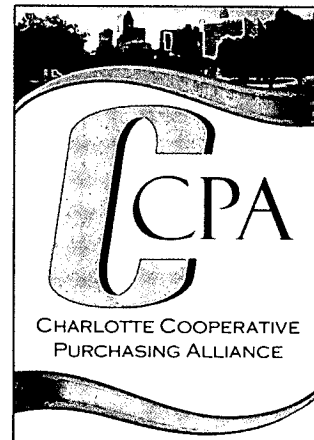




Response to RFP# 269-2011-061

Cisco Products



- A proposal to
City of Charlotte – Charlotte
Cooperative Purchasing Alliance
- March 4, 2011
- Prepared by Rodger Bakken,
Sr. Account Executive
- 2520 Whitehall Park Dr. #250
Charlotte, NC 28273
- 704-496-6917

March 4, 2011

Genetta Carothers
City of Charlotte/Mecklenburg County
(Charlotte Cooperative Purchasing Alliance)
Procurement Services Division
600 East 4th Street, CMGC 9th Floor
Charlotte, NC 28202

Reference: NWN Corporation Response to RFP# 269-2011-061

Dear Ms. Carothers,

Thank you for the opportunity to respond to your RFP for Cisco Products. We believe that after your review of our proposal you will find that NWN Corporation is the most qualified Cisco vendor to provide the City of Charlotte & the Charlotte Cooperative Purchasing Alliance with the requested Cisco Products, Maintenance, and Professional Services in your RFP.

If there are any questions, please feel free to contact me via telephone at (704) 496-6917, or email at rbakken@nwnit.com. Again, thank you for this opportunity. We at NWN Corporation look forward to working with you and your team.

NWN is a Cisco Gold Certified Partner with the necessary resources to assist your team where necessary.

“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 Lead Public 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,



Rodger Bakken
Sr. Account Executive
NWN Corporation
Charlotte, NC
www.nwnit.com

NWN is proud to be 2009 Cisco Public Sector & Wireless Partner of the Year for the Southern US

Executive Summary

Scope of Proposal

NWN Corporation to Provide the Following to the City of Charlotte & the Charlotte Consolidated Purchasing Alliance –

Cisco Hardware
Cisco Software
Cisco SmartNet
IronPort Hardware
IronPort Maintenance
Tandberg Products
Webex Conferencing Products

NWN Corporation to Provide Advanced Technology Services to the City of Charlotte & the Charlotte Consolidated Purchasing Alliance –

Cisco Certified Engineers in Charlotte, across North Carolina and throughout the United States

Value Proposition

- 1% Fee to CCPA on All Purchases
- Cisco Training Credits
- NWN Proven Experience
- Long Term Partnership

Next Steps

- Contact: Rodger Bakken
- Phone: 704-496-6917
- Email: rbakken@nwnit.com



Why NWN?

Experience

NWN has provided sophisticated Cisco Products and Solutions for voice, data and wireless to clients for over 10 years. That experience of delivery combined with the technical knowledge of our engineering team provides the client the best overall experience.

Process

The process that we have followed for the delivery of our offering makes us different from other Enterprise Solution Providers. The key to the success of our service is the **Local Support of our Engineers, Project Managers and Services Team.**

Value

This proposed solution allows NWN to become a true extension of your team. Your Assigned Account Executive will be very familiar with your needs and the personality of your business. You have access to engineers specialized in their areas of expertise, providing you a high quality service.

Summary

Our offering is designed to fully compliment your information technology needs. We treat each client's IT needs as if it were our very own.

- We have once again exceeded all Cisco watermarks in our recent **Cisco VIP 12 Customer Satisfaction** surveys.
- **Data Center specialization: Recorded Rating 5.0** (Required Minimum Rating 4.4)
- **UC specialization: Recorded Rating 4.91** (Required Minimum Rating 4.4)
- **VPN/Security specialization: Recorded Rating 5.0** (Required Minimum Rating 4.4)
- **Wireless specialization: Recorded Rating 5.0** (Required Minimum Rating 4.4)
- NWN one of only seven US-based Cisco Partners to achieve **Cisco Gold, Master Unified Communications, and Customer Satisfaction Excellence** designations.

5 SERVICE PROVIDER'S BACKGROUND AND EXPERIENCE.

5.1 Official Name.

Provide the legal name and address of the company and state of incorporation submitting the proposal. Also identify all subcontractors or joint venture partners.

NWN Corporation

5.2 Service Provider Background.

Provide an overview and history of your company. How long has the company been providing Services to local governments? Describe the organization and ownership. Include an organization chart.

NWN Corporation is a Privately Held Woman Owned business that has grown from a small company of 10 employees who worked for Netivity Solutions, Inc. in Waltham, MA, to an International company with 300+ employees. Netfinity Solutions was founded in 1986 and changed its name to NWN Corporation in 2006. In 2003, Netivity acquired ForeFront Solutions to begin operations in North Carolina. In 2009, NWN acquired Tiba Solutions and Western Blue to begin operations in South Carolina and California, respectively. In December of 2010 NWN acquired ComFrame, headquartered in Birmingham, AL and offices in Nashville, TN and Beijing, China to begin our International operations. NWN has had a focus on providing products and services to local governments since its beginnings in 1986 with about 80% of our business in the Public Sector market.

Being Privately Held, our organizational structure is very flat, with the CEO having a single line of management to the employees through the VP of Operations and the Regional Directors, with each Region acting locally with the best interests of their customers as their priority.

5.3 Proposing Organization's Structure.

- a. Describe your total organization, including any parent companies, subsidiaries, affiliates, and other related entities; **NWN Corporation is a single entity.**
- b. Describe the ownership structure of your organization, including any significant or controlling equity holders; **NWN Corporation is a Privately Held Woman Owned Business.**
- c. Provide a management organization chart of your overall organization, showing director and officer positions and names and the reporting structure. Provide detailed information for the CISCO PRODUCTS business segments of your organization, showing the reporting structures within these segments and among these segments and the overall organization;

Although NWN Corporation is international in scope and about 350 people strong, NWN has a flat organizational structure, with the local sales (Rodger Bakken) and sales support team (Craig Goodman) reporting to the Regional Director (Mike Kane), who reports to the Sr. VP of Operations (Skip Tappen), who reports to the CEO (Mont Phelps). This is true for all product lines, including Cisco.

- d. Describe any organizational changes such as divestitures, acquisitions, or spin-offs involving your CISCO PRODUCTS business segments that have occurred in the latest two (2) years or are anticipated in the future. **NWN Corporation acquired Tiba Solutions, located in Greenville, SC in December, 2009 and ComFrame, headquartered in Birmingham, AL with offices in Nashville, TN and Beijing, China in December of 2010. Both Tiba Solutions and ComFrame were companies that specialized in Microsoft Application Development and remain such within NWN Corporation, as our Application Development Center of Excellence.**

5.4 Analytical Approach.

The evaluation of financial viability of the Service Providers was developed with one primary goal in mind: to protect the City from risk of default by a selected Service Provider due to financial instability. Various analytical techniques will be used to assess the financial strength and stability of each Service Provider, focusing on profitability, solvency, and efficiency. The analysis will include an evaluation of specific financial indices and ratios in an effort to maximize objectivity and provide measures that are more directly comparable among Service Providers. **(Read and Understood)**

Other factors which may impact the financial position of a Service Provider, or which provide additional evidence of the financial strength of a Service Provider, will also be assessed. These factors include years of experience in providing similar Services, and demonstration of the ability to obtain sufficient levels of liability and property damage insurance. **(Read and Understood)**

Relevant information regarding recent litigation and bankruptcy filings, which may materially affect a Service Provider's financial position, will be examined. In addition to credit ratings and credit reports, bank and vendor references will be used to evaluate the credit worthiness of each Service Provider. **(Read and Understood)**

5.5 Guarantor.

The nature of the relationship between the Service Provider and its guarantor is crucial to protect the Lead Public Agency in the event that the contracting Service Provider defaults on its obligations. If the parent company of a proposing Service Provider is serving as the guarantor, then the parent company **must indicate in a letter its willingness to guarantee all contractual obligations of the Service Provider.** If the Company that is serving as guarantor has a relationship with the Service Provider other than a parent/subsidiary relationship, then a detailed explanation of all past and present relationships between the Service Provider and its guarantor must be provided, in addition to a letter from the guarantor indicating its willingness to guarantee all contractual obligations of the Service Provider. **(Read and Understood)**

Any financial information requested of the Service Provider in the following section must similarly be provided for the guarantor. In the event of a joint submission or Proposal, all proposing entities must provide statements specifying the extent to which each entity will act as guarantor and provide all relevant financial documents for all entities involved in

the joint venture. Additionally, if there is more than one (1) guarantor, then the guarantors must be jointly and separately obligated. **(Read and Understood)**

5.6 Requests for Financial Information.

The Service Provider must have the financial information requested in this **Section 5.6** readily available and have the ability to provide it to the Lead Public Agency, **without exception, within twenty-four (24) hours** upon the Lead Public Agency's request during the Proposal evaluation process. **(Read and Understood)**

DO NOT INCLUDE THE FINANCIAL INFORMATION REQUESTED IN THIS SECTION WITH YOUR PROPOSAL SUBMISSION.

If your Company does not have the audited financial statements requested, it is the responsibility of the Company to provide the Lead Public Agency with information of sufficient quantity and with verifiable sources to ascertain that the Company is financially capable of performing the Services described in this RFP. Failure to provide adequate financial information may result in the exclusion of your Proposal from the procurement process.

Upon request, please furnish the following financial information for the proposing Service Provider(s), guarantor(s), and any sub-contractor included as having a significant role (defined as providing more than fifteen percent (15%) of the services) in providing Services to the Lead Public Agency:

- a. Include in the statement of guarantor(s), as described in **Section 5.5**. Guarantor, evidence of the ability of the guarantor to meet the short-term funding needs of this project;
- b. Evidence that demonstrates the ability to obtain the insurance as required in **Section 8**. Such insurance should provide coverage in the stated amount for each occurrence of bodily injury and for each occurrence of property damage with coverage for products/completed operations, personal injury liability, and contractual liability;
- c. Annual audited financial reports for each of the past five (5) fiscal years, prepared in accordance with Generally Accepted Accounting Principles (GAAP), and all relevant notes;
- d. The most recent Form 10-K and Form 10-Q filed with the Securities and Exchange Commission (SEC); or, if the contractor is not regulated by the SEC, then the most recent quarterly financial report.
- e. Description of any material adverse changes in financial position within the past five (5) years; any material changes in the mode of conducting business; any bankruptcy proceedings, mergers, acquisitions, takeovers, joint ventures, and/or divestitures within the past five (5) years. In addition, provide a clear and definitive statement of the following:
 - Years of providing similar Services by the Service Provider and/or predecessor organization;

- Whether or not the Service Provider (and/or predecessor, guarantor or subcontractor) has declared bankruptcy within the last five (5) years;
- Description of the financial impact of any past or pending legal proceedings and judgments, as identified in **Section 5.8** that could materially affect the Service Provider's financial position or ability to provide Services to the Lead Public Agency. This information will be reviewed and assessed in accordance with the information provided by the Service Provider, in the above referenced Section;
- All credit reports, credit bulletins, and any other published statements by the most recognized agencies (Standard & Poors Rating Group, Moody, Investor Services, Dun & Bradstreet, and Value Line) that have been issued or published about the entity within the past five (5) years;
- The prospectus or offering statement for the entity's latest security or equity offering;
- The company name, contact person, telephone number, and fax number of at least two (2) references from bank or institutional lenders which have extended credit to the entity in the past five (5) years; or if the entity has not applied for credit in the past five (5) years, the contact person's name, telephone number, and fax number of at least two (2) references from banks with which the entity conducts business;
- The company name, contact person, telephone number, and fax number of at least two (2) credit references from suppliers/vendors; and
- Any additional information, which the Service Provider believes, is appropriate to fully reflect the financial strength of the entity.

Failure to provide such information is cause for rejection of the Service Provider Proposal at the sole discretion of the Lead Public Agency. For any subcontractor providing more than fifteen percent (15%) of the Services, the Lead Public Agency reserves the right, at its sole discretion, to reject the subcontractor if it fails to meet minimum financial requirements. In the event the Lead Public Agency's Evaluation Committee rejects the subcontractor, the Service Provider must assume the responsibilities of the subcontractor or find a replacement satisfactory to the Evaluation Committee. **(Read and Understood)**

5.7 Proposed Project Team.

If the Service Provider's proposal submission will be from a team composed of more than one (1) company or if any subcontractor will provide more than fifteen percent (15%) of the Services, all participating companies must be identified. Provide a description, which includes the teaming relationships, form of partnership, each team member's contribution, and the experience of each team member, which qualifies them to fulfill their responsibility. Provide descriptions and references for the projects on which team members have previously collaborated.

NWN Corporation is a Cisco Certified Gold Partner and will be acting as a sole entity in providing all products and services ordered under any contract resulting from this proposal.

5.8 Past or Pending Judgments.

For purposes of this Section, the term "Related Entity" means any parent, subsidiary, affiliate or guarantor of the Service Provider. For all matters involving the Service Provider providing products or services to local, state or federal government, submit declarations of the current status of any past or pending criminal, civil, or administrative litigation against the Service Provider or any Related Entity. For all matters involving the Service Provider providing products or services to local, state or federal government, in addition, submit declarations of the current status of all pending criminal, civil or administrative litigation that commenced within the past five (5) years in North America, whether or not it involves local governments, against the Service Provider or Related Entity. (For the purpose of the declarations, current officer, shall be defined to include those individuals who are presently serving or who have served within the past two (2) years as an officer of the company.) State whether there are any cases pending against the Service Provider, a Related Entity, officer of either, that, if adversely resolved, would pose a material risk of insolvency to either the Service Provider or Guarantor or materially affect the Service Provider's or Guarantor's ability to perform their obligations.

The respondent may choose not to submit records for matters that were resolved prior to the time that the subsidiary or affiliate became associated with the parent company, as long as that subsidiary or affiliate will not be involved in the provision of Services to the Lead Public Agency. All records for subsidiaries or affiliates of the parent company that may be involved in the provision of Services to the Lead Public Agency must be included.

The Lead Public Agency reserves the right to request additional information to explain any of the above citations/violations.

NWN Corporation has no pending litigation or judgments that will affect our capability to deliver any products or services ordered under a contract resulting from this proposal.

5.9 Financial and Legal Considerations.

The Service Provider must have the financial information requested in this **Section 5.9** readily available and have the ability to provide it to the Lead Public Agency, **without exception, within twenty-four (24) hours** upon the Lead Public Agency's request during the Proposal evaluation process.

DO NOT INCLUDE THE FINANCIAL INFORMATION REQUESTED IN THIS SECTION WITH YOUR PROPOSAL SUBMISSION.

If the audited financial statements requested in this section are not available, it is the responsibility of the Company to provide the Lead Public Agency with information of sufficient quantity and with verifiable sources to ascertain that each entity identified is financially capable of performing the Services required by the Company in performance of the Services described in this RFP. Failure to provide adequate financial information may result in the exclusion of your Proposal from the procurement process.

- a. For each entity identified in **Section 5.3a**, specify the entity's total revenue, number of employees, products and services, affiliated companies, and other descriptive information;
- b. For each entity identified in **Section 5.3a**, provide relevant documents that describe the entity's financial status, such as audited financial statements, annual reports, or 10-K reports, and the DUNS number; and
- c. If your Company does not have the audited financial statements requested above, it is the responsibility of the Company to provide the Lead Public Agency with information of sufficient quantity and with verifiable sources to ascertain that the Company is financially capable of performing the Services described in this RFP. Failure to provide adequate financial information may result in the exclusion of your Proposal from the procurement process.

5.10 Management Approach.

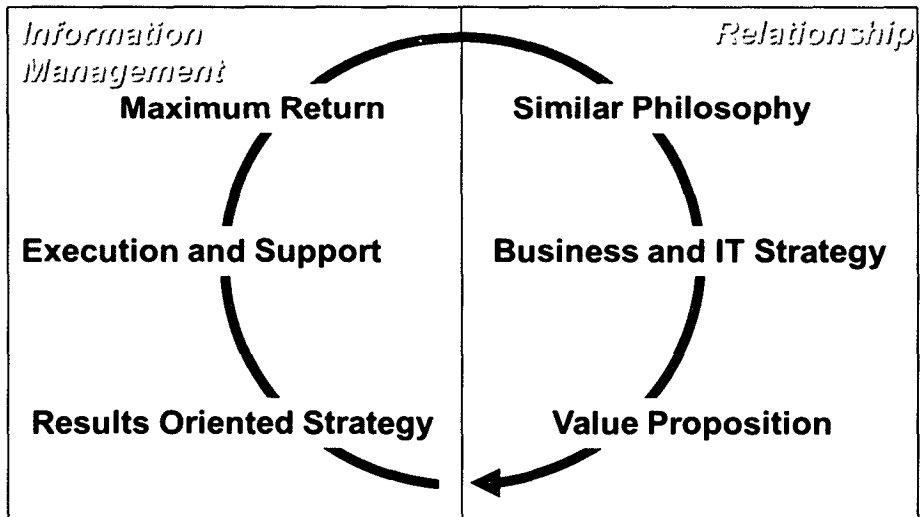
- a. Describe your organization's customer service philosophy and describe how it is communicated and reinforced throughout the organization;

At NWN Corporation customer service is handled on a personal and local basis. Every account has an assigned Account Executive who acts as the single point of contact for the customer. In addition to the Account Executive, there is a team of people that provide Inside Sales Support to the customer for quotes, order tracking, and shipment management.

- b. Describe your organization's approach to total quality management, and describe your organization's total quality plan;

NWN Corporation does not have a "Total Quality Plan" per se'. However, NWN Corporation believes in following the "Partnership Model" as the best method of providing quality solutions and true customer satisfaction.

Partnership Model



Similar Philosophy - Values Consistent High Quality Execution and Delivery

Business and IT Strategy – A firm comprehension of your strategies and guiding principles will drive value, maximize investment and build trust

Value Proposition - Incorporates Business Analysis Information into Engagement Process

Results Oriented Strategy – Planning; Guided by pre-determined analysis such as, business intelligence measurable, project and execution measurable and a technical measurable

Execution and Support – Qualifications, experience, responsiveness and references.

Maximum Return – Analyze defined measureables on each of the projects. Confirm value

- c. Describe your organization’s continuous improvement program and how your current customers benefit from your service improvements; (Please see response above)

- d. Describe your organization's experiences in adapting to changing technologies.

NWN Corporation is constantly adapting to changing technologies and market demands. NWN Corporation has been ranked as one of the Fastest Growing IT Companies in the US, by Computer Reseller News because of our ability to develop and acquire new companies that help us provide our customers with the best complete IT solutions.

5.11 Personnel Management.

- a. Describe the key individuals, along with their qualifications, professional certifications and experience that would comprise your organization's team for providing Services to the Lead Public Agency;

The Account Executive that is assigned to the City of Charlotte is Rodger Bakken. Rodger has over 20 years of experience in sales and management to customers of various IT solutions companies. Rodger has been in the Charlotte, NC market since January of 1998, with NWN Corporation since August of 2009, and assigned to the City of Charlotte since November of 2009.

- b. Explain how your organization ensures that personnel performing technical support services are qualified and proficient;

NWN Corporation currently has 5 Cisco Certified Engineers working out of the Charlotte, NC office, one of which is a TRIPLE CCIE. Please see the attached Professional Services Resume for a more detailed listing of our resources in the Carolinas and their certifications, as well as the Cisco Certifications that NWN holds as a company.

- c. Describe your organization's approach, policies, and experience with respect to deployment of your personnel;

Before dispatching or assigning any personnel to do work for a customer, an evaluation is made by the Service Deliver Manager and/or Practice Lead as to the skill sets required to perform the task(s). Once that is determined, the appropriate personnel are dispatched or assigned.

- d. Has your organization been the subject of a dispute or strike by organized labor within the last five (5) years? Describe the circumstances and the resolution of the dispute. **NO – NWN Corporation has never been the subject of a dispute or strike by organized labor.**

5.12 References.

Provide an organization name, address, contact name, and contact telephone number for five (5) customers of comparable size and scope of service that your Company has been under contract with to provide CISCO PRODUCTS for during the past two (2) years, as **Section 7, Attachment 1**.

(Please see Attachment 1, as requested)

Proposed Solution

Given the purpose of this project and the Lead Public Agency's goals as stated in this RFP, provide a creative solution to meet such goals. Following is a framework and questions to guide your organization's suggested solution. Please address the following as completely as possible. If you wish to add supplemental information, it shall be labeled "Supplemental Information."

Process.

What steps will your organization take to ensure that the transition/implementation for the Project runs smoothly?

Being that NWN Corporation is currently providing the City of Charlotte with Cisco products under the State of North Carolina 204L and City of Jacksonville contracts, NWN Corporation will only need to add additional sales support personnel to our team as the need arises.

Transition Plan.

The Company shall prepare and submit to the Lead Public Agency for approval a comprehensive and detailed Transition Plan, which describes in detail all tasks and resources associated with the transition of CISCO PRODUCTS to the Company (the "Transition Plan") with minimum disruption to the Lead Public Agency's operations. The Transition Plan is subject to the terms set forth in Section 8 of this RFP.

(Read, Understood & Agreed To)

Project Plan.

Prepare and submit a Project Plan (preferably in MS Project format) to describe, to the best of your ability, all times, tasks and resources associated with the performance of Services. The Project Plan is subject to the terms set forth in Section 8 of this RFP.

NWN Corporation is currently providing the City of Charlotte with Cisco products under the State of North Carolina 204L and City of Jacksonville contracts and will only need to make additions to our sales support personnel as the need arises. We believe that there will be no need for a Project Plan to accomplish this.

Client Relationship Management.

Describe the communications scheme that your organization will use to keep the Lead Public Agency informed about the progress of the Project.

NWN Corporation will continue to hold monthly meetings with the City of Charlotte to keep the Lead Public Agency informed of the progress of the Project. In addition to these monthly meetings, the Assigned Account

Executive and Sales Support Team are always available by single number reach to respond to any questions that the Lead Public Agency may have.

Risk Management.

Describe the risks associated with this contract. What contingencies have been built in to mitigate those risks?

With our plus 10 years of experience in delivering Cisco products and services under contracts similar to what will come out of the award of this to NWN Corporation, we do not believe that there are any risks to be concerned about on the part of the Lead Public Agency or any members of the Charlotte Consolidated Purchasing Agency.

Pricing.

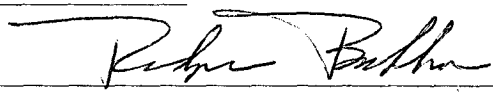
The Lead Public Agency is requesting a fixed percentage Agreement from List Price for five (5) years plus percentages for contract extensions. Pricing **MUST** include all aspects of the Project. Please refer to Section 7, Form 4 for a pricing worksheet to assist you.

(Please see Form 4 for our pricing)

REQUIRED FORM 1 - REQUEST FOR PROPOSALS ACKNOWLEDGEMENT

The Service Provider hereby certifies receipt of the Request for Proposals for the City of Charlotte, North Carolina RFP #269-2011-061, CISCO PRODUCTS. This form should be completed upon receipt of the Lead Public Agency's Request for Proposals and faxed in time for the Lead Public Agency to receive it by or before **FEBRUARY 9, 2011**. Please fax the completed Request for Proposals Acknowledgement Form to the attention of:

Genetta Carothers
Procurement Services Division
Fax: 704-632-8257

Date: 2/7/11
Authorized Signature: 
Title: SR ACCOUNT EXECUTIVE
Company Name: NWN CORPORATION
Contact Name: RODGER BAKKEN
Contact E-mail address: RBAKKEN@NWN.IT.COM

Please check the appropriate space below and provide the requested information:

We plan to attend the Pre-Proposal Conference and plan on submitting a Proposal

Indicate number of attendees: _____

We do not plan to attend the Pre-Proposal Conference but plan on submitting a Proposal

We do not plan to attend the Pre-Proposal Conference and do not plan on submitting a Proposal

Please assist the Lead Public Agency in understanding why your company has chosen not to participate:

REQUIRED FORM 2 - ADDENDA RECEIPT CONFIRMATION

RFP # 269-2011-061

CISCO PRODUCTS

1. **Proposal/Proposal Submission Check List:** Confirm by placing a check mark in the space provided that as the bidder or proposer the information listed below has been reviewed and complied with in the submission of a response to this Request for Proposals.

- (A) X Addenda acknowledgement. Please contact the Procurement Services Division representative to verify the number of addenda issued.

<i>Procurement Services Rep. Name</i>	<i>Telephone Number</i>
Genetta Carothers	704-336-5195

Addenda Receipt: The following confirms receipt of any and all addenda issued for this Request for Proposals:

Addendum #	Date Issued
<u> 1 </u>	<u> 2/16/2011 </u>
<u> 2 </u>	<u> 2/25/2011 </u>
_____	_____

- (B) X Proposal document has been signed by authorized bidder/proposer official.
- (C) X Proposal package has been properly labeled per the instructions. (See **Cover Letter**)
- (D) X Proposal Response Package Forms (pages 35 to 43)
- Proposal Acknowledgement Form One
 - Addenda Acknowledgement Form Two
 - Proposal Submission Form Three
 - Pricing Worksheet Form Four
 - Non-Discrimination Certification Form Five
 - Vendor References, **Attachment 1**
 - Cisco Letter of Certification per **Section 3.3.1**

Section 7 Required Forms – Form Two

2. **Exceptions:** The undersigned Service Provider agrees to provide all Products and Services requested in the RFP for the price(s) set forth in the Pricing Sheet, all in strict conformance with the terms, conditions and specifications set forth in the RFP (including any addenda or amendments), subject only to the exceptions stated in the chart below. Exceptions representing material changes to Bid terms are grounds for rejection of the Service Provider's Proposal.

RFP Section Number	RFP Section Title	Exception and Proposed Change to RFP
		NWN Corporation has NO Exceptions or Proposed Changes to the RFP

The signature below certifies the Proposal response complies with the requirements of this Request for Proposal and that the above items A through D have been verified as complete.

March 4, 2011
Date

Rodger Bakken
Printed/Typed Name


Signature

Section 7
Required Forms – Form Three

REQUIRED FORM 3 - PROPOSAL SUBMISSION FORM

RFP # 269-2011-061

CISCO PRODUCTS

This Proposal is submitted by:

Service Provider Name: **NWN Corporation**

Representative (printed): **Rodger Bakken**

Representative (signed): _____

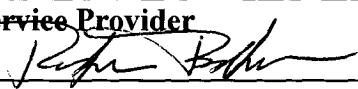
Address: **2520 Whitehall Park Dr., Suite 250, Charlotte, NC 28273**

Lead Public Agency/State/Zip: _____ (NC / 28201)

Telephone: **704-496-6917**
(Area Code) Telephone Number

Facsimile: **704-496-6901**
(Area Code) Fax Number

It is understood by the Service Provider that the Lead Public Agency 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 Lead Public Agency, to waive formalities, technicalities, to recover and re-bid this RFP. Proposal is valid for one-hundred-eighty (180) calendar days from the Proposal due date.

 NWN Corporation
 Service Provider


Authorized Signature

 March 4, 2011
Date
 Rodger Bakken
Please type or print name

Required Forms – Form Four**REQUIRED FORM 4 - PRICING WORKSHEET**

Regardless of exceptions taken, Service Providers 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 rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that the Lead Public Agency will be responsible for.**

**Cisco Products Global Pricing Structure
Fixed Percentage Discount off the most current manufacturer's list price**

Item	Description	% Discount Initial Term	% Discount First Renewal Option	% Discount Second Renewal Option
1	Cisco Hardware on the Global Price List	37.5%	37.5%	37.5%
2	Cisco Software	37.5%	37.5%	37.5%
3	Cisco SmartNet on the Global Price List	18.5%	18.5%	18.5%
4	IronPort Hardware	17.5%	17.5%	17.5%
5	IronPort Maintenance	5.5%	5.5%	5.5%
6	Tandberg	36%	36%	36%
7	Webex Conferencing	4.5%	4.5%	4.5%

Section 7
Required Forms – Form Four

Advanced Technology Services Fixed Hourly Rates

Item	Category	Description	Initial Term	First Renewal Option	Second Renewal Option
1	One	Local Area Network Switching/Routing/Bridging Devices	\$140.00	\$145.00	\$150.00
2	Two	Metropolitan Area Wide Area Switching/Routing/Bridging Devices	\$140.00	\$145.00	\$150.00
3	Three – Basic IP Telephony and VoIP Functionality	Software, High Availability Server Station Equipment, Softphone Clients, etc.	\$125.00	\$130.00	\$135.00
4	Four – Advanced IP Telephony/VoIP functionality	Contact Center, Unified Messaging, Multi-Media Conferencing, Presence	\$150.00	\$155.00	\$160.00
5	Five – Network Security Products	Firewalls, Intrusion Detection, Intrusion Protection/Prevention	\$175.00	\$180.00	\$185.00
6	Six – Transport Products	Point to Point to Multipoint Wireless Transport Systems (licensed and unlicensed spectrum), Optical Transport/Dense Wave Division Multiplexing Systems	\$175.00	\$180.00	\$185.00
7	Seven	Monitoring and Management Solutions	\$75.00	\$80.00	\$85.00
8	Eight	Other IP Network Centric Solutions	\$150.00	\$155.00	\$160.00
9	Nine	IT/Telecom Networking Related OEM Products	\$125.00	\$130.00	\$135.00
10	Ten	Manufacturer Maintenance Plans	\$125.00	\$130.00	\$135.00
11	Eleven	Tandberg Products	\$125.00	\$130.00	\$135.00
12	Twelve	WebEx Products	\$75.00	\$80.00	\$85.00
13	Thirteen	IronPort Products	\$140.00	\$145.00	\$150.00

Section 7
Required Forms – Form Four

Equipment Installation: Hourly Rate \$ 65.00
Service Provider shall provide hourly rate for unpacking, inventory, assembly of components, rack mounting of chassis, patch cord/cross connects and powering up of equipment for the Lead Public Agency and Participating Public Agency.

Initial Software Configuration Installation: Hourly Rate \$ 125.00
Service Provider shall provide hourly rate for the configuring of software to support the routing, switching, feature/function assignments and/or security parameters required on the initial turn up of the equipment and software to deliver a functioning network product to the customer.

Trade-In Product Credits: X Y N
Service Provider agrees to accept trade-in equipment and issue credits to the Lead Public Agency and Participating Public Agency for new Products.

Training Credits: Service Provider shall provide # 3 of training credits to the Lead Public Agency and Participating Public Agency based on every \$30,000 purchased by the Lead Public Agency and/or Participating Public Agency.

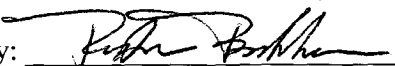
Administrative Fees: Per Section 3.9.4, the Service Provider shall pay the Lead Public Agency an administrative fee of 1 % based on all Participating Public Agency sales volumes within 30 days of the end of each calendar quarter set out in the Agreement.

Total Proposal Price must include all equipment, labor, delivery, installation, consultation, vendor profit and all other costs associated with this project. No additional cost will be allowed.

Payment Terms: Net 30

The undersigned hereby certifies the Service Provider has read the terms of this bid document, including the sample contract (Section 8) and is authorized to bind the firm to the information herein set forth.

Date: March 4, 2011

By: 

 NWN Corporation
Legal Name of Firm
 Rodger Bakken, Sr. Account Executive
Name and Title of Person Signing (please print)

Section 7
Required Forms – Form Five

REQUIRED FORM 5 – NON-DISCRIMINATION PROVISION

AGREEMENT TITLE: **CISCO PRODUCTS**

SERVICE PROVIDER: **NWN Corporation**

The undersigned Service Provider 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, *prohibited discrimination* means discrimination against any person, business or other entity in contracting or purchasing practices on the basis of race, color, sex, or national origin. Without limiting the foregoing, *prohibited discrimination* also includes retaliating against any person, business or other entity for reporting any incident of prohibited 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 Lead Public Agency to reject the bid submitted by the Bidder on this project and to terminate any contract awarded based on such bid.
4. As a condition of contracting with the Lead Public Agency, 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 Lead Public Agency all information and documentation that may be requested by the Lead Public Agency from time to time regarding the solicitation and selection of subcontractors. Failure to maintain or failure to provide such information constitutes grounds for the Lead Public Agency to reject the bid submitted by the Service Provider or terminate any contract awarded on such bid.

NWN Corporation

NAME OF FIRM

BY: 

SIGNATURE OF AUTHORIZED OFFICIAL

Sr. Account Executive

TITLE

Section 7 Attachment One

Company Name: NWN Corporation

Provide an organization name, address, contact name, and contact telephone number for five (5) customers of comparable size and scope of service that your Company has been under contract with to provide CISCO PRODUCTS for during the past two (2) years:

NAME OF FIRM: City of Charlotte
ADDRESS OF FIRM: 600 E. 4 th Street, Charlotte, NC
CONTACT PERSON: Greg Thomas
TELEPHONE NUMBER: 704-432-4070
FAX NUMBER: 704-393-2219
NAME OF FIRM: State of NC, ITS (204L Contract for Cisco Switching)
ADDRESS OF FIRM: 333 E Six Forks Rd., 2 nd Floor, Raleigh, NC 27609
CONTACT PERSON: Lisa Cobb
TELEPHONE NUMBER: 919-754-6663
FAX NUMBER: 919-715-8549
NAME OF FIRM: City of Jacksonville
ADDRESS OF FIRM: P.O. Box 128, Jacksonville, NC 28541
CONTACT PERSON: (As a Courtesy to our Customer - Contact Name Provided Upon Request)
TELEPHONE NUMBER: (As a Courtesy to our Customer – Telephone Number Provided Upon Request)
FAX NUMBER:
NAME OF FIRM: Union County Public Schools
ADDRESS OF FIRM: 307 E. Jefferson St., Monroe, NC 28112
CONTACT PERSON: (As a Courtesy to our Customer – Contact Name Provided Upon Request)
TELEPHONE NUMBER: (As a Courtesy to our Customer – Telephone Number Provided Upon Request)
FAX NUMBER:
NAME OF FIRM: Town of Mooresville
ADDRESS OF FIRM: 413 North Main St., Mooresville, NC 28115
CONTACT PERSON: (As a Courtesy to our Customer - Contact Name Provided Upon Request)
TELEPHONE NUMBER: (As a Courtesy to our Customer – Telephone Number Provided Upon Request)
FAX NUMBER:



LETTER FOR CHANNEL PURCHASING

Date: February 17, 2011

To: Charlotte-Mecklenburg Government Center
Procurement Services Division – 9th Floor
600 East Fourth Street
Charlotte, NC 28202

Subject: Cisco Products – RFP # 269-2-11-061

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

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

Please note that the present confirmation is not permanent, and that the status of Cisco's authorized channel is reviewed on a regular basis. This information is accurate as of the date appearing at the top of this certificate.

If you need any additional information, please do not hesitate to contact me at (703) 484-0071 or mslafka@cisco.com.

Sincerely,

A handwritten signature in black ink, appearing to read "M. C. Slafka", with a long horizontal flourish extending to the right.

Mark C. Slafka
Contracts Development & Oversight
Cisco Systems, Inc.