

**SERIAL 16076 RFP TECHNOLOGY PRODUCTS AND SERVICES**  
**Contract - World Wide Technology, Inc**

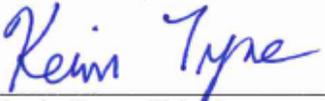
**DATE OF LAST REVISION: November 17, 2016 CONTRACT END DATE: August 31, 2021**

**CONTRACT PERIOD THROUGH AUGUST 31, 2021**

TO: All Departments  
FROM: Office of Procurement Services  
SUBJECT: Contract for **TECHNOLOGY PRODUCTS AND SERVICES**

Attached to this letter is published an effective purchasing contract for products and/or services to be supplied to Maricopa County activities as awarded by Maricopa County on **September 07, 2016**.

All purchases of products and/or services listed on the attached pages of this letter are to be obtained from the vendor holding the contract. Individuals are responsible to the vendor for purchases made outside of contracts. The contract period is indicated above.



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Kevin Tyne, Chief Procurement Officer  
Office of Procurement Services

BW/at  
Attach

Copy to: Office of Procurement Services  
Kevin Westover, Office of Enterprise Technology



## CONTRACT PURSUANT TO RFP

**SERIAL 16076-RFP**

This Contract is entered into this seventh (7<sup>th</sup>) day of September, 2016 by and between Maricopa County ("County"), a political subdivision of the State of Arizona, and World Wide Technology, Inc., a Missouri corporation ("Contractor") for the purchase of Technology Products and Services.

### 1.0 CONTRACT TERM:

- 1.1 This Contract is for a term of Five (5) years, beginning on the seventh (7<sup>th</sup>) day of September, 2016 and ending the 31<sup>st</sup> day of August, 2021.
- 1.2 The County may, at its option and with the agreement of the Contractor, renew the term of this Contract for additional terms up to a maximum of five (5) additional years, (or at the County's sole discretion, extend the contract on a month-to-month bases for a maximum of six (6) months after expiration). The County shall notify the Contractor in writing of its intent to extend the Contract term at least sixty (60) calendar days prior to the expiration of the original contract term, or any additional term thereafter.

### 2.0 FEE ADJUSTMENTS:

- 2.1 Any request for a fee adjustment must be submitted sixty (60) days prior to the current Contract expiration date. Requests for adjustment in cost of labor and/or materials must be supported by appropriate documentation. If County agrees to the adjusted fee, County shall issue written approval of the change. The reasonableness of the request will be determined by comparing the request with the (Consumer Price Index) or by performing a market survey.

### 3.0 PAYMENTS:

- 3.1 As consideration for performance of the duties described herein, County shall pay Contractor the sum(s) stated in Exhibit "A. or A-1. or Task Order"
- 3.2 Payment shall be made within 30 days of the County's receipt of a properly completed invoice.

### 3.3 INVOICES:

- 3.3.1 The Contractor shall submit one (1) legible copy of their detailed invoice before payment(s) can be made. Incomplete invoices will not be processed. At a minimum, the invoice must provide the following information:

- Company name, address and contact
- County bill-to name and contact information
- Contract Serial Number
- County purchase order number
- Invoice number and date
- Payment terms
- Date of service or delivery
- Quantity (number of days or weeks if services)

- Contract Item number(s)
- Description of Purchase (product or services, including project number if applicable)
- Pricing per unit of purchase
- Freight (if applicable)
- Extended price
- Mileage w/rate (if applicable)
- Arrival and completion time (if applicable)
- Total Amount Due

3.3.2 Problems regarding billing or invoicing shall be directed to the using agency as listed on the Purchase Order.

3.3.3 Payment shall be made to the Contractor by Accounts Payable through the Maricopa County Vendor Express Payment Program. This is an Electronic Funds Transfer (EFT) process. After Contract Award the Contractor shall complete the Vendor Registration Form located on the County Department of Finance Vendor Registration Web Site (<http://www.maricopa.gov/Finance/Vendors.aspx>).

3.3.4 Discounts offered in the contract shall be calculated based on the date a properly completed invoice is received by the County (ROI).

3.3.5 EFT payments to the routing and account numbers designated by the Contractor will include the details on the specific invoices that the payment covers. The Contractor is required to discuss remittance delivery capabilities with their designated financial institution for access to those details.

3.4 PAYMENT RETENTION: (As required by County based on project)

3.4.1 Ten percent (10%) of monies paid for Project Management and Project Labor earned by CONTRACTOR related to work under this agreement shall be retained by COUNTY until Final Completion of the services herein described in accordance with Section 2.13. COUNTY may elect to release specific retention payments based on mutually agreed milestones, but in no case shall retention be released prior to Final Completion. All other payment terms and conditions shall not be affected by the retention. In the event of termination or cancellation of this contract by County through no fault of CONTRACTOR, CONTRACTOR shall be entitled to the refund of any funds in the retention account.

3.4.2 After fifty percent (50%) of the work has been completed, the Maricopa County Executive Steering Committee may reduce the retainage to five percent (5%) of all monies previously earned and all monies earned thereafter. Any reduction in retainage shall be in the discretion of the Maricopa County Executive Steering Committee. Any interest earned on retainage shall accrue solely to the benefit of COUNTY.

3.5 APPLICABLE TAXES:

3.5.1 **Payment of Taxes:** The Contractor shall pay all applicable taxes. With respect to any installation labor on items that are not attached to real property performed by Contractor under the terms of this Contract, the installation labor cost and the gross receipts for materials provided shall be listed separately on the Contractor's invoices.

3.5.2 **State and Local Transaction Privilege Taxes:** Maricopa County is subject to all applicable state and local transaction privilege taxes. To the extent any state and local transaction privilege taxes apply to sales made under the terms of this contract\_it is the responsibility of the seller to collect and remit all applicable taxes to the proper taxing jurisdiction of authority.

3.5.3 **Tax Indemnification:** Contractor and all subcontractors shall pay all Federal, state, and local taxes applicable to its operation and any persons employed by the Contractor. Contractor shall, and require all subcontractors to hold Maricopa County harmless from any responsibility for taxes, damages and interest, if applicable, contributions required under Federal, and/or state and local laws and regulations and any other costs including transaction privilege taxes, unemployment compensation insurance, Social Security and Worker's Compensation.

3.6 TAX: (SERVICES)

No tax shall be levied against labor. It is the responsibility of the Contractor to determine any and all taxes and include the same in proposal price.

3.7 TAX (COMMODITIES):

Tax shall not be levied against labor. Sales/use tax will be determined by County. Tax will not be used in determining low price.

3.8 STRATEGIC ALLIANCE for VOLUME EXPENDITURES (\$AVE):

3.8.1 The County is a member of the \$AVE cooperative purchasing group. \$AVE includes the State of Arizona, many Phoenix metropolitan area municipalities, and many K-12 unified school districts. Under the \$AVE Cooperative Purchasing Agreement, and with the concurrence of the successful Respondent under this solicitation, a member of \$AVE may access a contract resulting from a solicitation issued by the County. If you **do not** want to grant such access to a member of \$AVE, **please so state** in your proposal. In the absence of a statement to the contrary, the County will assume that you do wish to grant access to any contract that may result from this Request for Proposal.

3.9 INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENTS (ICPA's)

3.9.1 County currently holds ICPA's with numerous governmental entities throughout the State of Arizona. These agreements allow those entities, with the approval of the Contractor, to purchase their requirements under the terms and conditions of the County Contract. Please indicate on Attachment A, your acceptance or rejection regarding such participation of other governmental entities. Your response will not be considered as an evaluation factor in awarding a contract

3.10 VOLUNTARY EMPLOYEE DISCOUNTS

3.10.1 Vendors may voluntarily offer discounts to County employees for products or services provided under this contract. Whether a vendor offers or does not offer an employee discount is not a factor in nor considered in the evaluation of responses to this solicitation.

3.10.2 Any discount offered is part of a commercial transaction between the vendor and individual County employees and the County is not a party to the transaction. Any disputes or issues arising from an individual commercial transaction between the vendor and an individual County employee are a matter between the vendor and the employee. If a discount is offered, the terms will be announced to County employees.

4.0 AVAILABILITY OF FUNDS:

4.1 The provisions of this Contract relating to payment for services shall become effective when funds assigned for the purpose of compensating the Contractor as herein provided are actually available to County for disbursement. The County shall be the sole judge and authority in determining the availability of funds under this Contract. County shall keep the Contractor fully informed as to the availability of funds.

- 4.2 If any action is taken by any state agency, Federal department or any other agency or instrumentality to suspend, decrease, or terminate its fiscal obligations under, or in connection with, this Contract, County may amend, suspend, decrease, or terminate its obligations under, or in connection with, this Contract. In the event of termination, County shall be liable for payment only for services rendered prior to the effective date of the termination, provided that such services are performed in accordance with the provisions of this Contract. County shall give written notice of the effective date of any suspension, amendment, or termination under this Section, at least ten (10) days in advance.

**5.0 DUTIES:**

- 5.1 The Contractor shall perform all duties stated in Exhibit "B", approved project task order or as otherwise directed in writing by the Procurement Officer.
- 5.2 During the Contract term, County may provide Contractor's personnel with adequate workspace for consultants and such other related facilities as may be required by Contractor to carry out its contractual obligations as required.

**6.0 TERMS and CONDITIONS:**

**6.1 INDEMNIFICATION:**

To the fullest extent permitted by law, and to the extent that claims, damages, losses or expenses are not covered and paid by insurance purchased by the Contractor, the Contractor shall defend indemnify and hold harmless the County (as Owner), its agents, representatives, agents, officers, directors, officials, and employees from and against all claims, damages, losses, and expenses (including, but not limited to attorneys' fees, court costs, expert witness fees, and the costs and attorneys' fees for appellate proceedings) arising out of, or alleged to have resulted from the negligent acts, errors, omissions, or mistakes relating to the performance of this Contract.

Contractor's duty to defend, indemnify, and hold harmless the County, its agents, representatives, agents, officers, directors, officials, and employees shall arise in connection with any claim, damage, loss, or expense that is attributable to bodily injury, sickness, disease, death or injury to, impairment of, or destruction of tangible property, including loss of use resulting there from, caused by negligent acts, errors, omissions, or mistakes in the performance of this Contract, but only to the extent caused by the negligent acts or omissions of the Contractor, a subcontractor, any one directly or indirectly employed by them, or anyone for whose acts they may be liable, regardless of whether or not such claim, damage, loss, or expense is caused in part by a party indemnified hereunder.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

The scope of this indemnification does not extend to the sole negligence of County.

Each Party (as "indemnitor") agrees to indemnify, defend, and hold harmless the other Party (as "indemnitee") from and against any and all claims, losses, liability, costs, or expenses (including reasonable attorney's fees) (hereinafter collectively referred to as "claims") arising out of the negligent performance of this Agreement, but only to the extent that such claims which result in vicarious/derivative liability to the indemnitee are caused by the act, omission, negligence, misconduct, or other fault of the indemnitor, its officers, officials, agents, employees, or volunteers.

**6.2 INSURANCE.**

- 6.2.1 Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance from a company or companies duly licensed by the State of Arizona and possessing a current A.M. Best, Inc. rating of A-VII or better. In lieu of State of Arizona licensing, the stipulated insurance may be purchased from a company or

companies, which are authorized to do business in the State of Arizona, provided that said insurance companies meet the approval of County. The form of any insurance policies and forms must be acceptable to County.

- 6.2.2 All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted. Failure to do so may, at the sole discretion of County, constitute a material breach of this Contract.
- 6.2.3 Contractor's insurance shall be primary insurance as respects County, and any insurance or self-insurance maintained by County shall not contribute to it.
- 6.2.4 Subject to the terms and conditions under the policies, any failure by Contractor to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect the County's right to coverage afforded under the insurance policies.
- 6.2.5 The insurance policies may provide coverage that contains deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to County under such policies. Contractor shall be solely responsible for the deductible and/or self-insured retention and County, at its option, may require Contractor to secure payment of such deductibles or self-insured retentions by a surety bond or an irrevocable and unconditional letter of credit.
- 6.2.6 The insurance policies required by this Contract, except Workers' Compensation and Professional Liability/Errors and Omissions, shall name County, its agents, representatives, officers, directors, officials and employees as Additional Insureds.
- 6.2.7 The policies required hereunder, except Workers' Compensation and Errors and Omissions, shall contain a waiver of transfer of rights of recovery (subrogation) against County, its agents, representatives, officers, directors, officials and employees for any claims arising out of Contractor's work or service.
- 6.2.8 **Commercial General Liability.**
- Commercial General Liability insurance and, if necessary, Commercial Umbrella insurance with a limit of not less than \$2,000,000 for each occurrence, \$4,000,000 Products/Completed Operations Aggregate, and \$4,000,000 General Aggregate Limit. The policy shall include coverage for premises liability, bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage, and shall not contain any provisions which would serve to limit third party action over claims. There shall be no endorsement or modifications of the CGL limiting the scope of coverage for liability arising from explosion, collapse, or underground property damage.
- 6.2.9 **Automobile Liability.**
- Commercial/Business Automobile Liability insurance and, if necessary, Commercial Umbrella insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to any of the Contractor's owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work or services or use or maintenance of the Premises under this Contract.
- 6.2.10 **Workers' Compensation.**
- Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services under this Contract; and Employer's Liability insurance of not less than

\$1,000,000 for each accident, \$1,000,000 disease for each employee, and \$1,000,000 disease policy limit.

Contractor, its contractors and its subcontractors waive all rights against Contract and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Workers' Compensation and Employer's Liability or commercial umbrella liability insurance obtained by Contractor, its contractors and its subcontractors pursuant to this Contract.

6.2.11 **Professional Liability (Errors and Omissions). (As required by project)**

Contractor shall maintain Professional Liability insurance which will provide coverage for any and all acts arising out of the work or services performed by the Contractor under the terms of this Contract, with a limit of not less than \$1,000,000 for each claim, and \$3,000,000 aggregate claims.

6.2.12 **Fidelity Crime Insurance including Computer Cyber Theft – If a vendor is “getting into” County computer systems (as required by project)**

Policy Limit:

6.2.12.1 The policy shall be issued with minimum limits of \$100,000.

6.2.12.2 The policy shall include coverage for all directors, officers, agents and employees of the Contractor.

6.2.12.3 The policy shall **include coverage for third party fidelity.**

6.2.12.4 The policy shall **include coverage for theft.**

6.2.12.5 The policy shall **contain no requirement for arrest and conviction.**

6.2.12.6 The policy shall cover loss outside the premises of the **Named Insured.**

6.2.12.7 The policy shall endorse (**Blanket Endorsements are not acceptable**) the Department as **Joint Loss Payee** as our interest may appear.

6.2.13 Certificates of Insurance.

6.2.13.1 Prior to Contract **AWARD**, Contractor shall furnish the County with valid and complete certificates of insurance as required by the Contract in the form provided by the County, issued by Contractor's insurer(s), as evidence that policies providing the required coverage, conditions and limits required by this Contract are in full force and effect. Such certificates shall identify this contract number and title.

6.2.13.2 In the event any insurance policy (ies) required by this contract is (are) written on a “claims made” basis, coverage shall extend for two years past completion and acceptance of Contractor's work or services and as evidenced by annual Certificates of Insurance.

6.2.13.3 If a policy does expire during the life of the Contract, a renewal certificate must be sent to County fifteen (15) days prior to the expiration date.

6.3 FORCE MAJEURE

6.3.1 Neither party shall be liable for failure of performance, nor incur any liability to the other party on account of any loss or damage resulting from any delay or failure to perform all or any part of this Contract if such delay or failure is caused by events, occurrences, or causes beyond the reasonable control and without negligence of the parties. Such events, occurrences, or causes will include Acts of God/Nature (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, riots, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, lockout, blockage, embargo, labor dispute, strike, interruption or failure of electricity or telecommunication service.

- 6.3.2 Each party, as applicable, shall give the other party notice of its inability to perform and particulars in reasonable detail of the cause of the inability. Each party must use best efforts to remedy the situation and remove, as soon as practicable, the cause of its inability to perform or comply.
- 6.3.3 The party asserting *Force Majeure* as a cause for non-performance shall have the burden of proving that reasonable steps were taken to minimize delay or damages caused by foreseeable events, that all non-excused obligations were substantially fulfilled, and that the other party was timely notified of the likelihood or actual occurrence which would justify such an assertion, so that other prudent precautions could be contemplated.
- 6.3.4 The County shall reserve the right to terminate this Contract and/or any applicable order or contract release purchase order upon non-performance by Contractor. The County shall reserve the right to extend the Contract and time for performance at its discretion.

6.4 **WARRANTY OF SERVICES AND PRODUCTS:**

- 6.4.1 The Contractor warrants that all services provided hereunder will conform to the requirements of the Contract, including all descriptions, specifications and attachments made a part of this Contract. County's acceptance of services or goods provided by the Contractor shall not relieve the Contractor from its obligations under this warranty.
- 6.4.2 In addition to its other remedies, County may, at the Contractor's expense, require prompt correction of any services failing to meet the Contractor's warranty herein. Services corrected by the Contractor shall be subject to all the provisions of this Contract in the manner and to the same extent as services originally furnished hereunder.
- 6.4.3 Contractor may act as a reseller of manufacturer-provided services, such as support, maintenance, and other professional services ("OEM Services") to the County. OEM Services are sold only pursuant to the terms and conditions offered by the providers of such services. Contractor makes no warranties or representations related to any OEM services.
- 6.4.4 The County understands that Contractor is not the manufacturer of the Products or the provider of any OEM Services. Contractor will ensure that all Products sold hereunder are new and are covered by the manufacturer's standard warranty as made available by the manufacturer to purchasers of its Products. To the extent transferable, Contractor will pass through to the County any warranty extended to Contractor by the original manufacturer.
- 6.4.5 THE FOREGOING ARE THE SOLE AND EXCLUSIVE WARRANTIES GIVEN BY CONTRACTOR WITH RESPECT TO THE OEM PRODUCTS AND SERVICES AND ARE IN LIEU OF AND EXCLUDE ALL OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS ARISING BY OPERATION OF LAW OR OTHERWISE, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.

6.5 **INSPECTION OF SERVICES:**

- 6.5.1 The Contractor shall provide and maintain an inspection system acceptable to County covering the services under this Contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to County during contract performance and for as long afterwards as the Contract requires.
- 6.5.2 County has the right to inspect and test all services called for by the Contract, to the extent practicable at all times and places during the term of the Contract. County shall perform inspections and tests in a manner that will not unduly delay the work.

6.5.3 If any of the services do not conform to Contract requirements, County may require the Contractor to perform the services again in conformity with Contract requirements, at no cost to the County. When the defects in services cannot be corrected by re-performance, County may:

6.5.3.1 Require the Contractor to take necessary action to ensure that future performance conforms to Contract requirements; and

6.5.3.2 Reduce the Contract price to reflect the reduced value of the services performed.

6.5.3.3 If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with Contract requirements, County may:

6.5.3.4 By Contract or otherwise, perform the services and charge to the Contractor, through direct billing or through payment reduction, any cost incurred by County that is directly related to the performance of such service; or

6.5.3.5 Terminate the Contract for default.

6.6 REQUIREMENTS CONTRACT:

6.6.1 Contractors signify their understanding and agreement by signing a bid submittal, that the Contract resulting from the bid is a requirements contract. However, the Contract does not guarantee any minimum or maximum number of purchases will be made. It only indicates that if purchases are made for the materials or services contained in the Contract, they will be purchased from the Contractor awarded that item if the Contractor can meet all the delivery requirements of the County. Orders will only be placed when the County identifies a need and proper authorization and documentation have been approved.

6.6.2 County reserves the right to cancel Purchase Orders within a reasonable period of time after issuance. Should a Purchase Order be canceled, the County agrees to reimburse the Contractor for actual and documentable costs incurred by the Contractor in response to the Purchase Order. The County will not reimburse the Contractor for any costs incurred after receipt of County notice of cancellation, or for lost profits, shipment of product prior to issuance of Purchase Order, etc.

6.6.3 Contractors agree to accept verbal notification of cancellation of Purchase Orders from the County Procurement Officer with written notification to follow. By submitting a bid in response to this Invitation for Bids, the Contractor specifically acknowledges to be bound by this cancellation policy.

6.7 Background Check:

Contractors need to be aware that there may be multiple background checks (Sheriff's Office, County Attorney's Office, Courts as well as Maricopa County general government) to determine if the respondents employees are acceptable for the contractor to do business with the County. This applies to (but is not limited to) the company and sub-contractors. Employees or others who fail to pass these checks shall not be allowed to work on County projects. Failure to meet these requirements may lead to termination of the contract.

6.8 Suspension of Work

The Procurement Officer may order the Contractor, in writing, to suspend, delay, or interrupt all or any part of the work of this contract for the period of time that the Procurement Officer determines appropriate for the convenience of the County. No adjustment shall be made under this clause for any suspension, delay, or interruption to the extent that performance would have been so suspended, delayed, or interrupted by any other cause, including the fault or negligence of the Contractor. No request for adjustment under this clause shall be granted unless the claim, in an

amount stated, is asserted in writing as soon as practicable after the termination of the suspension, delay, or interruption, but not later than the date of final payment under the contract.

**6.9 Stop Work Order**

The Procurement Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Procurement Officer shall either—

6.9.1 Cancel the stop-work order; or

6.9.2 Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the County, clause of this contract.

6.9.3 The Procurement Officer may make an equitable adjustment in the delivery schedule and/or contract price, or otherwise, and the contract shall be modified, in writing, accordingly, if the Contractor demonstrates that the stop work order resulted in an increase in costs to the Contractor.

**6.10 UNCONDITIONAL TERMINATION FOR CONVENIENCE:**

Maricopa County may terminate the resultant Contract for convenience by providing sixty (60) calendar days advance notice to the Contractor.

**6.11 TERMINATION FOR DEFAULT:**

The County may, by written notice of default to the Contractor, terminate this contract in whole or in part if the Contractor fails to:

6.11.1 Deliver the supplies or to perform the services within the time specified in this contract or any extension;

6.11.2 Make progress, so as to endanger performance of this contract; or

6.11.3 Perform any of the other provisions of this contract.

6.11.4 The County's right to terminate this contract under these subparagraph may be exercised if the Contractor does not cure such failure within 10 days (or more if authorized in writing by the County) after receipt of the notice from the Procurement Officer specifying the failure.

**6.12 STATUTORY RIGHT OF CANCELLATION FOR CONFLICT OF INTEREST:**

Notice is given that pursuant to A.R.S. § 38-511 the County may cancel any Contract without penalty or further obligation within three years after execution of the contract, if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County is at any time while the Contract or any extension of the Contract is in effect, an employee or agent of any other party to the Contract in any capacity or consultant to any other party of the Contract with respect to the subject matter of the Contract. Additionally, pursuant to A.R.S § 38-511 the County may recoup any fee or commission paid or due to any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the County from any other party to the contract arising as the result of the Contract.

**6.13 CONTRACTOR LICENSE REQUIREMENT:**

6.13.1 The Respondent shall procure all permits, insurance, licenses and pay the charges and fees necessary and incidental to the lawful conduct of his/her business, and as necessary complete any required certification requirements, required by any and all governmental or non-governmental entities as mandated to maintain compliance with and in good standing for all permits and/or licenses. The Respondent shall keep fully informed of existing and future trade or industry requirements, Federal, State and Local laws, ordinances, and regulations which in any manner affect the fulfillment of a Contract and shall comply with the same. Contractor shall immediately notify both Office of Procurement Services and the using agency of any and all changes concerning permits, insurance or licenses.

6.13.2 Respondents furnishing finished products, materials or articles of merchandise that will require installation or attachment as part of the Contract, shall possess any licenses required. A Respondent is not relieved of its obligation to possess the required licenses by subcontracting of the labor portion of the Contract. Respondents are advised to contact the Arizona Registrar of Contractors, Chief of Licensing, at (602) 542-1525 to ascertain licensing requirements for a particular contract. Respondents shall identify which license(s), if any, the Registrar of Contractors requires for performance of the Contract.

**6.14 SUBCONTRACTING:**

6.14.1 The Contractor may not assign to another Contractor or Subcontract to another party for performance of the terms and conditions hereof without the written consent of the County. All correspondence authorizing subcontracting must reference the Bid Serial Number and identify the job project.

6.14.2 The Subcontractor's rate for the job shall not exceed that of the Prime Contractor's rate, as bid in the pricing section, unless the Prime Contractor is willing to absorb any higher rates or the County has approved the increase. The Subcontractor's invoice shall be invoiced directly to the Prime Contractor, who in turn shall pass-through the costs to the County, without mark-up. A copy of the Subcontractor's invoice must accompany the Prime Contractor's invoice.

**6.15 AMENDMENTS:**

All amendments to this Contract shall be in writing and approved/signed by both parties. Maricopa County Office of Procurement Services shall be responsible for approving all amendments for Maricopa County.

**6.16 ADDITIONS/DELETIONS OF SERVICE:**

6.16.1 The County reserves the right to add and/or delete materials and services to a Contract. If a service requirement is deleted, payment to the Contractor will be reduced proportionately, to the amount of service reduced in accordance with the bid price. If additional materials or services are required from a Contract, prices for such additions will be negotiated between the Contractor and the County.

6.16.2 The County reserves the right of final approval on proposed staff for all Task Orders. Also, upon request by the County, the Contractor will be required to remove any employees working on County projects and substitute personnel based on the discretion of the County within two business days, unless previously approved by the County.

**6.17 VALIDITY:**

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of the Contract.

6.18 SEVERABILITY:

The invalidity, in whole or in part, of any provision of this Contract shall not void or affect the validity of any other provision of this Contract.

6.19 RIGHTS IN DATA:

The County shall have the use of data and reports resulting from a Contract without additional cost or other restriction except as may be established by law or applicable regulation. Each party shall supply to the other party, upon request, any available information that is relevant to a Contract and to the performance thereunder.

6.20 NON-DISCRIMINATION:

CONTRACTOR agrees to comply with all provisions and requirements of Arizona Executive Order 2009-09 including flow down of all provisions and requirements to any subcontractors. Executive Order 2009-09 supersedes Executive order 99-4 and amends Executive order 75-5 and may be viewed and downloaded at the Governor of the State of Arizona's website <http://azmemory.azlibrary.gov/cdm/singleitem/collection/execorders/id/680/rec/1> which is hereby incorporated into this contract as if set forth in full herein. During the performance of this contract, CONTRACTOR shall not discriminate against any employee, client or any other individual in any way because of that person's age, race, creed, color, religion, sex, disability or national origin.

6.21 ISRAEL BOYCOTT:

By submitting this proposal the Contractor certifies that they are in compliance with Article 9, Arizona Revised Statutes Section 35-393 *et seq.*

6.22 CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

6.22.1 The undersigned (authorized official signing for the Contractor) certifies to the best of his or her knowledge and belief, that the Contractor

6.21.1.1 is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal Department or agency;

6.21.1.2 have not within 3-year period preceding this Contract 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 antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

6.21.1.3 are not presently indicted 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

6.21.1.4 have not within a 3-year period preceding this Contract had one or more public transaction (Federal, State or local) terminated for cause of default.

6.22.2 The Contractor agrees to include, without modification, this clause in all lower tier covered transactions (i.e. transactions with subcontractors) and in all solicitations for lower tier covered transactions related to this Contract.

6.23 VERIFICATION REGARDING COMPLIANCE WITH ARIZONA REVISED STATUTES §41-4401 AND FEDERAL IMMIGRATION LAWS AND REGULATIONS:

6.23.1 By entering into the Contract, the Contractor warrants compliance with the Immigration and Nationality Act (INA using e-verify) and all other federal immigration laws and regulations related to the immigration status of its employees and A.R.S. §23-214(A). The contractor shall obtain statements from its subcontractors certifying compliance and shall furnish the statements to the Procurement Officer upon request. These warranties shall remain in effect through the term of the Contract. The Contractor and its subcontractors shall also maintain Employment Eligibility Verification forms (I-9) as required by the Immigration Reform and Control Act of 1986, as amended from time to time, for all employees performing work under the Contract and verify employee compliance using the E-verify system and shall keep a record of the verification for the duration of the employee's employment or at least three years, whichever is longer. I-9 forms are available for download at USCIS.GOV.

6.23.2 The County retains the legal right to inspect contractor and subcontractor employee documents performing work under this Contract to verify compliance with paragraph 6.23 of this Section. Contractor and subcontractor shall be given reasonable notice of the County's intent to inspect and shall make the documents available at the time and date specified. Should the County suspect or find that the Contractor or any of its subcontractors are not in compliance, the County will consider this a material breach of the contract and may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

6.24 INFLUENCE

As prescribed in MC1-1202 of the Maricopa County Procurement Code, any effort to influence an employee or agent to breach the Maricopa County Ethical Code of Conduct or any ethical conduct may be grounds for Disbarment or Suspension under MC1-902.

An attempt to influence includes, but is not limited to:

6.24.1 A Person offering or providing a gratuity, gift, tip, present, donation, money, entertainment or educational passes or tickets, or any type valuable contribution or subsidy,

6.24.2 That is offered or given with the intent to influence a decision, obtain a contract, garner favorable treatment, or gain favorable consideration of any kind.

If a Person attempts to influence any employee or agent of Maricopa County, the Chief Procurement Officer, or his designee, reserves the right to seek any remedy provided by the Maricopa County Procurement Code, any remedy in equity or in the law, or any remedy provided by this contract.

6.25 CONTRACTOR EMPLOYEE WHISTLEBLOWER RIGHTS AND REQUIREMENT TO INFORM EMPLOYEES OF WHISTLERBLOWER RIGHTS (APPLIES TO PROJECTS THAT MAYBE FEDERALLY FUNDED).

6.25.1 The Parties agree that this Contract and employees working on this Contract will be subject to the whistleblower rights and remedies in the pilot program on contractor employee whistleblower protections established at 41 U.S.C. § 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112-239) and section 3.908 of the Federal Acquisition Regulation;

6.25.2 Contractor shall inform its employees in writing, in the predominant language of the workforce, of employee whistleblower rights and protections under 41 U.S.C. § 4712, as described in section 3.908 of the Federal Acquisition Regulation. Documentation of such

employee notification must be kept on file by Contractor and copies provided to County upon request.

6.25.3 Contractor shall insert the substance of this clause, including this paragraph (c), in all subcontracts over the simplified acquisition threshold (\$150,000 as of September 2013).

6.26 **ACCESS TO AND RETENTION OF RECORDS FOR THE PURPOSE OF AUDIT AND/OR OTHER REVIEW:**

6.26.1 In accordance with section MCI 371 of the Maricopa County Procurement Code the Contractor agrees to retain all books, records, accounts, statements, reports, files, and other records and back-up documentation relevant to this Contract for six (6) years after final payment or until after the resolution of any audit questions which could be more than six (6) years, whichever is latest. The County, Federal or State auditors and any other persons duly authorized by the Department shall have full access to, and the right to examine, copy and make use of, any and all said materials.

6.26.2 If the Contractor's books, records, accounts, statements, reports, files, and other records and back-up documentation relevant to this Contract are not sufficient to support and document that requested services were provided, the Contractor shall reimburse Maricopa County for the services not so adequately supported and documented.

6.26.3 If at any time it is determined by the County that a cost for which payment has been made is a disallowed cost, the County shall notify the Contractor in writing of the disallowance. The course of action to address the disallowance shall be at sole discretion of the County, and may include either an adjustment to future invoices, request for credit, request for a check or deduction from current billings Submitted by the Contractor by the amount of the disallowance, or to require reimbursement forthwith of the disallowed amount by the Contractor by issuing a check payable to Maricopa County.

6.27 **AUDIT DISALLOWANCES:**

If at any time, County determines that a cost for which payment has been made is a disallowed cost, such as overpayment, County shall notify the Contractor in writing of the disallowance. County shall also state the means of correction, which may be but shall not be limited to adjustment of any future claim submitted by the Contractor by the amount of the disallowance, or to require repayment of the disallowed amount by the Contractor.

6.28 **OFFSET FOR DAMAGES;**

In addition to all other remedies at Law or Equity, the County may offset from any money due to the Contractor any amounts Contractor owes to the County for damages resulting from breach or deficiencies in performance of the contract.

6.29 **PUBLIC RECORDS:**

Under Arizona law, all Offers submitted and opened are public records and must be retained by the Records Manager at the Office of Procurement Services. Offers shall be open to public inspection and copying after Contract award and execution, except for such Offers or sections thereof determined to contain proprietary or confidential information. by the Office of Procurement Services. If an Offeror believes that information in its Offer or any resulting Contract should not be released in response to a public record request under Arizona law, the Offeror shall indicate the specific information deemed confidential or proprietary and submit a statement with its offer detailing the reasons that the information should not be disclosed. Such reasons shall include the specific harm or prejudice which may arise from disclosure. The Records Manager of the Office of Procurement Services shall determine whether the identified information is confidential pursuant to the Maricopa County Procurement Code.

6.30 PRICES:

Contractor warrants that prices extended to County under this Contract are no higher than those paid by any other customer for these or similar services.

6.31 INTEGRATION:

This Contract represents the entire and integrated agreement between the parties and supersedes all prior negotiations, proposals, communications, understandings, representations, or agreements, whether oral or written, express or implied.

6.32 RELATIONSHIPS:

In the performance of the services described herein, the Contractor shall act solely as an independent contractor, and nothing herein or implied herein shall at any time be construed as to create the relationship of employer and employee, co-employee, partnership, principal and agent, or joint venture between the County and the Contractor.

6.33 GOVERNING LAW:

This Contract shall be governed by the laws of the state of Arizona. Venue for any actions or lawsuits involving this Contract will be in Maricopa County Superior Court or in the United States District Court for the District of Arizona, sitting in Phoenix, Arizona

6.34 ORDER OF PRECEDENCE:

In the event of a conflict in the provisions of this Contract and Contractor's license agreement, if applicable, the terms of this Contract shall prevail.

6.35 INCORPORATION OF DOCUMENTS:

The following are to be attached to and made part of this Contract:

6.35.1 Exhibit A, A-1 Pricing;

6.35.2 Exhibit B, Scope of Work

6.35.3 Exhibit C, Office of Procurement Services Contractor Travel and Per Diem Policy

NOTICES:

All notices given pursuant to the terms of this Contract shall be addressed to:

For County:

Maricopa County  
Office of Procurement Services  
ATTN: Contract Administration  
320 West Lincoln Street  
Phoenix, Arizona 85003-2494

For Contractor:

World Wide Technology  
ATTN: Business Development Manager - SLED  
60 Weldon Parkway  
Maryland Heights, MO 63043

IN WITNESS WHEREOF, this Contract is executed on the date set forth above.

**CONTRACTOR**

  
\_\_\_\_\_  
AUTHORIZED SIGNATURE

mark Donnel, VP  
\_\_\_\_\_  
PRINTED NAME AND TITLE

600 Weldon Parkway  
\_\_\_\_\_  
ADDRESS

07/28/2016 Maryland Heights, MO  
\_\_\_\_\_  
DATE 63043

**MARICOPA COUNTY**

  
\_\_\_\_\_  
CHAIRMAN, BOARD OF SUPERVISORS

SEP 07 2015  
\_\_\_\_\_  
DATE

**ATTESTED:**

  
\_\_\_\_\_  
CLERK OF THE BOARD

SEP 07 2015  
\_\_\_\_\_  
DATE

**APPROVED AS TO FORM:**

~~09 01 2016~~  
\_\_\_\_\_  
DEPUTY COUNTY ATTORNEY

09 01 2016  
\_\_\_\_\_  
DATE



**EXHIBIT A  
PRICING**

SERIAL 16076-RFP  
 NIGP CODE: 20300, 204  
 RESPONDENT'S NAME: World Wide Technology  
 COUNTY VENDOR NUMBER : ~~W000002642X~~ VC0000004048  
 ADDRESS: 60 Weldon Parkway Maryland Heights, MO 63043  
 P.O. ADDRESS: 2231 E Camelback Rd, #100 Phoenix, AZ 85016  
 TELEPHONE NUMBER: ~~602-472-7307~~ 314-995-6103  
 FACSIMILE NUMBER: 602-472-7201  
 WEB SITE: [www.wwt.com](http://www.wwt.com)  
 CONTACT (REPRESENTATIVE): Angela Grenda Carol Harting  
 REPRESENTATIVE'S E-MAIL ADDRESS: [angela.grenda@wwt.com](mailto:angela.grenda@wwt.com) [carol.harting@wwt.com](mailto:carol.harting@wwt.com)

PAYMENT TERMS.  
 NET 30 DAYS

1.0 PRICING (discount off PUBLISHED PRICE)	MINIMUM DISCOUNT PERCENTAGE OFF CURRENT PUBLISHED PRICE	
1.1 Cisco Products, Services and Solutions:		
1.1.1 Cisco Products:	41.6%	
1.1.2 Cisco Services and Solutions:	20%	
**Juniper Products Services and Solutions:		
**Juniper Products:	35%	
**Juniper Services and Solutions:	10%	
** Juniper listed on 2.3 Product categories, adding to this price sheet		
1.2 HP Products, Services and Solutions:		
1.2.1 Computers:	4%	
1.2.2 Networking:	30%	
1.2.3 Servers:	8%	
1.2.4 Software:	8%	
1.2.5 Storage	15%	
1.2.6 HP Services and Solutions:	15%	
1.3 Dell Products, Services and Solutions:		
1.3.1 General Products	20%	
1.3.2 Software:	10%	
1.3.3 Dell Services and Solutions	10%	
1.4 CommVault Products, Services and Solutions:		
1.4.1 CommVault Products:	10%	
1.4.2 CommVault Solutions: Services and Support:	10%	
1.5 Symantec Products, Services and Solutions:		

**SERIAL 16076-RFP**

1.5.1 Symantec Products:	10%	
1.5.2 Symantec Services and Solutions:	10%	
1.6 Veritas Products, Services and Solutions:		
1.6.1 Veritas Products:	10%	
1.6.2 Veritas Services and Solutions:	5%	
1.7 VMware Products, Services and Solutions:		
1.7.1 VMware Products:	10%	
1.7.2 VMware Services and Solutions:	5%	
1.8 Apple Products, Services and Solution:	1%	
1.9 Google Products, Services and Solutions:	NO BID	
1.10 Amazon Web Services Products, Services and Solutions:		
1.10.1 Amazon Web Services Products and Services:	NO BID	
1.10.2 Amazon Web Services Solutions:	NO BID	
1.11 Microsoft Products, Services and Solutions:		
1.11.1 Devices:	4%	
1.11.2 Software and Applications	7%	
1.11.3 Microsoft Services and Solutions:	10%	
1.11.4 Related Products. Services and Solutions:	4%	
1.12 Staff Augmentation:		
1.12.1 Project Manager		
1.12.2 PROPSOER LIST OUT MAJOR TILES AND ATTACH A CURRENT RATE CARD FOR PERSONEL TO THE ATTACHMENT A.	0%	OFF CURRENT RATE CARD
	0%	OFF CURRENT RATE CARD

**A-1 PRICING**

<b>WWT Rate Card</b>			
<b>Career</b>	<b>3-4 Years of Experience</b>	<b>2-3 Years of Experience</b>	
<b>Senior</b>	<b>4-7 years of experience</b>	<b>4-6 years of experience</b>	
<b>Expert</b>	<b>Over 7 years of experience</b>	<b>Over 7 years of experience</b>	
<b>Role</b>	<b>Level</b>	<b>Job Description</b>	<b>Discounted Rate</b>
<p><b>Infrastructure/Enterprise Architect:</b> Enterprise IT design – Enterprise architecture is the greater alignment between IT and business concerns. The main purpose of enterprise architecture is to guide the process of planning and design the IT/IS capabilities of an enterprise in order to meet desired organizational objectives. Typically, architecture proposals and decisions are limited to the IT/IS aspects of the enterprise; other aspects only serve as inputs. The Integrated Architect provides technical leadership in design, development and implementation of architectural deliverables, to include components of the assessment and optimization of system design and review of user requirements.</p> <p>Working with the product teams, vendors, technology SME and IT teams, this person will be accountable for architecting comprehensive technology platform solution designs that meet customer business solution requirements on IT projects.</p> <p>The Infrastructure Architect will provides critical support function for Integrated Architecture design decisions during plan, analyze, design, build, test, and deploy phases of IT projects.</p> <p>Enterprise integrating – To achieve greater coherency between the various concerns of an enterprise (HR, IT, Operations, etc.) including the linking between strategy formulation and execution. Typically, architecture proposals and decisions encompass all the aspects of the enterprise.</p>	<b>Career</b>	Resource has over 3 years of experience in specific technology, may not have any certifications, or only basic certification. They are able to complete assigned projects and objectives with little or no oversight or coaching.	<b>\$130</b>
	<b>Senior</b>	Resource is advanced-level technically and is able to lead a team of other engineers to complete assigned project scope. They are advanced-level technically and have the ability to direct activities, provide technical guidance, and are trustworthy to see a complex solution through to completion as a technical leader.	<b>\$140</b>
	<b>Expert</b>	Resource is expert-level in more than one technology. They are able to lead multi-technology, enterprise designs, or provide technical oversight for multi implementation teams. Resource is comfortable communicating at the most senior levels of a customer organization.	<b>\$160</b>

<p><b>IT Product Specialist:</b> A product specialist, also known as a product manager, is the person responsible for coordinating all aspects of product design, development and marketing within an organization. Product specialists must understand the requirements and contribution of each discipline. They must also ensure that other members of the team align their work with corporate objectives and customer needs.</p>	<p><b>Career</b></p>	<p>Resource has over 2 years of experience in specific technology, may not have any certifications, or only basic certification. They are able to complete assigned projects and objectives with little or no oversight or coaching.</p>	<p><b>\$135</b></p>
	<p><b>Senior</b></p>	<p>Resource is advanced-level technically and is able to lead a team of other engineers to complete assigned project scope. They are advanced-level technically and have the ability to direct activities, provide technical guidance, and are trustworthy to see a complex solution through to completion as a technical leader.</p>	<p><b>\$145</b></p>
	<p><b>Expert</b></p>	<p>Resource is expert-level in more than one technology. They are able to lead multi-technology, enterprise designs, or provide technical oversight for multi implementation teams. Resource is comfortable communicating at the most senior levels of a customer organization.</p>	<p><b>\$165</b></p>
<p><b>Storage Management Specialist:</b> The SMS is responsible for providing day-today operational support and technical leadership for storage and backup systems. This can include SAN and NAS and backup products like IBM, Hitachi, EMC, VMWare and Dell among others. This person will provide design, implementation, administration, troubleshooting, performance tuning and capacity planning of the storage systems.</p>	<p><b>Career</b></p>	<p>Resource has over 3 years of experience in specific storage technology, SAN/NAS, Virtualization, backup and recovery, may not have any certifications, or only basic certification. They are able to complete assigned projects and objectives with little or no oversight or coaching.</p>	<p><b>\$145</b></p>

	<p><b>Senior</b></p>	<p>Resource is advanced-level technically in the area of Storage Management to include SAN/NAS, Virtualization, backup and recovery and is able to lead a team of other engineers to complete assigned project scope. They are advanced-level technically and have the ability to direct activities, provide technical guidance, and are trustworthy to see a complex solution through to completion as a technical leader.</p>	<p><b>\$150</b></p>
	<p><b>Expert</b></p>	<p>Resource is expert-level in more than one storage technology. Storage Management to include SAN/NAS, Virtualization, backup and recovery. They are able to lead multi-technology, enterprise designs, or provide technical oversight for multi implementation teams. Resource is comfortable communicating at the most senior levels of a customer organization.</p>	<p><b>\$170</b></p>
<p><b>System Administrator/DBA:</b> A system administrator, or sysadmin, is a person who is responsible for the upkeep, configuration, and reliable operation of computer systems; especially multi-user computers, such as servers.</p> <p>The system administrator seeks to ensure that the uptime, performance, resources, and security of the computers he or she manages meet the needs of the users,</p>	<p><b>Career</b></p>	<p>Resource has over 3 years of experience in the area of systems administration, UNIX, Linux and AIX. Resource may not have any certifications, or only basic certification. They are able to complete assigned projects and objectives with little or no oversight or coaching.</p>	<p><b>\$120</b></p>

<p>without exceeding the budget.</p> <p>To meet these needs, a system administrator may acquire, install, or upgrade computer components and software; provide routine automation; maintain security policies; troubleshoot; train and/or supervise staff; or offer technical support for projects. This person is responsible for the installation, Implementation, configuration and troubleshooting of large complex enterprise class servers. To include Windows, AIX, UNIX, Linux servers. This person will perform upgrades and maintenance of operating systems, performance and benchmarking.</p>	<p><b>Senior</b></p>	<p>Resource is able to lead a team of other engineers to complete a Unix/Linux/AIX/Exchange project scope. They are expert-level technically and have the ability to direct activities, provide technical guidance, and are trustworthy to see a complex solution through to completion as a technical leader. 4+ years experience.</p>	<p><b>\$135</b></p>
	<p><b>Expert</b></p>	<p>Resource is expert-level in more than one technology. They are able to lead multi-technology, enterprise designs, or provide technical oversight for multi implementation teams. Resource is a Unix/Linux/AIX/Exchange consultant and is comfortable communicating at the most senior levels of a customer organization. 7+ years experience.</p>	<p><b>\$145</b></p>
<p><b>Security Architect/Engineer:</b> The security architect is responsible for designing and implementing a comprehensive for an organization's security processes, information security systems, personnel and organizational sub-units, so that they align with the organization's core goals and strategic direction. This person will perform the following duties, proactively implements, updates, maintains, manages, monitors, and supports enterprise network and systems security operations infrastructure throughout the shared services environment. Performs change control and device configuration management activities on all security hardware. Provides management level reporting of firewall activities on a periodic basis. Participates in security incident response team activities, providing and implementing tactical risk mitigation to incidents. Works with other firewall team members to review security architecture and design documents to ensure consistency, accuracy</p>	<p><b>Career</b></p>	<p>Resource has over 3 years of experience and able to complete a Security implementation with some oversight. This level of resource is able to complete a moderately complex (single site or technology) design from scratch. They are effective at working in teams or by themselves in accomplishing project objectives.</p>	<p><b>\$125</b></p>
	<p><b>Senior</b></p>	<p>Resource is a senior level resource and able to complete a Security implementation with little or no oversight. This level of resource is able to complete a moderately complex (single site or technology) design from scratch. They are effective at working in teams or by themselves in</p>	<p><b>\$140</b></p>

<p>and compliance with the articulated security posture and industry requirements. Provides vulnerability and threat management monitoring and mitigation response. Participates in tactical and operational planning of vulnerability assessment activities.</p>		<p>accomplishing project objectives. 5+ years experience.</p>	
	<p><b>Expert</b></p>	<p>Resource is able to lead a team of other engineers to complete a Security project scope. They are expert-level technically and have the ability to direct activities, provide technical guidance, and are trustworthy to see a complex solution through to completion as a technical leader. 5+ years experience.</p>	<p><b>\$155</b></p>
<p><b>Project Manager:</b> The IT Project Manager is responsible for all assigned IT projects as well as for developing and leading a strategically-oriented project team. S/he will prioritize and optimize team performance in support of the IT strategy. The IT Project Manager must ensure the high-quality delivery of program deliverables that meet the needs of stakeholders in collaboration with the project team, implementation teams and organizational leadership. Duties of a Project Manager will include the following: Establish and maintain all aspects of the project per project management guidelines. Successfully engage in multiple initiatives simultaneously. Ensure that consistent and approved methodology is used on each project, and approve project scope and charter for implementation. Develop requirements specifications according to standard templates. Be the liaison between the business units, technology teams and</p>	<p><b>Career</b></p>	<p>Resource has over 3 years of experience as a Project Manager. This level of resource is able to manage a moderately complex project from start to finish.</p>	<p><b>\$130</b></p>
	<p><b>Expert</b></p>	<p>Resource is an expert-level resource and able to complete a Project Management implementation with little or no oversight. This level of resource is able to complete a moderately complex (single site or technology) design from scratch. They are effective at working in teams or by themselves in accomplishing project objectives. 4+ years experience.</p>	<p><b>\$155</b></p>

<p>support teams. Communicate key performance information to the senior management team. Track project budget, resources, , expenses, milestones, critical path, blockers, and all other associated key performance indicators.</p>			
<p><b>Infrastructure Engineer:</b> The infrastructure engineer has experience and background in large enterprise infrastructure and networks. Has experience with various industry leading manufacturers for WAN/LAN/Security/Load Balancing/wireless technologies. This person will be responsible for working on projects related to implementation, configuration, troubleshooting, performance management, capacity planning. Including Infrastructure design, build-out and deployments. Duties and knowledge will include; Installation and Configuration of routers, switches. Experienced installing and configuring network interfaces. Configuring VLANs, STP, VTP and Inter-VLAN routing in LAN environment. Physical cabling, IP addressing, WAN configuration. Familiar with technologies like MPLS and Ethernet. Upgrading the network by translating</p>	<p><b>Career</b></p>	<p>Resource is experienced but may not be to a Sr. Engineer level. They are able to complete Routing &amp; Switching project objectives with some oversight or coaching. 3 to 5 years experience.</p>	<p><b>\$130</b></p>
	<p><b>Senior</b></p>	<p>Resource is an expert-level resource and able to complete a Routing &amp; Switching implementation with little or no oversight. This level of resource is able to complete a moderately complex (single site or technology) design from scratch. They are effective at working in teams or by themselves in accomplishing project objectives. 5+ years experience.</p>	<p><b>\$140</b></p>

<p>protocol like EIGRP to OSPF. Used DHCP to automatically assign reusable IP addresses to DHCP clients                  Installation and configuration of DNS, TFTP and FTP Servers. Usage of network sniffer like Wireshark                  Setup and Maintenance of circuits. Hands on experience with various Wireless technology and products                  Hands on experience with Firewall and proxy servers.</p>	<p><b>Expert</b></p>	<p>Resource is able to lead a team of other engineers to complete a Routing &amp; Switching project scope. They are expert-level technically and have the ability to direct activities, provide technical guidance, and are trustworthy to see a complex solution through to completion as a technical leader. 7+ years experience.</p>	<p><b>\$150</b></p>
<p><b>Automation Engineer:</b> Perform technical consulting tasks within project implementations automation tools and processes. Architecture definition of automation systems and installation, performance analysis and optimization of automation systems.</p>	<p><b>Career</b></p>	<p>Resource is experienced but may not be to a Sr. Engineer level. They are able to complete Automation project objectives with some oversight or coaching. 3+ years of experience.</p>	<p><b>\$125</b></p>
	<p><b>Senior</b></p>	<p>Resource is an expert-level resource and able to complete a automation project implementation with little or no oversight. This level of resource is able to complete a moderately complex (single site or technology) design from scratch. They are effective at working in teams or by themselves in accomplishing project objectives. 5+ years experience.</p>	<p><b>\$135</b></p>
	<p><b>Expert</b></p>	<p>Resource is able to lead a team of other automation engineers to complete complex project scope. They are expert-level technically and have the ability to direct activities, provide technical guidance, and are trustworthy to see a complex solution through to completion as a technical leader. 7+ years experience.</p>	<p><b>\$145</b></p>

<p><b>Business Analyst:</b> The IT Business Requirements Analyst will work with IT and the Business to define and deliver solutions that meet business objectives. Responsible for combining business and technology skills with strong leadership, communication, negotiation, facilitation, and presentation skills. Serves as the ultimate facilitator between Business and IT in truly understanding the business's needs and plays a key role in the overall management and success of a project through the entire project lifecycle. Using proven methods and tools, this position leads the planning, eliciting, analyzing, validating and managing of requirements and business processes.</p>	<p><b>Career</b></p>	<p>Resource has over 3 years of experience as a Business Analyst. This level of resource is able to manage a moderately complex project from start to finish.</p>	<p><b>\$125</b></p>
	<p><b>Senior</b></p>	<p>Resource is an expert-level resource and able to complete a complex Business Analysis project with little or no oversight. This level of resource is able to complete a moderately complex (single or multiple technology) analysis from scratch. They are effective at working in teams or by themselves in accomplishing objectives. 4+ years experience.</p>	<p><b>\$135</b></p>
	<p><b>Expert</b></p>	<p>Resource is able to lead a team of other Business Analysts to complete a specific or multiple project scope. They are expert-level technically and have the ability to direct activities, provide technical guidance, and are trustworthy to see a complex solution through to completion as a technical leader. 7+ years experience.</p>	<p><b>\$140</b></p>
<p><b>SAP/Oracle Engineer/Analyst:</b> Perform technical consulting tasks within project implementations in SAP and Oracle Solutions. SAP/Oracle landscape architecture definition, SAP/Oracle systems installation, performance analysis and optimization, system monitoring, incident solving, homogeneous and heterogeneous system copies and release upgrades. Provide advanced troubleshooting.</p>	<p><b>Career</b></p>	<p>Resource is experienced, but not at a senior level and able to complete a SAP/Oracle/Citrix/SQL implementation with little or no oversight. This level of resource is able to complete a moderately complex (single site or technology) design from scratch. They are effective at working in teams or by themselves in accomplishing project objectives. 3+ years experience.</p>	<p><b>\$125</b></p>

	<p><b>Senior</b></p>	<p>Resource is able to lead a team of other engineers to complete a SAP/Oracle/Citrix/SQL project scope. They are expert-level technically and have the ability to direct activities, provide technical guidance, and are trustworthy to see a complex solution through to completion as a technical leader. 4+ years experience.</p>	<p><b>\$135</b></p>
	<p><b>Expert</b></p>	<p>Resource is expert-level in more than one technology. They are able to lead multi-technology, enterprise designs, or provide technical oversight for multi implementation teams. Resource is a SAP/Oracle/Citrix/SQL consultant and is comfortable communicating at the most senior levels of a customer organization. 7+ years experience.</p>	<p><b>\$155</b></p>
<p><b>Data Center Specialist:</b> The Data Center Specialist is responsible for the design, migration and implementation of data center and corresponding facilities. They employing a solutions that includes data center migration and consolidation; public, private and hybrid cloud planning and deployment; and next generation architecture development to enable software-defined everything, WWT can play a vital role in your organization’s IT transformation process. The Data Center Specialist takes an architecturally independent, multi-vendor approach to educating the customers about IT solutions that target business requirements and drive growth. This approach is complemented by partnerships with every major Data Center OEM. Solutions will include; Data Center Strategy and Architecture, Compute and Virtualization, Storage and Backup, Facilities and Infrastructure.</p>	<p><b>Career</b></p>	<p>Resource is experienced but may not be to a Sr. Engineer level. They are able to complete Data Center project objectives with some oversight or coaching. 3 to 5 years experience.</p>	<p><b>\$145</b></p>
	<p><b>Senior</b></p>	<p>Resource is an expert-level resource and able to complete a Data Center project implementation with little or no oversight. This level of resource is able to complete a moderately complex (single site or technology) design from scratch. They are effective at working in teams or by themselves in accomplishing project objectives. 5+ years experience.</p>	<p><b>\$165</b></p>

	<b>Expert</b>	Resource is able to lead a team of other engineers to complete a Data Center project scope. They are expert-level technically and have the ability to direct activities, provide technical guidance, and are trustworthy to see a complex solution through to completion as a technical leader. 7+ years experience.	<b>\$175</b>

**EXHIBIT B**  
**SCOPE OF WORK**

1.0 **INTENT:**

The Intent of this contract is to provide following products and services.

This shall be a multiple award arrangement in an effort to bring the most competitive pricing, value, opportunity, and speed to market to the County. All projects may be competed but all projects over \$150,000.00 shall be competed to all awarded proposers for that product line Selection criteria may include the following ( Available staff, contractors current qualifications, project timeline, price and other factors determined by the County to be relevant to the project).

Other governmental entities under agreement with the County may have access to products and services provided hereunder (see also Section 3.8 and 3.9 of contract).

The County reserves the right to add additional contractors, at the County's sole discretion, in cases where the currently listed contractors are of an insufficient number or skill-set to satisfy the County's needs or to ensure adequate competition on any project or task order work.

2.0 **GENERAL DEFINITION OF PRODUCTS AND/OR SERVICES**

The intent of this solicitation is to provide Maricopa County network infrastructure products and services as follows:

2.1 **Technology Services and Solutions:** A complete portfolio of technology services and solutions related to the design, use or operation of the products being purchased such as systems configuration, testing, software copying, hardware and software installation, upgrades and/or maintenance, system, network, security, engineering and architecture and any other related services from Contractor. Specific requirements will be developed on a task order basis and may include, but is not limited to, services and solutions such as:

2.1.1 **Technology Products:** A complete portfolio of network infrastructure equipment and services including, but not limited to, routers, switches, and security products.

WWT can provide these services.

2.1.2 **Software Defined Network:** Transform physical network to virtual to consolidate resources, reduce energy consumption, reduce complexity, increase IT capacity, add system flexibility, and to further support cloud computing.

WWT can provide these services.

2.1.3 **Virtualization:** Transform data center with virtualization to consolidate servers, reduce energy consumption, increase IT capacity, add system flexibility, and to further support cloud computing.

WWT can provide these services.

2.1.4 **Virtual Desktop Infrastructure:** Transform desktop environment to improve customer experience, reduce energy consumption, increase IT capacity, and to add system flexibility.

WWT can provide these services.

2.1.5 **Security:** Security solutions for critical infrastructure, perimeter defense, physical and logical access control, identity management, antiterrorism protection, monitoring, automated alarms and alerts, integration with databases containing critical information, cyber security and asset management, endpoint security and other network security.

WWT can provide these services.

- 2.1.6 **Communications:** Communication solutions to converge voice, data and video communications onto a single, secure IP-based network.

WWT can provide these services.

- 2.1.7 **Cloud:** Cloud solutions for scalable computing and storage capacity and rapid self-provisioning computing capabilities. This may include, but is not limited to, Cloud Infrastructure as a Service (IaaS), Cloud Software as a Service (SaaS) and Cloud Platform as a Service (PaaS).

WWT can provide these services.

- 2.1.8 **Infrastructure:** Infrastructure solutions such as data center management, network modernization and migration, desktop virtualization, Remote Network Operations Center (RNO) services, risk and vulnerability management, and IT service management.

WWT can provide these services.

- 2.1.9 **Data Management:** Data management solution which uses technologies such as thin provisioning, de-duplication and automated multi-tiered storage to improve storage utilization.

WWT can provide these services.

- 2.1.10 **UCC (Unified Communications and Collaboration):** UCC video teleconferencing solutions that provide for critical infrastructure, emergency operations centers, command rooms, fusion centers, and training rooms. Also, visual communications that integrate audio, video, voice and presentation capabilities.

WWT can provide these services.

- 2.1.11 **Mobility:** Mobility services to keep users connected, responsive and secure such as email protection, download prevention, containerize content on devices, self-destructing content, and content linked back to the user.

WWT can provide these services.

- 2.1.12 **Asset Management:** Asset management solutions to identify and manage installed software, hardware and license entitlements.

WWT can provide these services.

- 2.1.13 **Data Protection:** Data protection to protect, backup, recover and archive data and applications.

WWT can provide these services.

- 2.1.14 **Financial Services:** Financing options such as lease, lease to own, lease with option to own, and IT as a Service.

WWT can provide these services.

- 2.1.15 **Managed Services:** Managed services that cover all disciplines within a typical information technology department.

WWT, with our partner Avoyant, can provide these services.

- 2.1.16 **Monitoring:** Resources capable of enterprise monitoring and network operation center services.

WWT, with our partner Avoyant, can provide these services.

- 2.1.17 **Other Services and Solutions:** Services and solutions not listed above that may be proposed by Contractor. **Proposer may include their entire catalog for consideration if they are awarded one of the named product lines sections 2.2 through 2.13.**

2.2 **Cisco Products, Services and Solutions:**

- 2.2.1 **Cisco Products:** A complete offering of Cisco products including, but not limited to, application networking services products, blade switches, cloud and systems management, collaboration endpoints, conferencing, connected safety and security, customer collaboration, data center management and automation, data center switches, infrastructure software, interfaces and modules, networking software, optical networking, routers, security, servers, service exchange, storage networking, switches, unified communications, video, wireless, and any other products offered by Cisco.

- 2.2.2 **Cisco Services and Solutions:** A complete offering of Cisco services and solutions including, but not limited to, cloud and systems management services, collaboration services, collaboration endpoints services, conferencing services, data center and virtualization services, enterprise network services, routing services, security services, services for application networking services, storage networking services, switching services, unified communication services, unified computing services, video services, wireless services and any other services and solutions offered by Cisco.

WWT is able to provide all these products and services either internally or through our network of partners.

2.3 **Juniper Products, Services and Solutions:**

- 2.3.1 **Juniper Products:** A complete offering of Juniper products including, but not limited to, application networking services products, blade switches, cloud and systems management, collaboration endpoints, conferencing, connected safety and security, customer collaboration, data center management and automation, data center switches, infrastructure software, interfaces and modules, networking software, optical networking, routers, security, servers, service exchange, storage networking, switches, video, wireless, and any other products offered by Juniper.

- 2.3.2 **Juniper Services and Solutions:** A complete offering of Cisco services and solutions including, but not limited to, cloud and systems management services, collaboration services, collaboration endpoints services, conferencing services, data center and virtualization services, enterprise network services, routing services, security services, services for application networking services, storage networking services, switching services, unified communication services, unified computing services, video services, wireless services and any other services and solutions offered by Juniper.

WWT is able to provide all these products and services either internally or through our network of partners.

2.4 **HP Products, Services and Solutions:** A complete offering of HP products including, but not limited to:

- 2.4.1 **Computers:** Desktops, laptops, tablets, monitors, workstations, accessories, thin client software portfolio, digital signage and any other computer equipment and software available from HP.

- 2.4.2 **Networking:** Data center networking, software-defined networking, switches, wireless networking, campus networking and any other networking available from HP.
- 2.4.3 **Servers:** Blade servers, scalable servers, integrity mission-critical servers, rack and tower servers and any other servers available from HP.
- 2.4.4 **Software:** Application lifecycle management, big data analytics, business service management, enterprise security, hybrid cloud management, information governance, information management, IT service management, mobile solutions, operations management, software-defined data center, DevOps solutions and any other software available from HP.
- 2.4.5 **Storage:** Primary storage, backup, recovery and archive storage, enterprise application storage, primary storage, software-defined storage, and any other storage available from HP.
- 2.4.6 **HP Services and Solutions:** A complete offering of HP services and solutions including, but not limited to, analytics and data management, applications services, business process services, data center, workload and cloud services, enterprise security services, IT financing and asset recovery services, mobility and workplace services, support services, technology consulting, computing services, big data solutions, cloud solutions, mobility solutions, security solutions, converged systems solutions, small and midsize organization solutions, total access education solutions, and any other services and solutions offered by HP.

WWT is able to provide all these products and services either internally or through our network of partners.

## 2.5 **Dell Products, Services and Solutions:**

- 2.5.1 **General Products:** A complete offering of Dell products including, but not limited to, laptops, notebooks, desktops, workstations, thin clients, monitors, servers, accessories, battery back-up, power or surge, cables, data storage and drives, networking, digital imaging such as cameras and scanners, memory and system components, office equipment, sound and multimedia, telecommunications products, video monitors, cards and projectors, and interactive whiteboards.
- 2.5.2 **Software:** A complete offering of Dell software including, but not limited to, information management, data protection, data center and cloud management, mobile workforce management, security, platforms and any other software offered by Dell.
- 2.5.3 **Dell Services and Solutions:** A complete offering of Dell services and solutions including, but not limited to, support services, application modernization, application services, business process outsourcing, digital business services, cloud-based services, information security services, financing and leasing, IT consulting, managed services, training services, cloud solutions, data center solutions, security solutions, big data, information and data management, mobility and security solutions and any other services and solutions offered by Dell.

WWT is able to provide all these products, software and services either internally or through our network of partners.

## 2.6 **CommVault Products, Services and Solutions:**

- 2.6.1 **CommVault Products:** A complete offering of CommVault software including Simpana software, but not limited to, backup and recovery, virtual machine, integration, replication, OnePass Backup and Archive, deduplication, reporting and insights, workflow automation, content-based retention, self-service access, search and eDiscovery, legal hold, ContentStore, and any other products offered by CommVault.

- 2.6.2 **CommVault Services and Solutions:** A complete offering of CommVault solutions, services and support including, but not limited to, data and information management, enterprise applications, bundled appliances, solutions for specialized industries such as healthcare, government and education, consulting services, professional services, support and training and any other solutions, services and support offered by CommVault.

WWT is able to provide all these products and services either internally or through our network of partners.

## 2.7 **Symantec Products, Services and Solutions:**

- 2.7.1 **Symantec Products:** A complete offering of Symantec security products including, but not limited to, advanced threat protection, code signing, control compliance suite, data loss prevention, DeepSight security intelligence, email security, encryption, endpoint management (Altiris), internet of things, endpoint protection, incident response, managed security services, mobile security and management, Norton, protection suite, SSL certificates, user authentication and any other security products offered by Symantec.

- 2.7.2 **Symantec Services and Solutions:** A complete offering of Symantec services and solutions including, but not limited to, consulting, education services, managed services, support services, appliance services, licensing, technical support, training and certification, threat protection solutions, information protection solutions, cyber security services, enterprise mobility management, and any other services and solutions offered by Symantec.

WWT is able to provide all these products and services either internally or through our network of partners.

## 2.8 **Veritas Products, Services and Solutions:**

- 2.8.1 **Veritas Products:** A complete offering of Veritas Information Management products including, but not limited to, archiving and eDiscovery, Backup Exec, information fabric technology platform, InfoScale, NetBackup, NetBackup appliances, storage foundation high availability, system recovery and any other offered by Veritas.

- 2.8.2 **Veritas Services and Solutions:** A complete offering of Veritas services and solutions including, but not limited to, consulting, education services, managed services, support services, appliance services, licensing, technical support training and certification, and any other services and solutions offered by Veritas.

WWT is able to provide all these products and services either internally or through our network of partners.

## 2.9 **VMware Products, Services and Solutions:**

- 2.9.1 **VMware Products:** A complete offering of VMware products including, but not limited to, data center and cloud infrastructure, networking and security, storage and availability, hyper-converged infrastructure, data center and cloud management, personal desktop software, business mobility software, desktop and application virtualization software, enterprise mobility management software and any other products offered by VMware.

- 2.9.2 **VMware Services and Solutions:** A complete offering of VMware services and solutions including, but not limited to, cloud computing, software-defined data center, virtualization, business mobility, data center virtualization and hybrid cloud extensibility, streamlined and automated data center operations, application and infrastructure delivery automation, security controls native to infrastructure, high availability and resilient infrastructure, and any other services and solutions offered by VMware.

WWT is able to provide all these products and services either internally or through our network of partners.

**2.10 Apple Products, Services and Solution:**

A complete offering of Apple products, services and solutions including, but not limited to, MacBook, MacBook Air, MacBook Pro, iMac, Mac Pro, Mac mini, ipad mini, ipad, iphone, watch, ipod, Apple TV, accessories for all products, apps, servers, support and any other products, services or solutions offered by Apple.

Apple's great devices together with WWT's expertise in data centers, unified communication, wireless solutions, security and supply chain capabilities creates satisfied customers. WWT is proud to strategically partner with Apple. WWT is an Apple Authorized Reseller and Apple Authorized Service Providers. Eligible products for deal registration include:

- iPad
- iPad Accessories
- Applecare+ for iPad
- Applecare for iPad
- Mac
- Mac Accessories
- Applecare Protection Plan
- Applecare for Enterprise
- iPod

**2.11 Microsoft Products, Services and Solutions:**

**2.11.1 Devices:** A complete offering of Microsoft devices including, but not limited to, Surface products, PCs and tablets, phones, Microsoft Surface Hub, accessories and any other devices offered by Microsoft.

**2.11.2 Software and Applications:** A complete offering of Microsoft software and applications, including but not limited to, Office, Windows, other software and services such as Microsoft Health, Microsoft Security Essentials, Skype, Internet Explorer, OneDrive, Outlook, OneNote, Bing, Visual Studio, Visio, Project, and MSN, Developer and IT Pro, Business and Enterprise such as cloud platform, data availability, business analytics, customer relationship management, Enterprise Mobility Suite, Enterprise resource and planning, business software and apps such as Microsoft Dynamics, Microsoft Power BI, Microsoft SQL Server, Windows Server, Microsoft System Center, Visual Studio, Microsoft Azure, Microsoft Social Engagement, Windows Embedded, Microsoft Intune, OneDrive for Business, Exchange Server, SharePoint and any other software and apps offered by Microsoft.

**2.11.3 Microsoft Services and Solutions:** A complete offering of Microsoft services and solutions including, but not limited to, support, licensing and any other services and solutions offered by Microsoft.

**2.11.4 Related Products Services and Solutions:** Microsoft's related products, services and solutions available from Contractor.

WWT is able to provide all these devices, software and applications, and services and solutions either internally or through our network of partners.

**2.12 Staff Augmentation:**

The contractor shall provide a sufficient staff on an as needed basis to support County projects and daily operational requirements.

WWT will provide sufficient staff on an as-needed basis either internally or through our partners.

Contractor Staffing Services – The complete portfolio of technology staffing services available by Supplier. This contract does not take the place of the County’s Staffing contract, but serves to supplement it. **This staffing is for specific projects only.**

Contractor/Subcontractor/Supplier – The terms “Contractor” and “supplier” shall mean **Suppliers Corporation and its agents and subcontractors.**

The Contractor shall at a minimum, propose personnel who have the required qualifications for the specific task and are able to work with a minimum of onsite training or instruction.

**2.12.1 Provision of Qualified Contractor Personnel**

Contractor personnel shall be immediately productive, requiring minimal training and orientation. In the event that extended training (over four (4) hours) is required, such as for an extended project or for any particular skill set, the Contractor may be required to provide their personnel additional training at the contractor’s expense.

WWT will comply.

**2.12.2 Hours Of Work:**

Unless expressly noted, contractor personnel shall be present during the County normal working hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Contractor may be required to work on holidays or after normal working hours if determined by the County. Refer to Exhibit 11 for a listing of County holidays.

WWT will comply.

**2.12.3 Transportation And Parking:**

Parking may or may not be provided and, if not it is the responsibility of the contractor.

WWT will comply.

**2.12.4 Contractor Personnel Expenses:**

Travel expenses shall be reimbursed in accordance with the County’s Travel Policy (See Exhibit 3).

WWT will comply.

**2.12.5 Contractor Single Point Of Contact:**

Each Contractor shall designate a coordinator as a single, local point of contact (SPOC), as well as a backup, that will be accessible during normal work hours 8:00 a.m. until 5:00 p.m. Monday through Friday, with the exception of the designated holidays to receive staff augmentation requests, handle and assist in any and all inquiries regarding scheduling, billing, status of orders, availability, contract pricing, contract compliance requirements, reports, and problem solving. Contractor’s SPOC shall be available via a toll free telephone number or email. The SPOC may have support staff that will serve as account managers for different County Agencies, or designated multiple points of contact in order to best provide service.

WWT will comply.

**2.12.6 Contractor Requirements for Staff Augmentation Support:**

**2.12.6.1 Background Screening:**

A background check will be a requirement for all temporary employees of Contractor's staff providing services to the County. This option shall allow the temporary employees access to areas within the County such as detention facilities, court buildings, and other restricted areas. The cost of this background check shall be incurred by the County.

Individual temporary employment candidates, based on position, may be subject to various criminal checks, fingerprinting, and background checks upon whose results the County may choose to base its decision to accept an individual for an assignment. The cost of this service shall be incurred by the County.

WWT will comply.

2.12.6.2 Drug Testing:

Drug testing requirements will vary for individual Agencies throughout the County. The County will identify if there is a drug test requirement at the time the order is placed. The County will pay for these tests as pass-through costs for temporary employees who are placed with the County. These tests are normally conducted randomly, on a random number of temporary employees, in safety-sensitive positions, and consist of a urine sample. Once the temporary employee fails a drug test, the temporary employee will no longer be eligible for temporary employment by any County. ~~The requirements of these tests are explained in Attachments B, C and D under Screening Fees. Contractor to include pricing for these services as indicated.~~ The cost of this service shall be incurred by the County.

WWT will comply.

2.12.6.3 Driving

If driving is a requirement of a position, County Agencies will require a DMV check. The cost of this service shall be incurred by the County.

WWT will comply.

2.12.6.4 Dress and Equipment:

Contractor employees shall dress appropriately and with the equipment specified by the County as being required to perform work in the service categories covered under this contract. The County requires most field personnel to have safety shoes, at the contractor's expense. The safety shoes must meet American National Standards Institute (ANSI) and Occupational Safety and Health Administration (OSHA) standards.

WWT will comply.

2.12.6.5 Communication Skills:

Unless otherwise requested, all contractor employees must be able to read, write, speak and comprehend the English language in accordance with the minimum requirements for the specific task.

WWT will comply.

2.12.6.6 Courtesy and Cordiality Towards All Others:

Contractor employees shall be respectful of all people with whom they interact, including County employees and customers of the County. The County reserves the right to direct the contractor to remove any contractor employee that does not exhibit common courtesy and cordiality towards all individuals.

WWT will comply.

2.12.6.7 County's Right Of Refusal:

The Contractor will be given between four (4) business hours and one (1) business day to confirm their ability to meet the County's staff augmentation request. However, for "hard-to-fill" positions, the County may allow up to five (5) business days for Contractor to confirm availability. In the event that the Contractor is unable to fill the job request, the County may cancel the request and place the request with another Contractor. The County reserves the right to simultaneously give all Contractors an opportunity to fill all "hard-to-fill" positions on a "first come" basis. In the event that all Contractors are unable to fill the request, the County may fill the requirement by soliciting pricing from other qualified sources.

WWT will comply.

The Contractor's employees shall conform in all respects with regard to physical, fire and security / safety regulations while on the County's premises. Contractor shall be responsible for obtaining and advising their employees of all rules, regulations, policies, etc. from the County.

WWT will comply.

Contractor shall be responsible for the following:

2.12.6.8 Recruiting, hiring, administering any evaluations and/or disciplinary actions, implementing any reassignments and/or terminations of contractor employee(s) provided to the County by Contractor.

WWT will comply.

2.12.6.9 Maintaining a recruiting and hiring program that is in compliance with applicable federal and state employment laws and their implementing rules and regulations, including, but not limited to, Title VII of the Civil Rights Act of 1964 ("Title VII"), the Americans With Disabilities Act ("ADA"), the Age Discrimination in Employment Act ("ADEA"), the Fair Credit Reporting Act ("FCRA"), and the Arizona Employment Protection Act ("AEPA").

WWT will comply.

2.12.6.10 Performing background screening on all Contractor employees working under this contract for the County, to include screening of credentials, licensure, personal history, qualifications, work history, and references, as well as criminal background checks and fingerprinting as provided herein. Contractor shall ensure that all contractor employees possess all certifications and qualifications necessary to enable them to perform their assignments.

WWT will comply.

2.12.6.11 Informing all contractor employees assigned work under this contract that they are required to adhere to the policies and procedures of the County. Contractor and/or its designee shall promptly notify the applicable County agency of any threats of violence, harassment, discrimination or retaliation involving a contractor employee.

WWT will comply.

- 2.12.6.12 Informing contractor employees in writing that they are employed by Contractor, not the County.

WWT will comply.

- 2.12.6.13 Notifying contractor employees in writing that the only benefits they will receive will be from Contractor, and that they are not entitled to any benefits from the County.

WWT will comply.

- 2.12.6.14 Informing contractor employees in writing that job-related illness/injury reports are to be made to Contractor. Contractor and/or its designee shall notify the applicable County agency within 24 hours of receipt of any such reports.

WWT will comply.

- 2.12.6.15 Being solely responsible for, and holding County harmless from, all matters regarding contractor employees including, but not limited to, all payroll and payroll income tax withholding matters; payment of workers' compensation premiums; funding of appropriate fringe benefit programs; and taking responsibility for and complying with (including offering coverage, if required) the Affordable Care Act with respect to its employees.

WWT will comply.

- 2.12.6.16 Paying contractor employees in compliance with applicable wage and hour laws including, but not limited to, the Fair Labor Standards Act ("FLSA") and Arizona Labor Code. Contractor shall maintain complete and accurate records of all wages paid to contractor employees assigned to provide services to County. Contractor shall be exclusively responsible for and will comply with applicable law governing the reporting and payment of wages, and payroll-related and unemployment taxes attributable to wages paid to temporary employees assigned to provide services to County.

WWT will comply.

**2.13 Removal Of Contractor Employee:**

In the event any contractor employee fails to adhere to the County's policies, directions or security / safety regulations, or are unable for any reason to perform the required duties, the County shall notify the Contractor who shall replace the employee within two (2) working days (unless a lesser time is directed) at no additional cost to the County (including, but not limited to, training time, background checks, ID badges, drug testing, etc.).

When a contractor employee no longer works under this contract, the Contractor shall ensure that their employee shall return all keys, ID badges, or other items provided by the County. If such items are not returned to the County within five (5) working days the County shall send an invoice to the Contractor for the replacement cost, including any costs associated with having to rekey or implement other security measures resulting from the failure to return the County items. The Contractor shall pay this invoice within fourteen (14) days.

WWT asserts that any contractor employee failing to adhere to the County's directives will be replaced within 5-10 business days. All keys, ID badges or other items will be returned within this time frame as well.

2.14 Contractor employee(s) **Usage and Productivity Report:**

Upon request the Contractor shall furnish the County a monthly report of contractor employee usage and productivity report delineating the hours worked on given project and deliverables produced. The format of the report shall be approved by the County.

WWT will comply.

2.15 Contractor must be able to service Maricopa County as a state and local government entity.

WWT will comply.

2.16 Contractor must have the resources to work with multiple Maricopa County entities at the same time.

WWT will comply.

2.17 Throughout the life of this contract, the successful Contractor(s) will maintain expertise, resources and capabilities to perform the following:

2.17.1 Provide commercial hardware, software, peripherals and accessories as ordered under the task order.

WWT will comply.

2.17.2 Perform consulting, assessment, design, integration, installation, and managed Services and Solutions at the task order level.

WWT will comply.

2.17.3 Perform a wide range of professional, technical support and engineering services and solutions to support the mission and objectives of Maricopa County as authorized buyers of this contract.

WWT will comply.

2.17.4 Provide maintenance support of the services and solutions.

WWT resells maintenance contracts of manufacturers that we represent and passes through the terms and conditions of those contracts directly to our customers. As a value-added reseller, WWT honors and supports all OEM warranties purchased by the customer. Our practice is to assist our customers in engaging the product manufacturer and associated support services to resolve any issues that may arise. Typically leveraging OEM extended maintenance is the most cost effective means of meeting the requirements of most of our customers.

2.17.5 Provide ancillary support (logistics support, etc.) relating to provisions of the Products and Services listed in Introduction and Background, Section 2 and General Definition of Products and Services.

WWT will comply.

2.17.6 Provide project management support for each deliverable under the contract.

WWT will comply.

2.17.7 Provide project-specific and overall contract performance reporting, as required.

WWT will comply.

**2.18 Customer Service:**

Maricopa County is focused on customer service with a philosophy to provide all customers with quality Products and Services in a manner that is courteous, responsive, accessible and seamless. The Products and Services will be delivered with patience, understanding, goodwill, and with primary regard being convenience and business needs of customer. The selected Contractor(s) shall follow these guidelines in developing the proposed solution:

- 2.18.1 Accessible, courteous, responsive and seamless customer service is of the highest priority for Maricopa County;
- 2.18.2 Accessible service means that citizens have easy access to the organization;
- 2.18.3 Seamless customer service means that the Contractors' employees are skilled with right aptitude, attitude, initiative, and talent. Also, that they provide accurate and easily consumable information, have a good understanding of how to solve problems and make decisions, and that they are trained and evaluated for their job performance;

Each year, WWT makes "100% Customer Satisfaction" one of our three main corporate goals. We believe our excellent customer service is an important component separating us from our competitors. Our highly educated technical staff, along with the individual attention we give to our customers, has created a high level of customer satisfaction. In addition, as governed by ISO 9000:2008, WWT issues and reviews customer surveys on a pre-defined schedule. We also have an on-line portal for customer feedback, available 24x7. Once we've collected feedback from our customers, WWT employs a Continuous Process Improvement (CPI) program designed to maximize our effectiveness in implementing operational changes based on recognized needs. Using experienced and PMI-certified Program Management professionals, WWT aligns resources by program or contract in order to deliver the highest levels of customer service, product knowledge and the best available pricing.

**2.19 Financing Options:**

- 2.19.1 Contractor should include any financing solutions and payment options available to Maricopa County.

WWT offers a range of billing options including email and paper-mail. If orders are received via EDI, WWT also offers billing via EDI.

WWT also offers competitive leasing options with reasonable end-of-lease terms and conditions providing the flexibility to efficiently acquire, update and replace equipment. These options enhance customer business value by bridging the gap between technology requirements and fiscal planning. Other financing options include:

- Leasing
- Pay as you "Go and Grow"
- Try and Buy
- As a Service (Infrastructure, Demo Pool, etc.)
- Rental
- Title Transfer Program

- 2.19.2 Contractor shall provide submissions that allow the County to easily weigh procurement options including financing, capital expenditures, and operational expenditures.

WWT complies. WWT offers a B2B punch out account center that allows customers to order items and configurations directly from product catalogs. The capabilities include access to product catalogs; product research and comparison; quoting and procurement; and project collaboration, which allows customers to request a quote to send to WWT Quoting System and engages customer's dedicated Internal Sales Representative.

WWT offers reporting and tracking functions that include delivery coordination, inventory management and invoicing and financial settlement.

In reference to Maricopa County's issued Addendum #1 (5.03.16), Section 5.6.11 — WWT is unable to provide a full catalog of products; as we are a reseller, this would constitute a recounting of all our OEM's products. However, WWT would be happy to demonstrate our eStore to Maricopa County, which offers this capability. Please contact your account manager, Tom Hanson, to set up a meeting.

- 2.19.3 Contractor shall provide proposal for making co-terminuses support and maintenance contracts.

WWT has a dedicated Cisco Services team of more than 40 people focused on Cisco warranty and maintenance issues. This team consists of Cisco-certified service professionals who receive ongoing monthly training on Cisco products and SMARTnet coverage. The services delivered by this team are provided at no additional cost. WWT is Cisco's top U.S. partner in terms of the dollar value of SMARTnet coverage owned and assets managed, tracked and reported upon.

The Cisco Services Team manages contracts by consolidating, co-termining end dates, as well as tracking ongoing changes, deletions and additions on behalf of our customers. Importantly, WWT recognizes that our customer's value having a single point-of-contact who is intimately familiar with their requirements. Our WWT Cisco Contracts Administrators are experts in Cisco SMARTnet deliverables, tools and processes and are available to assist with anything, including Cisco.com ID access or assisting with product refresh of inventory by managing contract cancellations and tracking credits.

The Cisco Services Team will also facilitate quarterly reviews with our customer and the WWT account management team to discuss upcoming events such as planned decommissioning to ensure that cancellations and credits are made in a timely fashion.

WWT offers SMARTnet reporting hosted on secure extranet site/portal to view current contracts and history throughout contract term. Updates regarding any aspect of SMARTnet coverage are communicated on a daily basis with Cisco. In fact, WWT is one of only two resellers who are directly integrated with Cisco.

#### COMET

WWT's contract management tool, COMET, provides our customers with a web-based interface that gives them visibility to their Cisco SMARTnet contracts. The customer can search for information by various forms of data, such as serial number, contract number, company name and customer PO number. You may also filter the results based upon your specific needs, site location, service level, end of support items, etc. and then export your information into excel reports. Customers can make change requests from within COMET, which will alert your dedicated SMARTnet contract manager and who will monitor the request for validation and completion. A demo of the tool can be provided for more detailed information and functionality.

WWT also offers the following maintenance capabilities:

- SMARTnet Analysis (IBLM)
- Network Assessments
- Financial Modeling
- Bundling of AS / NOS / SMARTnet
- Delayed SMARTnet commencement to meet your financial and program needs

## 2.20 **Reporting Requirements:**

- 2.20.1 **Monthly Reports:** Upon request, the Contractor shall furnish monthly reports to Maricopa County to include the following information:

- 2.20.1.1 New product information;
- 2.20.1.2 Price sheets showing price decreases on discontinued Products;
- 2.20.1.3 Decreases on manufacturer's prices on Products still being manufactured;
- 2.20.1.4 System upgrades;
- 2.20.1.5 Current pricing and Product lists;
- 2.20.1.6 Software upgrades; and
- 2.20.1.7 Special sales or promotions.

WWT will comply. The inside sales representative is responsible for assisting the customer in product research, product configuration, pricing and availability. Acting as the customer's primary point of contact, the ISR will address issues and concerns as they arise and provide easy and efficient access to information regarding WWT's products, services and pricing. WWT's inside sales team stays current with the latest developments in technology solutions and is capable of providing a wide range of customer support services.

- 2.20.2 As reporting needs may change during the term of the Agreement, Maricopa County reserve the right to request changes to the timing and content of the reports as well as additional reports.

WWT will work with Maricopa County to ensure your reporting needs are met. We offer the following management tools for customers:

- B2B Systems Integration
- eCommerce Platform for product ordering
- Order Tracking
- Online Reporting
- Procurement Workflow
- Asset Management System Integration

- 2.20.3 **Quarterly Reports:** Upon request, the Contractor shall furnish electronic quarterly usage reports that provide relevant and concise information about purchases, projects, and initiatives. Maricopa County reserves the right to request additional information, if required, when reviewing such data.

WWT will comply with this request. WWT team members will meet with Maricopa County on a quarterly basis to review projects, sales reports, service levels or other areas of interest. In the quarterly business review, WWT furnishes a Business Value Report containing detailed information relevant to the account. If further information is needed, Maricopa County may request that information.

2.21 **Support And Maintenance:**

Upon request, each Contractor must provide a complete maintenance and support plan for purchased products including emergency and non-emergency intervals, as well as periodic routine schedules. Routine maintenance and associated costs must be quoted and shall include, but not be limited to:

- 2.21.1 Error or defect correction;
- 2.21.2 Updates;
- 2.21.3 Telephone assistance; and
- 2.21.4 Service hours and response times.

WWT resells maintenance contracts of manufacturers that we represent and passes through the terms and conditions of those contracts directly to our customers.

As a value-added reseller, WWT honors and supports all OEM warranties purchased by the customer. Our practice is to assist our customers in engaging the product manufacturer and associated support services to resolve any issues that may arise. Typically leveraging OEM extended maintenance is the most cost effective means of meeting the requirements of most of our customers.

WWT always stands behind the solutions we are selling to our customers in parallel with our OEM partners. The OEMs stand behind their technologies, and WWT stands behind the consumption methods and agreed upon SLAs. A key component of the inception of the relationship is to map out the engagement and escalation process. Our dedicated vendor alliance teams are able to drive significant cost out of our customer's support models through our involvement in the management of maintenance programs.

WWT will work with the County to deliver any other maintenance that you require.

2.22 **Representations And Warranties:**

The Contractor represents warrants and covenants that:

- 2.22.1 The Products and Services shall satisfy all requirements set forth in the Agreement;
- 2.22.2 Neither the Products and Services nor any software or hardware provided by the Contractor under the Agreement will infringe or misappropriate any patent, copyright, trademark or trade secret rights of any third party;
- 2.22.3 The Contractor has taken and will continue to take commercially reasonable precautions sufficient to ensure that it will not be prevented from performing all or part of its obligations under the Agreement by virtue of interruptions in the computer systems used by the Contractor;
- 2.22.4 All software and documentation provided by the Contractor or its subcontractors will have sufficient information and capabilities to enable the County to permit the public inspection and examination and to provide electronic copies of public records stored, manipulated or retrieved by the Products; and
- 2.22.5 All software and documentation provided by the Contractor or its subcontractors **will** have sufficient information to enable the County to create an index containing the following information without extraordinary commitments of staff or resources:
  - 2.22.5.1 Annotated list of data fields: name, description, and restricted field indicator;
  - 2.22.5.2 Description of the format or record layout;
  - 2.22.5.3 Frequency with which related database(s) is updated;
  - 2.22.5.4 Description of each form in which database(s) can be copied or reproduced;
  - 2.22.5.5 Title of database(s);
  - 2.22.5.6 Owner of the data;
  - 2.22.5.7 Narrative description of the database(s); and
  - 2.22.5.8 Purpose of the database(s).

The Contractor agrees that the information set forth in this section constitutes a public record and may be disclosed without the Contractors' consent. **All products and work shall also meet acceptance per section 3.4.**

WWT is not the manufacturer of the products. WWT will pass through any warranties provided by the OEM to the County. WWT can't extend additional warranties to the products beyond what the OEM provides.

WWT can agree to the warranties around WWT-provided services.

2.23 **Performance Objectives And Penalties (Shall Be Incorporated In A Service Level Agreement):**

- 2.23.1 On major projects, as defined by Maricopa County, Contractor must be able to demonstrate results of financial investments or provide remediation agreed upon in scope of work.

2.23.2 Major projects will require a Service Level agreement that outlines the requirements of demonstrating results via specific measurements and that outlines financial penalties for non-compliance.

On a project-by-project basis, WWT will come to a mutually agreed upon SLA with Maricopa County.

**2.24 TASK ORDER AWARD:**

This contract will be awarded to multiple vendors. All County requirements for IT technology and services estimated to exceed \$150,000.00 in total cost shall be competed among all awardees for the products and services in Paragraphs 2.2 through 2.14 and awarded as a Task Order. The County may compete IT technology and service requirements estimated to be less than \$150,000.00 in total cost but is not required to do so. The selection criteria for each Task Order shall be determined at the time it is issued:

Acknowledged.

**3.0 PROCUREMENT REQUIREMENTS:**

**3.1 DELIVERY:**

It shall be the Contractor's responsibility to meet the proposed delivery requirements. Maricopa County reserves the right to obtain services on the open market in the event the Contractor fails to make delivery and any price differential will be charged against the Contractor.

WWT will comply.

**3.2 SHIPPING TERMS:**

Bid price(s) and terms shall be F.O.B. Destination at Phoenix, Arizona 85003.

WWT will comply.

**3.3 OPERATING MANUALS:**

Upon delivery, Contractor shall provide comprehensive operational manuals, service manuals and schematic diagrams, if required by the Using Agency.

WWT will comply.

**3.4 ACCEPTANCE:**

For the County's Initial purchase of each Equipment and Software product the Licensor (contractor) shall provide an acceptance test period (the "Test Period") that commences upon Installation. Installation shall be defined as: a.) the Equipment, if any, is mounted; b.) the Software is installed on the server(s) and/or personal computer(s); and c.) implementation team training, if any, is complete. During the Test Period, Customer shall determine whether the Equipment and Software meet the Licensor (contractor's) published electronic documentation, ("Specifications"). The Test Period shall be for 90 days. If Customer has not given Licensor (contractor/) a written deficiency statement specifying how the Equipment or Software fails to meet the Specification ("Deficiency Statement") within the Test Period, the Equipment and Software shall be deemed accepted. If Customer provides a Deficiency Statement within the Test Period, Licensor shall have 30 days to correct the deficiency, and the Customer shall have an additional 60 days to evaluate the Equipment and Software. If the Equipment or Software does not meet the Specifications at the end of the second 60 day period, the County may terminate this Contract. Upon any such termination, Contractor shall, at Contractor's cost, remove all equipment and software from County premises and equipment. Customer shall return all Equipment and Software to Licensor,

and Licensor shall refund any monies paid by Customer to Licensor therefore (are we saying we get a complete refund of any monies paid to date?). Upon completion of these terms, neither party shall then have any further liability to the other for the products that were the subject of the Acceptance Test.

WWT will comply.

### 3.5 INFRINGEMENT DEFENSE INDEMNIFICATION

3.5.1 **Defense** and Indemnity: Contractor shall defend, Participate and Share in the Cost, as defined below, in the full defense of the County against any Claim, as defined below, and will indemnify and hold harmless the County as provided for in this Section for any judgments, settlements and court awarded attorney’s fees resulting from a Claim where the claimant is adjudged the successful party in the Claim. Contractor’s obligations under this Section are conditioned on the following: (i) County promptly notifies Contractor of the Claim in writing upon made aware of the Claim; (ii) County gives Contractor lead authority and County being control of the defense and (if applicable) settlement of the Claim, provided that County’s legal counsel may participate in such defense and settlement, at County’s expense, and (iii) County provides all information and assistance reasonably requested by Contractor to handle the defense or settlement of the Claim. For purposes of this Section, “Claim” means any cause of action in a third party action, suit or proceeding against County alleging that CONTRACTOR software, or its upgrades, modifications, or revisions, as of its delivery date under this Agreement, infringes a valid U.S. patent, copyright or trademark. For the purposes of this section, “Participate and Share in the Costs” means Contractor will assist the County in the defense of the claim, to the extent agreed to by the parties, except that Contractor shall be solely responsible for any and all costs adjudged in a successful Claim against the County.

3.5.2 Remedial Measures: If software becomes, or Contractor reasonably believes use of software may become, the subject of a Claim, Contractor may, at its own **expense** and option: (i) procure for County the right to continue use of the Product; (ii) replace or modify the software; or to the extent that neither (i) nor (ii) are deemed commercially practicable, (iii) refund to County a pro-rated portion of the applicable fees for software based on a linear depreciation monthly over 10 year useful life, in which case County will cease all use of software and return it to Contractor.

3.5.2.1 Exceptions: Contractor will have no defense or indemnity obligation for any Claim based on: (i) modifications by someone other than Contractor; (ii) software has been modified by Contractor in accordance with County-provided specifications or instructions; (iii) use or combination by the County of software with Third Party Products, open source or freeware technology; (iv) Third Party Products, open source or freeware technology; (v) a product that is used or located by County in a country other than the country in which or for which it was supplied by Contractor; (vi) possession or use of a product after Contractor has informed County of modifications or changes required to avoid such Claim and offered to implement those modifications or changes, if such Claim would have been avoided by implementation of Contractor's suggestions and to the extent County did not provide Contractor with a reasonable opportunity to implement Contractor's suggestions; or (vii) the amount of revenue or profits earned or other value obtained by the use of Products, or the amount of use of the Products. “Third Party Products” means any products made by a party other than Contractor, and may include, without limitation, products ordered by County from third parties. However, components of Contractor-branded Products are not Third Party Products if they are both: (i) embedded in Third Party Products (i.e., not recognizable as standalone items); and (ii) not identified as separate items on Contractor’s price list, quotes, order specifications forms or Documentation.

- 3.5.3 The foregoing states Contractor's entire liability, and County's sole and exclusive remedy except as provided at law or equity, with respect to any infringement or misappropriation of any intellectual property rights of another **party**.

WWT will comply.

3.6 TRAINING:

The Contractor shall provide a minimum of (TBD BY PROJECT) (hours or days) to completely train County personnel in the use and care of the equipment. All training to take place on-site at Maricopa County.

WWT will comply. Training will be determined on a project-by-project basis.

3.7 WARRANTY:

- 3.7.1 All items furnished under this Contract shall conform to the requirements of this Contract and shall be free from defects in design, materials and workmanship.

- 3.7.2 The warranty period for workmanship and materials shall be for an initial period of twelve (12) months and commence upon acceptance by County.

- 3.7.2.1 The Contractor shall indicate on the Price Sheet the duration of the warranty and any applicable limitations or conditions which may apply.

- 3.7.2.2 The Contractor agrees that he will, at his own expense, provide all labor and parts required to remove, repair or replace, and reinstall any such defective workmanship and/or materials which becomes or is found to be defective during the term of this warranty. The Contractor shall guarantee the equipment to be supplied complies with all applicable regulations.

WWT is not the manufacturer of the products. WWT will pass through any warranties provided by the OEM to the County. WWT can't extend additional warranties to the products beyond what the OEM provides.

3.8 FACTORY AUTHORIZED SERVICE AVAILABILITY:

The Contractor shall have and maintain a local factory authorized service facility within the Phoenix, Arizona metropolitan area. The facility shall be capable of supplying and installing component parts, troubleshooting, repairing and maintaining the material(s). Minimum service hours shall be from 8:00 A.M. through 5:00 P.M., Arizona Time, Monday through Friday.

WWT does not maintain a local factory authorized service facility. We believe that it is more cost effective for Maricopa County and other clients to purchase onsite service warranties for computer and printing equipment to provide for end-user location visits for repair. In our experience, this is more cost effective and less disruptive to end users and ensures shorter downtime. We can supplement this with on-site or traveling staff who can perform maintenance tasks (for example, on printers); in addition, we can cross ship spare computers overnight to end users to do a swap out of equipment when parts are not available or remote diagnostics are not conclusive as to what parts are defective. We successfully provide for many large clients similar services based out of our St. Louis ITC's Reverse Logistic Facilities.

3.9 USAGE REPORT:

The Contractor shall furnish the County a usage report upon request delineating the acquisition activity governed by the Contract. The format of the report shall be approved by the County.

WWT will comply.

3.10 Background Check:

Bidders/proposers need to aware that there may be multiple background checks (Sheriff's Office, County Attorney's Office, Courts as well as Maricopa County general government) to determine if the respondent is acceptable to do business with the County. This applies to (but is not limited to) the company, sub-contractors and employees and the failure to pass these checks shall deem the respondent non-responsible.

Acknowledged.

## EXHIBIT C

**OFFICE OF PROCUREMENT SERVICES CONTRACTOR TRAVEL AND PER DIEM POLICY**

- 1.0 All contract-related travel plans and arrangements shall be prior-approved by the County Contract Administrator.
- 2.0 Lodging, per diem and incidental expenses incurred in performance of Maricopa County/Special District (County) contracts shall be reimbursed based on current U.S. General Services Administration (GSA) domestic per diem rates for Phoenix, Arizona. Contractors must access the following internet site to determine rates (no exceptions): [www.gsa.gov](http://www.gsa.gov)
  - 2.1 Additional incidental expenses (i.e., telephone, fax, internet and copying charges) shall not be reimbursed. They should be included in the contractor's hourly rate as an overhead charge.
  - 2.2 The County will not (under no circumstances) reimburse for Contractor guest lodging, per diem or incidentals.
- 3.0 Commercial air travel shall be reimbursed as follows:
  - 3.1 Coach airfare will be reimbursed by the County. Business class airfare may be allowed only when preapproved in writing by the County Contract Administrator as a result of the business need of the County when there is no lower fare available.
  - 3.2 The lowest direct flight airfare rate from the Contractors assigned duty post (pre-defined at the time of contract signing) will be reimbursed. Under no circumstances will the County reimburse for airfares related to transportation to or from an alternate site.
  - 3.3 The County will not (under no circumstances) reimburse for Contractor guest commercial air travel.
- 4.0 Rental vehicles may only be used if such use would result in an overall reduction in the total cost of the trip, not for the personal convenience of the traveler. Multiple vehicles for the same set of travelers for the same travel period will not be permitted without prior written approval by the County Contract Administrator.
  - 4.1 Purchase of comprehensive and collision liability insurance shall be at the expense of the contractor. The County will not reimburse contractor if the contractor chooses to purchase these coverage.
  - 4.2 Rental vehicles are restricted to sub-compact, compact or mid-size sedans unless a larger vehicle is necessary for cost efficiency due to the number of travelers. (NOTE: contractors shall obtain pre-approval in writing from the County Contract Administrator prior to rental of a larger vehicle.)
  - 4.3 County will reimburse for parking expenses if free, public parking is not available within a reasonable distance of the place of County business. All opportunities must be exhausted prior to securing parking that incurs costs for the County. Opportunities to be reviewed are the DASH; shuttles, etc. that can transport the contractor to and from County buildings with minimal costs.
  - 4.4 County will reimburse for the lowest rate, long-term uncovered (e.g. covered or enclosed parking will not be reimbursed) airport parking only if it is less expensive than shuttle service to and from the airport.
  - 4.5 The County will not (under no circumstances) reimburse the Contractor for guest vehicle rental(s) or other any transportation costs.
- 5.0 Contractor is responsible for all costs not directly related to the travel except those that have been pre-approved by the County Contract Administrator. These costs include (but not limited to) the following: in-room movies, valet service, valet parking, laundry service, costs associated with storing luggage at a hotel,

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fuel costs associated with non-County activities, tips that exceed the per diem allowance, health club fees, and entertainment costs. Claims for unauthorized travel expenses will not be honored and are not reimbursable.

- 6.0 Travel and per diem expenses shall be capped at 15% of project price unless otherwise specified in individual contracts.
- 7.0 Contractor shall provide, (upon request) with their invoice(s), copies of receipts supporting travel and per diem expenses, and if applicable with a copy of the written consent issued by the Contract Administrator. No travel and per diem expenses shall be paid by County without copies of the written consent as described in this policy and copies of all receipts.

**WORLD WIDE TECHNOLOGY, 60 WELDON PARKWAY, MARYLAND HEIGHTS, MO 63043**

NIGP CODE 20300

Terms:

NET 30

Vendor Number:

VC0000004048

Certificates of Insurance

Required

Contract Period:

To cover the period ending **August 31, 2021.**