

City of Charlotte

Cisco Products and Services

#269-2018-028

October 1, 2018

Digital Copy



*CDW Government LLC
230 N. Milwaukee Ave.
Vernon Hills, IL 60061*





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www.cdwg.com/PeopleWhoGetIT

City of Charlotte
600 East 4th Street, CMGC 9th floor
Charlotte, NC 28202

October 1, 2018

RE: Cisco Products and Services #269-2018-028

Dear Ms. Tracey Keyes,

The City of Charlotte (City) is seeking a qualified firm to provide Cisco pricing, maintenance, support, and value-added services. CDW•G Government LLC (CDW•G) is pleased to offer the attached response to the City's Cisco Products and Services Request for Proposal (RFP).

CDW•G is well positioned as a **Cisco Gold Certified Partner, the largest U.S. National Direct Integrator Partner, and the only Cisco Channel Partner** in North America that is authorized to stock Cisco's complete product portfolio. We have been honored with Cisco Partner Summit global awards for demonstrating best-in-class business practices and for serving as a model to the industry. We participate in Early Field Trials with Cisco and this can offer cutting-edge, scalable solutions that will support the digital transformation of City of Charlotte.

Our strong and long-standing partnership with Cisco enables us to offer:

- Competitive pricing & immediate product availability
- Wide range of Cisco technical engineers, and comprehensive ongoing support.

By partnering with CDW•G, the City will be able to leverage our Cisco purchasing power and benefit from pricing and resources that is unique in the marketplace.

The following contact is the executive with the authority to contract with the City:

Brian Fisher, Manager, Program Management
120 S. Riverside Plaza, Floor 7
Chicago, IL 60606
Phone: (312) 705-3385 Email: briafis@cdwg.com

Should the City have any questions regarding our response, please feel free to contact Angel Arzet, Proposal Specialist at angearz@cdw.com or 312.547-2976. 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 Public Lead Agency, 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 Lead Public Agency as to any material facts.

Sincerely,

Brian Fisher, Manager Program Management

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Proposed Solution

CDW is a leading multi-brand technology solutions provider to business, government, education, and healthcare customers in the United States, and 150+ countries. We have an expansive network of offices near major cities and a large team of field coworkers across the United States.

CDW Government, LLC (CDW•G) is the wholly-owned subsidiary of CDW LLC. Our customer base is quite diverse, ranging from state and local government, federal, healthcare, k-12 and higher education.

CDW QUICK FACTS

- **Headquarters:** Vernon Hills, IL
- **2017 Annual Net Sales:** \$15.1B
- **# of Coworkers:** 8,500+
- **# of U.S. Sales Offices:** 27
- **# of Customers:** 250,000+
- **Fortune 500 Rank:** 189

By aligning with CDW•G, the City can take advantage of our strengths, best practices, and value-added services. Highlights include:

- Experienced account team led by Kyle Irwin supports your day-to-day IT needs and helps develop appropriate strategies for future product and service needs. To continue to support this contract, Kyle will continue to interface with the City stakeholders two to three times a month. In North Carolina, CDW•G has 26 coworkers contributing to the local economy.
- Value-added presales consulting resources ensure solutions are tailored to meet your operational and budgetary requirements.
- Strong partnerships with vendors including Cisco enable us to provide technology roadmaps, quick responses to questions, and competitive pricing.
- On-line procurement capabilities streamline and standardize purchasing as well as support flexible reporting and improved decision making.
- Two large (ISO 9001, 28000) certified distribution centers, efficient inventory management capabilities, and distribution channel partnerships result in quick product turnaround.
- Highly trained and experienced technicians provide pre-shipment configuration services and quality assurance checks to maximize productivity.
- Flexible logistical capabilities accommodate standard or urgent delivery for the City
- Our financial strength and leadership will enable us to continue supporting the City of Charlotte with leading-edge technology solutions.

The City'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:

<http://www.cdwg.com/CCPAPP>

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 Nicole Tuzzolino, Field Account Executive Kyle Irwin, Sr. Business Development Strategist Kevin Cucuel, and Program Manager Sherri McLean.

We have over 350 Inside Account Managers and 33 Field Account Executives devoted exclusively to State & Local and Education (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:



Kyle Irwin

Field Account Executive

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 Nicole, 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. Kyle has 6 years of experience serving the City's needs and in that time frame, has supported several data center projects, and developed strong working relationships with the entire infrastructure team. Due to his in-market presence, Kyle will continue to interface with the City's stakeholders two to three times a month to support the growing needs.



Kevin Cucuel

Sr. Business Development Strategist

P: (203) 851-7012

E: kevicuc@cdw.com

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. This experience will be bought to bear sharing best practices from across the nation.



Sherri McLean

Deputy Program Manager

P: (312) 705-9381
E: shermcl@cdw.com

The City also has a Deputy Program Manager, Sherri McLean, assigned to your CDW•G account team. Sherri focuses on CDW•G remaining compliant with our CCPA contract and government regulations, as applicable. Sherri has received intensive training on preparing quarterly contract reports for the City since the CCPA was awarded to CDW•G in 2012. Sherri has deep experience managing large contracts, including the CCPA Cisco Products and Services agreement with CDW•G. With her experience and knowledge, she will continue to assist with the CCPA's contract needs.



Nicole Tuzzolino

Executive Account Manager

T: 866.850.5223
E: nicotuz@cdwg.com

Nicole has been working with state and local governments entities in the State of NC for the last 10 years. She will support the City handling the day-to-day business with the city, including project builds, quotes, orders and invoicing questions.



Jason Leak

Account Manager

703.262.8031
jasolea@cdwg.com

Along with Nicole Tuzzolino, Jason Leak serves as an account manager and aides Kyle Irwin. Due to the importance of the City, CDW•G has dedicated Jason as another resource to respond to any pre and post-sale questions that may arise and serve as a liaison between end users and manufacturers.

Customized CDW•G Account Center: http://www.cdwg.com/City_of_Charlotte



Contract Search:

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.



CONTRACTS

Search within your contracts:

Search

There are no contracts products under this selection.

Brands

Administrators will benefit from enhanced product and pricing standardization, purchase approval processes, and asset management. 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 our competitors who may be unfamiliar with CCPA requirements 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 Cisco Products Services contract for future growth and success.

3.3. Certifications and Qualifications

Response

CDW•G has held Cisco Gold Certified Partner status since 1996. As a Gold Partner, we provide broad expertise across enterprise networks, collaboration, data center, and IP next-generation networks. CDW•G participates in Early Field Trial (EFT) with Cisco.

Through Cisco's EFT program, we enjoy exclusive access to Cisco technologies before they are available to the public. This ensures our engineers are ready to help with custom solution deployments and full lifecycle support, including:

- Assessment of your current infrastructure to identify weaknesses

- Design and configuration of your customized
- Data Center Optimization solution
- Planning and deployment to minimize disruptions and downtime
- Ongoing support with help desk services and training sessions

We demonstrate a measurably high level of customer satisfaction and provide lifecycle services to our customers. CDW•G is the first worldwide partner to achieve Master status for Cloud Builder, Unified Communications, and Security.

Our Masters certifications include:

- Cisco Master Collaboration Partner
- Cisco Master Security Partner
- Cisco Master Managed Services Partner
- Cloud Services
- Cisco Master Unified Communications Partner
- Cisco Powered UC as a Service Based on HCS
- Cisco Powered Managed Unified Contact Center - UCC
- Cisco Powered Managed Security
- Cisco Powered Managed Business Communications – BC
- Cisco Master Cloud Builder Partner: Master Cloud Builder partners have proven capabilities to build and deploy cloud-ready, integrated infrastructures. Infrastructures are based on Cisco technologies and solutions, as well as ecosystem partner cloud offerings across storage, virtualization, cloud management, and the virtual desktop.
- Cloud Builder-Infrastructure, Management and Services
- Storage : EMC
- Cisco Stadium Wi-Fi Partner
- Storage : Hitachi Data Systems
- Virtualization : VMware
- Cloud Management : Cisco
- Mgmt App-BMC CLM
- Cloud Management : VMware
- Cloud Professional Services
- Cloud Collaboration
- WebEx Cloud Collaboration Resale Partner

At the 2017 Cisco Partner Summit, CDW won numerous awards including Partner of the Year and Architectural Excellence Partner of the Year.

- Americas: Capital Partner of the Year, Public Sector Partner of the Year
- U.S. Public Sector: Partner of the Year, SLED Education Partner of the Year, SLED Partner of the Year

Our robust Cisco team is fully Cisco certified. 1800+ Cisco Certified coworkers, 200+ Cisco Certified Network/Data/Voice Professionals (CCNPs/DP's/VPs), 250+ Cisco Certified Network/Design/Voice Associates (CCNA's/DA's/VA's)), 50+ Cisco Certified Internetwork Expert and CCDE. Our specialists and solution architects are comprised of a team of 300+ dedicated to supporting our account managers on Cisco enterprise networking, security, collaboration, data center, cloud offerings and Smartnet Total Care services.

Please see CDW•G's letter of authorization from Cisco and our confirmation of our Cisco Gold Level Certification on the following page.



LETTER FOR CHANNEL PURCHASING

Date: September 19, 2018

To: CCPA, City of Charlotte Cooperative Purchasing Agreement
125 N Myers St
Charlotte, NC 28202

Bid Number 269-2018-058
or Project
Name:

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

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

Furthermore, CDW is specialized in the following Cisco technologies:

- Cisco Advanced Enterprise Networks Architecture Specialization;
- Cisco Advanced Security Architecture Specialization;
- Cisco Advanced Data Center Architecture Specialization;
- Enterprise Networks;
- Cisco Wireless;
- Collaboration and conferencing;
- Unified Contact Center Enterprise;
- Security;
- Optical Networking;
- Data Center; and
- Internet of Things (IOT)

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

If you need any additional information, please do not hesitate to contact Jacqueline Walker at jacqgree@cisco.com.



Phil Lozano, Director, Finance

Cisco Systems, Inc.

3.4. Optional or Additional Services

Question

The City may request additional services during the term of the Contract. The Company shall provide formal quotes for offerings, which fall outside the scope of the Contract, such as hosting services.

Response

Should there be items which fall outside the scope of the contract, CDW•G will with the City (CCPA) to create mutually acceptable amendments.

3.5. Equipment

Question

All equipment, products and components furnished under this Contract shall be new, meet all requirements of the Specifications, operate in full compliance with these Specifications and must be procured from an authorized Cisco channel source.

Response

CDW•G acknowledges.

3.6. Quantities

Question

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 acknowledges, we have experience managing numerous 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. We can scale from a few laptops to a full IT refresh with multiple standards.

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, 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.

Facts about CDW•G's Distribution Centers:

- 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
- Capacity to process 330,000 units per day
- 150,000 units at the Vernon Hills facility
- 180,000 units at the Las Vegas facility

Daily average of Units shipped:

- VHDC = 101k
- WDC = 46k

Daily average box count of 38k

- VHDC = 26k
- WDC = 12k

Total units shipped by CDW•G Distribution Centers = 37.3M

Total boxes shipped = 9.7M

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

CDW•G's capacity to ship is up to 54,000 boxes daily.

3.7. Environmental Purchasing Requirements

Question

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. Applicable EPP attributes that may be taken into consideration as environmental criterion include the following:

- Recycled content
- packaging
- Reduced Packaging
- Energy efficiency
- Life Cycle Management
- 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 Certification

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

ISO 14001 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. 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 like the City of Charlotte.



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.

CERTIFICATE OF REGISTRATION



Having been audited in accordance with requirements of

ISO 14001:2015

SRI Quality System Registrar, 300 Northpointe Circle, Seven Fields, Pennsylvania, 16046, USA, hereby grants to:

CDW LLC
CDW Logistics, Inc.

Registration of the management system at its locations:

200 N. Milwaukee Avenue, Vernon Hills, Illinois, 60061, USA
3201 E. Alexander Road, North Las Vegas, Nevada, 89030, USA

The conditions for maintaining this certificate of registration are set forth in the SRI registration agreements R20.3 and R20.4.

Scope of ISO 14001:2015 registration: "The environmental activities related to product/service management, inventory control, shipping, returns management, and receiving for computers and related technologies, excluding the office, cafeterias and the lessee area."

Initial SRI registration date: January 29, 2009

Current registration period: January 27, 2018 through January 26, 2021

Signed for SRI:



Christopher H. Lake, President & COO

Release Date: January 27, 2018
Certificate Number: 017993
Registration Number: 3562-00-E



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.

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.

3.8. Reporting Requirements

Question

3.8.1. CCPA Quarterly Reports.

A quarterly usage report must be supplied electronically to Procurement Management no later than the 30th day of January, April, July, and October. Reports must be designed in such a manner that the information captured on the purchase request shall also be reflected in the quarterly report. The report shall clearly identify all items purchased by the City/Participating Public Agency, purchase order number, purchase order date, category name, Product description and part/product number, quantity, list price, percentage discount, unit price, and extended price for all Products and Services purchased under the Contract.

3.8.2. 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

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 Deputy Program Manager, Sherri McLean, 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.

Below is a sample copy of our CCPA Technology Quarterly Reports for 2018 Q1 to demonstrate the level of custom reporting CDW•G can and already does provide the City. Reports are tailored to your unique needs and will include details such as:

- Agency Name · Item Description · Item Type Description
- Product Number · Purchase Order Number
- Order Date · Ship Date · Category/Service · Product Type
- Quantity · Mfg List Cost · Contract Discount % · Unit Coast CCPA Contract
- Actual Discount · Actual Unit Cost · Extended Coast

Lead Agency / Participating Public Agency Name	Description	Product Number	Purchase Order Number	Order Date	Ship Date	Item Type Description
COUNTY OF ORANGE (0574677)	ASUS SI MOBILE PORTABLE PROJECTOR (3368531)	3368531	1702049	6/30/2017	7/3/2017	Projectors (OH)
LEE COUNTY - MIS DEPT. (4295808)	ENGENIUS 8PT GBE POE+ L2 MGD SWITCH (3325978)	3325978	20171691	5/24/2017	7/4/2017	Wireless LAN Networking (WI)
ROWAN COUNTY INFORMATION SYSTEMS (0650497)	TRIPP 6FT HI-SPEED USB CABLE 2.0 A/B (411421)	411421	TRIPP	7/5/2017	7/5/2017	USB/FireWire Connectivity (US)

Category / Service	Product Type	Unit of Measure	Qty	Mfg List Cost	Contract Discount %	Unit Cost CCPA Contract	Actual Discount %	Actual - Unit Cost	Extended Cost	Additional Savings - Below Contract	Registered PPA? Y/N
Output Devices	Projectors	EA	1	\$ 356.10	2.00%	\$ 348.98	2.00%	\$ 348.98	\$ 348.98	\$ 0.00	Y
Network Equipment	Gigabit Hubs & Switches	EA	1	\$ 228.42	2.50%	\$ 222.71	2.50%	\$ 222.71	\$ 222.71	\$ 0.00	Y
other	Cables	EA	7	\$ 3.98	3.50%	\$ 3.84	3.52%	\$ 3.84	\$ 26.88	\$ (0.00)	Y
TOTAL:									\$ 598.57	\$ (0.00)	
CCPA ADMIN FEE (1%):									\$ 5.99		

Figure 3. 2018 Q1 CDW•G CCPA Technology Quarterly Report. The City's Deputy Program Manager, Sherri McLean, will continue to provide itemized usage reports of all Services and Products purchased under the contract.

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. The City's dedicated account team lead by Kyle Irwin or Nicole Tuzzolino can serve as a main point of contact to pull up order histories for the City.

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 Cisco to provide the City or quarterly reports on items with the environmental elements as described above.

Addenda Receipt Confirmation

Section 6, Form 2

Section 6
Required Forms

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION

RFP # 269-2018-058

Cisco Products and 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:**

9/12/18
9/19/18

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

Brian Fisher
(Please Print Name)

9/26/18
Date


Authorized Signature

Manager, Program Management
Title

CDW Government LLC
Company Name

Proposal Submission

Section 6, Form 3

Section 6 Required Forms

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM

RFP # 269-2018-058

Cisco Products and Services

This Proposal is submitted by:

Company Name: CDW Government LLC

Representative (printed): Angel Arzet, Proposal Specialist

Address: 230 N. Milwaukee Ave.

City/State/Zip: Vernon Hills, IL 60061-9740

Email address: angearz@cdw.com

Telephone: 312.547.2976
(Area Code) Telephone Number

Facsimile: -
(Area Code) Fax Number

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

1. In preparing its Proposal, the Service Provider has considered all proposals submitted from qualified, potential subcontractors and suppliers; and has not engaged in or condoned prohibited discrimination.
2. 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 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.
3. 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 Proposal submitted by the Service Provider on this Project and to terminate any contract awarded based on such Proposal.
4. As a condition of contracting with the City, the Service Provider agrees to maintain documentation sufficient to demonstrate that it has not discriminated in its solicitation or selection of subcontractors. The Service Provider 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 Service Provider or terminate any contract awarded on such bid.

Section 6
Required Forms

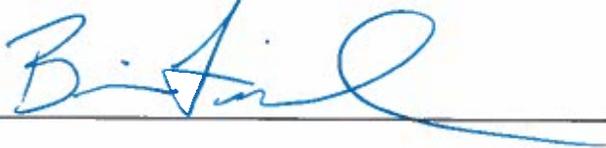
- 5. As part of its Proposal, the Service Provider shall provide to the City a list of all instances within the past ten years where a complaint was filed or pending against Service Provider in a legal or administrative proceeding alleging that Service Provider discriminated against its subcontractors, vendors or suppliers, and a description of the status or resolution of that complaint, including any remedial action taken.
- 6. 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.
- 7. 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.
- 8. 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 Exhibits A - D. As such, I have elected to do the following:

- Include exceptions to the sample contract in the following section of my Proposal: Please refer to the Exceptions section at the end of this document.
- Not include any exceptions to the Sample Terms.

I, the undersigned, hereby acknowledge that my company was given the opportunity to indicate any Trade Secret materials or Personally Identifiable Information ("PII") as detailed in Section 1.6.2. I understand that the City is legally obligated to provide my Proposal documents, excluding any appropriately marked Trade Secret information and PII, upon request by any member of the public. As such, my company has elected as follows:

- The following section(s) of the Proposal are marked as Trade Secret or PII: _____
- No portion of the Proposal is marked as Trade Secret or PII.

Representative (signed): 

Pricing Worksheet

Section 6, Form 4

REQUIRED FORM 4 - PRICING WORKSHEET

RFP # 269-2018-058

Cisco Products and 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. Cost must be in United States dollars. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs for which the City will be responsible.**

For purposes of this RFP, assume an initial term of five (5) years, with the City having an option to renew for two (2) additional consecutive one (1) year terms thereafter.

1. Technology Categories.

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

Category	%age off List Cost	URL
Networking Software	40.76%	
Network Management and Automation	40.76%	
Network Optimization and Acceleration	40.76%	
Optical Networking	40.76%	
Routers	40.76%	
Switches	40.76%	
Wireless	40.76%	
Mobile vehicle routers	40.76%	
Unified Communications	40.76%	
Professional Services	N/A	*Please see rate card below
Data Center Application Services	N/A	*Please see rate card below
Maintenance and Support	40.76%	

2. Administrative Fees:

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

1.25 %

Section 6 Required Forms

3. Pricing Incentives and Rebates:

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

Rebate Description	Amount or Percentage
Not to exceed program, as we work with the City and identify opportunities for deeper discounts for specific	
projects including larger roll outs, CDW-G will proactively work with the City to provide an aggressive offering.	

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.

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
Project Management Onsite	\$200
Project Management Remote	\$175

MWSBE Utilization

Section 6, Form 5

Section 6 Required Forms



REQUIRED FORM 5 – M/W/SBE UTILIZATION

RFP # 269-2018-058

Cisco Products and Services

The City maintains a strong commitment to the inclusion of MWSBEs in the City’s contracting and procurement process when there are viable subcontracting opportunities.

Companies must submit this form with their proposal outlining any supplies and/or services to be provided by each City certified Small Business Enterprise (SBE), and/or City registered Minority Business Enterprise (MBE) and Woman Business Enterprise (WBE) for the Contract. If the Company is a City-registered MWSBE, note that on this form.

The City recommends you exhaust all efforts when identifying potential MWSBEs to participate on this RFP.

Company Name:	CDW Government LLC
----------------------	--------------------

Please indicate if **your company** is any of the following:

MBE
 WBE
 SBE
 None of the above

If your company has been certified with any of the agencies affiliated with the designations above, indicate which agency, the effective and expiration date of that certification below:

Agency Certifying: _____ Effective Date: _____ Expiration Date: _____

Identify outreach efforts that were employed or will be employed by the firm to maximize inclusion of MWSBEs to be submitted with the firm’s proposal (attach additional sheets if needed): Please see the following page for CDW-G's response.

List below all **MWSBEs** that you intend to subcontract to while performing the Services:

Subcontractor Name	Product or Service	MWSBE Type	City Vendor #	Amount or % Utilization
HITS Tech Solutions	Service	WBE		25%

Representative (signed):

9/26/18
Date

Brian Fisher
Representative Name

Question

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 recognizes the drive to foster inclusivity for diverse communities and drive local economic growth and shares the City's mission in this regard. CDW•G launched its Supplier Diversity program in 2007 and has continued to increase our positive impact on diverse businesses since the program's inception. CDW•G's 2017 overall reported diversity spend exceeded \$1.9B equated to 12% of our organization total spend with suppliers. CDW•G, not being a diverse prime, has the privilege, opportunity, and responsibility to partner with diverse suppliers and bring them with us to every opportunity. Through these partnerships, CDW•G creates opportunities to teach, train, and support diverse suppliers grow their businesses to further support the growth of their local community. The economic impact from our U.S. supply chain supported over 6,800 Diverse and 3,600 Diverse Small Business Enterprise American jobs. We are on a focused mission to continue our support of the State's diverse business efforts and building our partner portfolio of certified M/WBE businesses.

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.

Impact of Supplier Diversity: Employment

State	Employment	Employee Compensation	Value Added	Output	Direct Spend
NC	496	\$17,779,451	\$29,660,878	\$55,593,396	\$28,123,249

Impact of Supplier Diversity: Tax

State	Federal	State2	Total
NC	\$4,413,897	\$2,743,713	\$7,157,610



North Carolina
Department of Administration
Office for Historically Underutilized Businesses

Machelle Sanders
Secretary

Tammie Hall
Director

July 21, 2017

Sandra Loftin
HIT Solutions LLC (Woman Owned)
Post Office Ox 365
Conover, NC 28613

Dear Sandra Loftin:

The Office for Historically Underutilized Businesses (HUB Office) is pleased to inform you that your company is now certified as a Historically Underutilized Business. Your firm is listed in the Statewide Uniform Certification (SWUC) Program database. This certification will remain in effect for four (4) years from the date of this letter.

You must notify the HUB Office in writing within 30 days of any changes affecting your compliance with SWUC Program eligibility requirements, including changes in ownership, day-to-day management and operational control. Failure to notify the HUB Office of these changes or reapply for certification in a timely manner may cause your HUB Certification to be revoked. In addition, please be advised your status may be changed if there is a 3rd party challenge granted against your firm. The link to the HUB Office 3rd party challenge form can be located at <http://www.doa.nc.gov/hub/documents/ThirdpartyEligibilityChallengerev080811.pdf>. All information submitted to the Office for Historically Underutilized Business is subject to audit and review.

The HUB Office collaborates with local Minority/Women/Small Business (M/W/SBE) Offices who offer assistance to certified HUB firms with identifying contract opportunities with state and local government. Many of these offices also offer assistance with business development. Please visit our website at <http://www.doa.nc.gov/hub/programs.aspx?pid=swuc> to locate the local office near you. Another great resource is the Small Business and Technology Development Center at www.sbtcd.org for free personalized business assistance and counseling.

It is important to note that although your status as a certified HUB firm greatly improves your access to state and local government contracts, this certification does not guarantee contract awards. Your ability to research opportunities and bid competitively will be important to your success in this program.

Thank you for your interest and participation in the SWUC Program as a Historically Underutilized Business firm with the State of North Carolina.

Sincerely,

James Trent Rawley

James Trent Rawley
Supplier Diversity Specialist

Background & Experience

Section 6, Form 6

Section 6 Required Forms

REQUIRED FORM 6 – COMPANY’S BACKGROUND RESPONSE

RFP # 269-2018-058

Cisco Products and 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 or Services).	Corporate Headquarters 230 N. Milwaukee Ave. Vernon Hills, IL 60061
How many years has your company been in business? How long has your company been selling Cisco Products and 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 using the Services? 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 projects or services terminated by a government entity. Please disclose the government entity that terminated and explain the reason for the termination.	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 reporting structure	Please find CDW•G's response in the pages following this form.
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.	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.
Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process. Describe the results of any third party security audits in the last five (5) years.	Please find CDW•G's response in the pages following this form.

Question

Company's legal name

Response

CDW Government LLC

Question

Company Location (indicate corporate headquarters and location that will be providing the Products or Services).

Response

230 N. Milwaukee Ave.
Vernon Hills, IL 60061

Question

How many years has your company been in business? How long has your company been selling Cisco Products and Services?

Response

CDW was founded in 1984 and our government sector, CDW Government LLC ("CDW•G") was incorporated in 1998. This year we are celebrating 20 years of experience selling technology products and services.

CDW•G has held Cisco Gold Certified Partner status since 1996. We have attained the broadest range of expertise across multiple technologies and support our customers with over 1,800 highly qualified and certified Cisco-specific resources.

CDW•G is also Cisco's Largest U.S. National Direct Integrator Partner, and the only Cisco Channel Partner in North America that is authorized to stock Cisco's complete product portfolio. We have been honored with Cisco Partner Summit global awards for demonstrating best-in-class business practices and for serving as a model to the industry.

Question

How many public sector (cities or counties) clients does your company have? How many are using the Services? Identify by name some of the clients similar to City (e.g., similar in size, complexity, location, type of organization).

Response

CDW•G serves over 48,500 state & local public entities and have 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 your needs. We have existing

relationships with approximately 90% of the cities and counties in the United States and have been serving North Carolina and the City of Charlotte for over 8 years.

Question

List any projects or services terminated by a government entity. Please disclose the government entity that terminated and explain the reason for the termination.

Response

During the time of this submission and to the best of our knowledge, CDW•G does not have any projects or services terminated by a government agency.

Question

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

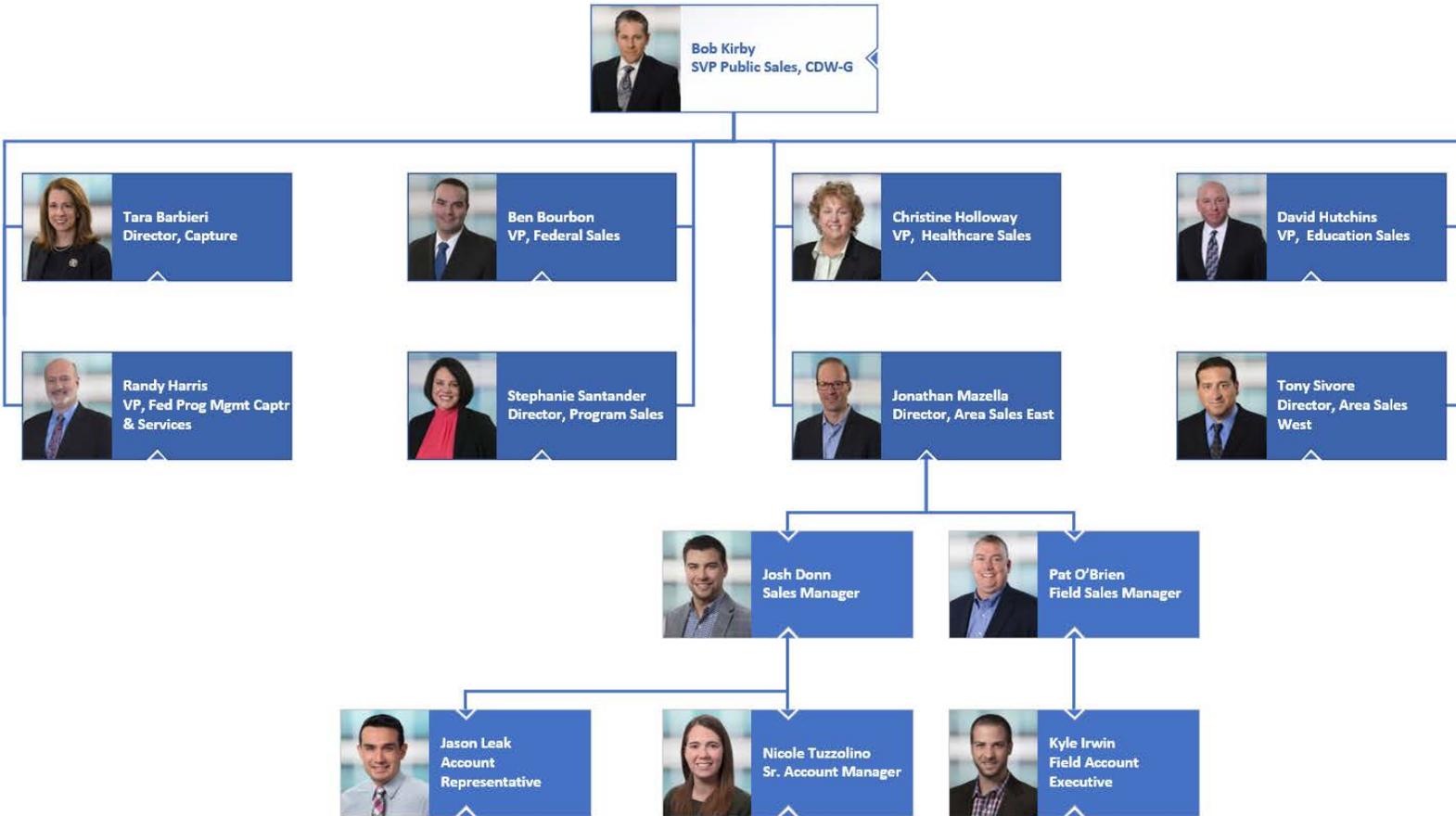
As of the date of submission based on information and belief, and for the last two (2) years, CDW•G is not aware of any material claim, litigation, or allegation, that, if adversely adjudicated, would materially affect CDW•G's ability to perform its obligations under an awarded contract.

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

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 publicly traded entity under NASDAQ, ticker symbol "CDW".

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

Please see the following organization chart for CDW Government LLC:



Question

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

CDW•G has held Cisco Gold Certified Partner status since 1996. As a Gold Partner, we provide broad expertise across enterprise networks, collaboration, data center, and IP next-generation networks. CDW•G participates in Early Field Trial (EFT) with Cisco.

Through Cisco's EFT program, we enjoy exclusive access to Cisco technologies before they are available to the public. This ensures our engineers are ready to help with custom solution deployments and full lifecycle support, including:

- Assessment of your current infrastructure to identify weaknesses
- Design and configuration of your customized

- Data Center Optimization solution
- Planning and deployment to minimize disruptions and downtime
- Ongoing support with help desk services and training sessions

We demonstrate a measurably high level of customer satisfaction and provide lifecycle services to our customers. CDW•G is the first worldwide partner to achieve Master status for Cloud Builder, Unified Communications, and Security.

Our Masters certifications include:

- Cisco Master Collaboration Partner
- Cisco Master Security Partner
- Cisco Master Managed Services Partner
- Cloud Services
- Cisco Master Unified Communications Partner
- Cisco Powered UC as a Service Based on HCS
- Cisco Powered Managed Unified Contact Center - UCC
- Cisco Powered Managed Security
- Cisco Powered Managed Business Communications – BC
- Cisco Master Cloud Builder Partner: Master Cloud Builder partners have proven capabilities to build and deploy cloud-ready, integrated infrastructures. Infrastructures are based on Cisco technologies and solutions, as well as ecosystem partner cloud offerings across storage, virtualization, cloud management, and the virtual desktop.
- Cloud Builder-Infrastructure, Management and Services
- Storage : EMC
- Cisco Stadium Wi-Fi Partner
- Storage : Hitachi Data Systems
- Virtualization : VMware
- Cloud Management : Cisco
- Mgmt App-BMC CLM
- Cloud Management : VMware
- Cloud Professional Services
- Cloud Collaboration
- WebEx Cloud Collaboration Resale Partner

At the 2017 Cisco Partner Summit, CDW won numerous awards including Partner of the Year and Architectural Excellence Partner of the Year.

- Americas: Capital Partner of the Year, Commercial Partner of the Year, Public Sector Partner of the Year
- U.S. Public Sector: Partner of the Year, SLED Education Partner of the Year, SLED Partner of the Year

Our robust Cisco team is fully Cisco certified. 1800+ Cisco Certified coworkers, 200+ Cisco Certified Network/Data/Voice Professionals (CCNPs/DP's/VPs), 250+ Cisco Certified Network/Design/Voice Associates (CCNA's/DA's/VA's)), 50+ Cisco Certified Internetwork Expert and CCDE. Our specialists and solution architects are comprised of a team of 300+ dedicated to supporting our account managers on Cisco enterprise networking, security, collaboration, data center, cloud offerings and Smartnet Total Care services.

Question

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

Response

Our approach is based on eight core principles:

- **Communication** – Consistent, concise, and frequent
- **Assessment** – Complete and detailed
- **Estimation** – Accurate and realistic
- **Statement of Work** – Meticulously prepared
- **Project Management** – Continuously visualizing success
- **Risk Management** – Attentive and constant
- **Change Management** – Persistent and conscientious
- **Shared Learning** – Borrow from the best and continuously improve

Onboarding

CDW•G has a thorough onboarding approach which includes rigorous vetting to include a 3rd party in our subcontractor network. This includes reference checks, insurance mandates, qualifications, etc. Once onboarded, our personnel and subcontractors, will be evaluated periodically to ensure their performance is meeting our customers' expectations.

The City of Charlotte's dedicated account team will be in constant communication with the contact person from each of our subcontracting partners to ensure consistent communication and customer satisfaction. We have policies designed to ensure that all third party workers are screened including Social Security Number Trace and Validation, Criminal Felony and Misdemeanor Search, National Criminal Database Search, National Sex Offender Registry Check, Employment Verification, Education Verification, Motor Vehicle Records Check as applicable, Federal Criminal Records Search as applicable, Federal Civil Records Search as applicable, Employee Credit Check as applicable, Prohibited Parties as applicable, & 5 panel Pre-employment Drug Screen.

Engagement

We draw upon best practices derived from the IT Infrastructure Library (ITIL) framework. Our methodology enables us to support each customer engagement "The CDW Way," with integrity, commitment, and respect. A dedicated CDW•G coworker will provide a single point of contact and escalation point to ensure the success of the entire project. This coworker (Project Manager, coordinator) ensures that every member of the team including the subcontractor understands and supports the vision for the project. A Statement of Work (SOW) will be mutually executed for individual service engagements. CDW-G will work with the project engineer team and customer team to create an overview of the requirements pertaining to the project. This overview provides a basic understanding of what is expected from this SOW prior to defining all requirements in detail. The overview will include the contract purpose as well as the engineering purpose, and the underlying business purpose and expected value. During the execution of the project, CDW•G will continuously monitor performance as set forth in the SOW and milestones set, if any. Pre-determined escalation points are determined in advance to act as avenues for mitigating any delays or issues.

Closeout

All closeout activities will be defined in advance including any cutover dates will be monitored for compliance. Any applicable documentation will also be completed as per SOW.



CDW•G has a well-defined project structure which is key to the success of an engagement especially when it involves subcontractors. CDW•G's Project Management Methodology:

- Provides a roadmap to the processes, roles, and checkpoints that govern work with the City from proposal development through service delivery.
- Offers flexibility and judgment yet provides a clear path for the engagement to follow.

For the City, CDW•G will be responsible for delivery of products; for negotiating price; monitoring contract compliance; determining quality and

Question

Describe your security procedures to include physical plant, electronic data, hard copy information, and employee security. Explain your point of accountability for all components of the security process. Describe the results of any third-party security audits in the last five (5) years.

Response

Global Security, Safety, & Business Continuity are very important to CDW and CDW•G. Our team monitors all facilities, 24x7, from our Global Security Control Center (GSOC) in Vernon Hills, IL to ensure that there are no breaches in security and that operations will continue safely. A back-up Security Control Center is operated out of the North Las Vegas, NV distribution facility. A number of security controls, policies, and programs are in place to help ensure coworkers and visitors are being provided a safe and secure work environment. Our business continuity program places emphasis on coworker safety first, and business continuity second.

- Security Officers - monitor entrance / exit doors to the warehouses.
- Card Access System – photo ID access control cards are used by coworkers for access into and out of all offices and warehouses.
- Biometric Access Control – biometric hand scanners are utilized in addition to the photo ID access control card for entry into our data centers.
- Camera Systems – over 450 cameras protect the offices and warehouses. All cameras are digitally recorded and monitored from the 24x7 GSOC.
- Search and Inspection Policy – everyone must open his or her bags, containers, packages, toolboxes, etc. for inspection when arriving onsite.
- Metal Detector – metal detectors are installed and monitored at all exit doors from the warehouses to protect against theft.
- Doors and Locks – keys to doors and locks are controlled and maintained by security management.
- Photo ID Program – every coworker is issued a CDW photo ID card with his or her photo on it. IDs must be presented to security personnel upon entering the building. Coworkers without an ID need to sign in and be escorted into the building.
- Visitor Entry Control – any visitor must sign in at our electronic sign in station at all entry points. It is required that all visitors display a valid photo ID in order to be allowed into the building. Coworkers without an ID need to sign in and be escorted into the building.

- Vehicle Patrol Program – provides for jump starts, lock outs, tire inflate service, and general assistance at our Vernon Hills and Lincolnshire facilities.
- Security and Fire Systems – a UL listed burglar and fire alarm system protect facilities. All activations must be responded to and the cause determined.
- Emergency Evacuation Plans – each facility has its own evacuation plans and an assigned Emergency Response Team (ERT) in case of an emergency.
- Emergency & Information Communication Phone Numbers – Coworkers may dial a number to report an emergency or dial the Information Communication Line to check on the open/close status of their facility.
- Business Continuity Program – our program is made up of 4 key components, Emergency Response, Crisis Communication, Disaster Recovery, & Business Continuity plans.

Our Security and Safety Team is comprised of:

Director of Global Security, Safety, & Business Continuity

The Director of Security, Safety, & Business Continuity oversees the security, safety, & business continuity programs at CDW. This individual interacts with all key members of management including the executive staff.

Senior Security Manager

The Senior Security Manager oversees electronic security operations and investigations within CDW. This person and assigned staff will conduct all investigations at CDW, both internal and external. Additional duties include ensuring that all electronic security equipment is functioning and monitored properly at each facility.

Global Security Operations Center Manager

The Global Security Operations Center Manager oversees security operations and investigations in our GSOC located at the Vernon Hills facility. The GSOC is a 24X7 operation monitoring all facilities intrusion, CCTV, and access control. Additionally, this site activates all emergency plans and communication.

Security Managers

Security Managers (3 of them) oversee security operations at the Vernon Hills & North Las Vegas distribution centers, .120 S Riverside office, and the Lincolnshire Corporate Headquarters. This includes oversight of Security Supervisors and all contract and in-house security personnel assigned to these facilities.

Security Supervisors

These individuals oversee dock doors, drivers' entrances, and coworker/visitor entrances in the warehouse. There are three supervisors, one for each of the three shifts in the warehouse. Additional responsibilities include oversight of contract and in-house security officers.

Safety Manager

Safety Manager oversees both Safety Administrators and provides direct oversight to the CDW Safety Program at all locations. These programs consist of: Emergency Plans, HAZ MAT, Safety Committee, Hot Work Program, Blood Borne Pathogen Program, Tag Out / Lock Out Program, Hearing Conservation Program, Fork Lift Fall Protection Program, etc.

Safety Administrators

Safety Administrators oversee the safety programs in both distribution centers. These programs include: Emergency Plans, HAZ MAT, Safety Committee, Hot Work Program, Blood Borne Pathogen Program, Tag Out / Lock Out Program, Hearing Conservation Program, Fork Lift Fall Protection Program, etc.

Global Security Operation Center Analyst

The Global Security Operations Center Analyst is primarily responsible for monitoring social media, news feeds, Coworker travel safety, and the Business Continuity Program in the 24 x 7 Global Security Control Center.

Electronic Security Administrator (ESA)

The ESA is primarily responsible for monitoring the intrusion, CCTV, card access systems, emergency phone number, and the elevator emergency phones in the 24 x 7 Global Security Control Center.

Team Leader – Asset Protection Officer

The Team Leader is responsible for maintaining security coverage on all dock and warehouse entry doors. All activities regarding personnel or product entering and leaving through these doors is the Team Leader's responsibility. Additional duties include monitor drivers, messengers, and contractors, through use of sign in log, security fencing, turn style, and metal detector.

Asset Protection Officers & Contract Security Officers

Asset Protection Officers (APO) and contract security personnel monitor products entering and leaving the warehouse through the dock doors. They ensure that the quantity and type of product is accurate. In addition to this primary function, they escort drivers to and from the dock, perform checklists and audits, and monitor coworkers entering and leaving the facility.

Warehouse Security Administrator (WSA)

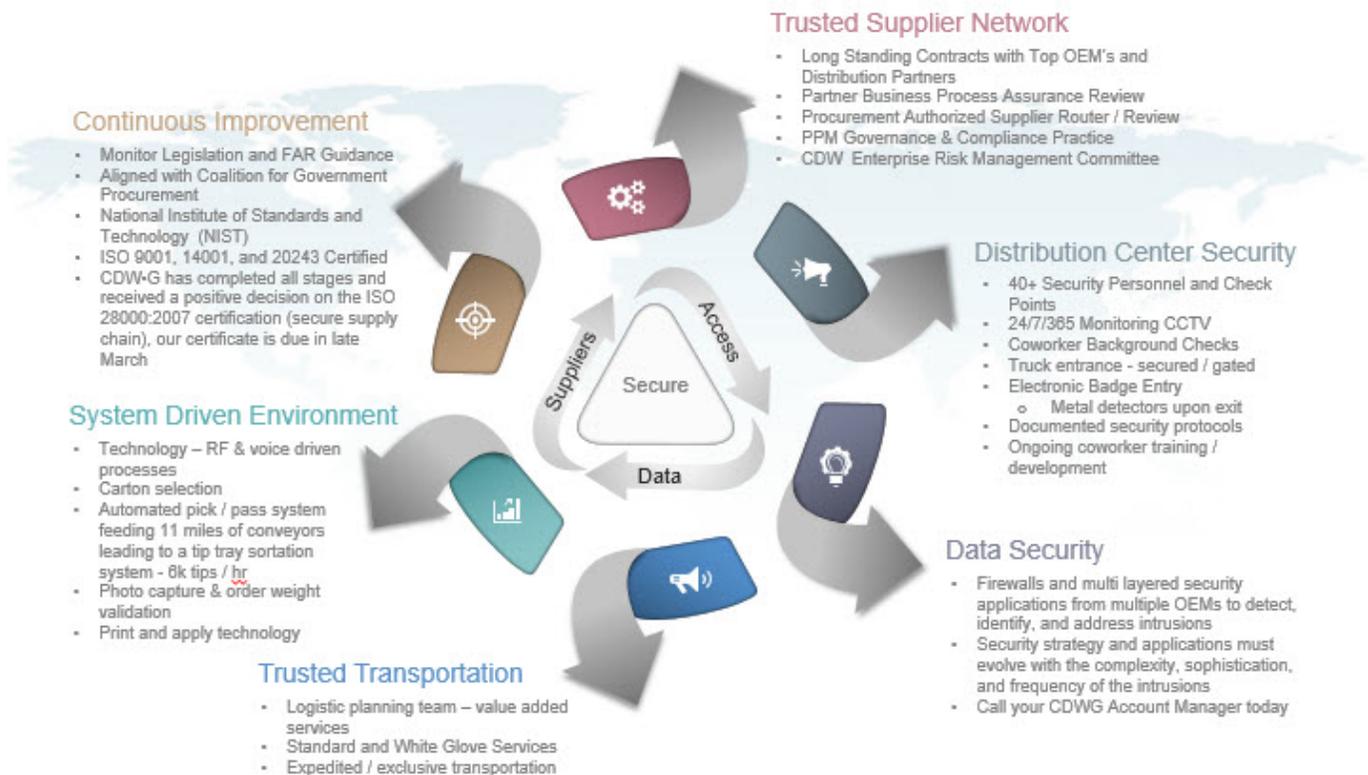
The WSA is responsible for making sure that security controls are followed by coworkers, contractors and visitors as they enter and exit the warehouse. The WSA monitors anyone entering and leaving through the warehouse entry/exit doors. Everyone exiting the warehouse must first pass through the metal detectors. Metal detectors are calibrated daily.

System Overloads Mitigated by CDW•G’s Logistical Excellence

CDW•G is extremely dedicated to customer satisfaction and takes specific steps to ensure efficiency and reliability throughout the entire procurement management process. We regularly review performance through internal audits of systems, such as shipping. Should an audit determine a decline or potential decline in performance or effectiveness, we implement a plan of action and monitor its effectiveness. This focus on operational efficiency, in turn, reduces costs and allows CDW•G to offer the City of Charlotte competitive pricing without having to sacrifice unparalleled service.

Audits

CDW•G conducts regular internal security audits, the results of which we consider proprietary and do not disclose. CDW•G is willing to provide third-party security audits results upon award.



Secure Supply Chain

Our two ISO 9001 certified environmentally controlled distribution centers, in Las Vegas, Nevada and Vernon Hills, Illinois, are strategically located to easily serve customers across the United States. The City of Charlotte benefits from minimal lead times due to the proximity of our Vernon Hills, IL location. Our headquarters in Vernon Hills, IL hosts a 450,000 square-foot distribution center that focuses on distributing products to customers east of the Mississippi River.

Our delivery model combines manufacturers, distribution channel partners and leading carriers to facilitate quick product turnaround. Our 150+ configuration technicians can configure technology solutions in our state-of-the-art configuration centers, so products arrive ready to plug and play.

CDW•G has been awarded the following certifications:

- ISO 9001 certificate
- ISO 14001 certificate
- ISO/IEC 20243 certificate
- ISO 28000 certificate

ISO 28000 Secure Supply Chain is an important standard for our company and provides great benefits to the City. The scope of the certification includes planning, deployment, and provisioning of supply chain services and supporting processes. ISO 28000 is the first international standard to address supply chain risk management. The standard provides a best practice framework to protect a company's coworkers, key processes, assets, and products, including services, as they move through the supply chain by using a network of plans, objectives, procedures, responsibilities, and resources to minimize any harm and damage that may occur.

The City benefits from the following:

- Protects CDW•G and the City against potential supply chain threats and their impacts
- Minimizes disruptions in the supply of product and services to the City
- Provides a set of well-defined policies, processes, and procedures that support coworkers, City, and partners
- Ensures continued suitability, adequacy, and effectiveness of the supply chain
- Facilitates performance measurement, analysis, and improvement of supply chain processes, solutions, products, and customer satisfaction

ISO 28000 certification demonstrates that CDW•G has mature end-to-end risk management programs, with a focus on delivering quality and security in managing information, products, and services to meet our customers' needs.

References

Section 6, Form 7

Section 6 Required Forms

REQUIRED FORM 7 – REFERENCES

RFP # 269-2018-058

Cisco Products and 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 services to those described herein. If such references are not available, individuals or companies that can speak to the Company's performance are adequate.

REFERENCE 1:

Name of Client: State of Connecticut

Primary Contact: Jerry Johnson Phone: 860-622-2355

E-mail address: Gerald.johnson@ct.gov Service Dates: 9/9/2014-12/10/2018

Type of Products and/or Services Provided: cisco global parts list

Approx. Annual Spend Budget \$ \$100 Million Number of Employees: 32,000

REFERENCE 2:

Name of Client: Delware County

Primary Contact: David Cucciarre Phone: 607-832-5014

E-mail address: David.cucciarre@co.delaware.ny.us Service Dates: 2013 - present

Type of Products and/or Services Provided: _____

Cisco Network Core and wiring closet design and implementation.

Cisco Call Manager phone system implementation on UCS Servers.

Cisco Security implementation ASA Firewalls county wide.

Cisco Wireless Controller and APs implementation. Citrix Netscaler Implementation.

Approx. Annual Spend Budget \$ \$4 Million Number of Employees: 550

REFERENCE 3:

Name of Client: County of Henrico

Primary Contact: Brian Viscuso Phone: 804.754.6891

E-mail address: vis001@henrico.us Service Dates: Nov 2017 - Sourcwell completion date

Type of Products and/or Services Provided: This is a complete catalog contract of all of CDWG's solution and services.

. NJPA is used as the contracts backbone, the County put their T's and C's on top of the contract which we accepted.

Throughout the duration we have done over 1 M in Cisco Data Center and Networking business, and have successfully

designed and implanted a new data center. .

Approx. Annual Spend Budget \$ \$30 Million Number of Employees: 3,000

Section 6
Required Forms

REFERENCE 4:

Name of Client: City of San Diego
Primary Contact: Ralph Venton Phone: (619) 533-4808
E-mail address: rventon@sandiego.gov Service Dates: Nov 2017 - Nov 2019
Type of Products and/or Services Provided: General Catalog Technology Contract

Approx. Annual Spend Budget \$ \$3 million Number of Employees: 8,000

REFERENCE 5:

Name of Client: City of Richmond
Primary Contact: Douglas Gernat Phone: 804.646.6938
E-mail address: Douglas.gernat@richmondgov.com Service Dates: 2014 - current
Type of Products and/or Services Provided: routers, switches, phones, software, wireless

Approx. Annual Spend Budget \$ \$7 million Number of Employees: 6,000

Additional Company Response

Section 6, Form 8

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.

Cisco Terms and Conditions

Cisco’s Umbrella Enterprise Terms of Service which governs the Cloud Security Portfolio is located at: <https://umbrella.cisco.com/terms>

For more information regarding Cisco Cloud Terms, please refer to the following link:

<https://www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html>

Cloud Provider Questionnaire

*****As is relates to Cisco cloud services, and stated on Section 6, Form 8, Cisco offers numerous could offerings and some of the questions below are not applicable. Upon award, CDW•G will work with the City and Cisco to complete any outstanding questionnaire items as it relates to the specific cloud offering.**

1. Do you encrypt data at rest or in transit? Is there an encryption offering and if so what level of encryption and what data protection certifications do you currently hold?
2. What encryption algorithms do you use to encrypt data at rest and in transit?
3. How do you manage the encryption keys?
4. What is your current uptime and SLA option? What if SLA is not met?
5. Do you offer periodic reports confirming compliance with security requirements and SLAs?
6. What certifications for data protection have you achieved?
7. How often are backups made? How many copies of my data are stored, where are they stored, and are they encrypted?
8. Who can see or have access to my information? How do you isolate and safeguard my data from other clients?
9. What is your process for responding to a legal hold request?
10. What are your disaster recovery processes?

11. What are your methods for backing up our data? What offerings are available to back up data?
12. Where is your data center and what physical security measures are in place?
13. What country (or countries) is my data stored in - both on your infrastructure and for backups?
14. Can I leverage existing credentials and password policies? Do you offer SAML/SSO capabilities for authentication? What types of multifactor authentication is supported?
15. How do you screen your employees and contractors?

Specific to CDW•G in general:

It is CDW•G's policy to only employ or retain those who have successfully completed and meet the preemployment background screening as outlined. All information obtained under this policy will be used solely for job-related reasons and consistent with applicable laws. This policy is designed to ensure that all prospective employees, rehires, interns, seasonal temporary workers, co-ops, and any third-party workers are screened pursuant to the procedures set forth herein. Supplemental Workers (Contractors, Consultants and Temporary Workers) will be handled according to the contract for services. Recruiters and/or hiring managers must ensure temporary agencies, consulting firms, and contracting agencies provide qualified coworkers to CDW•G. As a result, each company must conduct background checks on their employees and abide by the parameters set forth in this policy. The following minimum screening requirements are necessary to meet the intent of this policy:

- Social Security Number Trace and Validation
- Criminal Felony and Misdemeanor Search – unlimited counties of residence in the last seven (7) years
- National Criminal Database Search
- National Sex Offender Registry Check
- Employment Verification – verify up to the last three (3) employers within the past seven (7) years,

current if authorized, for positions of supervisor and above or upon hiring manager request

- Education Verification – verify the highest level of degree obtained when the candidate discloses completion of a college level degree on the application (includes degrees outside the United States)
- Motor Vehicle Records Check – only for positions that require 25% or more driving as part of the role
- Federal Criminal Records Search – only for positions of supervisor and above and positions in the Finance Department
- Federal Civil Records Search – only for positions of director and above
- Employee Credit Check – only for positions of director and above
- Prohibited Parties – only for positions of director and above
- Pre-employment Drug Screen – 5 panel

For more detailed information on our hiring practices, please consult our equal employment opportunity policy and background screening policy.

16. What controls do you have in place to prevent unauthorized viewing of customer information?

Specific to CDW•G:

A major goal of our Information Security Program is to defend against security intrusion through a combination of layered prevention technologies and comprehensive security monitoring. Our security infrastructure has been designed according to industry standards for virus protection, firewalls and intrusion-prevention technologies in order to prevent unauthorized access or compromises of CDW•G's network, systems and servers.

To maintain this level of security, CDW•G:

- Periodically tests systems to identify/remediate issues
- Conducts vulnerability scans
- Uses industry accepted security resources to provide up-to-date information on security issues across many technologies
- Monitors network connections with intrusion prevention/detection systems
- Bans use of insecure protocols in infrastructure management for transmitting confidential information
- Configures network and system devices so event logs are maintained in a centralized system

- Requires CDW•G management approval for any data connections to our information systems
- Isolates guest wireless networks and unauthenticated connectivity from CDW•G corporate traffic

17. What actions do you do to destroy data after a customer releases it?
18. What happens in the event of data corruption?
19. What access do you provide to logs?
20. How is activity in my account monitored and documented? What auditing capabilities are provided: Admin/MGMT, Billing, and System Information? Do you keep a signed audit trail of which users performed what actions when, both through their UI and API?
21. How much control do I retain over my data? How do we extract data if our agreement ends?
22. Can I disable access immediately to my data in the event of a breach?
23. In the event of a security incident or breach, at what point in your response process and under what circumstances will I be notified? What is the timeline for customer notification in the case of a breach?
24. Can you continue to provide protection as my workloads evolve? How scalable is the solution, including disaster recovery?
25. How reliable is your network infrastructure? What certifications do you currently hold for your data centers?

26. Do you alert your customers of important changes like security practices and regulations or data center locations?

27. Will my needs be served by dedicated instances/infrastructure or shared instances/infrastructure?

28. Will my internal and external incident response resources be able to access your infrastructure in the event of an incident? If not, how will you perform the investigation on my behalf?

29. What third party security validation can you provide me with? How often do you have external assessments performed?

30. When was your last penetration test and what were the results?

31. How do you dispose of end-of-life hardware?

32. How do you dispose of failed data storage devices?

33. Do you have a "Try Before You Buy" program?

34. Do you allow tours of your data center?

Environmental Purchasing Responses

Section 6, Form 9

Section 6 Required Forms

REQUIRED FORM 9 – ENVIRONMENTAL PURCHASING RESPONSES

RFP # 269-2018-058

Cisco Products and Services

Companies shall complete and submit the form below regarding the products or supplies required to perform the Services.

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>Please find CDW•G's response in the pages following this form.</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>Please find CDW•G's response in the pages following this form.</p>
<p><u>Reduced Packaging.</u> Please include any efforts made to reduce the packaging of the products included in this proposal.</p>	<p>Please find CDW•G's response in the pages following this form.</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>Please find CDW•G's response in the pages following this form.</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>Please find CDW•G's response in the pages following this form.</p>

QuestionRecyclability

Please include the types of materials included in your product, and if they are considered recyclable in typical municipal recycling streams.

Response

Cisco's product information regarding Materials and Recycling:

Materials

<https://www.cisco.com/c/en/us/about/product-innovation-stewardship/materials.html>

Recycling

<https://www.cisco.com/c/en/us/about/product-innovation-stewardship/product-recycling.html>

QuestionEnergy Efficiency

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.

Response

*All Cisco products comply with US Department of Energy's (DoE) energy efficiency standards when applicable.

US EPA Energy Star is a voluntary certification program. Cisco participates in the following Energy Star certification programs: Enterprise Servers, IP Phone, Large Networking Products, Small Networking Product. Some Cisco products comply with Energy Star standards while some products are out of scope.

*Provided by Cisco

QuestionReduced Packaging

Please include any efforts made to reduce the packaging of the products included in this proposal.

Response



CDW•G's beGreen program executes sustainable business practices for our employees and our customers.

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 consider the dimensions and weight of product to maximize the amount of product put into each box.

Question

Life Cycle Management

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).

Response

Together with Cisco, CDW•G offers a breadth of warranty options, repair services, and maintenance agreements to provide our customers the insurance of predictable costs and repair response times that a warranty agreement can provide. Our comprehensive suite of product Lifecycle support offerings include warranty extensions and upgrades, post warranty support, accidental damage protection, maintenance contract agreements, and post-sale technical support.

QuestionEnd of Life Management

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).

Response

CDW•G will work with Cisco to identify any credits available to the city. This is dependent on multitude of factors including products, age, etc., and Cisco's cooperation in this regard. CDW•G also works with 3rd party asset reclamation providers who can provide FMV for assets to provide maximum ROI.

CCPA Plan

Section 6, Form 10

REQUIRED FORM 10 – CCPA PLAN RFP # 269-2018-058**Cisco Products and Services**

Pursuant to N.C. G.S 160A-461 and 143-129(e)(3), the City of Charlotte Procurement Management Division has established the Charlotte Cooperative Purchasing Alliance (CCPA). The purpose of the CCPA is to allow other public agencies regionally and nationwide to use contracts competitively solicited and awarded by the City. Combining volumes of government agencies achieves the cost effective pricing and reduces the administrative and overhead costs of suppliers and public agencies alike. By providing a comprehensive and competitively solicited Contract through a single RFP process, county, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public and private), state, other government agency and nonprofit organizations can utilize the subsequent contract(s) without the need for further solicitation. Companies should consider the potential volumes when responding to this RFP. Participation by other entities is strictly voluntary and no volumes are guaranteed though Participating Public Agencies are required to register to purchase goods or services through the CCPA.

More information about the CCPA can be found on the CCPA website: www.charlottealliance.org.

The objective of this RFP is to utilize participation among the City, as well as various other Participating Public Agencies, to provide low cost reliable Products and Services. The Company must agree to receive orders from the City and all Participating Public Agencies and to provide all Products and Services ordered to a specified City and Participating Public Agency address.

Companies shall include in detail how they will serve all Participating Public Agencies as it relates to the CCPA. Currently, the CCPA has approximately 370 registered Participating Public Agencies in Arizona, California, District of Columbia, Florida, Georgia, Maryland, Massachusetts, Michigan, Missouri, New York, North Carolina, South Carolina, Tennessee, Texas, Virginia, Washington, 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.

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 50 states. To perform these Services, we draw on our vast talented staff of more than 8,600 coworkers (including 2000 coworkers in the Professional services group), 900 trusted and vetted service partners. 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:

Brentwood, TN		
Chandler, AZ	Las Vegas, NV	Lincolnshire, IL
Glendale, CA	Cherry Hill, NJ	Evansville, IN
San Francisco, CA	Addison, TX	Carmel, IN
Shelton, CT	Reston, VA	Eatontown, NJ
Tampa, FL	Bellevue, WA	Cincinnati, OH
Southfield, MI	Appleton, WI	Cleveland, OH
Ada, MI	Fitchburg, WI	Waukesha, WI
Brooklyn Park, MN	Chicago, IL	Weston, WI

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.

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. CDW•G has its own cutting-edge distribution technology in both of our state-of-the-art warehouses and leverages a vast network of technology distributors (such as Synnex, Ingram, etc.) throughout the US to meet our customer needs across all spectrums.

Our two ISO 9001 certified environmentally controlled distribution centers, in Las Vegas, Nevada and Vernon Hills, Illinois, are strategically located to easily serve customers across the United States. The City of Charlotte benefits from minimal lead times due to the proximity of our Vernon Hills, IL location. Our headquarters in Vernon Hills, IL hosts a 450,000 square-foot distribution center that focuses on distributing products to customers east of the Mississippi River. Our delivery model combines manufacturers, distribution channel partners and leading carriers to facilitate quick product turnaround. Our 150+ configuration technicians can configure technology solutions in our state-of-the-art configuration centers, so products arrive ready to plug and play.

CDW•G has been awarded the following certifications:

- ISO 9001 certificate
- ISO 14001 certificate
- ISO/IEC 20243 certificate
- ISO 28000 certificate

ISO 28000 Secure Supply Chain is an important standard for our company. The scope of the certification includes planning, deployment, and provisioning of supply chain services and supporting processes. ISO 28000 is the first international standard to address supply chain risk management. The standard provides a best practice framework to protect a company's coworkers, key processes, assets, and products, including services, as they move through the supply chain by using a network of plans, objectives, procedures, responsibilities, and resources to minimize any harm and damage that may occur.

The standard:

- Protects the organization against potential supply chain threats and their impacts
- Minimizes disruptions in the supply of product and services to our customers
- Provides a set of well-defined policies, processes, and procedures that support coworkers, customers, and partners
- Ensures continued suitability, adequacy, and effectiveness of the supply chain
- Facilitates performance measurement, analysis, and improvement of supply chain processes, solutions, products, and customer satisfaction
- ISO 28000 certification demonstrates that CDW•G has a mature, end-to-end risk management programs, with a focus on delivering quality and security in managing information, products, and services to meet our customers' needs.

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

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, Sherri McLean will manage the contract agreement between the CCPA and CDW•G. Sherri is focused on ensuring that CDW•G is compliant with the contract and all applicable government regulations, as a value-added Reseller. Sherri will be dedicated to providing all required contract deliverable reports based on specified requirements.

After working with the City to develop a catalog, CDW•G will ensure our backend proprietary systems, reflect contract pricing within all purchasing and e-procurement tools utilized by the City. 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.

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

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

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

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

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

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

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.

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 contract 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.

CISCO PRODUCTS AND SERVICES
RFP# 269-2018-058

AUGUST 21, 2018

Certification Regarding Debarment

Section 6, Form 11

Section 6
Required Forms

**REQUIRED FORM 11 – CERTIFICATION REGARDING DEBARMENT, SUSPENSION
AND OTHER RESPONSIBILITY MATTERS**

RFP # 269-2018-058
Cisco Products and Services

The bidder, contractor, or subcontractor, as appropriate, certifies to the best of its knowledge and belief that neither it nor any of its officers, directors, or managers who will be working under the Contract, or persons or entities holding a greater than 10% equity interest in it (collectively "Principals"):

1. Are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal or state department or agency in the United States;
2. Have within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction; violation of federal or state anti-trust or procurement statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are presently indicted for or otherwise criminally or civilly charged by a government entity, (federal, state or local) with commission of any of the offenses enumerated in paragraph 2 of this certification; and
4. Have within a three year period preceding this application/proposal had one or more public transactions (federal, state or local) terminated for cause or default.

I understand that a false statement on this certification may be grounds for rejection of this proposal or termination of the award or in some instances, criminal prosecution.

I hereby certify as stated above:



Signature of Authorized Representative (Prime Contractor)

Print Name: Brian Fisher

Title: Manager, Program Management

Date: 9/26/18

I am unable to certify to one or more the above statements. Attached is my explanation. [Check box if applicable]

Signature of Authorized Representative (Prime Contractor)

Print Name:

Title:

Date:

Byrd Anti-Lobbying Certification

Section 6, Form 12

Section 6
Required Forms

REQUIRED FORM 12 - BYRD ANTI-LOBBYING CERTIFICATION

RFP # 269-2018-060
Cisco Products and Services

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of and Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than federal appropriated funds have been paid or will be paid to any person for making lobbying contacts to an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form—LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96)].
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including all subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

CDW Government LLC (the "Company"), certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Company understands and agrees that the provisions of 31 U.S.C. A 3801, et seq., apply to this certification and disclosure, if any.

Signature of Representative: 

Printed Name of Representative: Brian Fisher

Date: 9/16/18

Company Name: CDW Government LLC

Address: 230 N. Milwaukee Ave.

City/State/Zip: Vernon Hills, IL 60061-9740

Exceptions

Exhibit A

CDW Government LLC (CDW•G) is submitting this proposal with the understanding that except with respect to the product, quantity, and price specifications included in this response, that the terms and conditions of the City of Charlotte Technology Products and Associated Services contract# 2017001034, effective May 1, 2017, and not any terms contained in the underlying RFP, will govern any resulting transaction. CDW•G is open to negotiating these or any other terms and conditions upon award.

