problems. In critical network-down problems, TAC CSEs work with clients around the clock until their problems are resolved. In other instances, CSEs may replicate client environments in the TAC laboratory or, when appropriate, travel to client sites to isolate problems.

The Cisco TAC is staffed by more than 900 client support engineers with over 5,000 combined years of experience with the Cisco product line and all aspects of communications networking technology. Support is available in more than 144 languages. For SMARTnet Onsite clients, Cisco provides field engineers onsite to install Advance Replacement hardware parts. Over 11,000 field engineers are located throughout 110 countries to supply these services. Response times are based on the delivery option selected.

Awards and Recognition

While we have been hard at work helping our clients succeed, we have collected a few endorsements of our abilities, dedication and accomplishments:

- 2009 Cisco Capital Partner of the Year, US/Canada
- 2009 West Region Enterprise Partner of the Year, US/Canada
- 2009 South Region SLED Partner of the Year, U.S. and Canada
- 2008 Cisco National Technology Excellence Partner of the Year - Verticals (Connected Real Estate)
- 2008 Cisco Public Sector Solutions Award - Public Safety
- 2007 Wireless Partner of the Year - West
- 2007 Cisco Security Partner of the Year - Central
- 2007 Cisco Commercial Partner of the Year - South Region
- 2006 Retail Vertical Select Partner of the Year – US
- 2006 Outstanding Performance Enterprise Select & Key Segments - South
- 2005 Global Channel Partner of the Year—US/Canada
- 2005 National Security Partner of the Year
- 2005 National Partner of the Year Commercial Segment
- 2005 Western Area Partner of the Year Enterprise Segment
- 2004 US IP Communications Partner of the Year, National
- 2004 US National Partner Innovation Award
- 2004 “Best Performance in Customer Satisfaction”
- Cisco Outstanding Sales Achievement in WLAN Sales FY 2006
- Cisco Channel Customer Satisfaction Excellent Recognition
- 2010 VAR500 – placed 28th in the prestigious VAR500 list as one of North America’s top technology integrators by Everything Channel
- 2009 VMware Partner Network Awards in the Corporate Reseller, Americas and the Global

Teammate Cisco Certifications

The following is a snapshot of Insight teammate Cisco certifications at the end of 2009. Insight teammates held 1,650 Cisco certifications at the end of 2009.

4011 Recognition	20
4013 Recognition	22
Advanced IP Communications AM (#646-229)	6
Advanced Routing & Switching for Fes (#642-055)	4
Advanced Routing & Switching for SEs (#642-054)	3
Advanced Routing and Switching for AMs (#646-002)	1
Advanced Routing and Switching for AMs (#646-003)	1
Advanced Routing and Switching for Field Engineers	4
Advanced Security for AMs (#646-561)	1
Advanced Security for Ams (#646-562)	2
Advanced Wireless for Field Engineers (#642-587)	9
Advanced Wireless LAN for AMs (#646-588)	6

Advanced Wireless LAN for System Engineers (#642-586)	4
Building Cisco Content Networking Solutions (#640-925)	1
Building Converged Cisco Multilayer Switched Networks	20
Building Scalable Cisco Internetworks (#642-801-BSCI)	22
Building Scaleable Cisco Internetworks (#640-901 BSCI)	12
Call Manager Express Exam (#642-142)	1
CCENT	11
CCIE Certification - 10-year Achievement	1
CCIE Routing/Switching	19
CCIE Security	7
CCIE SNA Integration	1
CCIE Voice	9
CCVP	26
Cisco ATP Optical Metro Transport AM/EM (#SEO-073)	1
Cisco Call Manager Express Sales Exam(#SEO-072 / #SEO-076)	7
Cisco Certified Design Associate	33
CISCO CERTIFIED DESIGN PROFESSIONAL	22
Cisco Certified Internetwork Professional	1
Cisco Certified Network Associate	118
Cisco Certified Network Professional	65
Cisco Certified Security Professional	21
Cisco Data Center Networking Infrastructure Solutions Design	2
Cisco DCNI Design Specialist	2
Cisco DCNI Support Specialist	1
Cisco Enterprise Voice Over Data Design (#9E0-412 EVODD)	1
Cisco Information Security Specialist	14
Cisco IOS Security Specialist	6
Cisco IP Tel Installation and Maintenance (#9E0-569)	2
Cisco IP Telephony	15
Cisco IP Telephony (#9E0-402 CIPT)	7
Cisco IP Telephony (#9E0-441)	4
Cisco IP Telephony Project Management Milestones (#SEO-262)	3
Cisco IP/Telephony-ENT VoData Design (#SEO-233)	4
Cisco IP/Telephony-ENT VoData Design (#SEO-272)	1
Cisco IPCC Express for AMs (#SEO-088)	5
Cisco IPCC Express for AMs (#SEO-302)	3
Cisco Lifecycle Services Adv IP Communications (#646-228)	1
Cisco Lifecycle Services Adv Routing & Switching (#646-056)	2
Cisco Lifecycle Services Adv Routing & Switching (#646-058)	4
Cisco Lifecycle Services Advanced R/S (650-059)	1
Cisco Lifecycle Services Advanced Security (#646-573)	6
Cisco Lifecycle Services Advanced Security (650-575)	3
Cisco Lifecycle Services Advanced Wireless (#646-589)	4
Cisco Lifecycle Services Advanced Wireless (#646-590)	4
Cisco Lifecycle Services AUC (650-251)	1
Cisco Lifecycle Services Express Exam (#646-391)	11
Cisco Lifecycle Services Express Exam (#646-392)	4
Cisco Lifecycle Services Express Exam (650-393)	3
CISCO MEETING PLACE ACCOUNT MANAGER	1
CISCO MEETING PLACE PRESALES ENGINEER	1
Cisco Network Admission Control Specialist	4
Cisco Product Solutions Essentials IPT	17
Cisco Products Solutions Essentials 7.0	6
Cisco Products Solutions Essentials IP Tel Certified II	7
Cisco Products Solutions Essentials IPT (#SEO-260)	10
Cisco Rich Media Communications (#642-481) Exam	3
Cisco SAFE Implementation (#642-541)	7
Cisco SAFE Implementation (9E0-131)	6

CISCO SALES EXPERT	6
Cisco Sales Expert - Enterprise	9
Cisco Sales Expert - SMB	18
Cisco Sales Expert 1.0 (#646-201)	14
Cisco Sales Expert 2.0 (#646-202)	13
Cisco Sales Expert 3.0	51
Cisco Sales Expert 3.0 (#646-203)	70
Cisco Sales Expert 4.0	16
Cisco Sales Expert 4.0 (#646-204)	16
Cisco Sales Expert-CPSE v7.0 (#SE0-264)	6
Cisco Sales Expert-CPSE v8.0 (#SE0-281)	2
Cisco Secure Intrusion Detection System (#642-531 CSIDS)	5
Cisco Secure Intrusion Detection System (#9E0-100 CSIDS)	3
Cisco Secure Intrusion Detection System (#9E0-558 CSIDS)	2
Cisco Secure PIX Firewall Advanced (#9E0-571 CSPFA)	9
Cisco Secure VPN (#642-511 CSVPN)	14
Cisco Secure VPN (#9E0-121 CSVPN)	1
Cisco Secure VPN (#9E0-570 CSVPN)	8
Cisco Security PIX Firewall Advanced (#642-521CSPFA)	7
Cisco Security PIX Firewall Advanced (#9E0-111 CSPFA)	5
Cisco Security Sales Specialist	1
Cisco Service Expert Program	9
Cisco Services Expert v1(Exam:#SE0-279)	5
Cisco Services Expert v2(#SE0-303)	4
Cisco Storage Networking Sales Specialist (#646-011)	1
Cisco Storage Sales Specialist	1
Cisco Unified Presence Specialist	1
Cisco Voice Over Frame Relay	19
Cisco Voice Over Frame Relay (#640-647)	7
Cisco Voice Over Frame Relay, ATP and IP (#9E0-431 CVOICE)	5
Cisco Voice Over Frame Relay,ATP and IP (#9E0-423 CVOICE)	6
Cisco Voice Over IP Exam (#642-432 CVOICE)	30
Cisco VPN/Security Sales Specialist	1
Composite Exam (#642-891)	15
Content Networking for SEs and FEs (#SE0-274)	1
CPSE-AMLE-IP Voice and Video 3.0 Exam(#SE0-074 / #SE0-079)	4
CQS - Cisco Advanced IP Communications Sales Specialist	6
CQS - Cisco Content Networking Specialist (N)	1
CQS - Cisco IPS Specialist	14
CQS - Cisco Rich Media Communications Specialist	2
CQS - Cisco Security Field Specialist	2
CQS - Cisco Security Solutions and Design Specialist	3
CQS- Cisco Advanced Wireless Design Specialist	4
CQS- Cisco Advanced Wireless Field Specialist	6
CQS- Cisco Firewall Specialist - Net Academy	7
CQS- Cisco IDS Specialist	9
CQS- Cisco IP Contact Center Express Specialist	5
CQS- Cisco Unity Design Specialist	1
CQS- Cisco Unity Support Specialist	3
CQS-Advanced Routing & Switching Design Specialist	3
CQS-Advanced Routing & Switching Sales Specialist	1
CQS-Cisco Advanced Routing & Switching Field Specialist	5
CQS-Cisco Advanced Wireless Sales Specialist	4
CQS-Cisco Firewall Specialist	16
CQS-Cisco IP Communications Express Specialist	2
CQS-Cisco IP Communications Support Specialist	1
CQS-Cisco IP Telephony Design Specialist	3
CQS-Cisco IP Telephony Operations Specialist	1

CQS-Cisco Optical Specialist	1
CQS-Cisco Security Sales Specialist	2
CQS-Cisco VPN Specialist	6
CQS-Cisco Wireless LAN Design Specialist	2
CQS-Cisco Wireless LAN Sales Specialist	1
CQS-Cisco Wireless LAN Support Specialist	2
CRS Customer Response Solution (CRS) 3.0 (#9E0-851)	4
CRS v3.0 Exam for AMs (#SE0-297)	1
CRS v3.0 Sales	1
Data Center Application Services Support Specialist	1
Data Center Networking Infrastructure Design Exam	1
DCNI V2.0 Sales Specialist Certification	3
DCSN Design Specialist	1
DCSN Sales Specialist	4
DCSN Support Specialist	1
Deploying QOS in the Enterprise (#9E0-601 DQOS)	13
Enterprise Voice over Data Design (#9E0-411 EVODD)	3
Foundation Express for FEs	2
Foundation Express for SEs	1
Implementing Cisco NAC Appliance (#642-591)	4
Implementing Cisco QOS (#642-642)	29
Implementing Intrusion Prevention Systems (#642-533)	6
Implementing Secure Converged Wide Area Networks	23
Information Systems Security (INFOSEC) Professional- ISSP	22
Intrusion Detection System with Policy Mgr (#9E0-572 IDSPM)	6
IP Communications Steps to Success Exam	5
IP Contact Center Express Implementation Exam (#642-161)	1
IP Contact Center Express Implementation Exam (#642-162)	4
IP Telephony Design (#642-413 EVODD)	7
IP Telephony Design Exam (#642-414)	1
IP Telephony Express (#642-143)	5
IP Telephony Express (642-144)	2
IP Telephony for Account Managers	16
IP Telephony for AMs (#SE0-267)	16
IP Telephony Solutions	20
IP Telephony Solutions (#SE0-261)	20
IP Telephony Support (#642-443 CIPT)	3
IP Telephony Support (#642-444 CIPT)	24
IP Telephony Troubleshooting (#642-425)	17
IP Telephony Troubleshooting (#9E0-422 IPTT)	2
IP Telephony Troubleshooting (#SE0-273)	1
IPC Specialization Steps to Success	5
IPT Project Management Milestones	3
IPT Telephony Troubleshooting	1
Lifecycle Services Advanced IP Communications (#646-227)	5
Managing Cisco Network Security (#640-442 MCNS)	10
Managing Cisco Network Security (#642-501 SECUR)	11
MCSE: Messaging on Microsoft Windows 2000	2
MCSE: Messaging on Microsoft Windows Server 2003	1
Network Management for FEs (#SE0-249)	1
Network Management Specialization	1
Optical Sonet (#642-311)	5
PBX Fundamentals (#SE0-255)	2
PBX Systems and Technology (#SE0-241)	2
QOS for Enterprise Networks (#SE0-266)	1
Routing & Switching Solutions for FEs (#642-066)	1
Routing and Switching SE/FE Exam (#642-052)	1
Routing and Switching SE/FE Exam (#642-053)	1

Routing and Switching Solutions for Systems Engineers	3
Sales Expert - IP/Telephony	2
Sales Expert-VPN/Security III	6
Securing Cisco Network Devices Exam	11
Securing Cisco Network Devices Exam (#642-551)	7
Securing Hosts Using Cisco Security Agents (#642-513)	5
Securing Networks with PIX and ASA Exam (#642-522)	7
Security Monitoring, Analysis and Response Sys (#642-544)	1
Security Solutions for SEs (#642-564) Exam	3
Security Solutions v2.0 (#SE0-238)	1
Selling AVVID Architecture (#SE0-239)	6
Telephony Fundamentals	9
Telephony Fundamentals (#SE0-263)	8
Unified Communication for SEs Exam (UCSE #642-104)	3
Unified Communication Systems Engineer(UCSE)1.x (#644-101)	3
Unified Contact Center Enterprise Dsgn Spclst	5
Unity	3
Unity Engineer (#9E0-805 UNITY)	3
Unity Engineer (#SE0-257)	5
Unity Engineer Specialization v1.1	5
Voice Solutions for AMs (#SE0-221)	2
Voice Solutions for SEs (#SE0-222)	7
VPN Security for Account Managers	8
VPN/Security Exam v4.0 (#646-301)	4
Wide Area Application Services for AM (#646-653)	1
Wide Area Application Services for FE (#642-652)	1
Wireless LAN exam for AM (#646-102)	3
Wireless LAN for Account Managers	7
Wireless LAN for AMs v2.0 (#SE0-277)	5
Wireless LAN for FEs	7
Wireless LAN for FEs (#9E0-581 WLANFE)	4
Wireless LAN for Field Engineers (#642-582)	5
Wireless LAN for SEs	5
Wireless LAN for SEs (#9E0-576 WLANSE)	5
Wireless LAN for SEs and FEs v2.1 (#SE0-278)	8
Wireless LAN for System Engineer (#642-577)	4
Total:	1,650

8.3b Required Contact Information for Three References

Reference 1 (West Virginia):

Name: Mike Byers
Title: IT Manager
Company Name: Blue Ridge Community and Technical College
Mailing Address: 400 W. Stephen St., Martinsburg, WV 25401
Telephone Number: (304) 260-4380 x2237
Email Address: mbyers@blueridgectc.edu

Reference 2:

Name: Steve Marple
Title: Networking
Company Name: Volusia County Schools
Mailing Address: 200 N. Clara Av., Deland, FL 32721
Telephone Number: 383-734-7190
Email Address: smarple@volusia.k.12.fl.us

Reference 3:

Name: Beth Ascher
Title: Manager
Company Name: Wisconsin Department of Administration
Mailing Address: 101 E. Wilson St., 6th Floor, Madison, WI 53707
Telephone Number: 608-266-9796
Email Address: beth.ascher@wisconsin.gov

Reference 4:

Name: Chris Helsel
Title: Facility Chief Information Officer
Company Name: U.S. Veteran's Administration
Mailing Address:
Telephone Number: 814-940-7758
Email Address:



Locator

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Partner Details

Company INSIGHT DIRECT USA INC

Certifications - Gold Certified Partner

Specializations

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



Managed Services

- Managed Services Master
- Cisco Powered Managed Contact Center
- Cisco Powered Managed Data Center
- Cisco Powered Managed Unified Communications

Cisco Authorized Partners

- Cisco Authorized DMS Partner
- Cisco Authorized Unified Meetingplace Partner

Other Authorizations

- Registered Partner
- Cisco Capital Financing
- Cisco Smart Care Service
- GPN Resale Host
- Global Resale Agent
- Healthcare Technology Developer
- Indirect Service Discount Promo
- Retail Technology Developer
- WebEx Commission Pilot Program
- ATP - Cisco TelePresence
- ATP - Customer Voice Portal
- ATP - Data Center Unified Computing
- ATP - Outdoor Wireless Mesh
- ATP - Unified Contact

Center Enterprise
- ATP - Video
Surveillance

Industry Solutions

- Education
- Government
- Real Estate &
Hospitality
- Retail

HQ Address 6820 SOUTH HARL
AVENUE
Tempe
AZ 85283

Site Address 375 N. Front Street
Suite 225
Columbus
OH 43215

Phone Number 866-637-8680

Fax

Country USA

Partner since 24-MAY-2004

URL www.insight.com

Please note that partner supplied data is not verified by Cisco

Partner Description

Calence / Insight Networking Solutions is an esteemed Cisco Gold Partner since 1999 and a proven provider of Cisco networking solutions. Our product and service deployment strengths are aligned with Cisco focus areas including Unified Communications, Network Strategy & Infrastructure, Security and comprehensive Managed Services. As a result, Calence / Insight Networking Solutions is uniquely positioned to support Cisco field teams throughout the entire IT lifecycle from purchasing decision, design, implementation, deployment and operations. Calence / Insight Networking Solutions is a predominant network solutions partner for Cisco. Calence / Insight Networking Solutions Cisco-certified experts proactively help clients access, design, implement and operate secure data, wireless, voice and video communications and architectures. Our ISO 9001:2000-certified Advanced Integration and Custom Configuration labs enable us to pre-build, configure and test systems before they reach the end user. Calence / Insight Networking Solutions service and delivery organization has a long list of successful implementations in the areas of Unified Communications, Wireless, Security, Management Services and more. As a result of our partnership with Cisco, Calence / Insight Networking Solutions is able to deliver world-class networking services in most geographies. Calence / Insight Networking Solutions design and integration of the technology infrastructure for University of Phoenix Stadium, home of the NFL's Arizona Cardinals, was highlighted in the cover story of Cisco's IQ magazine.

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Client Solutions
Advanced Networking

▼ **William McKenzie**
Consultant Technical Architect

INDUSTRY CERTIFICATIONS

- Cisco CCIE# 16725 (Routing/Switching)
- Cisco Certified Voice Professional (CCVP)
- Cisco Certified Security Professional (CCSP)
- MCSE (NT 4.0)

Selected Areas of Expertise

- Cisco CallManager and Unity Voicemail
- Cisco 2500,2600,2800,3600,7000 series routers
- Cisco 1900,2900,3500,5000,6000 series switches
- Checkpoint 4.1, NG Firewall
- Cisco PIX Firewalls
- Frame Relay, ATM, VLANs, VTP, STP
- OSPF, EIGRP, RIP, BGP, MPLS
- DHCP, HSRP, VRRP, NAT, NTP, SNMP, RMON
- QOS, Traffic Filtering

Professional Summary

William is an experienced I.T. consultant with over 15 years' experience in local and wide area networking. As a CCIE, he has attained the highest level of certification available within the Cisco solution set and product families. William aspires to add CCIE-Voice to his existing Route/Switch certification; this would merely add official certification to his extensive experience with Cisco Voice and Video over IP products. He is a solution oriented individual that provides to clients a high level of network assessment, design, implementation, troubleshooting and support.



SELECTED CONSULTING EXPERIENCE

- **National Distribution QoS and Datacenter**
Designed end-to-end QoS solution for National Distribution customer to provide priority for voice and video traffic as well as critical application traffic throughout LAN and MPLS WAN. Also created best practice design and configuration for the Datacenter, including the Cisco Virtual Switching System (VSS).
- **Large University Medical Center Network Upgrade**
Participated in the review and validation of a complete network core switching and routing architecture redesign and implementation plan for a major university medical center datacenter and campus.
- **Large Automobile Manufacturer**
Lead consultant for a major automobile manufacturer's L2/L3 infrastructure design and configuration for a brand new manufacturing facility. The project included design, staging, configuration, testing, and deployment.
- **VoIP for the Healthcare Industry**
Lead the deployment of a statewide Voice over IP phone system, including 13 hospital locations and hundreds of new IP phones. Also designed and implemented Cisco VoIP for hospitals and medical centers using UCM 7.0, Unity Connection 7.0, MGCP gateways, Attendant Console and multiple analog gateways.
- **Military Research Center**
Installed and configured Cisco CallManager 4.2(3) for Army Research Center to provide Video conferencing, using Cisco 7940 phones, Cisco VTAdvantage and Cisco 3515 IPVC unit.

Insight[®]



Credential Verification Report

William McKenzie - CSC010165046

This Publish Credential Verification Report for david.oconnor@insight.com, prepared on 12/16/2010, is available for viewing until 12/30/2010.

Candidate Information

Name **William McKenzie**
 Mailing Address **4966 Demorest Dr**
 City **Grove City**
 State/Province **Ohio**
 Postal Code **43123**
 Country **UNITED STATES**
 Primary Email Address **wjmckenzie@gmail.com**

Personal Note From Candidate

Published Certs

Credentials

General Certifications

Professional

■ CCNP Voice

*Certified
Recertified
Recertified*

Status

Certified

Expires

Certified

2/1/07

4/9/13

■ CCSP

*Certified
Recertified
Recertified
Recertified*

Certified

9/10/07

4/9/13

Expert

■ CCIE Certification - Routing & Switching

*Certified
Recertified*

Certified

8/3/06

8/3/12

Specializations

VPN and Security Certifications

■ Cisco IPS Specialist

*Certified
Recertified
Recertified*

Certified

9/10/07

4/9/13

Recognition

Recognition

■ 4013 Recognition

Certified

9/10/07

Retired Certifications

Retired Certifications

■ CCVP

*Certified
Recertified
Recertified
Recertified
Recertified
Recertified
Recertified*

Certified

2/1/07

4/9/13

■ Cisco Firewall Specialist

*Certified
Recertified*

Certified


9/5/07

8/3/12

■ Cisco Information Security Specialist	Certified	3/16/07	8/3/12
<i>Certified</i>			
<i>Recertified</i>			
<i>Recertified</i>			
■ Cisco VPN Specialist	Certified	9/7/07	8/3/12

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Professional Services

**A. W. Soomro
Sr. Systems Engineer**

IT Certifications

Cisco: CCVP, CCNA-WL, CCDP
Microsoft: MCP, MCSA, MCSE, MCSE+I
Planet3 Wireless: CWNA, CWSP
Novell: CNA, CNE

Education

Michigan State University
Master of Science
Computer Engineering

Competencies

Cisco VoIP
Cisco Wireless LAN
Active Directory
Windows Servers
eDirectory
Netware Servers
ZENworks
Desktop Deployments
InstallShield Admin Studio
HP Configuration Management
HP Quality Center & QuickTest Professional
HP Thin Client - Citrix Terminals
Avaya Voice over IP Phones
Symantec
Veritas
Disaster Recovery
McAfee

Selected Areas of Expertise

Cisco Call Manager and Unity
LAN / WAN Networking
Active Directory 2000/2003
Design/Implementation/Migration
Novell NDS/eDirectory
ZENworks for Desktops
HP Thin Client Citrix Terminals

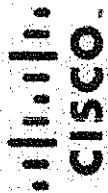
Wireless Security
Disaster Recovery
MSI Packaging
Quality Assurance Testing
Avaya Voice over IP Phones

Professional Summary

A.W. Soomro has over twelve years of experience in the Information Technologies Industry. A.W. has earned multiple IT certifications covering VoIP, Wintel Operating Systems to LAN, WAN, and Wireless networks. A solution oriented individual who provides clients a high level support of design, implementation, troubleshooting and maintenance. A.W. has developed long-term relationships with clients in Education, Finance, Health-Care, and Public Sectors. Over the years he has been involved in SMB to Enterprise level projects.

Selected Experience

- Now in his third year on-site providing daily support for a large medical center using Cisco's CallManager VoIP solution.
- Performed planning, design, and implementation of migrating from Microsoft Windows NT 4.0 to Windows 2000 Server for a local school district
- Migrated hundreds of NT 4.0 and Windows 2000 Active Directory Servers to Novell Netware 6 servers supporting eDirectory in school environment
- Converted, repackaged, and Quality Assurance tested hundreds of educational applications to MSI packages using InstallShield Admin Studio.
- Deployed and Distributed MSI packages with ZENworks for Desktops to thousands of classroom PCs in more than 150 schools
- Installed over 100 Wireless Laptop carts in different elementary schools
- Provided Level 3 operation support for Netware 6, Win2K, XP, NT4, and Windows 98 to internal and external customers
- Implemented Frame-Relay network for a manufacturing company between head office and two branch offices in different states
- Developed, designed, and installed Windows Active Directory and Microsoft Exchange Server for a manufacturing company
- Conducted quality assurance testing of client/server technologies in distributed financial systems for a nationwide financial organization
- Designed, developed and implemented test plans, scripts, and tools using the detailed business requirements document provided by the business analysts in banking sector.
- Configured Avaya Voice over IP phones in Quality Assurance Lab for an investment bank.



Cisco Career Certifications

Abdul Soomro

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

Cisco Certified Voice Professional



VALID THROUGH March 31, 2012
CISCO ID No. CSC010058626

John Chambers
Chairman and CEO
Cisco Systems, Inc.

Validate this certificate's authenticity at
www.cisco.com/go/verifycertificate
Certificate Verification No. 399084168761BRUK

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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

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1

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

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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
0001	1	LS		205-16		
<p>INTERNET PROTOCOL VOICE (VOIP) COMMUNICATIONS</p> <p>EQUIPMENT PER THE ATTACHED SPECIFICATIONS</p> <p>EXHIBIT 3</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 800-321-2437 x6810	DATE 1/4/2011
TITLE VP, Specialty Services	FEIN 36-3949000	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**

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

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VENDOR

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>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>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 800-321-2437 x6810	DATE 1/4/2011
TITLE VP, Specialty Services	FEIN 36-3949000	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
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Request for Quotation

RFQ NUMBER
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ADDRESS CORRESPONDENCE TO ATTENTION OF
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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
<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	TELEPHONE 800-321-2437 x6810	DATE 1/4/2011
TITLE VP, Specialty Services	FEIN 36-3949000	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
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 Charleston, WV 25305-0130

Request for Quotation

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ADDRESS CORRESPONDENCE TO ATTENTION OF
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304-558-8802

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SUPPLIER

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	UCP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>BID OPENING DATE AND TIME: 01/05/2011 1:30 PM-----</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: --- 630-924-6694-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): --- Pam Potter-----</p> <p>***** THIS IS THE END OF RFQ IPT10 ***** TOTAL: _____</p>						

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SIGNATURE 	TELEPHONE 800-321-2437 x6810	DATE 1/4/2011
TITLE VP, Specialty Services	FERN 36-3949000	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.

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.

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 contact 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.: IPT 10

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 .n/a.

NO. 2 .n/a.

NO. 3 .n/a.

NO. 4 .n/a.

NO. 5 .n/a.

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.



SIGNATURE

Insight Public Sector, Inc.
COMPANY

1/4/2011
DATE

RFQ No. IPT10

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: Insight Public Sector, Inc.

Authorized Signature: *[Signature]* Date: 1/4/2011

State of Illinois

County of DuPage, to-wit:

Taken, subscribed, and sworn to before me this 4th day of January, 2011.

My Commission expires 2/8, 2012.

AFFIX SEAL HERE

NOTARY PUBLIC *[Signature]*

