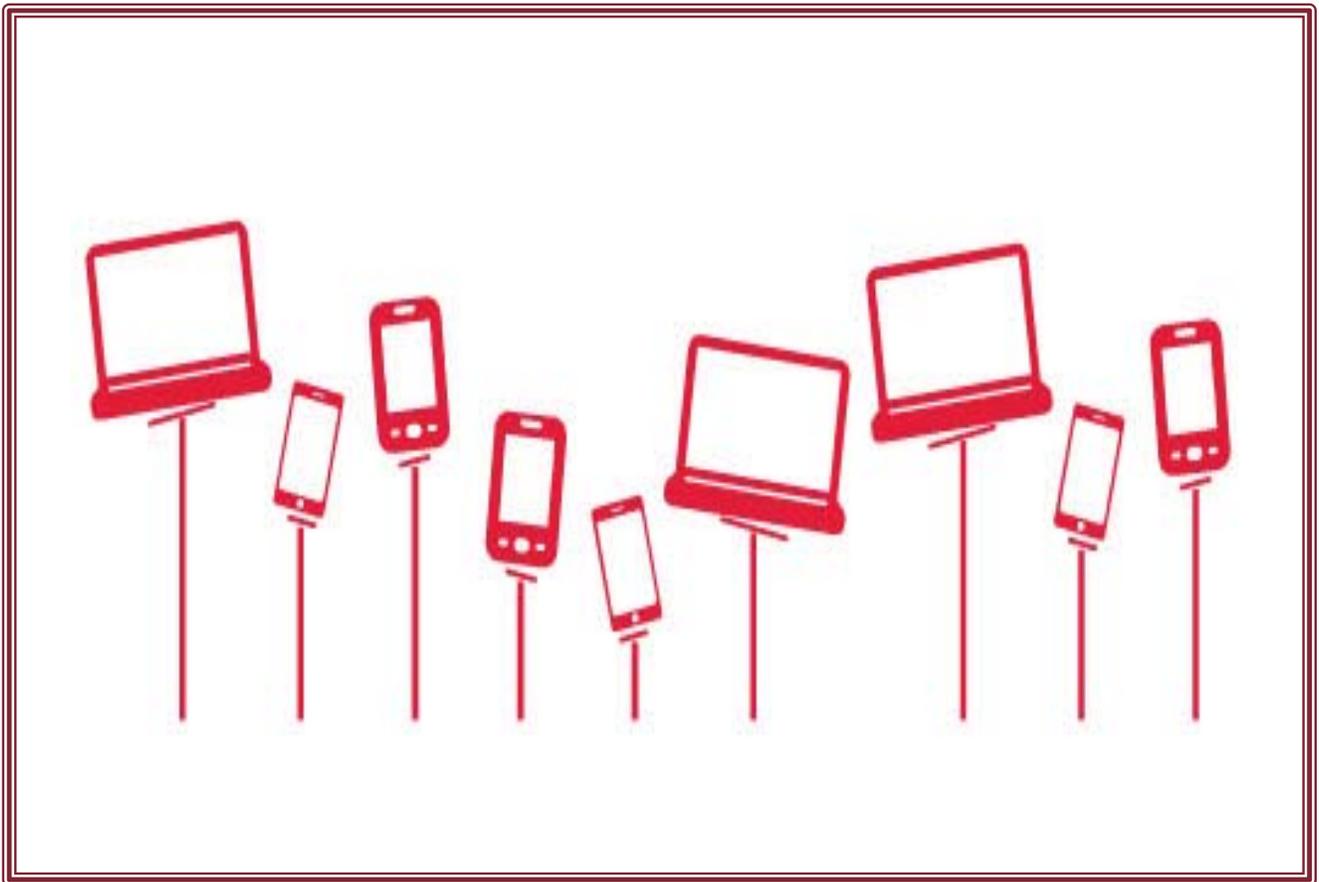


City of Charlotte

Technology Products and Related Services

December 14, 2016

Electronic Copy



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Vernon Hills, IL 60061*





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Vernon Hills, IL 60061
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Toll-Free: 800.808.4239

www.cdwg.com/PeopleWhoGetIT

City of Charlotte
Procurement Management Division
600 East 4th St. CMGC 9th Floor
Charlotte, NC 28202

December 14, 2016

RE: Technology Products and Related Services, RFP # 269-2017-010

Dear Ms. Poulton,

The City of Charlotte ("the City") is soliciting Proposals that will enable the City to determine which Company best meet the City's needs for technology Products and Services. CDW Government LLC's ("CDW•G's") experience with the CCPA Technology Products and Associated Services contract differentiates our partnership. Awarding CDW•G this contract means "business as usual" for your dedicated CDW•G account team of Jeff Grey and Kyle Irwin—they are intimately familiar with the City's personnel and processes, enabling them to leverage their past experience to not only meet, but far exceed this contract's needs.

The proposal that follows offers a discount off CDW•G's advertised price for products based on category, and hourly service rates for services associated with the proposed products. As the City's products and services partner, CDW•G's approach to services projects encompasses procurement of your software and hardware, installation and de-installation, configuration, delivery and maintenance.

Individual Authorized to Contract with the City

Name: Tara K. Barbieri, Director, Program Sales
Address: 2 Corporate Dr, Suite 800, Shelton, CT 06484
Contact: tara@cdwg.com (Email), 203.851.7044 (Telephone), 847.990.8058 (Fax)

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered, is true, accurate, and complete.

Should you have any questions regarding this response, please contact your dedicated proposal specialist, John Moss, at 312.547.2453 or johnmos@cdw.com.

Sincerely,

Tara K. Barbieri

Director, Program Sales



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Proposed Solution

Given the purpose of this project and the City's goals as stated in this RFP, provide a creative solution to meet such goals. For each component of the Project described in Section 3, state whether and how your Proposed Solution complies as well as any additional information requested. If you wish to add supplemental information, it shall be labeled "Supplemental Information."

3.2. Technology Products

Requirement

The Products required include, but are not limited to:

- Desktop printers
- Scanners
- Projectors
- Smartboards
- Plotters
- Tablet computers (i.e. Microsoft SurfacePro®)
- Ruggedized tablet and laptop computers (i.e. Panasonic Toughbooks ® and ToughPads ®)
- Basic video cameras and components
- Security cameras and components
- Wireless cameras and components
- Servers
- Computer peripherals (keyboards, mice, speakers, cords, adapters)
- Power protection (uninterruptable power supply)
- Audio/visual equipment (televisions, speakers, amplifiers, switching, audio recording and microphones)
- Mobile and wireless communications equipment and related peripherals (modems)
- Network hardware (identity engines, switches)
- Commercial off the shelf (COTS) software
- Services related to the above

All Products shall be provided in new condition. City of Charlotte-specific standards for the above items, where applicable, are included as Exhibit B. Where no standards are included, the City does not have specific standards for those Products at this time.

This Project does not include the following items:

- Dell products and services
- Cisco products and services
- Motorola products and services
- Firewall products and services

Response

A key benefit of working with CDW•G is that we provide convenient one-stop shopping for CCPA end users. We currently carry more than 100,000 top name-brand products from more than 1,000 leading IT manufacturers. CDW•G is a principal source of technology from leading manufacturers including Acer, Adobe, APC, Apple, Dell EMC, HP, IBM, Lenovo, Microsoft, NetApp, Panasonic, Quantum, Samsung, Sony, Symantec and ViewSonic.

CDW•G lines of business include, but are not limited to:

DESKTOP AND LAPTOP PC'S	PRINTERS AND PLOTTERS	SECURITY HARDWARE/SOFTWARE
RUGGEDIZED MOBILE DEVICES	TABLETS	COMPUTER PERIPHERALS
THIN CLIENTS	WIRED AND WIRELESS NETWORKING	COMPUTER COMPONENTS
MONITORS	PROJECTORS	POWER PROTECTION (UPS)
SERVERS	VIDEO CONFERENCING	DATA PROTECTION (REPLICATION AND BACKUP)
STORAGE	TELECONFERENCING	VIDEO CAMERAS
SCANNERS	ANALOG PHONES	AVL
DATA CENTER FACILITIES (RACKS, FIRE SUPPRESSION, ELECTRICAL, HVAC, GENERATOR, PHYSICAL ACCESS CONTROLS)	VOIP PHONES	COMMERCIAL SOFTWARE
VIRTUALIZATION PRODUCTS	SYSTEM AND NETWORK MANAGEMENT TOOLS	DATABASE PRODUCTS

The CCPA's needs are currently met through CDW•G's online ordering capabilities, quick product turnaround from our two large on-site inventories, flexible reporting functionality,

extensive configuration services, advanced technology solutions, onsite services, product protection, and pre- and post-sales customer support. We currently help the City develop and implement the best total solution for its agencies.

Dedicated City of Charlotte Account Team

The City of Charlotte has a CDW•G account team that is committed to providing outstanding customer service and support. We are an extension of your organization by supporting your daily IT procurement needs and helping to plan for future initiatives.

The City's account team includes Senior Account Manager Jeff Grey, Field Account Executive Kyle Irwin, Business Development Manager Kevin Cucuel, and Program Manager Yolanda Blomquist. Account teams in other CDW•G verticals including Higher Ed and K-12 are available to assist CCPA end users. We have over 350 Inside Account Managers and 33 Field Account Executives devoted exclusively to SLED customers nationwide. In addition to these highly trained individuals, the City will have access to supplemental resources including a team of industry-certified technology engineers available to consult with the contract users about any of the products or services offered. A team of CDW•G technicians are available for tech support to any CCPA technology user that needs assistance on hardware purchased from CDW•G.

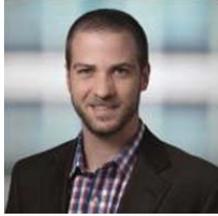
The City's Dedicated CDW•G account team is detailed below:



Jeff Grey
Senior Account
Manager

P: 866.833.9532
F: 847.990.8104
E: jeffgre@cdwg.com

Your primary point of contact is Jeff Grey, who is highly trained to address your questions and concerns. Jeff is available on an as-needed basis to tackle all of your product quote, order placement, and problem resolution needs. Having managed numerous government contracts in the North Carolina region, including the CCPA Technology Products and Associated Services contract, he is extremely familiar with the processes, challenges, and needs that are specific to CCPA members. He has completed an intensive training program focused on sales consulting, product training, operational systems and customer services. Jeff regularly attends ongoing training programs to ensure that he stays up-to-date on the latest technologies and changes in the industry.



Kyle Irwin
FAE

P: 919.272.6083
F: 847.990.8186
E: kyleirw@cdw.com

North Carolina-based field account executive (FAE), Kyle Irwin serves as your other primary point of contact and is dedicated to ensuring your total satisfaction. Kyle works in tandem with your account manager Jeff, CDW•G's technology specialists, and your manufacturer partners of choice to provide valuable consulting services and outstanding sales support. Kyle services as a local resource for the City and will be available to arrange to visit your site(s) for project deployment, technical expertise, road mapping, business reviews and other meetings, on a regular or as-needed basis.



Kevin Cucuel
**Business
Development
Manager**

P: 866.613.1173
F: 847.990.8083
E: kevicuc@cdw.com

Jeff and Kyle report directly to Kevin Cucuel, the business development manager who oversees the City's sales team. Kevin will serve as an escalation point for issue resolution and for access to special resources if needed. Kevin shares best practices information and provides coaching and development opportunities to his inside account management team, which includes 20 account managers and field account executives devoted to supporting state and local customers in the region.



**Yolanda
Blomquist**
Program Manager

P: 312.705.1880
F: 312.705.4680
E: vaguilar@cdw.com

The City also has a program manager, Yolanda Blomquist, assigned to your CDW•G account team. Yolanda focuses on CDW•G remaining compliant with our CCPA contract and government regulations, as applicable. Yolanda has been preparing quarterly contract reports for the City since the CCPA was awarded to CDW•G in 2012. Having been with CDW•G for over 10 years, Yolanda has deep experience managing large contracts, including the CCPA Cisco Products and Services agreement with CDW•G. She has the training and demonstrated experience to assist with the CCPA's contract needs.



Additional support includes telephone and online technical support on hardware and operating systems for five years after the date of purchase, dedicated customer relations representatives that provide support on post-sales inquiries, and eProcurement support resources. For more information, please reach out to Jeff Grey at Jeffgre@cdwg.com.

CDW•G Technical Support

P: 800.383.4239
E: support@cdw.com

Customized CDW•G Account Center

The City's CDW•G Account Center is a suite of website features and information designed to make IT purchases easy. Authorized users and administrators will benefit from an easier and more cost-effective method of ordering, tracking and managing IT purchases. Administrators will benefit from enhanced product and pricing standardization, purchase approval processes, and asset management. Please see the 'Supplemental Information' section on pg 80 of our proposal for additional information on CDW•G's account center features.

CDW•G's valuable manufacturer relationships, breadth and depth of technical expertise, quick and accurate product fulfillment capabilities, dedicated account support, and performance enhancing online tools present a superior and total solution for the CCPA.

As a current CCPA contract holder, CDW•G has unique and proven experience in addressing the needs of the Lead Public Agency. We are familiar with your contract and reporting requirements, and have demonstrated our commitment to CCPA end users. Unlike vendors who may be unfamiliar with CCPA requirements and as a result, require a longer contract ramp-up time, CDW•G already has the resources in place to deliver superior service and support from Day 1. We are dedicated to North Carolina customers, having provided IT solutions to local and statewide government agencies throughout the state for over a decade.

CDW•G will continue to remain ahead of the curve with marketplace changes, expand and enhance our value proposition, and better serve your ongoing technology needs. We are confident that the City of Charlotte recognizes the outstanding value in CDW•G that

positions the CCPA Technology Products and Related Services Contract for future growth and success.

3.3. Technology Services

Requirement

3.3.1. Product-Related Services.

Participating Public Agencies may require Services directly related to the Products listed in Section 3.1 including, but not limited to, implementation, customization, installation, basic maintenance and repair, consulting, project management and applicable software licenses.

Response

With IT budgets shrinking, organizations have been outsourcing more and more of their IT functions because it makes economic sense. The City can save time and resources by engaging CDW•G to perform many services at which we excel, allowing its members to focus on their core business.

CDW•G will support the City and Participating Public Agencies with a suite of critical IT services, designed and delivered by our teams of highly-trained Technology Specialists, Technicians, Solution Architects, Engineers, Project Managers, Consultants, and other resources, with solutions from our industry-leading partners.

These services include:

Configuration Services

We have more than 25 years of experience in configuration services and over 150 highly trained and certified engineers and technicians ready to help the City with its configuration services.

CDW•G operates redundant, environmentally controlled ISO 9001- and ISO 14001-certified centers in Vernon Hills, IL, and Las Vegas, so you'll get faster service and more affordable shipping. If one of our centers were to go down, we have the capacity to easily transfer your order to the other one.

CDW•G's Configuration Centers roll out 1,820,000 products every year, more than 7,000 custom units a day, thereby saving our customers time and resources. Our custom-configured products are plug & play-ready right out of the box. CDW•G will help you save time and money by offering:

- **Hardware Integration** Including installation of memory, hard drives, NIC cards, video cards and a variety of other components.

- **Software Configuration** Your computers, mobile devices and servers will come with OSs and apps pre-installed. We offer White Glove Service to prep and provision Chromebooks.
- **Custom Imaging** Including image creation, maintenance and deployment, we can host a secondary server to connect to your SCCM or other image deployment server via VPN. Customizable options include pre- and post-imaging tasks like domain join and security upgrades.
- **Rack Configuration** We mount and configure your network and security devices, rack-mount servers, chassis blade servers, storage, KVMs, UPSs and PDUs into a rack structure, then cable and label before shipping.
- **Custom Engraving** Your logos and other important information can be engraved onto notebooks, mobile devices and other equipment.
- **Asset Tracking** We can apply your asset tags, our own standard tags or customized tags and perform data capture services. Extensive information on your devices is available via the Asset Tracking and Reporting Services functions on your CDW•G Account Center.
- **Burn-in and Diagnostic Services** We run your devices for 12–48 hours to ensure all components are working properly.
- **Custom Packaging** This includes kitting, palletization, inserts and welcome letters, and box labeling.
- **Warehousing** Storage space is available for purchased equipment.

All items that enter the configuration centers, even if they have only been asset tagged, must go through a comprehensive quality assurance check. The benefit of all these configuration services is that your products will arrive ready to go right out of the box, maximizing your employees’ productivity and minimizing downtime.

Professional Services

CDW•G performs professional services across the country, ranging from simple client system deployments to more robust data center and network infrastructure implementations. We have more than 1,000 engineers, more than 30 service offices, and a national traveling team available to meet our customers’ professional technology requirements.

Assessment, Planning, and Design	Most of our projects begin with either an assessment or planning and design session. Our architects review your needs and perform an evaluation of your existing environment to develop a comprehensive solution to meet your particular project objectives.
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<p><i>Client Computing Installation</i></p>	<p>Our installation services can help take the burden off your busy IT staff. We can help install and deploy new desktops, notebooks, and printers quickly and easily. We also assist with uninstalling and moving of existing equipment, configuration services, and advanced IT support (if needed) to ensure a custom solution that fits your environment.</p> <p>Don't have the physical space to store your new technology? Ask us about our convenient staging option: We can store your equipment safely in our warehouse and ship to your organization in scheduled increments.</p>
<p><i>Data Center Installation</i></p>	<p>We can help you optimize your data center with implementation services around your server, storage, power, and cooling technologies.</p>
<p><i>Network Installation</i></p>	<p>Whether it be WAN or LAN, wired or wireless, we are ready to help you implement new network technology smoothly and efficiently.</p>
<p><i>Security</i></p>	<p>In addition to offering a comprehensive security assessment, our security specialists can help ensure that your security solution is properly designed and implemented.</p>
<p><i>Unified Communication And Collaboration Services</i></p>	<p>Communication is the lifeblood of every business. Whether workers are collaborating with colleagues down the hall or solving problems for customers across the ocean, success depends on being able to gather, share and apply knowledge. Our experts will assess your business needs and help you design and implement a custom unified communication and collaboration (UCC) plan.</p>

Project Management

CDW•G believes a successful project is one that meets project objectives, is delivered on time, within budget, and with high customer satisfaction. Since we use our Project Management Institute (“PMI”) based methodology for all of our services engagements, the City can expect all of our projects to have a consistent feel with a high level of quality.

We have 134 coworkers that hold various levels of PMP Certifications granted by the Project Management Institute. Through our experience with complex projects such a network design/build to VOIP solutions, CDW•G has refined an implementation methodology that uses project management best practices combined with real-world lessons learned. Our methodology has resulted in a standard for how we choose the people we hire, the way we structure our project teams, and the project milestones we set for customer acceptance. We believe effective project management requires careful attention to the following plan elements and an appropriate level of communication between project participants. Our project plan includes the following components:

- Scope of Work
- Project Schedule
- Communication Plan
- Statement of Work
- Risk Management Process
- Change Management Process
- Issue Management Process
- Assumptions
- Deliverable Management
- Customer Responsibilities
- Customer Environment
- Partner Management
- Project Acceptance
- Contract

Managed Services

Our portfolio of managed services offerings can meet whatever your needs may be, whether your applications and infrastructure are hosted in your data center, in the public cloud or in some combination of both. CDW•G provides day-to-day management of your security infrastructure, servers, SAN, operating systems, databases, and select applications at your location or at one of CDW•G's data center. CDW•G has a large team of highly-skilled and certified Engineers and Project Managers at our six data centers. Two of our data centers are located in the Madison, Wisconsin area, one in Milwaukee, one in Minnesota, one in Chicago, Illinois, and one in Dallas, Texas. By allowing your IT staff to focus on core projects rather than system maintenance, you help control costs and reduce staff overload. Our managed services conform to industry-leading service level metrics so you can be confident that you are getting the best management of your infrastructure and systems to meet your exact business and technical requirements.

Alternatively, with CDW•G's hosting services your organization can take advantage of CDW•G's high-performance, fault-tolerant network and systems infrastructure, providing unlimited, on-demand bandwidth. CDW•G's extensive physical and network security, dedicated connectivity and worldclass monitoring and support enables your organization to increase capacity on demand and eliminate wasted capital expenditures.

Managed Services for On-Premises Applications and Infrastructure

- Collaboration applications such as Microsoft Exchange
- Core infrastructure such as servers, storage, wired and wireless networking, operating systems, and databases, including converged infrastructure appliances
- Connectivity for international WAN services, global IP services, custom fiber, hosted VoIP/SIP and low latency support
- Mobile applications, devices and OSs

Managed Services for Public Cloud

Applications and Infrastructure

- Software as a Service collaboration applications such as CDW Cloud Collaboration, Microsoft® Office 365™ and Google Apps
- Infrastructure as a Service providers such as AWS™, Microsoft Azure™, and VMware vCloud® Air™
- Colocation and hosting services
- Other cloud-enabled services such as Desktop as a Service, Backup as a Service, Disaster Recovery as a Service and Security as a Service

Software Licensing and Management

CDW•G has software licensing and management resources to help you develop the right software strategy to fit your current situation, maximize your software investment, and minimize unnecessary software licensing purchases moving forward. CDW•G's top software partners include:

- Adobe

- Symantec
- VMware
- IBM
- Citrix

Our Software Licensing Specialists' proactive approach to evaluating licensing options through aggregation, vendor consolidation and proactive contract management help you realize cost savings you can put back into your IT budget.

Warranty and Maintenance Services

Your CDW•G Account Managers and Service Specialists consult with end-users regarding the best programs and services to maximize equipment reliability and life expectancy, and operational efficiency.

- Our comprehensive suite of product lifecycle support offerings include:
 - Warranty extensions and upgrades
 - Post warranty support
 - Accidental damage protection
 - Maintenance contract agreements
 - Post-sale technical support
 - Product and certification training
 - Onsite repair
 - Depot repair
 - Help desk services

Requirement

3.3.2. Other Services.

Participating Public Agencies may require other Services from time to time including, but not limited to, commercial off the shelf (COTS) software related maintenance and support.

Response

CDW•G has the ability to offer the City and PPAs Total Software Management services. From the initial planning and design of your solution to its implementation, we have you covered through the full lifecycle. We can even help with ongoing contract maintenance. So when it comes to software licensing, you'll always have what you need.

Our fourfold process helps you get the most out of your software investment.

1. ASSESS

Taking a look at your current usage, CDW•G determines your needs and develops a strategy to address gaps. This can take two different forms.

- Our **Software License Review** will show you your license position and renewals dates across all major publishers to identify opportunities to consolidate agreements.
- Our **Software Asset Management (SAM)** tool powered by Snow Software® performs a comprehensive audit of all of your devices and creates an inventory of all software.

2. DESIGN

We recommend software that aligns with your organizational goals and helps you test its efficacy.

- In our **Planning and Design Sessions**, we run a series of tests that determine which solutions best meet your organizational and technical needs.
- We also perform ROI assessments, determine the cost of implementation, assess the steps you'll need to take before implementation and review goals.

3. DEPLOY

Our experts help you migrate from old software, and install and integrate your new solution.

- Our **Deployment Planning** services can help with the scheduling and implementation of a new software solution, which in turn gives IT more time to focus on organizational goals.

4. MANAGE

Our experienced professionals help you manage your licenses, vendors and the software itself.

- Our **Contract Management Roadmap** plots your contract renewal and review dates on a timeline, so you'll always know when action is required.

Requirement

Some Services may require a unique scope of work, pricing and specific terms.

Response

Added to our services capabilities described above, CDW•G has the knowledge, resources, and ability to develop and deliver Services that require a unique scope of work, pricing and specific terms. We have a team of Service Contract Specialists and Service Contract Negotiators dedicated to drafting, editing, reviewing, and negotiating service contracts to meet the specific needs of our customers.

We are able to work with CDW•G Solution Architects and CDW•G Partners to create unique project scopes and provide a wide range of services. The contracts team works with customers and partners to develop pricing options suitable to different projects and to customer needs. In addition, CDW•G has legal resources to negotiate customer-specific terms and project-specific terms for our customers. The contracts team handles service contracts from initial drafting to full execution of a statement of work as shown in figure 1, ensuring the customer’s experience is streamlined and services can begin in a timely manner.

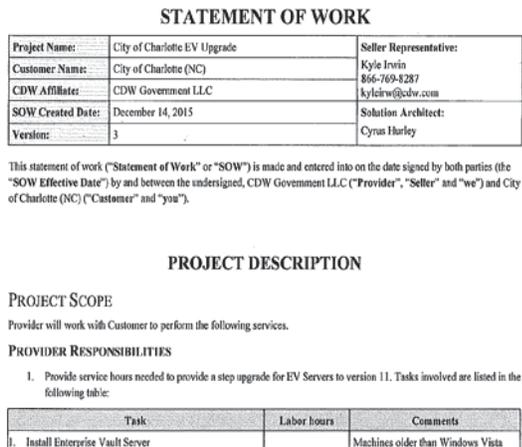


Figure 1. Previously Executed CDW•G and City of Charlotte Statement of Work. CDW•G has a team dedicated to addressing Services opportunities requiring a unique scope of work, pricing, and specific terms.

3.4. Quantities

Requirement

Participating Public Agencies reserve the right to purchase according to actual need and do not guarantee quantities. Multiple orders will be placed on an as needed basis during the term of the Contract.

Response

CDW•G is very familiar with Indefinite Delivery/Indefinite Quantity (“IDIQ”) contracts. With our experience on the most recent City of Charlotte Technology Products and Associated Services contract, we are confident we can continue to handle City and Participating Public Agencies’ purchases that reflect actual need and do not guarantee quantities. From a few laptops to a government security initiative to a full IT refresh, CDW•G is capable of processing and shipping purchases of all kinds and sizes.

We have two large strategically located distribution centers controlled by a state-of-the-art Warehouse Management System (WMS) that ensures speed and accuracy throughout the order fulfillment and distribution processes. CDW•G has a 450,000-square-foot distribution center located at our headquarters in Vernon Hills, IL, as shown in figure 2, and a 513,000-square-foot distribution center located in North Las Vegas, NV. These locations facilitate quick distribution of products to our customer base in the City of Charlotte, the state of North Carolina, or just about anywhere in the country.

Participating Public Agencies in North Carolina can expect most of their shipments to come from the Vernon Hills (VH) distribution center, which focuses on distributing products to customers east of the Mississippi River, while the Las Vegas (LV) distribution center, which primarily serves the western part of the United States, will be there to provide inventory and shipping support when needed.



Figure 2. Our Vernon Hills Distribution Center. CDW•G’s two distribution centers allow for stocking and shipping more than 100,000 top brand-name products from more than 1,000 leading manufacturers.

Facts about CDW•G’s Distribution Centers:

How many boxes can CDW•G process per day?

- Five miles of conveyor in Vernon Hills can process 45,000 boxes per day
- Seven miles of conveyor in Las Vegas can process 50,000 boxes per day

How many units can CDW•G process per day?

Capacity to process 330,000 units per day

- 150,000 units at the Vernon Hills facility
- 180,000 units at the Las Vegas facility

What were CDW•G's 2015 averages?

2015 Daily average of Units shipped:

- VHDC = 101k
- WDC = 46k

2015 Daily average box count of 38k

- VHDC = 26k
- WDC = 12k

2015 total units shipped by CDW Distribution Centers = 37.3M

2015 total boxes shipped = 9.7M

What is CDW•G's shipping accuracy?

UPC barcode scanning and in-line barcode scanning for unsurpassed shipping accuracy and efficiency

- 98% Inventory Accuracy
- 99.7% Shipment Accuracy

What is CDW•G's capacity to ship?

The Capacity to ship is up to 54,000 boxes daily.

How close to capacity has each distribution center reached?

Vernon Hills distribution center has shipped 37,000 boxes in a single day

Las Vegas distribution center has shipped 17,000 boxes in a single day

3.5. Environmental Purchasing Requirements

Requirement

The City promotes the practice of Environmentally Preferable Purchasing (EPP) in acquiring products or services. Companies must provide certification of environmental standards and other environmental claims, such as recycled content and emissions data or a formal statement signed by a senior company official.

Products shall include the following environmental attributes wherever possible or appropriate:

- Energy efficiency
- Lifecycle management
- Reduced packaging
- Recycled content packaging
- End of life management

Companies able to supply products or services containing any of the applicable environmentally preferable attributes that meet performance requirements are encouraged to offer them in the Proposal in Section 6, Form 9.

Response

While CDW•G does not manufacture products, we are still very conscious of our impact on the environment through operations that include distribution and powering data centers. Our commitment to the environment can be found in the following certifications and initiatives aimed to minimize CDW•G's ecological footprint:

- ISO 14001:2004 Certification
- beGREEN Program that fosters a culture of environmental responsibility among coworkers and encourages employees to reduce, reuse and recycle
- Sustainability initiatives that include:
 - Lighting & Energy Management
 - Waste Management
 - Eco-friendly Alternatives
 - Coworker Engagement
- Recycling
- Packaging & Transportation
- Energy Efficiency in our Data Centers

ISO 14001:2004 Certification



We are proud to report that CDW•G's distribution centers are ISO 14001 certified – the international standard for environmental management systems. This certification has been awarded to CDW•G's distribution centers located in Vernon Hills, IL. and North Las Vegas, NV.

CDW•G is committed to sustaining a strong environmental policy that helps protect the environment and provides our customers with an efficient and cost-effective way of doing business," said Jon Stevens, senior vice president, operations and chief information officer at CDW•G. "We are honored to receive this certification as a validation of these ongoing efforts, and we appreciate our coworkers' dedication to serving the needs of our environment and customers."

CDW•G's Environmental Management System (EMS) establishes a common reference for communicating environmental management issues between CDW•G and its partners, customers, regulators and other stakeholders. Further, this system provides organizational structure, practices, procedures, training, processes and resources for implementing, reviewing and maintaining CDW•G's environmental policy.

For more Information about CDW•G's ISO14001:2004 certification, please contact ISO14001@cdw.com.

beGreen



CDW•G recognizes the need for responsible environmental management and conservation of resources and has demonstrated its commitment to environmental management

and principles of sustainable development through its beGreen program. The beGreen program provides coworkers with a platform to reduce, reuse and recycle in an effort to make CDW•G's operations leaner, more efficient and more environmentally responsible. CDW•G is committed to reducing energy demands, managing energy consumption and reducing environmental impact, while realizing economic growth and opportunities. CDW•G continually works to develop our efficiencies, waste reduction and comply with ISO 14001 standards. Since the inception of the program, CDW•G has seen overwhelming coworker participation in beGreen. They have the opportunity to share their green ideas with CDW•G and organize our sustainability goals.

Coworkers have consistently responded to the campaign with suggestions, ideas and questions. The feedback has been positive and the level of participation has surpassed our expectations.

CDW•G has a cross functional team of coworkers who contribute to the program management, the beGreen Team. The team consists of an Environmental Programs Manager who works with designated “Captains” and “Rangers” in multiple CDW•G locations nationwide. The Captains and Rangers, in turn, work to ensure the consistency and integrity of the beGreen program, as well as share feedback on concerns and support with each location’s needs. In the eight years since its inception, beGreen has continued to thrive and grow.

beGreen focuses on several key areas: coworker education, community awareness, recycling, resource conservation and ISO 14001 standard. We aspire to become an industry leader in environmental responsibility, because it’s the right thing to do. We’re proud of our innovative programs, strong recycling and the energy saving efforts that CDW•G has implemented and we continually improve upon these efforts.

Sustainability at CDW



In connection with the beGreen program, CDW•G continually improves upon our environmental sustainability. Here are some notable highlights regarding the many steps we’ve taken to make a difference:

Lighting & Energy Management:

- We upgraded our distribution centers and corporate headquarters to install energy efficient lighting and have seen a significant reduction in energy usage. Our distribution centers are also equipped with motion- controlled high bay lighting that powers off the lights after 12-15 minutes of inactivity.
- Our offices and Distribution Centers are outfitted with automated climate control systems that only run when the space is occupied to help ensure we don’t waste power after hours.
- The Vernon Hills Distribution Center’s conveyor system detects when a product has not been carried on the line for longer than 5 minutes and automatically shuts down until a coworker restarts the line.
- The Las Vegas Distribution Center’s control system is designed to monitor outside and inside temperatures and throttles the system up and down accordingly. In the spring and fall seasons, the system is able to use outside air for cooling.

- Day cleaning of offices and facilities was implemented throughout our Illinois offices and many of our extended locations to allow for HVAC systems and lights to be turned off earlier in the evening.
- In our Vernon Hills location, we added tankless water heaters to our Daycare/Fitness Center and to our café to reduce energy consumption by only heating water when needed.
- In 2015, the Las Vegas Distribution center has updated all of their 455 watt metal halide high bay light fixtures with 192 watt LED fixtures with motion control sensors built into the fixtures for improved control, to reduce power usage, and to minimize out impact on the environment.

Waste Management:

- CDW•G offers coworkers incentives to refill their drinking containers in our cafés to encourage the use of reusable bottles and cups.
- A company-wide, internal toner cartridge recycling program was implemented to ensure proper disposal of cartridges.
- CDW•G's Vernon Hills and Lincolnshire (headquarters) locations compost all back of the house materials from our cafeteria to gain enriched soil and remove the products from the landfill.

Eco-friendly Alternatives:

- Our maintenance crews replace petroleum-based degreaser products, when possible, with a citrus-based cleaner/degreaser that is made from natural products and is better for the environment.
- Our cleaning crews also use natural and vinegar-based cleaners in place of chemical cleaners that can be harmful to the environment.

Coworker Engagement:

- Multiple locations participate in our annual Earth Day celebration, intended to educate coworkers on sustainability by providing them with information and products. Additionally, CDW•G's participation in Earth Hour encourages everyone to adopt energy efficiency measures to consume less energy, water and other natural resources. These events are held to assist our coworkers in considering sustainable opportunities both at work and home.
- In 2013 and 2014, CDW•G added community involvement to its beGreen program by participating in the Vernon Hills, IL, Adopt-A-Roadway Program. Volunteers collected trash and debris to make our community a "greener" place to live and work.

Recycling at CDW•G

CDW•G reduces and eliminates waste, when possible, through recycling. All waste is safely and responsibly handled and disposed. We also reuse whenever possible to avoid the waste stream and recycling efforts. Our Distribution Centers employ programs that are designed to recycle corrugate, shrink wrap, wooden pallets and paper. In 2016, we recycled approximately 1,300 tons of corrugate, 1500 tons of wooden and plastic pallets, 157 tons of shrink wrap and 250 tons of paper¹. While fluctuations vary depending on the volume received each year, our recycling efforts have resulted in a consistent reduction in our waste hauls from three times a week to only twice a year. Due to comingled recycling the Las Vegas Distribution Center has realized a 96% diversion rate for waste.

As a part of our ISO 14001 certification, CDW•G set a goal for 2016 to reduce the impact of waste sent to landfills by ensuring recyclable items are properly disposed of through our network of recycling bins at our Vernon Hills Distribution Center. We will also work to maintain the 96% diversion rate at our Las Vegas Distribution Center.

Packaging & Transportation

CDW•G supports environmentally friendly shipping methods through efficient use of materials and natural resources. We achieve this through our shipping partners, recyclable packaging and smart packaging systems.



- Over 95% of our shipments use carriers that are enrolled in the EPA Smart Way Transport Partnership².
- Our pick-pack shipping containers are made of the maximum allowable amount of post-consumer recycled material and are 100% recyclable.
- We are also focused on increasing capacity utilization in our supply chain through effective transportation routing and carrier usage. CDW•G Logistics works to consolidate shipments with suppliers to limit the amount of movement and touches along the supply chain, which enables carrier partners to reduce their CO2 emissions.
- We use manufacturer packaging when possible, with more than 50% of our shipments being sent in the original manufacturer packaging, instead of being repackaged in new boxes.
- We have also redesigned our box estimation program to use the least amount of packaging necessary, while achieving industry best-in-class levels and ensuring customer satisfaction. Today, our systems take into account the dimensions and weight of product to maximize the amount of product put into each box.

CDW•G's Data Centers



CDW•G has an ongoing commitment to energy efficiency in our data centers. We test and implement new tools and programs to continuously improve our energy usage and to help control operational costs. Our data centers have performed key upgrades to allow us to enhance and measure these efficiency improvements:

- All light bulbs and ballasts have been replaced with high efficiency equivalents.
- Our Minneapolis office location installed a light timer that saves roughly 8 hours of “lighting time” daily. The estimated savings of having these 668 lights off for 8 hours per day translates to a savings of just under 20kWh of power saved daily.
- The HVAC systems in the Madison & Minneapolis office locations were redesigned to improve efficiency by allowing the air conditioners to consistently operate at their peak efficiency thereby reducing energy usage.

Power Usage Effectiveness (PUE) monitoring has been deployed in both the Madison and Minneapolis locations. This real time efficiency monitoring meets EPA standards for measuring data center PUE and provides CDW•G with a view of our energy efficiency so adjustments can be made while also gauging the effectiveness of our efforts. To date these efforts have paid off in our data centers and have resulted in the following savings:

- Air conditioning set points were increased by an average of 6 degrees, translating to a cooling utility savings of nearly 25%.
- Annual energy cost avoidance savings to date is over \$300,000 and growing.

3.6. Reporting Requirements

Requirement

3.6.1. CCPA Quarterly Reports.

The Company shall provide an itemized usage report including, but not limited to, Participating Public Agency name, category name, Product description, product number, quantity, list cost, percentage discount, unit cost, and extended cost of all Services and Products purchased under the Contract.

Response

As a current CCPA contract holder, CDW•G has a unique and proven experience in addressing the needs of CCPA. We are very familiar with your contract and reporting requirements and have the ability to change our reporting to fit the needs of CCPA and their end users. CDW•G will monitor all contract sales activity by authorized end users and report back to CCPA quarterly.

Your Program Manager, Yolanda Blomquist, will prepare all required contract reports based on the requirements and needs of CCPA. CDW•G currently provides custom reports to CCPA for the Technology and Cisco contracts as seen in figure 3. To our PDF electronic proposal submission we have attached a copy of our CCPA Technology Quarterly Reports for 2016 Q3 to demonstrate the level of custom reporting CDW•G can and already does provide the City.

Lead Agency / Participating Public Agency Name	Description	Part Number	Purchase Order Number	Order Date
CITY OF CHARLOTTE	HEARTLAND GGBI CARD INSTALL F/CF (4206242)	4206242	INSTALL ZERO DOLLAR	7/22/2016
CITY OF DURHAM TECH SOLUTIONS	TRIPP WALL MOUNT TILT 20" 55" PNL (3348651)	3348651	16056066	8/11/2016
CITY OF GREENSBORO	PANASONIC DVD DRIVE KIT F/CF-54 MK1 (3942457)	3942457	12288	7/7/2016
CHAPEL HILL POLICE DEPT	SONICWALL CMP GTWY SEC STE BLN SR 2Y (3807772)	3807772	HKGM299	6/24/2016
GUILFORD COUNTY	NETMOTION MOB PREM MNT (3169086)	3169086	167889	7/21/2016
MICLENBURG COUNTY SHERIFFS OFFICE	NETMOTION PREM MNT 1Y (2234698)	2234698	120394	6/8/2016
GUILFORD COUNTY SHERIFF	NETMOTION MOB PREM MNT (3169086)	3169086	171793	6/10/2016
COUNTY OF DURHAM	VMWARE VSPHERE 5 ESS+ KIT PONS (3203697)	3203697	17 385	6/15/2016
COUNTY OF DURHAM	VMWARE VSPHERE 5 ESS+ KIT PONS (3203697)	3203697	17 385	6/15/2016
COUNTY OF DURHAM	VMWARE VCTR ST REC MGR 6 PROD SUP CV (3652201)	3652201	17 385	6/15/2016
OAK RIDGE FIRE DEPARTMENT	INMOTION ONBOARD TRACKER SW HOSTED (3207158)	3207158	INMOTION BNDL	7/11/2016
ONSLOW WATER AND SEWER AUTHORITY	TREND A/G ENT SEC END A MNT 51 250 (3996783)	3996783	3982	6/11/2016
TOWN OF WASHAW	AGOV AUTOCAD 2017 1Y TERM GV SUB (4130005)	4130005	1812	6/3/2016
CITY OF SANFORD NC	CGI 3.5MM STEREO COUPLER F/F (1065056)	1065056	442-63300	6/2/2016
COUNTY OF DURHAM	VMWARE VSPHERE ENT PRCD SUP COV (3649015)	3649015	17 385	6/15/2016
COUNTY OF CURRITUCK	TREND A/G ENT SEC END A MNT 251-500 (3996784)	3996784	4840371	6/6/2016
CAROLINA EAST MEDICAL CENTER	DELL CTO OPT1 7040 (767007 32868 866 (4391293)	4391293	00030645055	7/26/2016
DURHAM COUNTY BOARD OF ELECTIONS	TRIPP USB 2.0 A/B CAB 3FT (540191)	540191	2017000126	6/8/2016
DURHAM COUNTY BOARD OF ELECTIONS	TRIPP USB 2.0 A/B CAB 3FT (540191)	540191	2017000126	6/8/2016
DURHAM COUNTY BOARD OF ELECTIONS	TRIPP USB 2.0 A/B CAB 3FT (540191)	540191	2017000126	6/8/2016
DEPT OF SOC SERVICES	GOV ADDRE ACROBAT DC PRO L1 9M (3666270)	3666270	20170953	6/26/2016

Figure 3. 2016 Q3 CDW•G CCPA Technology Quarterly Report. The City's Program Manager, Yolanda Blomquist, will continue to provide itemized usage reports of all Services and Products purchased under the contract.

Reports are tailored to your unique needs and will include details such as:

- Agency Name
- Ship To Address
- Reference Number
- Invoice Date
- Serial Number
- Manufacturer Part Number
- Item Description
- Quantity
- Advertised Cost
- Customer Number
- Item Number
- Customer P.O. Number

In addition, as a rich source of detail on purchase history, license agreements and asset tracking, your CDW•G Account Center's dynamic reporting function lightens the burden of generating reports. You can easily download reports in a variety of formats, including Microsoft Excel, CSV and tab delimited files. Or the City's dedicated account team of Jeff Grey and Kyle Irwin can serve as a main point of contact to pull up order histories for the City.

Requirement

3.6.2. Environmental Reporting.

The Company shall provide quarterly reports on all Products and Services purchased by the City or any other requesting Participating Public Agency on any item with an environmental element as described above.

Response

CDW•G understands the City's commitment to tracking its environmental purchases and its attention to acquiring products that meet a strict level of green performance standards.

Available upon request, CDW•G can work with our vendor partners to provide the City or any other requesting Participating Public Agency quarterly reports on items with the environmental elements as described above.

Section 6
Required Forms

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION

RFP # 269-2017-010

Technology Products and Related Services

Please acknowledge receipt of all addenda by including this form with your Proposal. All addenda will be posted to the NC IPS website at www.ips.state.nc.us.

ADDENDUM #:

1

2

**DATE ADDENDUM
DOWNLOADED FROM NC IPS:**

11/18/16

12/06/16

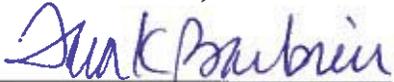
I certify that this proposal complies with the Specifications and conditions issued by the City except as clearly marked in the attached copy.

Tara K. Barbieri

(Please Print Name)

12/09/16

Date



Authorized Signature

Director, Program Sales

Title

CDW Government LLC

Company Name

Section 6 Required Forms

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM

RFP # 269-2017-010

Technology Products and Related Services

This Proposal is submitted by:

Company Name: CDW Government LLC

Representative (printed): Tara K. Barbieri, Director, Program Sales

Address: 230 N. Milwaukee Ave.

City/State/Zip: Vernon Hills, IL 60061

Email address: jeffgre@cdwg.com (Jeff Grey, Account Manager)

Telephone: 866.833.9532 (Jeff Grey)
(Area Code) Telephone Number

Facsimile: 847.990.8104 (Jeff Grey)
(Area Code) Fax Number

The representative signing above hereby certifies and agrees that the following information is correct:

1. In preparing its proposal, the Company has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination. For purposes of this Section, *discrimination* means discrimination in the solicitation, selection, or treatment of any subcontractor, vendor or supplier on the basis of race, ethnicity, gender, age, religion, national origin, marital status, familial status, sexual orientation, gender identity, gender expression or disability or any otherwise unlawful form of discrimination. Without limiting the foregoing, *discrimination* also includes retaliating against any person or other entity for reporting any incident of *discrimination*.
2. Without limiting any other provision of the solicitation for proposals on this project, it is understood and agreed that, if this certification is false, such false certification will constitute grounds for the City to reject the bid submitted by the Bidder on this Project and to terminate any contract awarded based on such bid.
3. As a condition of contracting with the City, the Company agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Company further agrees to promptly provide to the City all information and documentation that may be requested by the City from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the City to reject the bid submitted by the Company or terminate any contract awarded on such bid.

Section 6 Required Forms

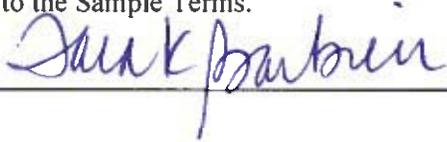
4. As part of its Proposal, the Company shall provide to the City a list of all instances within the past ten years where a complaint was filed or pending against Company in a legal or administrative proceeding alleging that Company discriminated against its subcontractors, vendors or suppliers, and a description of the status or resolution of that complaint, including any remedial action taken.
5. The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts.
6. It is understood by the Company that the City reserves the right to reject any and all Proposals, to make awards on all items or on any items according to the best interest of the City, to waive formalities, technicalities, to recover and re-bid this RFP.
7. This Proposal is valid for one hundred and eighty (180) calendar days from the Proposal due date.

I, the undersigned, hereby acknowledge that my company was given the opportunity to provide exceptions to the Sample Terms as included herein as Exhibit A. As such, I have elected to do the following:

Include exceptions to the Sample Contract in the following section of my Proposal: "Contract Exceptions"

Not include any exceptions to the Sample Terms.

Representative (signed): _____



Section 6 Required Forms

REQUIRED FORM 4 - PRICING WORKSHEET

RFP # 269-2017-010

Technology Products and Related Services

Regardless of exceptions taken, Companies shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the City will be responsible for.**

For purposes of this RFP, assume an initial term of three (3) years, with the City having an option to renew for two (2) additional consecutive one (1) year terms thereafter.

1. Technology Products.

Companies shall indicate below their offered discount off their then-current list cost on each Product category from Section 3.1 they provide and the URL where such current list costs can be found:

Category	%age off List Cost	URL
Desktop printers*	2.00%	Discount for all categories is % off CDW•G Publically
HP desktop printers	2.50%	Advertised Price listed at: www.cdwg.com
Scanners	3.50%	
Projectors	2.00%	
Smartboards	3.00%	
Plotters	2.00%	
Tablet computers	2.00%	
Microsoft Surface® tablets	2.50%	
Ruggedized tablet and laptop computers	2.00%	
Panasonic Toughbooks® and ToughPads®	2.00%	
Basic video cameras and components	3.50%	
Security cameras and components	3.00%	
Wireless cameras and components	3.00%	
Servers	2.00%	
HP servers	3.00%	
Computer peripherals	3.50%	
Power protection	2.00%	
Audio/visual equipment	2.00%	
Mobile and wireless communications equipment and peripherals	2.00%	
Network hardware	2.50%	
COTS software	3.00%	

*Please see the pages following Form 4 - Required Pricing Worksheet for additional CDW•G pricing

Section 6 Required Forms

Companies shall indicate whether they are providing lower pricing on Products than in their North Carolina state contract, if applicable.

2. Technology Services.

Companies shall indicate below their offered discount off their then-current list cost on both Product-related and other Service category as described in Section 3.3 and the URL where such current list costs can be found (add lines as needed):

Service Description	%age off List Cost	URL
Product-Related Services (Per Section 3.3.1)		
*Please see the pages following Form 4 - Required Pricing Worksheet for CDW•G services pricing		
Other Services (Per Section 3.3.2)		
*Please see the pages following Form 4 - Required Pricing Worksheet for CDW•G other services pricing		

3. Administrative Fees.

The Company shall pay the City a minimum of one percent (1%) quarterly Administrative Fee based on overall CCPA Program spend by the City and Participating Public Agencies during the term of the Contract and will include a report as mutually agreed to by the parties outlining the CCPA spend. The Administrative Fee shall be paid no later than thirty (30) days after the end of each calendar quarter during the term of the contract. Companies shall indicate their Administrative Fee below:

1.25 %

4. Pricing Incentives and Rebates.

The Company shall identify any incentives and rebates offered based on volume dollar amounts, core credits or other criteria below:

Rebate Description	Amount or Percentage

CDW•G Response to Required Form 4 - Pricing Worksheet

*Discount is % off CDW•G Publically Advertised Price listed at: www.cdwg.com

Pricing Categories	Price Index Discount*
<u>Systems</u>	<u>Discount</u>
Desktops	2.00%
Notebooks	2.00%
Servers 1 Processor	2.00%
Servers 2 Processor	2.00%
Servers 4+ Processor	2.00%
Servers Blade	2.00%
Servers Tower	2.00%
Servers Unix	2.00%
Handhelds	2.00%
<u>Input Devices</u>	<u>Discount</u>
Keyboards	3.50%
Mice	3.50%
Imaging Scanners	3.50%
POS Scanners	3.50%
Pointing Devices	3.50%
Bar Code Readers	3.50%
Audio Input	3.50%
Input Adapters	3.50%
PC and Network Cameras	3.50%
Input Cables	3.50%
Input Accessories	3.50%
<u>Output Devices</u>	<u>Discount</u>
Displays	3.00%
Printers	2.00%
Inkjet Printers	2.00%
Inkjet Photo Printers	2.00%
Laser Printers	1.50%
Label Printers	2.00%
Dot Matrix Printers	2.00%
Multi-Function Printers	2.00%
Wide Format Printers	1.50%
Multi-Function Inkjet Printers	2.00%
Wide Format Printers	1.50%
Fax Machine Printers	2.00%
Printer Accessories	2.00%
Projectors	2.00%
Projector Accessories	2.00%
Audio Input	2.00%
Video Cards	2.00%

Sound Cards	2.00%
Output Accessories	2.00%
Printer Consumables	2.00%
Memory	Discount
Desktop	4.00%
Flash	4.00%
Networking	4.00%
Notebook	4.00%
Printer/Fax	4.00%
Server	4.00%
Storage Devices	Discount
Adapters Fibre Channel	2.50%
Adapters FireWire/USB	2.50%
Adapters IDE/ATA/SATA	2.50%
Adapters RAID	2.50%
Adapters SCSI	2.50%
Bridges & Routers	2.50%
Disk Arrays	2.50%
Disk Arrays JBOD	2.50%
Drives Magneto-Optical	2.50%
Drives Removable Disk	2.50%
Gigabit Hubs & Switches	2.50%
Hard Disks External	2.50%
Hard Disks Fibre Channel	2.50%
Hard Disks IDE/ATA/S	2.50%
Hard Disks Notebook	2.50%
Hard Disks SCSI	2.50%
Networking Accessories	2.50%
Optical Drives CD-RO	2.50%
Optical Drives CD-RW	2.50%
Optical Drives DVD/C	2.50%
Optical Drives DVD-R	2.50%
Storage Accessories	2.50%
Storage NAS	2.50%
Storage SAN	2.50%
Tape Autoloaders AIT	2.50%
Tape Autoloaders DAT	2.50%
Tape Autoloaders DLT	2.50%
Tape Autoloaders LTO	2.50%
Tape Drives 4mm	2.50%
Tape Drives 8mm/VXA	2.50%
Tape Drives AIT	2.50%
Tape Drives DAT	2.50%
Tape Drives DLT	2.50%

Tape Drives LTO/Ultrium	2.50%
Tape Drives SDLT	2.50%
Tape Drives Travan	2.50%
<u>Network Equipment</u>	<u>Discount</u>
10/100 Hubs & Switch	2.50%
Bridges and Routers	2.50%
Gigabit Hubs & Switches	2.50%
Concentrators and Multiplexers	2.50%
Hardware Firewalls	2.50%
Intrusion Detection	2.50%
KVM	2.50%
Modems	2.50%
Network Test Equipment	2.50%
Network Adapters	2.50%
Network Cables	2.50%
Network Accessories	2.50%
Network Communications	2.50%
Repeaters and Transceivers	2.50%
Telephony	2.50%
Video Conferencing	2.50%
Wireless LAN Accessories	2.50%
<u>Software</u>	<u>Discount</u>
Licensing Backup	3.00%
Licensing Barcode/OC	3.00%
Licensing Business Application	3.00%
Licensing CAD/CAM	3.00%
Licensing Cloning	3.00%
Licensing Computer Services	3.00%
Licensing Database	3.00%
Licensing Development	3.00%
Licensing Entertainment	3.00%
Licensing Financial	3.00%
Licensing Flow Chart	3.00%
Licensing Graphic Design	3.00%
Licensing Handheld	3.00%
Licensing Network OS	3.00%
Licensing OS	3.00%
Licensing Personal Organization	3.00%
Licensing Presentation	3.00%
Licensing Reference	3.00%
Licensing Report Analysis	3.00%
Licensing Spreadsheet	3.00%
Licensing Utilities	3.00%
Licensing Warranties	3.00%

Licensing Web Development	3.00%
Licensing Word Processing	3.00%
Software Backup	3.00%
Software Barcode/OCR	2.00%
Software Business Application	2.00%
Software CAD/CAM	2.00%
Software Cloning	2.00%
Software Computer Services	2.00%
Software Database	2.00%
Software Development	2.00%
Software Entertainment	2.00%
Software Financial	2.00%
Software Flow Chart	2.00%
Software Graphic Design	2.00%
Software Handheld	2.00%
Software Network OS	2.00%
Software OS	2.00%
Software Personal Organization	2.00%
Software Presentation	2.00%
Software Reference	2.00%
Software Report Analysis	2.00%
Software Spreadsheet	2.00%
Software Utilities	2.00%
Software Warranties	2.00%
Software Web Development	2.00%
Software Word Processing	2.00%
Media Supplies	Discount
Media 4mm Tape	3.50%
Media AIT Tape	3.50%
Media DAT Tape	3.50%
Media DLT Tape	3.50%
Media LTO/Ultrium Tape Drive	3.50%
Media Magneto-Optical	3.50%
Media Optical	3.50%
Media SLR Tape	3.50%
Media Travan Tape	3.50%
Media VXA Tape	3.50%
Media Zip	3.50%
Other	Discount
Advanced Integration	1.00%
Asset Disposal	1.00%
Asset Management	1.00%
Cables	3.50%
Cables Custom	3.50%

Cables Printer	3.50%
Complex Warranties	1.00%
Desktop Accessories	3.50%
Display Accessories	3.50%
Electronic Services	1.00%
Handheld Accessories	3.50%
Imaging Accessories	3.50%
Imaging Camcorders	3.50%
Imaging Digital Cameras	3.50%
Internal Lab Service	1.00%
Lab Fees	1.00%
Managed Services	1.00%
Miscellaneous Solutions	1.00%
Networking Warranties	1.00%
Notebook Accessories	3.25%
Notebook Batteries	3.50%
PC Lab Order Services	1.00%
POS Accessories	3.00%
POS Displays	3.00%
Power Accessories	2.00%
Power Surge Protection	2.00%
Power UPS	1.00%
Printer Accessories	3.50%
Projector Accessories	3.50%
Server Accessories	3.50%
Service charge	1.00%
System Components	4.00%
Training Courses	1.00%
Training Reference Manuals	1.00%
Warranties Electronic	1.00%
Other Services	Discount
General Installation	1.00%
Training	1.00%
Support	1.00%
Additional Services Offered	1.00%

* Discount is % off CDW-G Publically Advertised Price listed at: www.cdwg.com

CDW•G Response to Required Form 4 - Pricing Worksheet

CDW•G Hourly Service Rates

Note: Each Service Engagement will be subject to a defined Statement of Work, which will ensure CDW•G provides the proper staff and solution to fully service your needs on a case-by-case basis.

Servers/Storage: IBM, NetApp, EMC, VMWare, Citrix

Type of Service	Hourly Fee
Design & Analysis Remote	\$210
Design & Analysis Onsite	\$235
Configuration Remote	\$210
Configuration Onsite	\$235
Implementation Remote	\$210
Implementation Onsite	\$235
Installation Remote	\$210
Installation Onsite	\$235
Training Remote	\$210
Training Onsite	\$235
Maintenance Remote	\$210
Maintenance Onsite	\$235

Additional CDW•G Resources:

Type of Service	Hourly Fee
Project Management Onsite	\$200
Project Management Remote	\$175



M/W/SBE Utilization

Requirement

Identify outreach efforts that were employed by the firm to maximize inclusion of MWSBEs to be submitted with your Proposal (attach additional sheets if needed):

Response

CDW•G knows our supplier partnerships speak volumes about who we are. The CDW•G philosophy on diversity extends beyond our coworkers, the customers we serve, and the communities we live in to include our valued supplier partnerships. Our commitment to strategically partner with qualified businesses enables CDW•G to continue to provide the best customer experience while contributing towards economic growth in diverse communities throughout the United States.

For this opportunity, we reached out to our trusted partner Hits Tech Solutions, a WBE. We have engaged Hits Tech in many of the service opportunities we've uncovered with our customers throughout the mid-Atlantic region, totaling dozens of successful projects over the length of our partnership.

Hits Tech, however, is not registered with the City as of the submission of this proposal. It is our intent to work with Hits Tech to register them with the City so that we can meet the City's M/W/SBE utilization goals and initiatives.

Requirement

Identify outreach efforts that will be employed by the firm to maximize inclusion during the contract period of the Services (attach additional sheets if needed):

Response

In addition to our future efforts regarding Hits Tech as mentioned above, CDW-G is open to working with any vetted M/W/SBE that is brought to our attention. We will also work proactively to find M/W/SBEs that fall within our standards of caliber and will engage them early and often in opportunities.

Section 6 Required Forms

REQUIRED FORM 6 – COMPANY’S BACKGROUND RESPONSE

RFP # 269-2017-010

Technology Products and Related Services

Companies shall complete and submit the form below as part of their response to this RFP. Additional pages may be attached as needed to present the information requested.

Question	Response
Company’s legal name	CDW Government LLC
Company location (indicate corporate headquarters and location that will be providing the Products and/or Services).	230 N. Milwaukee Ave, Vernon Hills, IL, 60061 This is the corporate headquarters.
How many years has your company been in business? How many years has your company been selling similar Products or Services?	Please find CDW•G's response in the pages following this form.
How many public sector (cities or counties) clients does your company have? How many are purchasing Products or Services?	Please find CDW•G's response in the pages following this form.
Identify by name some of the clients similar to City (e.g., similar in size, complexity, location, type of organization).	Please find CDW•G's response in the pages following this form.
List any litigation that your company has been involved with during the past two (2) years for Services similar to those in this RFP.	Please find CDW•G's response in the pages following this form.
Is your company privately held? Publicly traded? Does it have a parent company?	Please find CDW•G's response in the pages following this form.
Provide a management organization chart of your company’s overall organization, including director and officer positions and names and the reporting structure.	Please find CDW•G's response in the pages following this form.
Describe the key individuals along with their qualifications, professional certifications and experience that would comprise your company’s team for providing the Products and Services.	Please find CDW•G's response in the pages following this form.
Explain how your organization ensures that personnel performing the Services are qualified and proficient.	Please find CDW•G's response in the pages following this form.

Company Background and Experience

Requirement

How many years has your company been in business? How many years has your company been selling similar Products or Services?

Response



In 1982, Michael Krasny spent \$3 on a three-line advertisement to sell a used computer, and two years later, in 1984, founded CDW. Fast forward almost 30 years, and what began with that one ad is now CDW, a more than 12 billion-dollar IT solutions provider.

We believe that if we strive for perfection, we achieve excellence. Because of this belief, we constantly assess our strengths and opportunities for development. It was through this ongoing assessment that CDW•G was born. We realized that no reseller or IT solutions provider, including ourselves, was giving our public sector customers the segment-specific support they needed. CDW•G was founded in 1998, nearly 18 years ago, to focus solely on the needs of our government, education, and healthcare customers.

We offer a full range of products and services that includes, but is not limited to, notebooks, desktops, printers, servers and storage, unified communications, security, wireless, power and cooling, networking, software licensing and mobility. We also provide value-added resources to meet all your needs throughout the entire procurement process. A dedicated account manager and extremely knowledgeable account team specialists will help you find the best solution and will provide ongoing support. Our one-stop shopping approach to developing total customized IT solutions enables your organization to save time and money through increased productivity and the efficient use of resources.

Requirement

How many public sector (cities or counties) clients does your company have? How many are purchasing Products or Services?

Response

CDW•G has relationships with public sector clients across the nation, which has allowed us to develop a deep understanding of the challenges and IT needs specific to that industry. We have existing business relationships with approximately 90% of the cities and counties in the United States. All of our public sector clients are purchasing Products or Services in some form.

Requirement

Identify by name some of the clients similar to City (e.g., similar in size, complexity, location, type of organization).

Response

CDW•G Clients of Similar Size, Complexity, Type of Organization

Indianapolis
Dallas
San Jose
Austin
Jacksonville,
Columbus
Detroit
El Paso
Seattle
Boston
Nashville/Davidson
Washington DC

CDW•G Clients in Mid-Atlantic Cities and Counties

Raleigh/Wake County
Greensboro/Guilford County
Durham/Durham County
Winston Salem/Forsyth County
Wilmington/New Hanover County
Jacksonville/Onslow County
Fayetteville/Cumberland County
Columbia/Richland County
Charleston/Charleston County
Richmond/Richmond County
Norfolk
Chesapeake
Orlando/Orange County
Jacksonville/Duval County
Baltimore/Baltimore County

Atlanta/Fulton County

Requirement

List any litigation that your company has been involved with during the past two (2) years for Services similar to those in this RFP.

Response

As of the date of submission based on information and belief, and for the last two (2) years, CDW•G is not aware of any material claim, litigation, or allegation, that, if adversely adjudicated, would materially affect CDW•G's ability to perform its obligations under an awarded contract.

Requirement

Is your company privately held? Publicly traded? Does it have a parent company?

Response

CDW Government LLC (CDW•G) is a wholly owned subsidiary of CDW LLC, which is a wholly owned subsidiary of CDW Corporation, which is a publically traded entity under NASDAQ, ticker symbol "CDW".

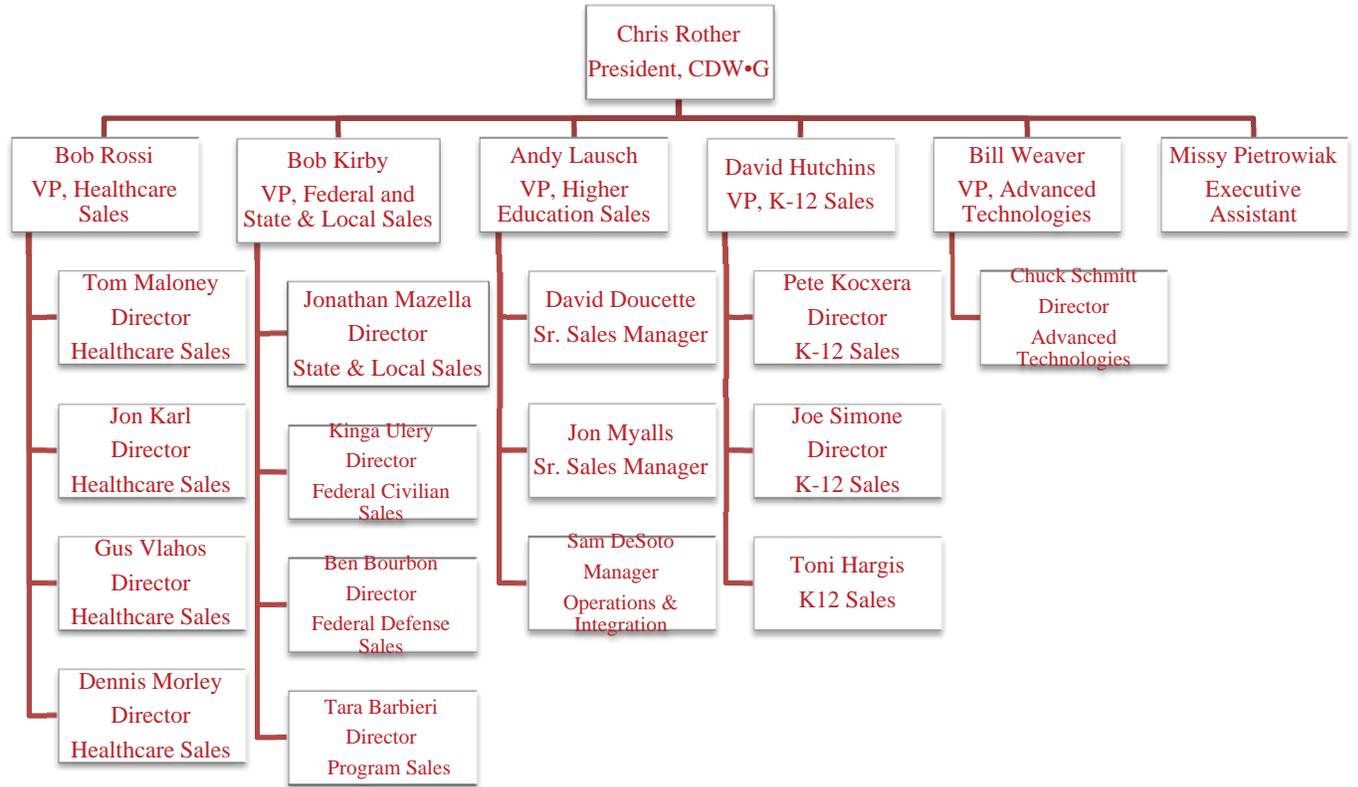
Requirement

Provide a management organization chart of your company's overall organization, including director and officer positions and names and the reporting structure.

Response

Please find on the following page a management organization chart of CDW•G's overall organization.

CDW•G Management Organization Chart



Requirement

Describe the key individuals along with their qualifications, professional certifications and experience that would comprise your company's team for providing the Products and Services.

Response

Name and Title	Qualifications, Certifications, and Experience
 <p>Jonathan Mazella Sales Director, State and Local East</p>	<ul style="list-style-type: none"> • Manages sales managers for east coast teams • Manage strategic partner relationships • Assist with contract capture • Offer escalation assistance to customers and team
 <p>Pat O'Brien Field Sales Manager</p>	<ul style="list-style-type: none"> • Manages Field Account Executives for east coast territory • Manages strategic partner relationships • Attends annual conferences in NC • Assists in contract capture • Offers escalation assistance for customers and team
 <p>Kevin Cucuel Field Account Executive – Business Development</p>	<ul style="list-style-type: none"> • Executive support for customers and team • Manages strategic partner relationships • Assists in contract capture • Offers escalation assistance for customers

Name and Title	Qualifications, Certifications, and Experience
 <p>Jeff Grey Senior Account Manager</p>	<ul style="list-style-type: none"> • Provide product roadmap for end users • NetApp Accredited Sales Professional (NASP) • VMware Sales Professional (VSP) • HP Certified Sales Professional • EMC Certified Sales Professional • Symantec Certified Sales Professional
 <p>Kyle Irwin Field Account Executive</p>	<ul style="list-style-type: none"> • Advanced Technology Products and Services • NetApp Accredited Sales Professional (NASP) • VMware Sales Professional (VSP) • HP Certified Sales Professional • EMC Certified Sales Professional • Symantec Certified Sales Professional
 <p>Luke Dellaperute Inside Solutions Architect, Networking</p>	<ul style="list-style-type: none"> • Presales support for networking solutions • Design and technical validation of solutions • Aruba certified • Cisco certified • HPN certified

Name and Title	Qualifications, Certifications, and Experience
 <p>Lindsay Kardos Senior Inside Solutions Architect, Power and Cooling</p>	<ul style="list-style-type: none"> • Design and sell high end power and cooling solutions • APC Technical Training Certification • Tripp Lite Technical Certification • APC DCIM Certification • Technical resource for power and cooling
 <p>Andrew Wall Inside Solution Architect, Servers and Storage</p>	<ul style="list-style-type: none"> • Provides complete storage and server implementation solutions • NetApp ASAP, NASP, Certified Data Management Administrator (NCDA) • EMC certified sales professional • VMware certified sales professional • Technical resource for existing environmental questions
 <p>Ernie Wong Inside Solutions Architect, Unified Communications</p>	<ul style="list-style-type: none"> • Design and compose Unified Communications, videoconference, and collaboration solutions for Cisco, Avaya, Shoretel, Digium, Talkswitch, Polycom, Lifesize, and Sony • Avaya Certified Sales Specialist • Shoretel System Design and

Name and Title	Qualifications, Certifications, and Experience
	<p>Architecture</p> <ul style="list-style-type: none"> • Polycom Voice over IP (VoIP) Certification • Lifesize Certified Sales Professional
 <p>Christopher Schabel Senior Inside Solutions Architect, Security</p>	<ul style="list-style-type: none"> • Over ten years experience • HP Accredited Integration Specialist (AIS) • CompTIA Security+ • CompTIA Network+
 <p>Eric Abel Inside Solutions Architect, Mobility</p>	<ul style="list-style-type: none"> • Mobility team lead • Designing mobility solutions and assessments • Technical resource for mobility related questions • 5 years of experience with mobility solutions
 <p>Chris Lodi Inside Solutions Architect, Contractual Support</p>	<ul style="list-style-type: none"> • Maintenance contract experience with OEMs and Third Party Partners • HP ASP • HP Accredited Sales Consultant(ASC) • VMware VSP

Name and Title	Qualifications, Certifications, and Experience
 <p>Michael Thomer Inside Contract Support</p>	<ul style="list-style-type: none"> • Supports and generates Cisco SMARTnet Quotes • Cisco Quoting for maintenance agreements • Cisco Contract Support • Support for new contract questions
 <p>Randy Stapleton Field Account Executive</p>	<ul style="list-style-type: none"> • Extensive sales and technical knowledge on HP server, storage, and networking solutions, including HP Convergence and Cloud initiatives and services • HP ASC • HP ASP • HP Accredited Presales Professional (APP) • HP MASE
 <p>Rich Cruz Field Solutions Architect, Mobility</p>	<ul style="list-style-type: none"> • Extensive planning and build-out of large wired and fixed/mobile leading edge wireless networks • Implementing and troubleshooting network/Internet Protocols/services • Certified Wireless Network Associate (CWNA) • Certified Wireless Network Professional (CWNP) • Microsoft Certified Professional (MCP)

Name and Title	Qualifications, Certifications, and Experience
 <p>Paul Schaapman Field Solutions Architect, Virtualization</p>	<ul style="list-style-type: none"> • Servers and storage virtualization design • Backup, recovery, and archive design • Member of VMware’s Partner Technology Advisory Board (PTAB) • Information Technology Infrastructure Library (ITIL) Certified Versions 2 & 3 • EMC Storage Foundation Certified • VMware Certified Professional (VCP) 3 & 4
 <p>David Richardson Senior Field Solutions Architect, Networking</p>	<ul style="list-style-type: none"> • Network and Data Center designs • Certified Information Systems Security Professional (CISSP) • HP Master Accredited Systems Engineer (MASE) • Microsoft Certified Systems Engineer (MCSE) • Juniper Networks Certified Internet Associate M-Series (JNCIA-M), Juniper Networks Certified Internet Specialist M-Series (JNCIS-M)

Name and Title	Qualifications, Certifications, and Experience
 <p>Steve Distefano Field Solutions Architect, Unified Communications (UC)</p>	<ul style="list-style-type: none"> • 31 years of professional industry experience • Design and implementation of UC projects
 <p>Rahul Mathur Field Solutions Architect, Unified Communications (UC)</p>	<ul style="list-style-type: none"> • Whiteboard design • Roadmap and life cycle planning • Scoping services • Creating statements of work for assessments and product implementation
 <p>Rocky Grubb Senior Field Solutions Architect, Unified Communications</p>	<ul style="list-style-type: none"> • Architectural design and presales field support of solutions to meet customer business-critical computer networks, collaboration, unified communications, and contact centers • Cisco Certified Network Professional • Cisco Certified Design Associate
 <p>Shawn Dutton Field Solutions Architect, Data Center</p>	<ul style="list-style-type: none"> • Responsible for Data Center Designs • Certified Information Systems Security Professional (CISSP) • Cisco Certified Sales Professional

 <p>Bryan Adelman Field Solutions Architect, Data Center</p>	<ul style="list-style-type: none"> • Responsible for Data Center Designs • Certified Information Systems Security Professional (CISSP) • Cisco Certified Sales Professional
 <p>Kevin Somers Field Solution Architect, Security</p>	<ul style="list-style-type: none"> • Architectural design and presales field support of solutions to meet customer business-critical security requirements including network design and hardening, firewalls, IDS/IPS, Data Loss Prevention, and Content Delivery. • Cisco Certified Network Professional • Cisco Certified Security Professional • Microsoft Systems Engineer – Security ISC2 CISSP
 <p>Matt Holbrook Field Solution Architect, Contact Center</p>	<ul style="list-style-type: none"> • Architectural design and presales support of solutions to meet customer business-critical UC, Enterprise Contact Center, E-mail/Web Chat, and IVR/Self-service applications • Nortel BCM, Succession, CallPilot • Siemens HiPath 4000 Design and Implementation • Microsoft Certified Systems Engineer (MCSE) for Windows Server, NT

Requirement

Explain how your organization ensures that personnel performing the Services are qualified and proficient.

Response

CDW•G offers a number of services in support of our customer needs. These services include installation, configuration, and management. Our approach to developing the coworkers who deliver these services starts with our “Orientation, Onboarding, and Ongoing” approach. Orientation and Onboarding is designed and implemented to secure engagement and ramp our coworkers to productivity within 90 days. From there, our Ongoing offer targets the continuous improvement of our solution architects and engineers. We invest in building both their technical skills as well as their consulting skills. For technical skills, partners like Microsoft and EMC and others regularly share emerging trends and discuss technologies to address customer needs with our coworkers. Additionally, our coworkers have access to online libraries and video databases to keep their technical acumen sharp, learn new technologies, and to study for and secure industry certifications. For consulting skills, we offer in-person workshops, online resources, and on-the-job coaching.

For our engineering practice, we have built an industry leading ACE Program. We hire entry level individuals as Associate Consulting Engineers and build their technical and consulting skills using our proven engagement methodology to ensure the highest customer satisfaction. The program offers a structured curriculum that includes self-study, industry certification, team building workshops, and coaching by senior engineers. After an Associate Consulting Engineer graduates from the program, Technical Leads continue to provide mentorship as skills are further honed and to help manage through technology changes. CDW also invests in Technical Architects, individuals who specialize in their industry, stay close to technology and customer trends in a given technology, and educate engineers on their insights to help CDW stay ahead of the curve.

There are times in which the project calls for us to employ our Trusted Partner Network, technicians who have experience and capacity to execute the project. All our partners have been vetted to certify their skills and abilities, are certified in CDW’s Customer Success Methodology, and are led by a CDW Project Manager to ensure every project has a consistent feel with a high level of quality.

Section 6 Required Forms

REQUIRED FORM 7 – REFERENCES

RFP # 269-2017-010

Technology Products and Related Services

Companies shall complete the form below. The City's preference is for references from organizations of similar size or where the Company is performing similar products and Services. If such are not available, companies that can speak to the Company's performance are adequate.

REFERENCE 1:

Name of Client: Fairfax County Government
Primary Contact: Lonnette Robinson Phone: 703.324.3281
E-mail address: lonnette.robinson@fairfaxcounty.gov Service Dates: 2015-Present
Type of Products and/or Services Provided: Entire CDW•G Catalog

Approx. Annual Spend Budget: \$ 3.2M Number of Employees: 25,000

REFERENCE 2:

Name of Client: Loudoun County Government
Primary Contact: Sandra A. Lineberry Phone: 703.777.5097
E-mail address: sandra.lineberry@loudoun.gov Service Dates: 2010-Present
Type of Products and/or Services Provided: Entire CDW•G Catalog

Approx. Annual Spend Budget: \$ 1.7M Number of Employees: 2,500

REFERENCE 3:

Name of Client: University of Virginia
Primary Contact: Michael N. Warlick Phone: 434.924.8918
E-mail address: mw9u@virginia.edu Service Dates: 2011-Present
Type of Products and/or Services Provided: Entire CDW•G Catalog

Approx. Annual Spend Budget: \$ 1.3M Number of Employees: 650

Section 6 Required Forms

REFERENCE 4:

Name of Client: City of Norfolk
Primary Contact: Candice Palmer Phone: 757.664.6813
E-mail address: candice.palmer@norfolk.gov Service Dates: 2014-Present
Type of Products and/or Services Provided: Entire CDW•G Catalog

Approx. Annual Spend Budget: \$ 2.2M Number of Employees: 5,500

REFERENCE 5:

Name of Client: Falls Church, VA
Primary Contact: Jamal Matthews Phone: 703.248.5413
E-mail address: jmatthews@fallschurch.gov Service Dates: 2008-Present
Type of Products and/or Services Provided: Entire CDW•G Catalog

Approx. Annual Spend Budget: \$ 600K Number of Employees: 400

Section 6 Required Forms

REQUIRED FORM 8 – ENVIRONMENTAL PURCHASING RESPONSES

RFP # 269-2017-010

Technology Products and Related Services

Companies shall complete and submit the form below regarding their Products. If such information is available online, a URL is acceptable as response to each item.

Question	Response
<p><u>Recyclability.</u> Please include the types of materials included in your product, and if they are considered recyclable in typical municipal recycling streams.</p>	<p>Dell EMC*: - http://www.dell.com/learn/us/en/uscorp1/product-info-datasheets-safety-emc-environmental?s=corp - http://www.dell.com/downloads/global/corporate/envirom/comply/latit_e5540_p35f001.pdf</p>
<p><u>Energy Efficiency.</u> Products must meet or exceed the Department of Energy (DOE) and Environmental Protection Agency criteria for use of the ENERGY STAR trademark label; or is in the upper 25% of efficiency for all similar products as designated by the U.S. Department of Energy’s Federal Energy Management Program.</p>	<p>HP: - http://www8.hp.com/us/en/hpe/hp-information/livingprogress/environmentalprogress/sustainability.html - https://www.hpe.com/us/en/living-progress/carbon-footprint.html</p>
<p><u>Reduced Packaging.</u> Please include any efforts made to reduce the packaging of the products included in this proposal.</p>	<p>NetApp: - http://www.netapp.com/us/company/about-netapp/sustainability/environmental-certifications.aspx</p>
<p><u>Life Cycle Management.</u> Please state how many times your product may be reused. (Since reusable products generally require more upfront costs than disposable products, they are often subjected to a cost/benefit analysis in order to determine the life cycle cost).</p>	<p>Panasonic: - http://www.panasonic.com/global/corporate/sustainability.html</p> <p>VMware: - https://www.vmware.com/company_sustainability.html</p>
<p><u>End of Life Management.</u> Will the manufacturer or designee accept the product back at the end-of-life? (who pays for the transportation of the product may be situation-specific).</p>	<p>- https://www.vmware.com/company_sustainability.html</p>

*Due to CDW•G's role reselling IT products and our breadth and reach within the IT market, including all manufacturer environmental product information URLs that we sell would be impractical here. As a representative sample, we have chosen to provide URLs to environmental product information for five of our highest volume partners to address all areas of Required Form 8 - Environmental Purchasing Responses, and are able to provide additional information to the City upon request.

Additional Company Questions

Requirement

Companies shall include responses to the additional questions posed below. Responses may be provided on a separate sheet provided that such response clearly includes the question reference numbers.

General

1. Identify any certifications held by your company if you are implementing or reselling another company's products or services. Include how long the partnership or certification has been effect.

Response

As one of the largest technology solutions providers in the industry, CDW•G has established a strong knowledge base of coworkers. We work closely with our more than 1,000 vendor partners to remain current with the latest technologies and to deploy and manage those technologies in public sector environments. Our 8,600+ coworkers carry over 6,500 certifications.

Due to our breadth and reach within the IT industry, identifying all of the certifications held by CDW•G would be impractical here. As a representative sample of the caliber of credentials the City can expect from CDW•G over the length of this contract, we have chosen to provide company and coworker certifications, including letters of authorization in the pages immediately following this section, for five of our highest volume partners and can provide additional certifications to the City upon request.

1. Dell EMC – 2016 National Solution Providers Partner

CDW•G has been an authorized Dell EMC (“EMC”) reseller for more than 10 years.

CDW•G’s dedicated EMC resources include:

- 369 EMC Sales Accredited Employees
- 89 EMC Advanced Sales Accredited Employees
- 45 EMC Systems Engineer (SE) Accredited Employees
- 12 Implementation Engineers



- 5 Technology Architects
- 2 EMC Data Scientists
- One (1) Brand Manager
- One (1) Partner Specialist
- Three (3) Business Development Managers

Our solution architects work with EMC to stay well-informed of breaking trends, so the City will always receive the latest technology. In addition, CDW has also earned specialty designations in all three EMC product areas: information protection (Backup and Recovery Specialty), unified storage (Consolidate Specialty), and enterprise storage (Advanced Consolidate Specialty). We have also achieved compliance with the requirements for the Isilon track. Having specialty designations provides us with the advanced competencies needed to propose and sell the full scope of end-to-end EMC solutions to the customer.

EMC Certifications	
<ul style="list-style-type: none"> ▪ EMC Isilon Certified System Engineer Associates 	<ul style="list-style-type: none"> ▪ EMC Isilon Certified Storage Professionals (ICSPs)
<ul style="list-style-type: none"> ▪ EMC Proven Professionals 	<ul style="list-style-type: none"> ▪ Vblock Qualifications <ul style="list-style-type: none"> ▪ Vblock 1 ▪ Vblock 2
<ul style="list-style-type: none"> ▪ EMC Velocity System Engineers <ul style="list-style-type: none"> ▪ Consolidate ▪ Backup & Recovery ▪ Scale-Out NAS 	<ul style="list-style-type: none"> ▪ EMC Implementation Engineers (EMCIE) <ul style="list-style-type: none"> ▪ Network Attached Storage (NAS) Specialists

<ul style="list-style-type: none"> ▪ EMC Technology Architects (EMCTA) <ul style="list-style-type: none"> ▪ Information Storage and Management Associates (EMCISA) ▪ Storage and Infrastructure Specialists ▪ Network Attached Storage (NAS) Specialists ▪ Backup Recovery Solutions Specialists ▪ Content Addressed Storage (CAS) Specialists ▪ CLARiiON Solutions Specialists ▪ Symmetrix Solutions Specialists ▪ VNX Solutions Specialists 	<ul style="list-style-type: none"> ▪ CDW is authorized in: <ul style="list-style-type: none"> ▪ VNX ▪ VMAX ▪ VPLEX ▪ VSPEX ▪ Isilon ▪ Data Domain ▪ Avamar ▪ Atmos ▪ NetWorker ▪ Greenplum ▪ VCE Vblock ▪ RSA Security ▪ Kazeon ▪ SourceOne
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2. HP – Largest Reseller in North America

CDW•G has been an authorized HP reseller since 2002. We have a large, dedicated onsite HP Inc. funded support team that provides expert guidance and support.



8 vertical specific HP Business Managers to support sales teams, including dedicated to Government & Higher Education, healthcare, and K-12.

<h3 style="text-align: center;">HP Certifications</h3>	
<ul style="list-style-type: none"> ▪ Master SAN architect certification (MASE) ▪ More than 40 technical HP storage certifications across the following technologies: <ul style="list-style-type: none"> ▪ HP StorageWorks XP solutions ▪ HP enterprise solutions 	<ul style="list-style-type: none"> ▪ HP Accredited Integration Specialist — Network Infrastructure ▪ HP Accredited Systems Engineer — Network Infrastructure ▪ HP Accredited Systems Engineer — Wireless Networks ▪ HP Accredited Systems Engineer — Wireless Networks Implementer V1 ▪ HP Master Accredited Systems Engineer —

<ul style="list-style-type: none"> ▪ Converged Infrastructure Solutions ▪ HP BladeSystem Solution ▪ Networking Solutions and Services ▪ Storage Solutions and Services 	<p>Network Infrastructure</p> <ul style="list-style-type: none"> ▪ HP Master Accredited Systems Engineer — Wireless Networks ▪ HP Master Accredited Systems Engineer — Wireless Networks ▪ Implementer V1 ▪ HP Sales Certified — Networking ▪ HP Accredited Platform Specialist — Networking ▪ HP Advanced Sales Certified — Enterprise Networking
<ul style="list-style-type: none"> ▪ CDW is an HP Cloud Center of Excellence with a fully operational CloudSystem solution in one of CDW’s Technology Experience Centers ▪ Expertise in all HP storage systems, from basic to high-end solutions ▪ Successful track record on hundreds of HP implementations across the country ▪ State-of-the-art demo lab comprising: <ul style="list-style-type: none"> ▪ HP servers - HP Cloud System ▪ 3Par - StoreEver Tape ▪ MSAs - StoreOnce backup ▪ HP Virtual Connect 	<ul style="list-style-type: none"> ▪ Platinum Partner ▪ Largest North America Reseller ▪ Partner One Growth Reseller In US & Canada

3. NetApp - #1 Corporate Reseller in the US

CDW•G has been an authorized NetApp reseller since 2008. We’re a FlexPod Premium Partner, a designation given to only 10% of NetApp’s partners.



NetApp Certifications	
<ul style="list-style-type: none"> ▪ 100+ NetApp certifications and accreditations for presales, post-sales and hosting, including: <ul style="list-style-type: none"> - NetApp Certified Data Management Administrator (NCDA) - NetApp Certified Implementation Engineer (NCIE) - NetApp Certified Solution Architect (NCSA) - NetApp Accredited Storage Architect Professional (ASAP) ▪ FlexPod Premium Partner 	<ul style="list-style-type: none"> ▪ 60+ field-based data center solution architects ▪ 100+ NetApp certifications and accreditations ▪ Professional Services: 500 engineers and project managers ▪ Managed Services: 150 engineers and project managers

4. Panasonic – Gold Level Partner

CDW•G has been an authorized Panasonic reseller for more than 10 years. We have won numerous partner awards from Panasonic, including Top Partner of the Year and Wireless Partner of the Year.



<ul style="list-style-type: none"> ▪ As Panasonic’s largest reseller in the channel, CDW•G is authorized to sell all Toughbook products — which have an annual failure rate of less than 3% — including the Arbitrator Mobile Digital Video System and ultra-mobile-rugged products ▪ CDW•G is authorized to activate notebooks with embedded wireless broadband cards with AT&T, Sprint and Verizon Wireless ▪ CDW•G works closely with Panasonic’s extensive end-user-focused field sales organization 	<ul style="list-style-type: none"> ▪ CDW•G has been a member of Panasonic’s Toughbook Premier Partner Program (TP3) for five years ▪ CDW•G is certified to install and configure Toughbook laptops with embedded wireless broadband cards and backlit keyboards ▪ CDW•G has a dedicated Brand Manager and badged, onsite Panasonic Partner Sales Manager, as well as two dedicated Partner Specialists who offer technical and pre-sales support for CDW•G
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5. VMware – 2015 Public Sector Partner of the Year



CDW•G has been an authorized VMware reseller since 2005. We have more than 40 coworkers dedicated to specific segments and technologies, including State and Local government.

VMware Certifications	
<ul style="list-style-type: none"> ▪ 1500 VMware Sales Professional accreditations (VSP) ▪ 71 VMware Technical Sales Professional accreditations (VTSP) ▪ 34 VMware Certified Professional accreditations (VCP) ▪ vCloud Air Partner of the Year 2015 ▪ NSX Federal Partner of the Year 2015 	<p>Technical Expertise</p> <ul style="list-style-type: none"> ▪ AirWatch ▪ Horizon Suite ▪ NSX ▪ SRM ▪ vRealize Suite ▪ VSAN ▪ vSphere
<p>Samples of services we offer</p> <ul style="list-style-type: none"> ▪ vSphere Plan and Design ▪ vSphere Upgrades ▪ Horizon Implementation ▪ NSX Accelerator ▪ vRealize Automation 	<p>Dedicated Segment Resources</p> <ul style="list-style-type: none"> ▪ Commercial ▪ Federal ▪ Healthcare ▪ HI-ED ▪ K-12 ▪ State and Local

Requirement

Online Shopping and Punch-out

2. Does your company have an online catalog of goods? If so, does your company allow third party system access to the online catalog?

3. The City utilizes the Tyler Technologies Munis financial system for requisition punch-out. Describe the process that the City's Munis system would use to access your online catalog

Response

CDW•G has an online catalog of goods, accessible at www.cdwg.com, as shown in figure 1 on the following page, and it does allow third party system access to the online catalog.

CDW•G is integration ready with over 300 Enterprise Resource Planning (“ERP”) and Supplier Relationship Management (“SRM”) for eProcurement, including Munis. We have over 3000 active eprocurement customers and we use cXML and OCI roundtrip protocols for our eprocurement punchout catalog connectivity. Credentials will be provided to the customer and account manager after the initial kick-off meeting. Catalog, PO and invoicing and any other special business requirements will be gathered from the initial kick-off meeting.

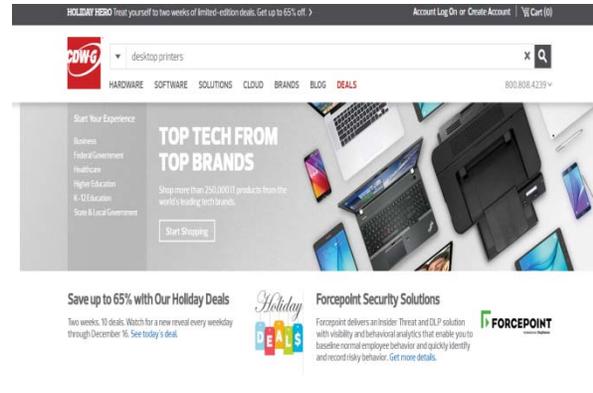


Figure 1. CDW•G’s online catalog at www.cdwg.com. Access over 100,000 products by more than 1,000 manufacturers on our online catalog.

Our integrations are a turnkey aspect of our business within the Solutions discipline. We have been conducting ePro integrations since 2001 and 26% of our total eCommerce revenue (which was \$2.54 Billion in 2015) is through solutions like these. Additional information is available via <https://www.cdwg.com/ePro>

Catalog

We can customize the punchout catalog with a landing page that provides a place for end user text and company standards. We can also create limited product scope catalog for general end users, if needed, and a more comprehensive punchout catalog for super users of your organization.

PO/Invoices

We are able to send/receive POs/Invoices using email, cXML or EDI 850s/810s. If customer will be using standard cXML POs with PDF invoices, then the average project timeline to Go Live is 30 days. If the customer will be using cXML or EDI 810s, then the average project timeline to Go Live 8-10 weeks.

Post Go Live

CDW has a team of experts to support Post Go Live issues. They can be contacted via email or phone for support during business hours and are located on-shore in the Central Time Zone. Contact information will be provided with the customer's credentials.

Requirement

Americans with Disabilities Act (ADA) Accommodations

4. Detail if any of your Products or Services have ADA-compliant opportunities. Include any Products you sell that may assist with ADA accommodations.

Response

CDW•G can provide documentation and information regarding Section 508 compliance for many of the products that we sell. Most of our partners have Section 508/ADA policies in place for the manufacture of products and update those policies on a regular basis.

Due to our breadth and reach within the IT industry, including all the manufacturers and/or products we sell that may assist with ADA accommodations would be impractical here. As a representative sample, we have chosen to provide the Voluntary Product Accessibility Templates (“VPATs”) for five of our highest volume partners and are able to provide additional information to the City upon request.

1. Dell EMC

<http://www.emc.com/collateral/legal/erom-7-4-x-summary-tablevpat.pdf>

2. HP

<http://accessibilityreporting.usa.hp.com/AccessibilityReporting/VpatLogin.aspx>

3. NetApp

<http://www.netapp.com/us/media/vpat-netapp-altavault-gui.pdf>

4. Panasonic

<http://shop.panasonic.com/support-accessibility>

5. VMware

<http://www.vmware.com/help/accessibility.html>



Dell Marketing, L.P.
One Dell Way
Round Rock, Texas 78682

August 10, 2016

To Whom it May Concern:

This letter is to confirm that CDW-G is an authorized reseller for Dell Marketing L.P. and is certified as a Dell Enterprise Architecture Partner.

Regards,

A handwritten signature in black ink, appearing to read "D. White".

David F White, Contracts Manager
Dell Marketing, L.P.
Round Rock, TX
David_F_White@dell.com

Certificate Of Partnership



Effective from: November 16, 2016

CDW-G

UNITED STATES

Is a member of the **HP Partner First program** and currently holds the membership and specializations below:

Platinum

Partner First Platinum Imaging Printing Partner
Partner First Platinum Supplies Partner

Partner First Platinum Personal Systems Partner

Specializations

Partner First Demo Program
Partner First Managed Print Specialist
Partner First Services Specialist Delivery

Partner First Managed Page Offer
Partner First Managed Print Specialist Select
Partner First Technical Production Specialist

David Lary

Vice President
Partner Development & Programs
Americas Commercial Channel
HP Inc.



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NetApp™

www.netapp.com

703.918.7200 Tel
703.918.7301 Fax

1921 Gallows Road
Suite 600
Vienna, VA 22182

December 12, 2016

CDW Logistics, Inc.
200 North Milwaukee Ave
Vernon Hills, IL 60061

REF: **City of Charlotte RFP # 269-2017-010**

To Whom It May Concern,

NetApp, Inc. ("NetApp") affirms that **CDW Logistics, Inc. ("CDW")** is an authorized reseller of NetApp products and services in the SLED market.

NetApp shall provide to CDW the products and services ("Products") listed in NetApp's North America Price List for the above-referenced **City of Charlotte RFP # 269-2017-010** ("Contract") beginning on the date wherein NetApp Products are added to the Contract and for the duration of the Contract and any extensions thereof, subject to the conditions below.

CDW must at all times be a NetApp reseller in good standing. If for any reason CDW contract with NetApp lapses or is terminated, the authorization under this letter shall immediately be revoked and CDW shall work to remove its listing of NetApp products and services from the Contract.

Nothing in this letter shall be construed as imposing additional terms and conditions upon NetApp in relation to CDW's sales of Products under the Contract; all such sales shall be governed by the terms and conditions of the reseller agreement in place between NetApp and CDW at the time of sale.

NetApp Products proposed for inclusion on the Contract or any subsequent Contract modification are commercial-off-the-shelf ("COTS") products and services developed entirely at private expense; are of a type customarily used by the general public for purposes other than governmental purposes; and are sold, leased, or licensed in the course of normal business operations to the general public. CDW shall not extend to Contract end-users any rights to NetApp's intellectual property beyond those expressly authorized by NetApp.

NetApp will provide Standard Pricing for Products made available for inclusion on the Contract. NetApp's Standard Pricing provides a small incremental discount to the pricing offered through NetApp's WSCA pricing (inclusive of applicable fees). Please contact your distributor for more details on Standard Pricing. Note that Registered Pricing may be available for selected sales opportunities completed under the Contract following award provided that all the Registration criteria are met for the opportunity. NetApp reserves the right to cancel this letter of authority, either in whole or in part, upon thirty (30) days written notice.

Manufacturers Name:
Point of Contact:
Address:
Telephone:

NetApp, Inc.
Harry Franks, SLED Sales Operations Manager
495 E. Java Drive, Sunnyvale, CA 94089, USA
408-822-6000

Fax: 703-918-7301
NetApp Dun and Bradstreet No: 80-205-4742

Sincerely,



[Robert Stein \(Dec 12, 2016\)](#)

Robert Stein
Vice President

Panasonic

System Communications Company of North America
Division of Panasonic Corporation of North America

September 2016

Sarah Poulton
Contracting Officer
City of Charlotte
704-432-5483
spoulton@charlittenc.gov

Ref: Notation Letter of Authorization –for RFP# 269-2017-010, City of Charlotte, NC

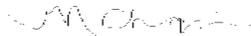
CDWG
Pat O'Brien
Field Sales Manager
patobri@cdwg.com
Single Number Reach: 877-898-2997
Video Address: patobri.vmr@video.cdw.com

To Ms. Poulton and the City of Charlotte Procurement Team,

Panasonic System Communications Company of North America (PSCNA) notates that CDWG is an authorized reseller of the Panasonic Mobility Solutions products to include rugged laptops, Toughpad mobile devices, Panasonic Evidence Capture, Video Surveillance, Presentation Technologies (projectors and displays), Medical imaging, Scanners, and accessories that can be included as part CDWG's offering as part of this solicitation, for RFP# 269-2017-010, City of Charlotte, NC

Should you have any questions, please contact us at contracts@us.panasonic.com.

Sincerely,



Michelle Chapin
Senior Director, Bids & Contracts Management
Panasonic System Communications Company of North America
Michelle.Chapin@us.panasonic.com

CC: Brian Tillman, Sales Team, PSCNA
Alex Nollmann, Sales Management, PSCNA
Kay Stewart, Channel Management, PSCNA



August 11, 2016

To Whom It May Concern:

To Whom It May Concern,

This letter is to certify that CDW Government LLC (CDW•G) is a VMware authorized reseller. As a result, CDW•G is authorized to resell VMware products and services to education, healthcare, state/local, and federal customers throughout the United States.

CDW-G is a Corporate Reseller-Premier under VMware's partner program, the highest level there is and they have obtained all the technical and sales certification and competencies to sell and support the full VMware product portfolio.

Please contact me directly if there is any additional information required to support CDW•G's response to your RFP.

Sincerely,

David Goldfarb
Sr. PBM
VMware
773-315-3346
DGoldfarb@vmware.com



CCPA Plan

Requirement

Companies shall include in detail how they will serve all Participating Public Agencies as it relates to the CCPA. Currently, the CCPA has approximately 315 registered Participating Public Agencies in Arizona, California, Florida, Georgia, Maryland, Michigan, North Carolina, New York, South Carolina, Tennessee, Virginia, and West Virginia.

Please address the following:

1. Describe your company's ability to provide the Services to any Participating Public Agencies in the contiguous forty-eight (48) states and the ability to deliver the Services in Alaska and Hawaii.

Response

CDW•G has the resources, relationships, and experience to orchestrate and provide a Services solution anywhere the CCPA has Participating Public Agencies in the country. We are currently doing business and performing services in all states, including Alaska and Hawaii.

To perform these Services, we draw on our vast talented staff of more than 8,600 coworkers, or if we feel the optimal solution for the customer is to partner with one of our trusted and certified local third party service providing partners, we have the knowledge and ability to engage them.

The CCPA's Participating Public Agencies will benefit from an IT solutions and services provider with national reach, yet able to give local-level attention.

The locations of our offices across the United States are listed below.

CDW•G United States Office Locations		
Arizona – Chandler 1850 E. Northrop Blvd. Suite 200 Chandler, AZ 85286	California – Glendale 101 N. Brand Blvd. Suite 550 Glendale, CA 91203	Connecticut – Shelton 2 Corporate Dr. Suite 800 Shelton, CT 06484
Florida – Tampa 201 N. Franklin St. Floor 37 Tampa, FL 33602	Illinois - Chicago CDW Plaza 120 S. Riverside Chicago, IL 60606	Illinois - Lincolnshire 75 Tri-State International Lincolnshire, IL 60069
Illinois - Vernon Hills	Indiana - Evansville 450 E. Sycamore St.	Indiana - Indianapolis

CDW•G United States Office Locations		
200 N Milwaukee Ave Vernon Hills, IL 60061	Evansville, IN 47713	11711 N. Meridian St. Suite 750 Carmel, IN 46032
Michigan - Detroit 1000 Town Center Suite 1800 Southfield, MI 48075	Michigan - Grand Rapids 4690 E. Fulton St. Suite 203 Ada, MI 49301	Minnesota - Minneapolis 7145 Boone Ave. N. Suite 140 Brooklyn Park, MN 55428
Nevada - Las Vegas Western Dist. Center 3201 E. Alexander Rd. North Las Vegas, NV 89030	New Jersey - Cherry Hill 3 Executive Campus Suite 400 Cherry Hill, NJ 08002	New Jersey - Eatontown 260 Industrial Way W. Eatontown, NJ 07724
Ohio - Cincinnati 9349 Waterstone Blvd. Suite 150 Cincinnati, OH 45249	Ohio - Cleveland 6450 Rockside Woods Blvd. South, Suite 120 Independence, OH 44131	Texas - Dallas 16633 N. Dallas Pkwy Suite 300 Addison, TX 75001
Virginia - Herndon 13461 Sunrise Valley Suite 350 Herndon, VA 20171	Washington - Bellevue 10900 NE 8th Street Suite 1660 Bellevue, WA 98004	Wisconsin - Appleton 4321 W. College Ave. Suite 400 Appleton, WI 54914
Wisconsin - Madison 5520 Research Park Dr. Fitchburg, WI 53711	Wisconsin - Milwaukee N19w23993 Ridgeview Parkway West Suite 120 Waukesha, WI 53188	Wisconsin - Wausau 7402 Stoneridge Dr. Suite 1 Weston, WI 54476

In addition to our offices, we also have service locations across the country that house CDW engineers.

CDW•G Service Locations

Appleton

Atlanta

Boston

Chicago

Cincinnati

Cleveland

Dallas

Denver

Detroit

Evansville

Grand Rapids

Houston

Indianapolis

Las Vegas

Los Angeles

Madison

Miami

Milwaukee

Minneapolis

Nashville

New York City

Philadelphia

Phoenix

Pittsburgh

Raleigh

San Diego

San Francisco

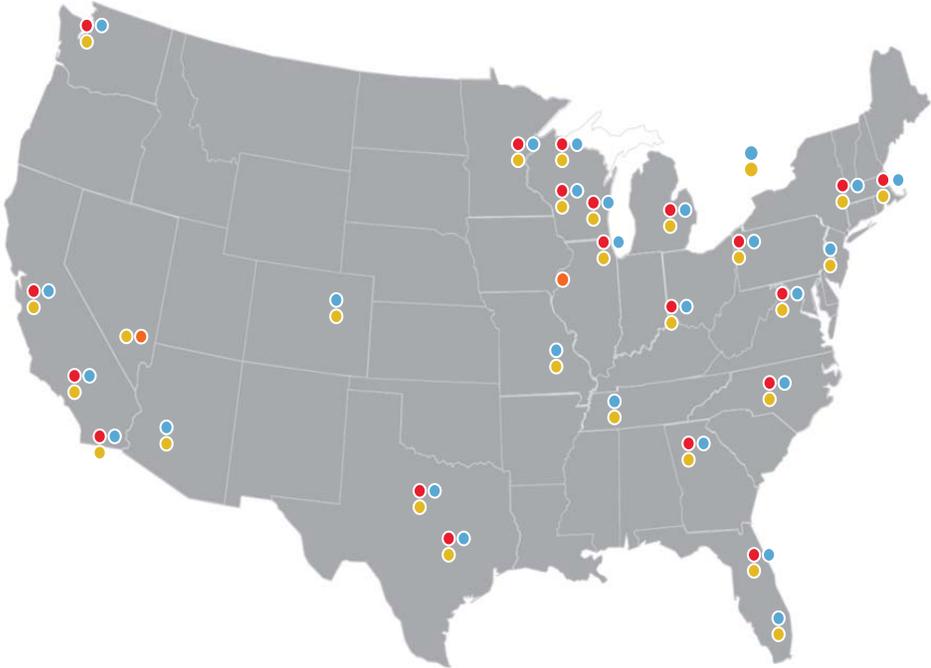
Seattle

St. Louis

Tampa

Washington D.C.

Wausau



- CDW Engineers and Project Managers
- CDW Project Partner Network
- CDW Network Operations Centers and Data Center Partner Network
- CDW Configuration Centers

Requirement

2. Address if your company has a national sales force dealer network or distributor with the ability to serve Participating Public Agencies in all fifty (50) states.

Response

In addition to the coverage and support disclosed in our response to Question 1 in this section, CDW•G maintains an industry leading national sales force dealer network and as mentioned above currently supplies goods and services to all 50 states today. CDW•G has its own cutting edge distribution technology in both of our state of art warehouses (please see pg 15 in the Proposed Solution section for more information) and leverages a vast network of technology distributors throughout the US to meet our customer needs across all spectrums. CDW•G holds top tier partnerships with most major OEMs and uses many of them as distributors to provide the best service to our customers for any fulfillment needs

Requirement

3. How will you monitor and report all spend under the Contract to the City for auditing purposes?

Response

CDW•G will continue to monitor and report all spend by Participating Public Agencies to the Lead Public Agency. Upon award, your CDW•G Program Manager, Yolanda Blomquist will manage the contract agreement between the CCPA and CDW•G. Yolanda is focused on ensuring that CDW•G is in compliance with the contract and with government regulations, as applicable. She will prepare all required contract deliverable reports based on your requirements.

As the City is aware, Yolanda is well versed in your reporting needs and requirements, as she currently provides custom reports to the City for the Technology Products and Associated Services Contract (#1200800) and the Cisco Products and Services Contract (#1101012).

Please see pg 23 in the Proposed Solution section for additional details on reporting and what these custom reports can include.

And after working with the City to develop a catalog, CDW•G can also mount the catalog into our proprietary systems, including Contract Editor (“CE”) and Sales Productivity Suite (“SPS”). Custom application program interfaces (“APIs”) and dedicated Electronic Data Interchange (“EDI”) feeds from manufacturer and distribution partners update pricing and stock levels in real time for account managers and program managers. This information is then pushed to the customer Account Center each day at 11:00 a.m. EST. If there is ever a categorization error, including an incorrect categorization or inclusion, systems will process a change or deletion.

Requirement

The City will post all awarded Contracts on the CCPA website along with the vendor contact information. Please address the following accordingly:

1. Will your company allow the City to utilize your organization’s logo on the CCPA website?

Response

Yes, CDW•G will continue to allow and encourage the City to utilize its logo on the CCPA website, as we have for the the Technology Products and Associated Services contract awarded on March 26, 2012, and shown in figure 1.



Figure 1. CDW•G on the CCPA website.
CDW•G encourages the use of its logo on the CCPA website.

Requirement

2. Will your company be willing to advertise the CCPA logo and website on your organization’s website?

Response

CDW•G currently has a CCPA web page already and plans on advertising the CCPA logo as well as advertising its use.

Requirement

3. How do you plan to market the Contract to other Participating Public Agencies?

Response

CDW•G recognizes that a comprehensive marketing effort drives visibility of the contract vehicle for CCPA members. CDW•G pledges to work closely with the CCPA, and tailor our efforts to market this contract effectively to your membership.

We are able to create a custom contract site on CDW•G’s secure web portal that includes account team information, accurate CCPA contract pricing, and custom catalogs, among other exclusive features as seen in figure 2 on the following page.

All CDW•G inside and field account managers will receive training on the contract’s terms and availability, ensuring compliance throughout the life of the contract. In tandem, CDW•G will create CCPA contract marketing materials that will explain how your members can purchase off the contract.

If the CCPA will provide us with a list of participating agencies and their corresponding contact information, your members will also have the option of receiving monthly e-mails highlighting contract-eligible products and services.

CDW•G’s variety of resource types and solution offerings translate into more customer touches at more levels. While account managers and account executives are typically interfacing with purchasing decision-makers and IT professionals, presales system engineers and solution architects are pulled in to plan advanced projects and work with project managers and consultants. This range of communication and solution complexity means that CDW•G is connected to customers at many levels. In fact, CDW•G account managers each average 20 customer touches a day through a variety of communication methods, including e-mail and telephone calls. Their daily contributions will support our efforts in effectively marketing the CCPA to your members.

Finally, if the CCPA desires, we will create a contract package for you to distribute to your membership, providing information about the contract, the procurement process, and highlighting some of the available products and services available under the contract. In addition, our field account executives can distribute these materials at local shows and meetings they attend.

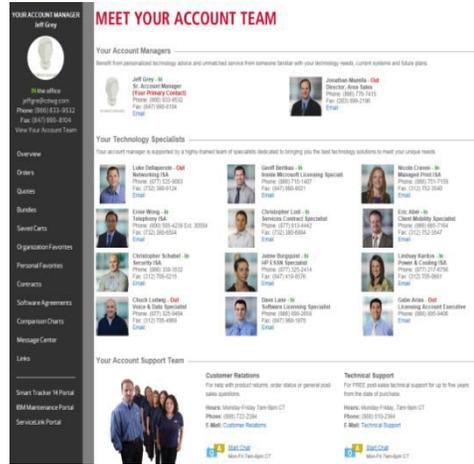


Figure 2. The CCPA’s custom contract site. CDW•G makes it easy for CCPA members to pull up relevant contract information, such as account team info and CCPA contract pricing.



One CDW Way
230 N. Milwaukee Ave
Vernon Hills, IL 60061

P: 847.371.5800
F: 847.465.6800
Toll-Free: 800.808.4239

www.cdwg.com/PeopleWhoGetIT

City of Charlotte
Procurement Management Division
600 East 4th St, CMGC 9th Floor
Charlotte, NC 28202

RE: Technology Products and Related Services, RFP #269-2017-010

Pursuant to the RFP, and including Exhibit A - Sample Contract in the above mentioned RFP, CDW-G propose the following terms to be applicable for this submission.

CDW Government LLC propose that the terms and conditions of the CCPA contract shall govern this submission and any resulting transactions between the parties arising from this RFP.

Supplemental Information

In the following section, CDW•G has provided supplemental information to address areas that were not fully covered in the previous sections. Topics addressed include:

- CDW•G Account Center Features
- CDW•G Cloud Services

Account Center Features

The City of Charlotte has its own Account Center that is available to users 24 hours per day, seven days a week as shown in figure 1. This value-added tool makes working with CDW•G easy, convenient and efficient. We have been the pioneers in tapping the power of the web and we continue to develop enhancements based on customer feedback. Our extensive suite of online tools, provided to the City at no additional cost, allow you to:

- Streamline the ordering process
- Facilitate product standardization
- Create bundles for easy reordering
- Automate purchase approvals and control rogue purchasing
- Communicate standards to all users
- Maintain customized catalog(s)
- Reduce time spent researching and purchasing IT products
- Maintain consistent pricing across the organization
- Create quotes right from your shopping cart
- Provide up-to-date order and delivery status including backorders
- Track purchases by each subsidiary and affiliate
- Simplify software licensing and ensure compliance that minimizes costly fees

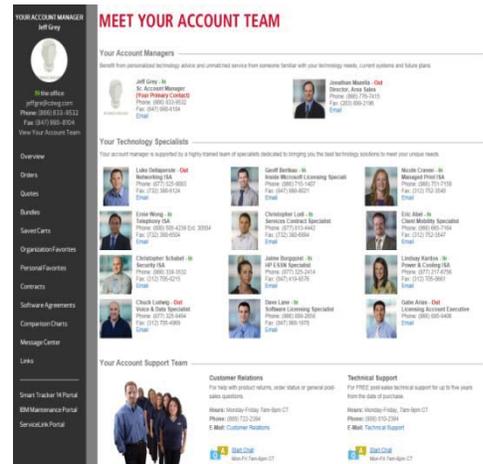


Figure 1. The City of Charlotte's Account Center page. Available whenever the City needs it, its Account Center page makes purchasing as easy as a click of a button.

- Track your IT assets across your organization
- Provide flexible reporting capabilities using pivot table technology
- Track up to three years of purchase history
- Upload reports in SLT format.
- Download reports in Excel or CSV formats.
- Access online chat support

Website Advantages

Our web capabilities provide an extra level of convenience, customization and efficiency for the City. Your Account Center brings you:

Speed — The City and PPAs can research, purchase and track technology easier and faster than ever. CDW•G makes the buying process simple and more efficient. With one click, you and authorized colleagues can procure the best solutions your company needs at the best price from one of the industry's largest inventories of brand-name products.

Reporting — As a rich source of detail on purchase history, license agreements and asset tracking, CDW•G lightens the burden of generating reports. Your Account Center is a productivity-enhancing tool, giving you the exact detail you require whenever you need it. You can also download reports into a variety of formats, including Microsoft Excel, CSV and tab-delimited files. We bring you dynamic reporting for the information you need, when you need it, via your Account Center.

The value-added benefit of your Account Center is that you can better manage data and information that will allow you to make more cost-effective decisions. Your Account Center also reduces the administrative and purchasing costs involved in procurement.

Account Center Features:

Account Linking — View, Place and Track Orders from Multiple Addresses

Account Linking lets you view, place and track orders according to their bill-to addresses. A single log-in gives authorized users a way to efficiently access their order status from across the enterprise while placing and tracking orders by address and location.

Account Team — Access Expert Support with a Personal Touch

Your Account Center allows you to work directly with your dedicated Account Manager and sales team as well as customer service professionals and certified technicians during every step of the purchasing cycle. Your Account Center lets you see pictures of your Account Team, view their contact information and check their availability in and out of the office.

Asset Management — Follow Asset-Tagged Hardware Throughout Your Company

Your Account Center provides an online asset management tool to track your asset tagged products. You can search by serial number, order number, or location. You can even create your own custom fields and add or enter products purchased from other vendors. This feature also allows you to modify your records to reflect the transfer of equipment from one location to another--a real plus for companies with multiple locations. Asset Management then lets you create and download a detailed report of your company's hardware assets.

Company Solutions — Compare and Buy Single or Bundled Products with One Click

This capability lets you customize your Account Center home page to show the products and configurations your company uses and streamline standard product orders. You can choose a variety of formats in which to view products individually, in bundles, by manufacturer or even in side-by-side comparisons. By grouping products into bundles, there's no guesswork when making repeat purchases on company standardized solutions. You save hours having to conduct multiple steps, when you can simply send a bundle right to your shopping cart and check. Your Account Center also lets you perform quick product searches and "comparison shop" by viewing side-by-side, detailed product descriptions before you even place an order. This takes the hassle out of downloading data from multiple manufacturer websites.

Contract Pricing — View Negotiated Contracts in Real-Time, Receive Bids Quickly

If you need to make purchases based on a negotiated contract, your Account Center Website lets you search your approved contracts online. Users can view all eligible contract pricing as they shop. Your Account Center will automatically provide you with your special pre-qualified pricing and discounts on tens of thousands of products. Authorized users can access contract and/or special pricing in real-time, as the site is constantly updated to reflect the latest status. Buyers from any location can view approved contract pricing to ensure this pricing structure holds true throughout the entire organization.

Order Center — Track Order Status and Purchase History Instantly

This feature offers a full breadth of tools to track your order status, leases, purchasing history and financing options. Original invoices can be printed and you can view outstanding balances and invoices, credits, adjustments and/or payments. You can download your purchasing history in preferred time increments (such as month-to-date, last six months, prior year, etc.) in any number of formats. The system lets you automatically save this data in your spreadsheet or database applications. You can readily search your order, get your tracking number, check shipping status and request a Return Merchandise Authorization (RMA).

Online Quotes — Create, Review and Place Orders in Minutes

You can review a quote online just moments after it is created by your Account Manager. Then it can be printed, forwarded to colleagues or managers for pre-authorization or converted to a live order. This feature also lets you create your own quote right from your shopping cart, in addition to viewing contracts, volume and bid pricing online.

Purchasing Authorization System (PAS) — Streamline Purchasing Approvals

Your Account Center also automates your approval process. The Purchasing Authorization System (PAS) enables you to restrict your employees' purchasing power and to automate required approvals before any order is placed. PAS bypasses the laborious step of having your purchasing administrator personally place each order. This process allows for multiple levels of approval, as well as multiple approval systems which can all function independently for the departments and locations involved with your company's procurement process. This system also allows for reporting that is specific to orders which have moved through the requisition process setup through PAS. All reporting is as dynamic and editable as the other tools on your Account Center.

Catalogs and Custom Catalogs – Limit Product Purchase Rights

Each catalog contains a name and a description; they are displayed by product category and show both CDW•G and manufacturer part numbers. There is a drop-down listing on the product search drill-down pages when you conduct a Department Search from the main page, or use the type in search feature on the top right side of the main site banner for your Account Center

The catalog feature allows you to create customized catalogs. Customized catalogs can be used to limit the purchasing ability of your end-users according to Purchase History, Corporate Solutions, Contract(s), Manufacturer Part Number, the CDW•G EDC, and through the Search function. The same engine and keywords which drive the Search Engine are also available for you to search for product. This allows you to refine items listed before

making them a part of your custom catalog for one or multiple users. These rules can be used to add product to a catalog or exclude items from one as well. Once applied to a group or PAS workflow, they can really help control the spending habits of your end users and help keep your IT budget on only those items you have selected and approved.

Product Finders — Easily Find the Right Accessories and Supplies

Account Center and cdwg.com now offer Product Finders to make it even easier to find supplies for printers, fax machines, copiers, multi-functions and other devices. The City and PPA users can also search for desktops and notebooks. Product finders guide you to the technology solutions that fit your needs and will even help find information for discontinued models. These Finders were designed to ensure compatibility for product categories including cables, desktops, ink and toner, memory, notebooks, power protection and cases and bags.

To take the Account Center tour, click here:

<http://www.cdwsiteinfo.com>

Cloud Services

****** With regard to third party cloud computing and storage services, CDW Government LLC (“CDW•G”) acts as a rebiller only. The City of Charlotte (“Customer”) acknowledges that the cloud provider, and not CDW•G, will be responsible for performance of the Cloud Services. Customer must execute CDW•G’s Cloud Service Order form before purchasing cloud computing and/or storage services. Also, before CDW•G can sell cloud computing and/or storage services from a third party to Customer, Customer must execute an agreement governing said cloud computing and/or storage services with the third party cloud services provider. *******

CDW•G is a leading cloud and As-A-Service “AAS” provider in the cloud marketplace today with a very diverse portfolio. CDW•G currently works with the City of Charlotte on numerous engagements that involve cloud related services indirectly or directly. CDW•G represents the top cloud partners that have been extensively vetted and proven as leaders on their offerings. CDW•G works on many cloud related offerings that are entangled within software solutions or ones that simply complement existing software solutions. The industry has seen

an exponential growth in services offering affecting aggregation, infrastructure, managed services, and security. As such, we wanted to include this pricing so that the end users have potential access to the complete solution even if the solution does involved hosted services or cloud related services.

CDW•G can only offer cloud related services agreements with partner providers and these cannot be added as needed. CDW•G's list of current and active providers can be found at: <https://www.cdwg.com/IT-solutions/cloud/partners.aspx>. CDW•G offers Cloud Service to be priced at 1% off manufacturer list prices with all additional services that do not have specified pricing shall be priced at 1% off the standard rate.