

INSIGHT AND WVOT

# Insight<sup>®</sup> PUBLIC SECTOR

Proposal For:

**RFQ WAN11**

## **Statewide Contract for Cisco Wide Area Networking Equipment and Support**

Due: March 22, 2011 1:30 PM

RECEIVED

2011 MAR 22 PM 12:07

WV PURCHASING  
DIVISION

**Mark Woods**  
Client Solutions Executive  
614-456-2177 | Office  
614-456-2160 | Fax  
[mwoods@insight.com](mailto:mwoods@insight.com)

## 4.1 – Title Page

March 22, 2011

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

Attn: Krista Ferrell (Buyer 42)

RE: RFQ WAN11 – For Statewide Contract for Cisco Wide Area Network Equipment and Support

Dear Ms. Ferrell:

Insight Public Sector, Inc. (IPS) is pleased to respond to the State of West Virginia's RFQ for Statewide Contract for Cisco Wide Area Network Equipment and Support. 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](mailto: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](mailto:ppotter@insight.com).

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

Thank you for the opportunity to win your business.

Sincerely,



Mark Woods  
Territory Account Manager

## 4.2a - Evidence That Insight Is Authorized To Sell and Service Cisco Equipment



### LETTER FOR CHANNEL PURCHASING

**Date:** March 17, 2011

**To:** State of West Virginia, Department of Administration  
2019 Washington Street  
Post Office Box 50130  
Charleston, WV 25305-0130

**Bid Number** WAN11  
**or Project**  
**Name:**

Cisco Systems, Inc. ("Cisco") hereby confirms that, as of the date of this letter, Insight Direct, USA is a Gold certified Cisco channel partner and that Cisco and Insight Direct, USA have entered into an agreement for the purchase and resale of Cisco Products and/or Services ("Agreement").

This means that Insight Direct, USA has complied with the Cisco certification procedure and is duly authorized to purchase and resell Cisco products as well as negotiate the terms and conditions of support and maintenance services on Cisco products, including warranties, in accordance with the terms and conditions of such Agreement.

Please note that the present confirmation is not permanent, and that the status of Cisco's authorized channel is reviewed on a regular basis. This information is accurate as of the date appearing at the top of this certificate and shall be valid for six (6) weeks from such date.

If you need any additional information, please do not hesitate to contact Glen Dailey at [gldailey@cisco.com](mailto:gldailey@cisco.com).

A handwritten signature in black ink, appearing to read "Glen Dailey".

Cisco Systems, Inc.

#### 4.2b - 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 WAN Equipment and Support:

Mark Woods – Client Solutions Executive

David O'Connor – Manager, Professional Services

Kevin Hallihan – Regional Sales Manager

Ken Richter – 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](mailto: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.

#### **4.2c - Evidence that two technicians are certified to service equipment and they have one year of experience in the field**

Two resumes, for David W. Smith, Consultant Technical Architect, and James Kinney, Sr. Consultant, 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.

### 4.3a - 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

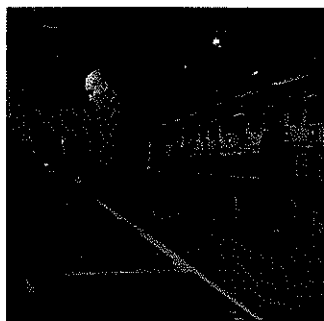
#### Insight's U.S. Public Sector Business:

- 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](http://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
<b>Total:</b>	<b>1,650</b>

#### 4.3b 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](mailto: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](mailto: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., 6<sup>th</sup> Floor, Madison, WI 53707  
**Telephone Number:** 608-266-9796  
**Email Address:** [beth.ascher@wisconsin.gov](mailto: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:**





## David W. Smith

*Consultant Technical Architect*

Client Solutions  
Advanced Networking

### INDUSTRY CERTIFICATIONS

- Cisco Certified Network Professional
- Cisco Certified Design Professional
- Cisco Certified Security Professional
- CCNA Voice
- CCNA Wireless
- Security+
- ASE - ProCurve Networking & Mobility

### Selected Areas of Expertise

- Enterprise scale network, security, and I.T. policy design and implementation skills with experience working with a diverse client base.
- Network and I.T. policy assessment skills with the ability to provide clients insight into industry best practices and help them through the remediation and compliance process.
- Strong indoor and outdoor wireless LAN survey and deployment experience. Has developed the survey process and documentation for his team's delivery of wireless solutions for Fortune 500 clients.
- Extensive experience with Cisco LAN, WAN, Wireless LAN, and security products in a wide

### Professional Summary

David has over 17 years of I.T. consulting experience as well as over 20 years of technical experience in local area networking. He began his career working with IBM mainframe communications and IBM Token Ring for a large corporation. This experience instilled the value of process and procedure that he continues to apply to this day. As technology changed David moved on to other technologies such as Novell's NetWare, Microsoft NT, and LAN infrastructure technologies. During his career he has earned the Novell Master CNE certification, Microsoft's MCSE, and several Nortel and Cisco certifications. Currently he has Cisco's CCNP, CCDP, and CCSP certifications and has passed the written test for his CCIE. In addition to his Cisco certifications, David has a strong focus on information security and has the CISSP certification. While very adept with technology, David never overlooks the business needs of an organization and always takes the approach that information technology is in place to serve the organization and its employees. A skilled communicator, David is quite adept at providing presentations, creating detailed and compelling documentation, and providing personal one on one contact. This capability coupled with his broad and deep technical knowledge makes him a valuable asset for any I.T. project.

## SELECTED CONSULTING EXPERIENCE

- **Retail Management Company Security Project**  
Developed the WLAN and network security model for a large retail management company for deployment to one of their largest and most profitable store chains. Created the architecture and standard configuration for their new Cisco routers, switches, and wireless access points. Technical highlights include the design and configuration of a highly available dynamic multipoint VPN environment with GRE tunnels and EIGRP routing.
- **Hospital Storage Assessment and Evaluation**  
Acted as lead consultant for a major hospital's Enterprise Storage project. Developed Insight's approach for services delivery and then sold the project to the client. The project featured three phases which consisted of a storage assessment, enterprise storage architecture, and RFP process. Upon completion of the project, the client was able to identify the best enterprise storage solution for their environment.
- **Regional Hospital Wireless Solution**  
Lead the deployment of a large wireless network for a mid-sized hospital in rural Pennsylvania. Project required the upgrade of a Cisco Catalyst 6509 core switch, installation of 50+ access points, as well as deployment of VLANs and VTP in the existing switch environment. Solution included Cisco's WLSE, ACS, and WLSM products.
- **Network Assessment for a Major City's School District**  
Performed a detailed infrastructure assessment for a major school district in central Ohio. Assessed the current architecture, addressing, performance, and compliance with best practices. Network consisted of over 150 remote locations connected via GigaMAN service using Cisco Catalyst switches. Presented findings to upper management and assisted in the remediation process.
- **City I.T. Department Policy and Organizational Assessment**  
Performed a detailed I.T. Organizational assessment for a central Ohio city. Assessed their I.T. policies, processes, and documentation in addition to examining the overall organization of the department. Assisted the CIO in identifying personnel issues in the department and provided detailed recommendations for helping the organization move towards best practices.
- **Hospital Firewall Migration**  
Migrated a major hospital from an older multi-DMZ interface Checkpoint firewall on a Nokia appliance platform to a new Cisco 525 multi-DMZ interface PIX firewall. Analyzed the Checkpoint rule base and developed the matching Cisco configuration and then successfully migrated the client over to the new platform with little to no disruption in service. The move saved the client thousands of dollars in maintenance fees and created a more manageable solution.
- **Fortune 20 Wireless LAN Strategy and Deployment**  
Developed a wireless security strategy for a Fortune 20 company. Created a security model based on industry standard technologies and customer needs. Led a team consisting of customer stakeholders to determine the requirements and existing policies and then incorporated those into a wireless strategy. The solution was flexible enough to accommodate a variety of security levels to maintain compatibility across disparate platforms while ensuring appropriate levels of confidentiality, integrity, and availability. During the project developed a wireless platform evaluation process and led the team which evaluated two leading vendor solutions to determine what architecture, products, and vendor strategy best suited the needs of the organization. Once a solution was chosen, developed the standards, processes,

The logo for Insight, featuring the word "Insight" in a serif font with a small triangle above the letter 'i'.

documentation, and deliverables for deploying 23 warehouses in a twelve week period. Performed team training to ensure consistency and quality. Managed the quality of the deliverables and was top level technical escalation for the field personnel. Worked closely with the client to ensure their needs were met and to act as a liaison between the client and the resources in the field.

- **New Major League Ball Park Network Infrastructure**

Deployed a large scale LAN in a new ballpark for a major league baseball team. The HP solution involved a gigabit network designed to support nearly every aspect of ballpark operations including administration, ticketing, scoreboard, and vending. David worked closely during construction with both the teams I.T. staff and contractors to ensure everything worked smoothly on opening day. The state of the art solution features over seventy workgroup switches and two redundant core switches linked via gigabit fiber connections. The core switches provide both redundant layer three capabilities as well as connectivity to the twenty eight wiring closets spread throughout the facility. During the project David deployed a new Cisco PIX firewall and configured to provide VPN connectivity to the spring training facility in Sarasota, Florida. VPN client access and secure VPN redundancy to Major League Baseball headquarters was also configured.

- **New LAN and WAN Architecture for a Major State Agency**

Designed and deployed a new building infrastructure for a major state agency. The agency was in the midst of renovating an existing building and required a completely new network. Successfully delivered the new environment in a limited time frame with little to no interruption to the end users. Complete documentation of the new infrastructure and personal training of the support staff was included in order to make them more self-sufficient.

- **National Reseller Consulting Leadership Role**

Developed a network infrastructure business practice and business model for a leading system integrator and I.T. reseller. Managed the staff and the business goals as well as acting as a technical escalation point. Led the technical team that designed and deployed a state of the art ATM infrastructure for the national reseller's computer integration center

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## Credential Verification Report

David Smith - CSC010004902

*This Publish Credential Verification Report for doconnor@insight.com, prepared on 03/21/2011, is available for viewing until 04/04/2011.*

### Candidate Information

Name **David Smith**  
 Mailing Address **66 West 2nd Ave**  
 City **Columbus**  
 State/Province **Ohio**  
 Postal Code **43201**  
 Country **UNITED STATES**  
 Primary Email Address **dasmith@insight.com**  
 Alternative Email Address **davidwsmith@me.com**

### Personal Note From Candidate

Per your request.

Credentials	Status	Certified	Expires
<b>General Certifications</b>			
Associate			
■ CCNA <i>Certified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i>	Certified	11/24/99	3/10/14
■ CCDA <i>Certified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i>	Certified	10/1/98	3/10/14
■ CCNA Voice <i>Certified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i>	Certified	4/28/09	3/10/14
■ CCNA Wireless <i>Certified</i> <i>Recertified</i> <i>Recertified</i>	Certified	8/28/09	3/10/14
Professional			
■ CCDP <i>Certified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i>	Certified	5/26/00	3/10/14
■ CCNP <i>Certified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i>	Certified	5/26/00	3/10/14
■ CCSP <i>Certified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i> <i>Recertified</i>	Certified	7/1/03	3/10/14

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**Recognition**

Recognition

■ 4013 Recognition	Certified	5/11/06
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**Retired Certifications**


Retired Certifications

■ Enterprise	Certified	8/19/99
■ Information Systems Security (INFOSEC) Professional	Certified	5/16/03
■ Wireless LAN for SEs and FEs	Certified	2/15/02

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Client Solutions  
Advanced Networking

## ▼ James Kinney

*Senior Consultant*

### INDUSTRY CERTIFICATIONS

- Cisco Certified Internetworking Expert Candidate (CCIE Written Passed)
- Cisco Wireless LAN Design Specialist
- Cisco Certified Design Associate (CCDA)
- Cisco Certified Network Professional (CCNP)
- Enterasys Systems Engineer (ESE)
- Enterasys Security Systems Engineer (ESSE)
- Cisco Certified Network Associate (CCNA)

### Selected Areas of Expertise

- Assessment, design, implementation, support and management of enterprise level network infrastructures.
- Cisco routers and routing protocols.
- Cisco/HP/3COM switches and layer 2 protocols.
- Cisco ASA/PIX firewalls, Cisco VPN Concentrators and layer 4 security.
- Cisco wireless surveys and implementations.
- Cisco IPS/IDS implementations.

### Professional Summary

James has over 11 years of I.T. consulting experience as well as over 13 years of technical experience in local area networking. He has worked with a variety of clients in several key industries, including healthcare, construction, and technology services. Currently he holds Cisco's CCNP, CCDA, Wireless LAN Design Specialist, and has passed the written test for his CCIE. In addition to his Cisco certifications, James has a strong focus on information security built on Cisco products, including the ASA and PIX Firewalls, VPN, IPS and IDS solutions. He assists customers to develop and implement strategies for the management and maintenance of LAN/WAN infrastructure, including proactive monitoring and analysis, fault resolution, performance and capacity measurement, redundancy and planning. James can also provide technical training upon completion of a project, including review of design theory, technology, support, network management, and ongoing documentation.

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## SELECTED CONSULTING EXPERIENCE

- **Video Conference Translation Services Company**
  - Design, configure, deploy and manage an MPLS BGP wide area routed network with 42 remote sites utilizing Cisco routers and multiple ISPs supporting the Language Access Network (LAN, LLC) video conference solution.
  - Provide technical support for existing and new clients designing/deploying networks to support LAN, LLC video conference solution over multiple vendor routing, switching, security and wireless platforms.
  - Analyze and document the existing network infrastructure as well as design and implement new technologies with scalability, redundancy and best practices as the focal point.
  - Optimize layer two, three and four performance with an emphasis on voice and video traffic.
  - Optimize VPN remote access L2L tunnels utilizing QoS preclassify to improve performance for video conference traffic flows.
  
- **Large Construction Company**
  - Developed a three phase migration plan to design and deploy a new network infrastructure at a collocation, redesign the existing infrastructure at Messer's home office and migrate all DMZ/VPN services to the collocation.
  - Redesigned and configured the layer 2 and 3 LANs utilizing the existing 3600 series routers and 3750 series switches according to the migration plan to implement a collocation. The redesign included adding VLANs for future use, reconfigured spanning tree, trunking and moving core from the Cisco 4000 series switch to a Cisco 3750 switch stack.
  - Designed and deployed the new network infrastructure at the collocation utilizing redundant Cisco 2800 series ISR routers, redundant Cisco ASA 5510 firewall in an active/standby solution and Cisco 3750 switches.
  - Migrated VPN services from an existing Cisco 3015 VPN Concentrator to the new Cisco ASA firewalls. Successfully moved a total of sixty plus site to site tunnels, remote access for Messer employees via Cisco VPN client and Cisco AnyConnect was newly deployed for administration access.
  
- **Large Hospital Core, LAN, WAN, and Security Infrastructure**
  - Redesigned and configured the network core, edge routing and edge security utilizing new Cisco 2800 series ISR routers, Cisco ASA5110 firewalls and Cisco 3560 series switches. The redesign also incorporated existing Cisco 3600 series routers for point to point remote site access and RAS, reconfiguring EIGRP routing, and route redistribution of routes learned via RIP.
  - Installed the new ISR routers and configured BGP to two internet service providers. Designed and configured a load balancing scheme between the two circuits utilizing iBGP and HSRP to achieve an approximate 60/40 load split for outbound traffic.
  - Installed and configured the new Cisco ASA firewalls in active/standby mode replacing the existing Cisco PIX515. Migrated all firewall services configured on the existing PIX515 to the new ASA cluster. Created a VPN client group for remote access to the FMC network. Configured the AIP-SSM IPS module to monitor and report on all traffic in promiscuous mode.
  - Installed and configured the Cisco 3560 switches as the new layer 3 gateway utilizing HSRP, IP routing and EIGRP. Configured route redistribution for the existing RIP network and moved all gateway functions from the existing Cisco 3600 routers to be decommissioned later.
  - The final, documented solution achieved the client's project objective for no single point of failure at layer 3 and utilizing both service provider 10MB circuits.

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- **Regional Medical Center Core LAN/WAN Upgrade and Network Management**

- Redesigned, configured and migrated to a new infrastructure which included Cisco 6500, 4500 and 3750 series switches replacing all Enterasys network components. The redesign covered all hospital wings, on campus buildings and two remote offices.
- Created an implementation plan that allowed the existing Enterasys 8600 redundant core to work with the new 6500 series switches in parallel requiring the reconfiguration of spanning tree to allow both CST and MSTP to exist in the same environment.
- Installed and configured the new 6500 series switches which included Supervisor 720 engines and 10gb uplinks to 14 IDF locations. Configured NSF with SSO for supervisor redundancy eliminating the core as a single point of failure.
- Installed and configured a combination of 6500, 4500 and 3750 series switches for all IDF locations. All IDF locations were wired with multiple fiber uplinks; configured the uplinks using static ether channel connecting two 10GB flex ports for load balancing and redundancy for each location.
- Installed and configured CiscoWorks for network management and performed knowledge transfer to existing staff to utilize network management software.

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### Credential Verification Report

James Kinney - CSC010362565

*This Publish Credential Verification Report for david.oconnor@insight.com, prepared on 03/21/2011, is available for viewing until 04/04/2011.*

**Candidate Information**

Name **James Kinney**  
 Mailing Address **192 Buckeye Court**  
 City **Westerville**  
 State/Province **Ohio**  
 Postal Code **43081**  
 Country **UNITED STATES**  
 Primary Email Address **jkinney1@insight.com**  
 Alternative Email Address **jameskinney@wowway.com**

**Personal Note From Candidate**

As you requested

Credentials	Status	Certified	Expires
<b>General Certifications</b>			
Associate			
<input checked="" type="checkbox"/> CCNA <i>Certified</i> <i>Certified</i> <i>Recertified</i> <i>Recertified</i>	Certified	4/30/01	10/4/13
Professional			
<input checked="" type="checkbox"/> CCNP <i>Certified</i> <i>Certified</i>	Certified	11/8/02	10/4/13

**Retired Certifications**

Retired Certifications			
<input checked="" type="checkbox"/> Wireless LAN for SEs	Certified	4/16/04	

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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  
 WAN11

PAGE  
 1

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

**RFQ COPY**

**TYPE NAME/ADDRESS HERE**

Insight Public Sector  
 375 N. Front Street Suite 300  
 Columbus, Oh 43215

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
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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS	205-43			
<p>WIDE AREA NETWORK (WAN) EQUIPMENT AND SUPPORT</p> <p>REQUEST FOR QUOTATION (RFQ)          STATEWIDE CONTRACT</p> <p>THE WEST VIRGINIA STATE PURCHASING DIVISION IS SOLICITING BIDS TO PROVIDE THE STATE OF WEST VIRGINIA A STATWIDE CONTRACT TO PROVIDE THE INSTALLATION AND SUPPORT OF WIDE AREA NETWORK(WAN) EQUIPMENT PER THE ATTACHED SPECIFICATIONS.</p> <p>TECHNICAL QUESTIONS CONCERNING THIS SOLICITATION MUST BE SUBMITTED IN WRITING TO KRISTA FERRELL IN THE WEST VIRGINIA STATE PURCHASING DIVISION VIA MAIL AT THE ADDRESS CONTAINED IN THE BODY OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA EMAIL AT KRISTA.S.FERRELL@WV.GOV. DEADLINE FOR ALL TECHNICAL QUESTION SUBMISSIONS IS 03/08/2011 AT THE CLOSE OF BUSINESS. ANY TECHNICAL QUESTIONS RECEIVED WILL BE ANSWERED BY FORMAL ADDENDUM TO THIS RFQ TO BE ISSUED BY THE PURCHASING DIVISION AFTER THE DEADLINE HAS LAPSED.</p> <p>NO CONTACT BETWEEN THE VENDOR AND ANY AGENCY REGARDING THIS SOLICITATION IS PERMITTED WITHOUT THE EXPRESS WRITTEN CONSENT OF THE STATE BUYER. VIOLATION MAY RESULT IN REJECTION OF THE BID. THE STATE BUYER LISTED ABOVE IS THE SOLE CONTACT FOR ANY AND ALL INQUIRIES CONCERNING THIS RFQ.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>Krista Ferrell</i>	TELEPHONE 614-456-2177	DATE 03-21-2011	
TITLE Territory Account Manager	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](http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

**INSTRUCTIONS TO BIDDERS**

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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

# Request for Quotation

RFQ NUMBER  
 WAN11

PAGE  
 2

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

**RFQ COPY**

PROPERTY  
 TYPE NAME/ADDRESS HERE  
 Insight Public Sector  
 300 N. Front Street suite 300  
 Columbus, Ohio 42315

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	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.: .....						
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 <i>Y. S. Wood</i>	TELEPHONE 614-456-2177	DATE 03-21-2011
--------------------------------	---------------------------	--------------------

TITLE Territory Account Manager	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  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFO NUMBER  
 WAN11

PAGE  
 3

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

RFQ COPY

VENDOR  
 TYPE NAME/ADDRESS HERE  
 Insight Public Sector  
 300 N. Front Street suite 300  
 Columbus, Oh 42315

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	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
..... COMPANY ..... DATE						
NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.  REV. 09/21/2009  EXHIBIT 3  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.  UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.  RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 614-456-2177	DATE 03-21-2011
TITLE Territory Account Manager	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  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
 WAN11

PAGE  
 4

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	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
<p><b>CANCELLATION:</b> THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p><b>OPEN MARKET CLAUSE:</b> 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><b>QUANTITIES:</b> 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><b>ORDERING PROCEDURE:</b> 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. FOR MORE INFORMATION SEE SECTION 2.3 OF THIS DOCUMENT.</p> <p><b>WVOT APPROVAL:</b> ALL INFRASTRUCTURE PURCHASES, REGARDLESS OF DOLLAR VALUE, MUST BE REPORTED TO, AND APPROVED BY THE CTO. ALL STATE ENTITIES, WITH EXCEPTION OF CONSTITUTIONAL OFFICERS, SHALL REQUEST THE APPROVAL OF</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Paul Shwach</i>	TELEPHONE 614-456-2177	DATE 03-21-2011
TITLE Territory Account Manager	FBN 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  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
 WAN11

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

## RFQ COPY

TYPE NAME/ADDRESS HERE

Insight Public Sector  
 300 N. Front Street suite 300  
 Columbus, Oh 43215

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
<p>THE CTO.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</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 DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p>EXHIBIT 4</p> <p>LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEND TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSAL SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER.</p> <p>REV. 3/88</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</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Mark S. Waack</i>	TELEPHONE 614-456-2177	DATE 03-21-2011
TITLE Territory Account Manager	FERN 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  
 Purchasing Division  
 2019 Washington Street East  
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# Request for Quotation

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 WAN11

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ADDRESS CORRESPONDENCE TO ATTENTION OF  
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RFQ COPY

TYPE NAME/ADDRESS HERE

Insight Public Sector  
 300 N. Front Street suite 300  
 Columbus, Oh 43215

ALL STATE AGENCIES  
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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION            PURCHASING DIVISION            BUILDING 15            2019 WASHINGTON STREET, EAST            CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: KRISTA FERRELL (FOR FILE 42)</p> <p>RFQ. NO.: WAN11</p> <p>BID OPENING DATE: 03/22/2011</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:            614-456-2160</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Krista Ferrell</i>	TELEPHONE 614-456-2177	DATE 03-21-2011
TITLE Territory Account Manager	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  
 Purchasing Division  
 2019 Washington Street East  
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# Request for Quotation

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ADDRESS CORRESPONDENCE TO ATTENTION OF  
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RFQ COPY

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 Insight Public Sector  
 300 N. Front Street suite 300  
 Columbus, Oh 43215

ALL STATE AGENCIES  
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 BY ORDER

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02/23/2011				

BID OPENING DATE: 03/22/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UQP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
CONTACT PERSON (PLEASE PRINT CLEARLY):						
-----						
***** THIS IS THE END OF RFQ WAN11 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Moss Wood</i>	TELEPHONE 614-456-2177	DATE 03-21-2011
TITLE Territory Account Manager	FEIN 36-3949000	ADDRESS CHANGES TO BE NOTED ABOVE

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

**REQUEST FOR QUOTATION  
STATEWIDE CONTRACT  
WIDE AREA NETWORK HARDWARE, SOFTWARE, AND  
SERVICES**

The Acquisition and Contract Administration Section of the Purchasing Division, hereinafter referred to as "State", is soliciting bids for the Office of Technology, hereinafter referred to as "WVOT", to establish a statewide contract for the procurement, installation, and support of wide area network (WAN) equipment.

**PURPOSE**

The State of West Virginia currently has an installed base of Cisco and Enterasys switches, gateways, concentrators, and routers for the agencies' LAN environments. In addition, the State of West Virginia has ~~Cisco as its standard for wide area network (WAN) routers.~~ The distinction between the LAN and WAN environments is the difference between edge devices and core networking equipment. Any device that connects an agency's network to the State's backbone or a WAN, using for example frame relay, ATM, fiber or leased lines, **MUST** be a Cisco product per the State's standard.

**1.0: DEFINITIONS**

The below terms shall be herein defined as:

- A. "Vendor": the successful bidder(s)
- B. "Manufacturer": the company who produces the equipment.
- C. "Contract Administrator": WVOT person who will be responsible for the daily administration of the WAN11 contract, to ensure that agencies use the contract appropriately, and that vendors provide only products and services that are defined in the contract.
- D. "Contract": the binding agreement that is entered into between the State of West Virginia and the Vendor to provide the services as herein specified.
- E. "Bulletin Board": Internet-based bid request posting site. Contract vendors are able to access the Bulletin Board to view requests for quotation.
- F. Mandatory Requirements: The terms "must", "will", "shall", "minimum", "maximum", or "is/are required" identify a mandatory item or factor. Decisions regarding compliance with any mandatory requirements shall be at the sole discretion of the State. Failure on the part of the Vendor to meet any of the mandatory specifications shall result in the disqualification of the bid.
- G. Agency: any entity seeking goods/services under this "Contract"

**2.0: SCOPE OF WORK**

2.1 Background: The State of West Virginia currently has an installed base of Cisco edge devices. In addition, the State of West Virginia has Cisco as its standard for wide area network (WAN) routers. The distinction between the LAN and WAN environments is the difference between edge devices and core networking equipment. Any device that

connects an agency's network to the State's backbone or a WAN, using for example frame relay, ATM, fiber or leased lines, MUST be a Cisco product per the State's standard.

## 2.2 Required Equipment and Services

The Contract resulting from this Request for Quotation will address only the State's networking needs for the procurement of equipment related to wide area networks (WAN) infrastructure. Equipment and services under this contract will be acquired by a secondary competitive bid process as defined in Section 2.3 of this Request for Quotation. Vendors meeting the mandatory requirements contained herein, will be issued a Contract. The secondary competitive bid process will be limited to Vendors holding Contracts awarded as a result of this solicitation.

**This contract will not be used for the purchase of IP telephony equipment.**

## 2.3 Secondary Competitive Bid Requirements

The State utilizes the WVOT Bulletin Board to manage the secondary competitive bid process. This site is accessible only to those Vendors who have been awarded Contracts under this Request for Quotation.

### Secondary Competitive Bid Process:

2.3.1 The Agency will identify a need and provides specifications to the Contract Administrator to be placed for secondary competitive bid.

2.3.2 The Contract Administrator will review the specifications and if acceptable, will post the specifications on the WVOT Bulletin Board.

2.3.3 Inquiries regarding technical specifications of the solicitation request MUST be submitted in writing to the Contract Administrator with the exception of questions regarding the solicitation submission which may be oral. The deadline for technical specification inquiries will be set in the request for secondary competitive bid. Any technical inquiries received will be answered by formal written addendum issued by the Contract Administrator after the deadline has lapsed.

2.3.4 The Vendor MUST submit the bid by the bid opening date and time specified in the specifications. Any bid received after the stated response time will be disqualified.

2.3.5 The Vendor MUST meet all the mandatory requirements contained in the bid specifications and those contained in this Request for Quotation in order to be considered for award. By responding to the bid, the Vendor is guaranteeing that the bid meets or exceeds these requirements. Proof of adherence to any mandatory requirement must be submitted upon the request of the Contract Administrator or the Purchasing Division.

2.3.6 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.

2.3.7 The Vendor should total his bid. In the instance where an error is made in the Vendor's math, the unit price SHALL prevail.

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

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

2.3.10 The Contract Administrator and Agency will review the submitted bids and make an award to the lowest responsible bidder meeting all of the mandatory requirements using a WV-39 Release Order as defined in Exhibit 3 of this document.

## 2.4 Delivery

The Vendor must agree to deliver and install all equipment on contract 30 to 45 days after receipt of a viable procurement document. If the vendor believes that delivery will be longer than 45 days, he must contact the agency within seven (7) business days after receipt of the order to discuss the reason for the delay and a new projected delivery date.

## 2.5 Ordering and On-line Tools

2.5.1 The Vendor must be capable of providing an online configuration tool that provides detailed product and service configurations including detailed pricing. Access to this tool should be made available to all State entities without purchase commitment. Please provide a description of how it works.

2.5.2 The Vendor must provide an online tracking tool that provides State agencies with the ability to track ship dates and invoicing information. Please describe.

2.5.3 During the term of the contract, the vendor may be asked to provide a secure online order placement tool that will give State agencies the option of online procurement. The Vendor SHOULD explain their security practices and experience with online order placement. The total amount of business transactions placed with online procurement in the past year SHOULD also be included.

2.5.4 The Vendor MUST also have the ability to accept orders by e-mail, mail, telephone, facsimile, or in paper form.

## 2.6 Payment and Invoicing

### 2.6.1 Payment

The Vendor **MUST** accept the State of West Virginia Purchasing Card for payment by all authorized State agencies for purchases against this contract that are less than \$2,500.

2.6.2 The costs quoted **MUST** match the invoice to insure timely payment. The Vendor **MUST** provide their escalation procedures for problem resolution including time frames, contact names and phone numbers. This should be included with the Vendor's bid response.

## 2.7 Parts

The Vendor must stock parts and spares locally in West Virginia for repair purposes. The vendor must provide the location where they will stock these parts and spares and describe the procedure on how and when the inventory will be restocked.

2.8 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.

## 2.9 Warranty

2.9.1 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.

2.9.2 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.

2.9.3 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.

2.9.4 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.

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

2.9.6 If the agency specifies on-site warranty, and the Vendor responds positively to the bid, the Vendor **SHALL** "fix" the equipment on-site. If the equipment is not repaired within eight (8) business hours, the Vendor **SHALL** supply a "loaner" of equal to or better than, speed and capacity, unless declined by the agency. Loaner equipment will be available to the agency to use until the original

equipment is returned and working to the satisfaction of the agency. This loaner requirement applies to the switch, and any other major components. The Vendor will supply the switch, but the agency will be required to load any software over and beyond the software installed on the machine as originally purchased. The agency may request the Vendor to load additional software at their billable hourly rate.

2.9.7 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.

2.9.8 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.

2.9.9 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.

2.9.10 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.

## 2.10 Reporting

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.

## 2.11 Support

2.11.1 The vendor must have the capability of providing 7 day/week, 24 hour/day support of the hardware and software procured from this contract, and shall have the capability to provide remote diagnostics.

2.11.2 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.

### **3.0: QUALIFICATIONS, EXPERIENCE, AND REFERENCE REQUIREMENTS**

3.1 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. The Contract Administrator may request proof of certifications at any time during the term of this contract.

3.2 Agencies may require additional specialized certifications on certain bids. The vendor must be able to provide technicians (either on staff or subcontracted) with the requested certification to be considered for award on those procurements.

3.3 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.

3.4 If the vendor is a reseller and is providing maintenance, they must be authorized to provide the agency with access to Cisco Technical Assistance Center (TAC).

3.5 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 should be from within West Virginia.

### **4.0: PROPOSAL FORMAT**

The bid format should be as follows:

4.1 Title Page – This page should be a letter from the vendor stating the RFQ subject and number, the name of the vendor, the vendor's business address, telephone number, name of authorized contact person to speak on behalf of the vendor, and e-mail address of that contract person, and confirming that the vendor meets all mandatory requirements of the bid.

4.2 General Requirements for Cisco vendors – Cisco vendors must provide a) a letter from Cisco 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.

4.3 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.

#### **5.0 ADDITIONAL REQUIREMENTS**

5.1 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.

**5.2 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.**



VENDOR PREFERENCE CERTIFICATE

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

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

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

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

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

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

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

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

RFQ No. 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 exceed five percent of the total contract amount.

**EXCEPTION:** The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

**WITNESS THE FOLLOWING SIGNATURE**

Vendor's Name: Insight Public Sector

Authorized Signature: *Moss Wood* Date: 3-20-2011

State of Ohio

County of Franklin, to-wit:

Taken, subscribed, and sworn to before me this 20 day of March, 2011.

My Commission expires 5-30-11, 2011.

**AFFIX SEAL HERE**

**NOTARY PUBLIC**

*Alessa Woods*

