

State of West Virginia

RFQ WAN11 – WIDE AREA NETWORK (WAN) EQUIPMENT AND SUPPORT



RFQ No.: WAN11

Bid Opening Date: 3/22/2011

Bid Opening Time: 1:30 PM

Presented to:

Krista Ferrell
Department of Administration
Purchasing Division
Building 15
2019 Washington Street East
Charleston, WV 25305-0130

Submitted by:

Todd May
Client Relationship Manager

Scott Hess
Pre-Sales Consultant

Date:

March 22, 2011

RECEIVED

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Version:

Version 1.3

WV PURCHASING
DIVISION

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March 22, 2011

Krista Ferrell
Department of Administration
Purchasing Division
Building 15
2019 Washington Street East
Charleston, WV 25305-0130

RE: RFQ WAN11; Wide Area Network (WAN) Equipment and Support

Ms. Ferrell:

AdvizeX Technologies, LLC (AdvizeX) appreciates the opportunity to respond to your RFQ related to Wide Area Network (WAN) Equipment and Support.

I, Todd May, am the authorized contact person that can speak on behalf of AdvizeX.

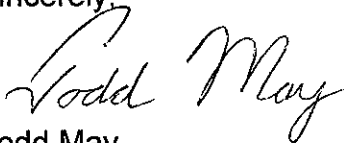
My contact information is as follows:

Todd May
Client Relationship Manager
AdvizeX
6480 Rockside Woods Blvd. S, Suite 190
Independence, OH 44131
216-901-1818 x4110
tmay@advizex.com

Based upon our review of RFQ WAN11, it is confirmed that AdvizeX meets all mandatory requirements established in said RFQ.

We are looking forward to the next step in this authorization process.

Sincerely,



Todd May
Client Relationship Manager

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SECTION 1 – BID REQUIREMENT COMPLIANCE

AdvizeX has been an approved **WV SIP08** vendor for over two (2) years. Multiple departments and divisions throughout the State of West Virginia are able to serve as references. Those who have dealt with us, to date, have been very pleased with our quoting tools, pricing, responsiveness, and variety of products and services.

AdvizeX (AdvizeX) has reviewed RFP WAN11 and will comply with the following requirements:

1.1 (RFP SECTION 2.3) SECONDARY COMPETITIVE BID PROCESS

AdvizeX has been supplying the State of West Virginia with products and services for several years and is quite familiar with the bidding and competitive bid process for all purchases.

We will comply with all section 2.3 and all of its sub-sections.

1.2 (RFP SECTION 2.4) DELIVERY

AdvizeX has been supplying the State of West Virginia with products and services for several years and is quite familiar with the ordering and deliver requirements for all purchases.

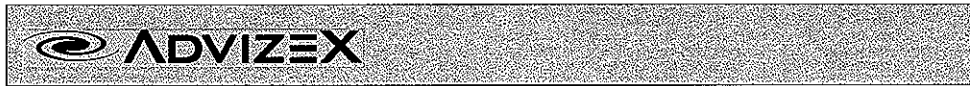
We will comply with all section 2.4 and all of its sub-sections.

1.3 (RFP SECTION 2.5) ORDERING AND ON-LINE TOOLS

AdvizeX will comply with all section 2.5 and all of its sub-sections.

1.3.1 On-Line Procurement Tool

AdvizeX offers an on-line procurement system exclusively to their clients for the procurement of computer systems, servers, LAN and WAN infrastructure products, desktop computers, laptop computers, printers, and their related peripherals.



Customer Service : AdvizeX Procurement Tool

- You can retrieve Invoice History for easy audit purposes and allows purchasing agents to reorder commodity items based on past orders.

		AdvizeX Technologies, LLC 7757 Auburn Road, Suite 20 Concord, Ohio 44017 United States	Sales Order Date: 12/02/2003 Doc #: 6566 - rev 6 of 6 Description: APC Symetra UPS Sales Rep: Stacy, Bill (P) 440-357-5200 x3122 Customer Contact: Monaghan, Ann (P) 517-788-8035 Email: smonaghan@conenergy.com			
Customer: Consumers Energy 1945 West Parnell Road Jackson, Michigan 49201 (P) 517-788-1435	Bill To: Consumers Energy Winlock, Lake One Energy Plaza Jackson, Michigan 49201 (P) 517-788-8951	Ship To: Consumers Energy McCamee, Glenn P14-512 1945 West Parnell Road Jackson, Michigan 49201 (P) 517-788-1435				
Customer PO: 60413468	Terms: Net 30 Days	Ship Via: UPS Ground				
Item	Description	Unit of Measure	Qty	Unit Price	Ext Price	SPM
1	APC - HW SERVICE BY-PASS PANELS	SEP38XFC1M	2	Yes \$4,563.00	\$9,126.00	
2	Symetra FX 20KW Scalable to 80 KW N+1, 208V *	SY20K00F	2	Yes \$24,512.00	\$49,024.00	
3	1 Year Extended Warranty for Symetra FX *	WEXTWARYR-PX-31	16	Yes \$783.00	\$12,528.00	
4	APC - APC Std LP Service 7x24 * Installation / configuration - 1 incident - on-site	WSTRTP7X24-PX-31	2	Yes \$943.00	\$1,886.00	
5	APC - APC Enterprise Monitor * License - 100 nodes - STD	AP9414	1	Yes \$1,016.00	\$1,016.00	
				Subtotal	\$73,590.00	
				Tax (0.0000%)	\$4,414.00	
				Shipping	\$0.00	
				Total	\$77,994.00	

Special Pricing includes trade in of (2) Symetra 18KVA UPS units.

AdvizeX Technologies may assign without notice all or part of the payments together with all the rights of an unpaid seller but without the assignee's assumption of seller's obligations under this order.

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Customer Service : AdvizeX Procurement Tool

The screenshot shows the ChannelOnline Procurement Tool interface. On the left is a navigation menu with categories like 'Full Catalog', 'Business', 'Software', 'Hardware', etc. The main area displays a 'Comparison Results' table for three APC Symetra FX 20KW UPS models. Arrows point from the text annotations to specific parts of the interface.

Part Number	Model Package	Model Package	Model Package
SEP38XFC1M	SEP38XFC1M	SEP38XFC1M	SEP38XFC1M
SY20K00F	SY20K00F	SY20K00F	SY20K00F
WEXTWARYR-PX-31	WEXTWARYR-PX-31	WEXTWARYR-PX-31	WEXTWARYR-PX-31
WSTRTP7X24-PX-31	WSTRTP7X24-PX-31	WSTRTP7X24-PX-31	WSTRTP7X24-PX-31
AP9414	AP9414	AP9414	AP9414

- Intuitive Catalog Interface with real-time stock levels from major distributors.

- Product "Compare" feature allows customers to ensure they get a model suited to their needs.

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1.3.2 Actual Cisco Quotation from On-Line Tool

A sample configuration of a common Cisco router has been attached as an example:



Advizex Technologies LLC
6480 Rockside Woods Blvd. South
Suite 190
Independence, Ohio 44131
United States
<http://www.advizex.com>

Quotation	
Date	Mar 17, 2011 11:41 AM EDT
Doc #	13436 - rev 1 of 1
Description	None
SalesRep	May, Todd (P) 216-643-9150
Customer Contact	Ferrell, Krista krista.l.ferrell@wv.gov

Customer
State of WV WAN11 Contract (SO0413)
1900 Kanawha Blvd. E.
Building 5
Charleston, West Virginia 25304

Bill To
State of WV WAN11 Contract
Ferrell, Krista
1900 Kanawha Blvd. E.
Building 5
Charleston, West Virginia 25304
(P) 3-4-558-8802

Ship To
State of WV WAN11 Contract
Ferrell, Krista
1900 Kanawha Blvd. E.
Building 5
Charleston, West Virginia 25304
(P) 3-4-558-8802

Customer PO: None	Terms: Net 30 Days	Ship Via: UPS Ground
Special Instructions: None	Carrier Account #: None	

Item	Description	Part #	Qty	Tax	Unit Price	Total
1	Cisco 2821 Integrated Services Router Router - Gigabit Ethernet - desktop	CISCO2821	1	No	\$2,596.00	\$2,596.00
2	Cisco IOS Advanced IP Services (v. 12.4(24)T) - complete package	S28NAISK9-12424T	1	No	\$1,131.00	\$1,131.00
3	Cisco Power cable - power (M) - power (F)	CAB-AC=	1	No	\$33.00	\$33.00
4	Cisco upgrade from 256MB to 1024MB Memory - 768 MB - DDR	MEM2821-256U1024D=	1	No	\$3,324.00	\$3,324.00
5	Cisco Power supply	PWR-2821-51-AC=	1	No	\$234.00	\$234.00
6	Cisco SMARTnet Onsite Premium Extended service agreement - replacement - 1 year - on-site - 24x7 - 4 h	CON-OSP-2821	1	No	\$950.00	\$950.00
Subtotal:						\$8,268.00
Tax (0.000%):						\$0.00
Shipping:						\$0.00
Total:						\$8,268.00

All prices subject to change without notice. Supply subject to availability. Freight may be added to order.

Please read this Quotation carefully. The terms and conditions set forth on this form constitute the entire agreement between seller and buyer. Seller will not be bound by any terms of buyer's order that are inconsistent with the terms herein. Acceptance of these terms may be made either (1) by written acceptance or (2) by accepting delivery of any good described on this form. This Quotation shall remain firm for 30 days from the date above unless modified in writing by Advizex Technologies, LLC prior to our acceptance of your order. This Quotation and any order placed as a result hereof shall be subject exclusively to the Terms and Conditions herein. So long as part of the payment due is outstanding, Advizex Technologies, LLC shall retain a security interest in any product or software that is part of the system. The customer agrees to execute any documents which may be necessary or appropriate to protect Advizex Technologies, LLC security interest in the system at Advizex Technologies, LLC request. Any contract resulting from this Quotation must be signed by a duly authorized representative of Advizex Technologies, LLC. Any additions, modifications or waivers of any of the Terms and Conditions contained herein or on the attached Agreements shall only be effective if in writing and agreed to by an authorized representative of Advizex Technologies, LLC. Advizex Technologies, LLC disclaims all implied warranties, including all warranties of merchant ability and all warranties of fitness for a particular purpose. Advizex Technologies, LLC shall not be liable for incidental, special or consequential damages arising from any cause.

AdvizeX Technologies, LLC is an equal opportunity employer dedicated to affirmative action and workforce diversity.

1.4 (RFP SECTION 2.6) PAYMENT AND INVOICING

AdvizeX has been working with the State of West Virginia through our authorized SIP08 status and is very familiar with the payment and invoicing processes.

AdvizeX is very familiar with the State of West Virginia's P-Card process.

We will comply with all section 2.6 requirements and all of its sub-sections.

1.5 (RFP SECTION 2.7) PARTS

Based upon service response and parts stocking requirements, AdvizeX will leverage Cisco's local and national services.

All equipment being sold to the State of West Virginia will include Cisco Smartnet services that cover access to their Technical Access Center (TAC), spare parts, and on-site replacement services.

Cisco stocks parts close to State of West Virginia sites, throughout the State of West Virginia, regionally, in all surrounding states, and nationally for immediate shipment. AdvizeX and their Cisco Smartnet-covered clients have never experienced a situation where a lack of service parts has occurred and SLAs have been missed.

1.6 (RFP SECTION 2.8) CONTRACT ADMINISTRATOR

Todd May, the contract administrator, will work closely with the State of West Virginia to keep them up to date on new product releases, promotions, products that are approaching or have met their end-of-life status.

Most importantly, this information is supplied to assist the State of West Virginia make the best purchasing decisions and use of their funds.

1.7 (RFP SECTION 2.9) WARRANTY

Based upon service response and parts stocking requirements, AdvizeX will leverage Cisco's local and national services.

All equipment being sold to the State of West Virginia will include Cisco Smartnet services that cover access to their Technical Access Center (TAC), spare parts, and on-site replacement services.

AdvizeX has a division that manages all vendor maintenance contracts, including Cisco, HP, and others. New equipment being sold to the State of West Virginia and their associated Smartnet support contracts will be recorded and managed by that staff.

We will comply with all section 2.9 and all of its sub-sections.

1.8 (RFP SECTION 2.10) REPORTING

AdvizeX has been supplying the State of West Virginia with products and services for several years and is quite familiar with the sales reporting content and process requirements.

We will comply with all section 2.10 and all of its sub-sections.

1.9 (RFP SECTION 2.11) SUPPORT

Based upon service response and parts stocking requirements, AdvizeX will leverage Cisco's local and national services.

All equipment being sold to the State of West Virginia will include Cisco Smartnet services that cover access to their Technical Access Center (TAC), spare parts, and on-site replacement services.

Based upon the support SLA and response requirements by the State of West Virginia, Cisco will perform all services with their local field service staff. This response includes, but is not limited to:

1. 24 x 7 support
2. 4 hour on-site technician
3. 8 x 5 support
4. Next business day support

We will comply with all section 2.11 and all of its sub-sections.

1.10 (RFP SECTION 5.0) ADDITIONAL REQUIREMENTS

AdvizeX Technologies will be the primary contact for the State of West Virginia for any products and services sold under the scope of this RFP. The State of West Virginia will be supplied with a priority support number for all Cisco support through their Technical Access Center (TAC) based upon the Smartnet coverage purchased.

We will comply with all section 2.11 and all of its sub-sections.

SECTION 2 – GENERAL REQUIREMENTS FOR CISCO VENDORS

2.1 AUTHORIZATION TO SELL AND SERVICE CISCO EQUIPMENT



MANUFACTURER'S AUTHORIZATION FORM

Date: 16/March/2011

To: State of West Virginia
Dept. Of Admin.
Purchasing Division
2019 Washington St. East
PO. Box 50130.,
Charleston, WV 25305-0130

Subject: WAN11

Cisco Systems, Inc., a company duly organized under the laws of the State of California of the United States, having its principal place of business at 170 W. Tasman Drive, San Jose, CA 95134-1706, USA ("Cisco"), who is a provider of networking products and services, hereby confirms that, as of the date of this letter, ADVIZEX TECHNOLOGIES, LLC ("Reseller") wishes to participate in the Bid or Project stated above and has entered into an Indirect Channel Partner Agreement which entitles Reseller to do the following:

- (1) resell and/or distribute Cisco products and/or services in United States to end users within that territory;
- (2) bid, negotiate and conclude a contract with you for the above products/services manufactured or supplied by Cisco. The Reseller is an independent contractor and has no authority to commit and/or bind Cisco or its affiliates in any way.

Cisco will, within the scope of its agreement with its authorized channels, provide support and product warranty services for Cisco products obtained through its authorized channels.

[This Authorization shall be accurate as of the date appearing at the top of this letter.][This Authorization shall be accurate as of the date appearing at the top of this letter and for six (6) weeks from such date.]

If you need any additional information, please do not hesitate to contact Glen Dailey at 408 527 5219. For more information about Cisco's channel partner program, please visit the following URL: <http://www.cisco.com/web/partners/index.html>.

Duly authorized to sign this authorization for and on behalf of: **Cisco Systems, Inc.**



2.2 CISCO AUTHORIZED PARTNER STATUS

Certification and Specialization(s)				
Showing 1-1 of 1 results < Prev Page: <input type="button" value="1"/> Next >				
	Company Name	Certification / Specialization	Current Status	Renewal Due
Read-Write Access				
Country / Country Group - USA				
<input type="radio"/>	ADVIZEX TECHNOLOGIES, LLC	Registered Partner	APPROVED	10-Jan-2012
		Premier Certified Partner	APPROVED	18-Aug-2011
		Select Certified Partner	NOT SUBMITTED	
		Express Foundation	APPROVED	18-Aug-2011
		Small Business Specialization	APPROVED	30-Oct-2011
		Advanced Data Center Networking Infrastructure	APPROVED	19-Aug-2011
		Advanced Data Center Storage Networking	APPROVED	20-Aug-2011
Showing 1-1 of 1 results < Prev Page: <input type="button" value="1"/> Next >				

2.3 PROOF OF CERTIFICATION

The following technicians and/or consultants are certified to service and have at least one (3) years of experience servicing the equipment considered within the scope of RFP WAN11:

Partner Certification	First Name	Last Name	CSCO Id	Certification	Anniversary	Location City	Location State
PREMIER	Joseph	Berard	CSCO10436295	CCNA	4/6/2012	Grand Island	NY
PREMIER	Joseph	Berard	CSCO10436295	CCDP	4/6/2012	Grand Island	NY
PREMIER	Joseph	Berard	CSCO10436295	CCDA	4/6/2012	Grand Island	NY
PREMIER	Joseph	Berard	CSCO10436295	CCNP	4/6/2012	Grand Island	NY
PREMIER	Jassen	Bouvier	CSCO10693114	CCNA	6/30/2011	Columbus	OH
PREMIER	Jassen	Bouvier	CSCO10693114	CCVP	6/26/2011	Columbus	OH
PREMIER	Jassen	Bouvier	CSCO10693114	CCNP-V	6/30/2011	Columbus	OH
PREMIER	James	Broady	CSCO11526891	CQS-DCASS	5/1/2011	Independence	OH
PREMIER	James	Broady	CSCO11526891	CCNA	5/1/2012	Independence	OH
PREMIER	James	Broady	CSCO11526891	CCDA	5/1/2012	Independence	OH
PREMIER	David	Clark	CSCO10036141	CCNA	3/11/2012	Independence	OH
PREMIER	Michael	Clark	CSCO10206955	CCNP	2/18/2013	Columbus	OH
PREMIER	Michael	Clark	CSCO10206955	CQS-FSPS	6/23/2012	Columbus	OH
PREMIER	Michael	Clark	CSCO10206955	CCIE-WAN	2/21/2012	Columbus	OH
PREMIER	Michael	Clark	CSCO10206955	CCNA	11/8/2013	Columbus	OH
PREMIER	Michael	Clark	CSCO10206955	CQS-DCNIS	6/28/2012	Columbus	OH
PREMIER	Marc	Hamilton	CSCO10245276	CCDA	8/5/2013	Lorain	OH
PREMIER	Marc	Hamilton	CSCO10245276	CCNP	3/30/2013	Lorain	OH
PREMIER	Marc	Hamilton	CSCO10245276	CCNA	8/5/2013	Lorain	OH
PREMIER	Marc	Hamilton	CSCO10245276	CQS-DCASS	8/5/2012	Lorain	OH
PREMIER	Marc	Hamilton	CSCO10245276	WAASSE51	4/9/2011	Lorain	OH
PREMIER	Marc	Hamilton	CSCO10245276	CQS-RSSSE	4/9/2011	Lorain	OH
PREMIER	GREG	LABRIE	CSCO11625220	CCNA	1/2/2013	HUDSON	NH
PREMIER	GREG	LABRIE	CSCO11625220	CQS-CCENT	1/2/2013	HUDSON	NH
PREMIER	Scott	Phillips	CSCO11574159	CQS-FDS	6/14/2012	Columbus	OH
PREMIER	Scott	Phillips	CSCO11574159	CCDA	10/29/2013	Columbus	OH
PREMIER	Scott	Phillips	CSCO11574159	CQS-CDCSND	8/17/2012	Columbus	OH
PREMIER	Scott	Phillips	CSCO11574159	CQS-SMBE	10/26/2011	Columbus	OH
PREMIER	Scott	Phillips	CSCO11574159	CQS-CDCNID	7/30/2012	Columbus	OH
PREMIER	Paul	Rodwell	CSCO11683590	SMBAM	10/28/2011	Plymouth	MI
PREMIER	ELVER	SENA	CSCO10013906	CCNA-V	9/16/2013	Tampa	FL
PREMIER	ELVER	SENA	CSCO10013906	CCIE-R/S	5/3/2011	Tampa	FL
PREMIER	Joseph	Stottmann	CSCO11823329	CQS-CDCSNS	8/18/2012	Hamilton	OH
PREMIER	Bill	Tatrai	CSCO11808383	CCDA	8/9/2013	Pittsburgh	PA
PREMIER	bruce	thompson	CSCO11801293	CQS-DCSNSS	8/17/2012	columbus	OH
PREMIER	bruce	thompson	CSCO11801293	CQS-CDCNSS	8/17/2012	columbus	OH
PREMIER	bruce	thompson	CSCO11801293	CSE-4-0	6/28/2012	columbus	OH
PREMIER	bruce	thompson	CSCO11801293	CQS-CFESS	8/13/2012	columbus	OH

SECTION 3 - REFERENCES

3.1 CLIENT REFERENCE #1

CRAA - Columbus Regional Airport authority
Shawn Prince

Contact information supplied upon request for a call to be scheduled.

This project included the following:

1. Design of a new Cisco infrastructure that included:
 - a. Core data center infrastructure
 - b. Edge infrastructure
 - c. Multi-point firewall infrastructure
 - d. Managed wireless infrastructure
2. De-installation of all HP infrastructure equipment
3. Project Management throughout the engagement

Due to the fact that this is a state or federal agency, publishing official project costs is not permitted.

3.2 CLIENT REFERENCE #2

Dawn Foods
Charlie Massoglia, CIO

Contact information supplied upon request for a call to be scheduled.

This project included the design and deployment of a new Cisco UCS, LAN, and WAN infrastructure for the production three thousand (3,000) user environment. More specifically, AdvizeX performed the following:

1. Designing all new Cisco core, edge, security, and WAN infrastructure
2. Building the LAN and WAN infrastructure for in parallel to the production environment
3. Perform the configuration and deployment of new SAN and server
4. Perform the deployment and cutover to the new Cisco LAN and WAN infrastructure
5. Project Management throughout the entire project

The estimated project cost was four (4) Million dollars.

3.3 CLIENT REFERENCE #3

Northeast Ohio Regional Sewer District
Scott Horvath

Contact information supplied upon request for a call to be scheduled.

This project included the design and deployment of a new Cisco infrastructure for a new main administration building with:

6. Designing all new Cisco infrastructure
7. Building infrastructure for over eleven-hundred (1,100) end-users
8. New interconnectivity Cisco equipment to over five (5) WAN and fiber-optic connected buildings over a thirty-five (35) square mile area
9. Project Management throughout the entire project

While this project occurred through another vendor, the employees who were primarily involved with this project are now employed by AdvizeX. The point of contact at AdvizeX technologies, LLC is Scott Hess who is employed in our Cleveland branch office.

Due to the fact that this is a state or federal agency, publishing official project costs is not permitted.

SECTION 4 – ESCALATION PROCEDURES AND TIMEFRAMES

4.1 TELEPHONE NUMBERS AND CONTACT NAMES

4.1.1 Todd May

Client Relationship Manager
216-901-1818 x4110
tmay@advizex.com

Todd is the overall account manager for the State of West Virginia and is ultimately responsible for all aspects of AdvizeX interaction with the State. He is a 10 year veteran of AdvizeX and a 21 year veteran of the IT industry. He is recognized by our OEM Partners, other resellers and his clients as a most trusted and client focused sales professional. During his tenure at AdvizeX Mr. May has served in several roles including Regional Sales Manager for the North Coast (Cleveland, OH) region, enterprise account manager, team leader and Services Sales Specialist. Mr. May led the company in sales in 1999, 2000, 2001 and 2002 and has exceeded his annual sales goals every year since he joined the company.

His current role with AdvizeX is a Client Relationship Manager, Executive Team Member, Equity Partner and Sales Leader/Mentor for new hire sales people. Todd's clients include some of the largest customer in the company including The J.M. Smucker Company, Sterling Jewelers (Kay Jewelers), and Key Bank.

He has extensive experience in the banking industry that was generated during a ten year employment with Unisys Corporation. The specific segments include retail/branch banking, check processing, ATM networks, and mortgage origination. After Unisys Mr. May joined Hewlett-Packard for a short time in which he gained considerable experience with ERP packages from Oracle and SAP. During his employment at Hewlett-Packard, he learned the intricacies of the reseller channel. This led to his arrival at AdvizeX in 1997.

Mr. May earned a Bachelor's Degree in Business Administration with a major in Accounting from West Virginia University.

4.1.2 Patty Tommer

Order Entry/Billing Manager
216-643-9149
ptommer@advizex.com

Ms. Tommer is a 25 year veteran of AdvizeX and is the most tenured employee at the company. Patty is responsible for the overall management and coordination of the order entry and returns function for AdvizeX. As such she is responsible for

timely and accurate input of all AdvizeX product related orders to our systems as well as transport and acceptance by our OEM and vendors including returns. This responsibility includes working with the AdvizeX Sales Professionals, the Regional Sales Managers and the V.P. of Sales and Marketing.

For the purpose of this FRQ, Patty would be the primary contact for all agencies seeking status on receipt of purchase orders, status of shipment, billing, RMA's and reporting of sales data. Patty is one of the designers our order entry and accounting systems. This gives her extensive knowledge of our company processes.

4.1.3 Jackie Tritabaugh

Multivendor Support Contracts Administrator/Order Entry/Billing Specialist
216-901-1818 x4104

Jackie is an eight year veteran of AdvizeX Technologies. She has a dual role as part of the order entry team managed by Patty Tommer and is also part of our support contract administration team. The role makes her very well suited to have visibility into both product orders and maintenance contracts.

4.1.4 Bob Hornick

VP of Multivendor Support Contracts
216-901-1818 x 4117
bhornick@advizex.com

Bob has nationwide responsibility for AdvizeX Support Contract Administration business unit. It is one of the fastest growing parts of AdvizeX' business. We currently administer over 250 customer contracts. These include HP, IBM, EMC, Cisco, VMware, and others. Bob has served in many roles at AdvizeX including sales and support. Prior to joining AdvizeX, Bob spent 13 years at Hewlett-Packard as a support engineer providing repair and proactive support services to some of the largest companies in Ohio. After a number of years in the field, he was promoted to manage and sell expanded support services for client with mission critical systems to Hewlett-Packard clients throughout the Midwest. This experience with both service delivery and advanced support sales makes him a valued resource for this type of project.

4.1.5 Scott Hess

Solution Architect/Tier 3 Technical Specialist/A+ Certified Technician
216-901-1818 x4147
shess@advizex.com

Scott Hess has been a Solution Architect at AdvizeX for almost two tears. Scott has been technically involved with the IT industry for over 28 years; 19 of those years in the Cleveland, Ohio region.

While his original background was in component level and processor level electronics engineering, Mr. Hess is responsible for the consulting, design, selective project management, and complex deployment for multiple technologies. Most importantly, he works directly with clients and AdvizeX consultants to create “Best Fit” solutions.

Scott holds advanced certifications with Microsoft, Cisco, Novell, HP, EMC, and many other vendors.

Prior to joining AdvizeX, Scott was a Senior Consultant with Sarcom and Insight for over 12 years.

4.2 ESCALATION PROCEDURES

4.2.1 Procurement

Todd May will continue to serve as your primary point of contact for all procurement needs. If necessary, he may facilitate or direct you to contact specialists within AdvizeX for more complex requests. Their contact information has been included within this section.

4.2.1.1 Todd May

Client Relationship Manager
216-901-1818 x4110
tmay@advizex.com

4.2.1.2 Patty Tommer

Order Entry/Billing Manager
216-643-9149
ptommer@advizex.com

4.2.1.3 Jackie Tritabaugh

Multivendor Support Contracts Administrator/Order Entry/Billing Specialist
216-901-1819 x4104
jtritabaugh@advizex.com

4.2.1.4 Bob Hornick

VP of Multivendor Support Contracts
216-901-1818 x 4117
bhornick@advizex.com

4.2.1.5 Scott Hess

Pre-Sales Consultant / Solution Architect

440-622-1089

shess@advizex.com**4.2.2 Troubleshooting and Repair Escalation**

Following the purchase of new Cisco equipment, Smartnet services, and its installation, the State of West Virginia has direct access to Cisco's Technical Access Center (TAC).

They are reached by calling 1-800-GO-CISCO (1-800-462-4726).

The support escalation process through Cisco is a 3 Tiered process. This process includes the following classifications:

1. Level 1 - Basic Triage, call logging, FAQ's, simple troubleshooting and common issues resolution
2. Level 2 – Complex issue troubleshooting and environment diagnosis
3. Level 3 – Direct access to the highest level design engineers for unresolved or overly complex technical issues

The Cisco Technical Access Center (TAC) will perform all trouble ticket logging, issue tracking, and post-resolution follow up.

Installation and services performed by AdvizeX will follow the procurement contact list; starting with Todd May.

ATTACHMENT A – ACKNOWLEDGEMENT OF ADDENDUMS



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

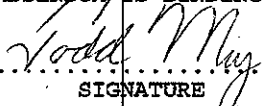
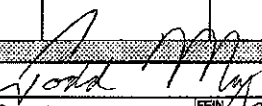
**Request for
Quotation**

RFQ NUMBER	PAGE
WAN11	2

ADDRESS CORRESPONDENCE TO (VENDOR'S)
BUYER 42 304-558-8802

RFQ COPY
TYPE NAME/ADDRESS HERE

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS		
02/23/2011						
BID OPENING DATE: 03/22/2011		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
EXHIBIT 10						
REQUISITION NO.: WAN 11.....						
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						
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.						
 SIGNATURE						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE 		TELEPHONE 216-643-9150		DATE 3/22/2011		
TITLE CRM		FON 137-1504931		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

REC NUMBER	PAGE
WAN11	3

ADDRESS CORRESPONDENCE TO ATTENTION OF:
BUYER 42 304-558-8802

RFQ COPY
TYPE NAME/ADDRESS HERE

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	PAGE	THE QTY TERMS
02/23/2011				
BID OPENING DATE: 03/22/2011		BID OPENING TIME 01:30PM		
LINE	QUANTITY	UOP	UNIT PRICE	AMOUNT
<p>ADVIZEX TECHNOLOGIES COMPANY 3/22/2011 DATE</p>				
<p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AWARD 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>				
SEE REVERSE SIDE FOR TERMS AND CONDITIONS				
SIGNATURE		TELEPHONE		DATE
TITLE		FEIN		ADDRESS CHANGES TO BE NOTED ABOVE

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

ATTACHMENT B – CONTACT PERSON AND TOTAL



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 (MENTION OFFICER)
BUYER 42 304-558-8802

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR

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

BUYER

DATE PRINTED	TERMS OF SALE	SHIP VIA	F2B	FREIGHT TERMS		
02/23/2011						
BID OPENING DATE: 03/22/2011		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>CONTACT PERSON (PLEASE PRINT CLEARLY):</p> <p style="text-align: center;">----- TODD MAY -----</p> <p>FAX 216-901-1447 PH 216 643-9150</p> <p>***** THIS IS THE END OF RFQ WAN11 ***** TOTAL: _____</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE			TELEPHONE		DATE	
TITLE		FAX		ADDRESS CHANGES TO BE NOTED ABOVE		

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

ATTACHMENT C – VENDOR PREFERENCE CERTIFICATE

Rev. 09/08

State of West Virginia

WAN11

15

VENDOR PREFERENCE CERTIFICATE

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

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

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

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

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

Bidder: _____ Signed: _____

Date: _____ Title: _____

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

ATTACHMENT D – PURCHASING AFFIDAVIT

RFQ No. WAN11

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: ADVIZEX/TECHNOLOGIES

Authorized Signature: [Signature] Date: 3/22/2011

State of OHIO

County of CUYAHOGA, to-wit:

Taken, subscribed, and sworn to before me this 22 day of March, 2011.

My Commission expires 216, 2012

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

PATRICIA A. TOMBERG
Notary Public, State of Ohio
Recorded in Cuyahoga City
My Comm. Expires 02/06/12