Bidders must complete this 24COR-018GR Technology Acquisition Technical Worksheet. Bidders will use the Bidder Response column to provide their answer. If additional information is needed, please present clear, concise information referencing the Item # of this document in a searchable .pdf or .docx format. Please self-limit additional information to a maximum of ten (10) pages.

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| **Item** | **Requirement** | **Bidder Response** |
| Ensuring Support and Account Management – 1  Mandatory, Not Scored | Bidders shall provide for a complete list (utilizing 24COR-018GR Contact Information, Excel) of Contract Contacts and Authorized Subcontractors/Resellers. Bidder will also provide Manufacturer Authorization Letters in searchable .pdf format. |  |
| Ensuring Support and Account Management – 2  Mandatory, Scored | Implementation Process - Describe your company's process to ensure a successful implementation and ongoing success of this agreement. Is end user training included in your implementation program? Is there a cost for your program implementation if you are selected? |  |
| Ensuring Support and Account Management – 3  Mandatory, Scored | Account Management - How will the national cooperative account with CoreTrust be managed? Are accounts segmented for representation? If so, describe how. Please provide experience for the representatives that will be handling Participating Entities’ business on a daily basis. |  |
| Ensuring Support and Account Management – 4  Mandatory, Scored | Customer Service Coverage - What services does your Customer Service team offer and what hours are they available to assist Participating Entities and CoreTrust? |  |
| Ensuring Support and Account Management – 5  Mandatory, Scored | Monitoring Customer Satisfaction - How does your company measure customer satisfaction? |  |
| Ensuring Support and Account Management – 6  Mandatory, Scored | Business Reviews - Does your company provide Business Reviews? If so, how often will you meet with CoreTrust for program reviews? What performance measures are covered in these reviews? |  |
| Ensuring Support and Account Management – 7  Mandatory, Scored | Reporting Capabilities - In addition to discussing your capabilities in this area, please provide samples of your usage reporting. Can you provide specific reporting such as diversity usage and environmental usage reporting? Also, what reporting technology do you offer that allows our end users to download reports independently? |  |
| Ensuring Support and Account Management – 8  Mandatory, Scored | Quality Assurance - What quality assurance programs does your company have in place today? Provide a brief overview. |  |
| Ensuring Support and Account Management – 9  Mandatory, Scored | Business Continuity - Describe your process for ensuring your ability to maintain a business presence in the event of a disaster. |  |
| Ensuring Support and Account Management – 10  Mandatory, Scored | Supplier Diversity Program – If applicable, provide an overview of your supplier diversity program. |  |
| Technology Products and Service Offerings – 1  Mandatory, Scored | Technology Equipment and Supplies – Please provide an overview of your company’s technology offerings. Do you stock your own inventory or rely on wholesalers? |  |
| Technology Products and Service Offerings – 2  Mandatory, Not Scored | Bidders shall provide their complete catalog of Products and Services within the solicitation scope for all Lots (mandatory) and Bidder has clearly designated Lots to their proposed Products and Services in 24COR-018GR Pricing Pages (Excel) |  |
| Technology Products and Service Offerings – 3  Mandatory, Not Scored | Please provide technical specification sheets in a searchable .pdf or .docx file. The technical specification sheets for the proposed products references a specified and unique catalog item number or SKU and its designated proposed Lot. |  |
| Technology Products and Service Offerings – 4  Mandatory, Scored | Bidders shall provide information responsive to Section F, 11.9.1 Requirements- Technical Support Capabilities |  |
| Technology Products and Service Offerings – 5  Mandatory, Scored | Bidders shall provide information responsive to Section F, 11.10 Requirements- Technology Specialization and Expertise |  |
| Technology Products and Service Offerings – 6  Mandatory, Scored | Bidders shall provide information responsive to Section F, 11.9.6 Requirements -Cloud Marketplace Capabilities |  |
| Technology Products and Service Offerings – 7  Mandatory, Scored | Bidders shall provide information responsive to Section F, 11.9.5 Requirements - Technology Expansion and Update Program. |  |
| Technology Products and Service Offerings – 8  Mandatory, Scored | Do you have the capability to deliver large electronic equipment correctly and safely? |  |
| Technology Products and Service Offerings – 9  Mandatory, Scored | How does your company provide business-ready devices to end user? |  |
| Technology Products and Service Offerings – 10  Mandatory, Scored | What support do you provide as Technology customer service? What hours and how do Participating Entities obtain that support? |  |
| Technology Products and Service Offerings – 11  Mandatory, Scored | If you are recommending hardware (laptops/desktops/tablets):  What are your sustainable qualities?  How do you track and protect your data?  Please explain your cyber security capabilities.  How do you recycle products?  Please describe warranty options.  What is the failure rate for your equipment?  Do you have a testing process on your products? |  |
| Technology Products and Service Offerings – 12  Mandatory, Not Scored | Cyber Security Plan and Protocols Qualified Bidders shall provide a copy of their cyber security plan and protocols to protect Lead Agency and future Participating Entity information (e.g. Personally Identifiable Information (PII), SOC 2, ISO 27001, ISO 27108, etc.).  This is for evaluation purposes only; this will not be published in Section N, Technical Proposal); |  |
| Technology Products and Service Offerings – 13  Mandatory, Scored | Please provide proof of devices meeting EPEAT or an equivalent environmental standard (e.g. laptops, tablets, etc). The Lead Agency reserves the right to determine an equivalent environmental standard. |  |
| Technology Products and Service Offerings – 14  Mandatory, Scored | Value-Added Services – Please include any additional factors which differentiate your organization. |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 1  Mandatory, Scored | Internet Ordering - Please provide an overview of your Internet ordering solution. Discuss the significant features and benefits of your system. |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 2  Mandatory, Scored | Automated Order Confirmation - All end users may require confirmation of orders placed with your company. How does your company fulfill this need? |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 3  Mandatory, Scored | Order Management/Approvals - Discuss your company’s ability to manage or restrict purchases of certain product groups and/or items, (i.e., over a set dollar value, category, etc.). Can an order approval structure be used when restricted items are needed? |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 4  Mandatory, Scored | Procurement Cards - Is your company capable of handling orders from customers who prefer to use a corporate procurement or credit card? If so, are you capable of providing Level III data on the credit card report? Do you offer incentives for early payment or payments made in excess of monthly minimums, if applicable? |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 5  Mandatory, Scored | Customization - Please advise how a contract-specific online catalog can be customized for Participating Entity/CoreTrust’s needs. Please also describe how you meet Section F, 11.9.2 Requirements, Contract Service Level Agreement (SLA) Performance Metrics. |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 6  Mandatory, Scored | IT Integration - Describe your company’s computer system architecture to ensure consistent item selection, pricing, invoicing, and management reporting for your account customers. What is your experience with Third Party Systems (e.g., Peoplesoft, Ariba, etc.)? Do you have dedicated expertise to complete the integration? Please explain the timeline for this process. |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 7  Mandatory, Scored | Ordering Methods - Please describe the different tools and options offered public sector customers to place orders with your company. Please describe how your company meets Section F, 11.9.3 Requirements – Order Handling Capabilities & 11.12 Requirements – Transaction Flexibility. |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 8  Mandatory, Scored | What are the hours of operation for your ordering system? |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 9  Mandatory, Scored | What is your order accuracy percentage? |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 10  Mandatory, Scored | Catalogs – Does your company offer a variety of catalogs? If so, please describe. |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 11  Mandatory, Scored | How does your technology integrate with government procurement systems? |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 12  Mandatory, Scored | Describe your capabilities in providing data analytics and reporting for procurement trends and cost savings. Please also describe how you meet requirements in Section F, 11.9.4 Customer and Asset Management Portal. |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 13  Mandatory, Scored | What security measures are in place to protect sensitive procurement data? |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 14  Mandatory, Scored | Discuss the invoicing options your company offers. Explain your company’s ability to provide one invoice that contains products across multiple lots and if this will align with Solicitation, Appendix B, Section F, 11. Scope, Invoicing.  What are your payment terms? |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 15  Mandatory, Scored | Is your company capable of handling EFT payment? If so, what EFT formats (CTX, CPT, etc.) do you currently support? |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 16  Mandatory, Scored | How do you ensure the products being shipped and the prices charged are compliant with our contract? |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 7  Mandatory, Scored | Cost Reduction Initiatives and Tools – Discuss any cost reduction tools and ideas that your company offers to reduce your customers’ total procurement costs. |  |
| Electronic Commerce, Ordering Tools & Methods, and Invoicing – 18  Mandatory, Scored | Please also describe how you meet Section F, 11.11 Requirements – FedRAMP and StateRAMP Onboarding Assistance. |  |