



July 2011

County of Ventura General Services Agency Procurement Services  
800 S. Victoria Ave  
Ventura, Ca 93009-1080

Reference- RFP#5500

CompuWave and the County of Ventura have established a successful business partnership beginning in 1991. The County and CompuWave have worked hard to create a high standard of quality products, prompt service, and cost effectiveness at all County locations. CompuWave has successfully implemented services and programs designed to facilitate growing needs at the County, and lower the total cost of ownership for purchased equipment. Our commitment is to continue enhancing our offerings in order to continue a strong business partnership with the County. Where other potential vendors would have to modify their business practices in an attempt to service the County under the requirements of this bid request, CompuWave is ready to perform from the outset. Additionally, we are well equipped to make immediate changes to any of our business support processes for the County should changes or upgrades be requested. Any delays in performance could have an adverse effect on how the County does business. With CompuWave, there is no risk. The County can be assured that all requirements will be fulfilled exactly as specified.

## **Ventura County and CompuWave, a Successful Partnership**

### **Proven Performance & Support**

- CompuWave has over 23 years of experience in providing Computer products and services to State and local governments. Some of the local government agencies we now serve include the County of Santa Barbara, the City of Oxnard, the City of Moorpark, the City of Fresno, the County of Madera, the City of Simi Valley, the City of Thousand Oaks, and the County of Ventura.
- Proven Performance by a Sales and Service team that has served the County since 1991. Your lead account representative, Scott Rudolph, has serviced the County for 19 years, providing stability and consistency in the business relationship.
- Our in depth knowledge of the various County entities and locations enables us to respond to the County's needs quickly.
- CompuWave provides exceptional product selection and availability, due to our unique multi-warehouse agreements. We have access to over 900,000 products from over 55 warehouses domestically, and partner with all the industry leaders to provide superior products and support.
- Our Account Team is located minutes away from the Government Center. This enables us to respond quickly to the County's sales and service needs.
- CompuWave continues to provide user-friendly resources for the County of Ventura. Our On-line service module is unparalleled in the industry, and additional tools such as order status, sales history, and usage reports are available on the CompuWave website for the County of Ventura. Our internal support staff is also available to provide custom reports upon request.
- Showing the latest technology to departments by bringing manufacturer representatives to departments, providing evaluation equipment, or by hosting vendor fairs and other types of events.
- Our Sales and Service team are constantly in training for new products and services. This allows us to provide exceptional product support for the equipment we sell and support, and also allows CompuWave to bring new products and technologies to County agencies.



## Meeting Specifications

- RFP #5500 specifications are modeled around the successful business relationship that has evolved between CompuWave and the County since 1991. With this record of accomplishment in responding to the County's needs, you can be confident that we will continue to exceed all current and future equipment and service requirements.

## Price Performance

CompuWave has a record of accomplishment helping the County meet their goal of lowering the ongoing costs of supporting and maintaining computers. Some of the innovative, cost reducing solutions we provide:

- No charge delivery to the desktop
- No charge pick up and delivery service for serviced items
- No charge assets tagging
- No charge help desk tagging
- On-line product pricing and information
- On-line service module
- On-line order status
- On-line sales history and usage reports
- Bios tagging of computer equipment and reporting to the County asset management system
- Special pricing agreements implemented within the County contract
- Delivery coordination and notification on a departmental level for the County
- Coordinating equipment trade-in for departments, including scheduling of equipment pickup and utilizing the associated rebate funds offered for the equipment

*These and other services are integral in reducing the total cost of ownership for technology equipment.*

Our entire organization will be involved in coordinating the work required within the bid. Sales and service will originate from our Ventura office. Additionally, Accounts Receivable and Programs support are in the Ventura office, along with our main warehousing facility for County orders.

Here is our team that can respond to your questions during the evaluation process

**Bob Landman**

*General Manager*

CompuWave

1839 Knoll Drive

Ventura, Ca 93003

(805)650-8808 x1014

(805)650-9644 fax

blandman@compuwave.com

**Scott Rudolph**

*Account Representative*

CompuWave

1839 Knoll Drive

Ventura, Ca 93003

(805)650-8808 x1019

(805)650-8561 fax

srudolph@compuwave.com

**Ravi Asnani**

*Owner*

CompuWave

1839 Knoll Drive

Ventura, Ca 93003

(805)650-8808 x1122

(805)650-9644 fax

rasnani@prothious.com

I would like to thank you for the opportunity to respond to your request for proposal, and look forward to our continued business partnership.

Sincerely,

Bob Landman

General Manager

# *Company Profile and Qualifications*



# Company Profile

## Company Ownership

CompuWave is a privately owned company. The current owner of CompuWave is Ravi Asnani. Ravi and his family have owned the company from March of 1993 to present. The business was originally a Computerland franchise. CompuWave also qualifies as a minority, disadvantaged business. All offices are currently located within California.

## Office Locations

CompuWave currently has 2 offices located in California. They are as follows:  
Ventura Office (headquarters) - 1839 Knoll Drive, Ventura, Ca 93003  
Solvang Office – 1607 Mission Drive, Suite 105, Solvang, Ca 93463

## Employees

As of July 1, 2011 CompuWave employs a total of 14 people. This count includes virtual offices as well as our regular office locations. There are currently 10 employees in our Ventura office to service the County of Ventura.

## Locations from which employees will be assigned

CompuWave will utilize employees from the Ventura office to provide products and service for PC equipment related to this bid proposal. This will include sales, service, customer support, accounts receivable, warehousing, and system building/asset tagging.

## Key contacts

There will be various resources available to the County for pricing, ordering, service, and technical information. Below are names and phone numbers:

Sales contact - Scott Rudolph - 805-650-8808 x1019  
Service contact – Daniel Allen - 805-650-8808 x1022  
Technical contact – Michael Baker – 805-650-8808 x1125  
Other - Bob Landman, General Manager - 805-650-8808 x1014

## Company background/history

CompuWave has been a leading reseller and integrator of microcomputer products for over 23 years in California. CompuWave markets microcomputer hardware, Intel based servers, software, and networking equipment as well as product integration services to hundreds of companies, government, and educational institutions throughout California. Our distribution channel consists of over 50 warehouses throughout the United States, giving us the ability to provide a wide range of products and availability for our customer base. CompuWave offers close to 900,000 products from over 10,000 manufacturers, including American Power Conversions, Cisco Systems, Ergotron, Hewlett-Packard, IBM, Dell, Microsoft, NEC, Novell, and Toshiba. CompuWave also has its own OEM manufacturing facility where we produce custom computer systems for our customers.

CompuWave is headquartered in Ventura, California and has an office in Solvang, California. Our core business is providing data products and services to government agencies, both Federal and State/Local, educational institutions, and major corporations.

CompuWave has built a dedicated team to support its customer base throughout California. Whether it is sales, service, or networking, CompuWave has skilled personnel to complete any task. Our government sales team will assist agencies in choosing products, obtaining prices, and answering any other sales related questions. Our service staff will work closely with IT staff to provide quality service and support for pc related products. CompuWave can also provide certified network engineers as needed for special projects or to ease an overburdened workload. CompuWave can assist in areas such as Microsoft and Vmware software implementation, network switch installation and setup, Web-site development, and database applications..

CompuWave has implemented several on-line offerings to assist agencies in managing their business. At the government website, a registered user can create and manage service work orders, check order status and line item availability, including estimated time of arrival for orders and backorder status, search for a specific invoice in the sales history module, and run a custom usage report. Additionally, a price catalog website and quote management system is available to all agencies. Registered users can create quotes, modify existing quotes, search for products in a database featuring over 900,000 items, retrieve quotes, and refresh outdated quotes among other features.

Locally, CompuWave has been servicing Ventura County for over 19 years. Prior to taking the CompuWave name in 1996, business was done under the Computerland name. We currently service accounts in the area such as the County of Ventura, who has over 8000 employees and over 7000 computer systems, Ventura Unified School District, Simi Valley Unified School District, City of Oxnard, Ventura County Office of Education, and many others. We also hold contracts in other areas, including the County of Santa Barbara, Fresno Office of Education, and Clovis Unified School District, which buy exclusively through CompuWave. The County of Ventura has contracted to do all of it's purchasing through CompuWave for the last 18 years. Over that time we have produced a great working relationship and have implemented many procedures to service the account, as well as other large entities.

CompuWave has a great deal to offer the County of Ventura. The staff that would be supporting the County is very experienced with supporting government. Scott Rudolph, the public sector accounts specialist, has been with CompuWave, and previously Computerland, for 19 years. He is also the account executive supporting the County of Ventura and other local governments. His inside sales associate Maria Lopez has been with the company for 15 years. Our OEM pc staff has been assembled under Daniel Allen, who is also CompuWave's Service Manager. Daniel has been with CompuWave for over 2 years, and most of his supporting staff has been employed with CompuWave for 5 years or better. Our technicians are constantly training when they are able, and are very helpful when problems occur. In servicing the County of Ventura, we are assisting them with Asset Management, so we have a great deal of experience with equipment tagging, and asset reporting. Lastly, we are just minutes away from most of the county offices, will be able to respond to service requests on a timely basis, and also have plenty of local service staff for deployment of the pc's.

### Years of Service

CompuWave has been providing sales and support for government and education since 1983. Over the years, our programs and offerings have evolved to satisfy growing market needs. Currently, CompuWave is providing all services described in this bid to the County of Ventura, and have been doing so for many years. Many of the programs and services were custom built by CompuWave to meet specific criteria requested by the County. Our relationship with the County of Ventura dates back to 1991.

### Dunn and Bradstreet number

#803755271

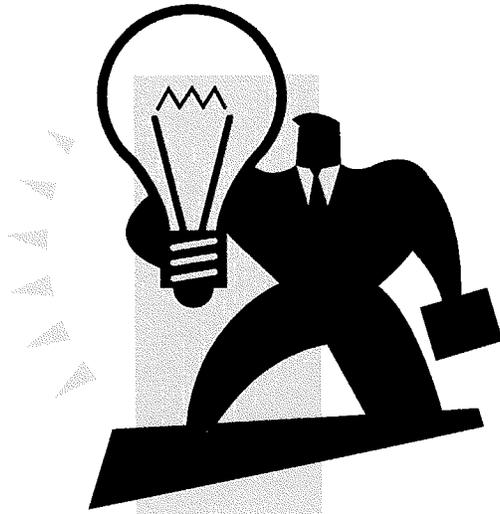
### Bank of Record

Bank of America

### Conclusion

CompuWave has product offerings and experience that we feel helps clients turn their technology into value. Our wide spectrum of product lines and experience allow us to offer complete solutions for almost any need. Our goal is to provide our customers with the best solution for their needs at a competitive price, with quality service and support.

# *Personnel Qualifications*



## *Personnel Qualifications*

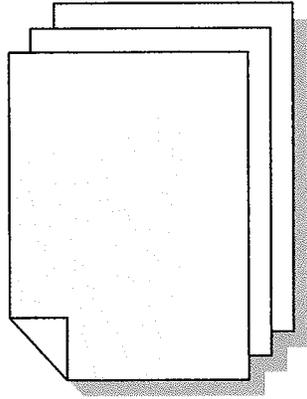
CompuWave has built a dedicated team to support the County of Ventura. Whether it is sales, technical support, or customer service, CompuWave has skilled personnel to respond to any task. There are two dedicated sales representatives with a combined 34 years of experience in the industry to assist County departments with choosing products, obtaining prices, and responding to any other sales related inquiries. The two also have a combined 32 years experience in working with the County of Ventura directly, Scott Rudolph with 18 years, and Maria Lopez with 14 years. CompuWave service and customer support professionals are also an integral part of servicing the County. Our current service and support team has over 75 years of combined experience in the technology industry. Our current staff has worked with the County of Ventura to implement programs to expedite the repair process, leading to a reduction in downtime for serviced equipment. Our technicians are all fully trained and have a wealth of experience servicing the County. Lastly, CompuWave's management team will always be available to address any areas of service as requested for this contract proposal. Our management team is a very important part of our relationship with the County, and is involved in the day to day operations to ensure our support level to the County is unparalleled. A complete list of employees responsible for servicing the County of Ventura and their skills/experience are provided in the following pages.

CompuWave will perform all work required in this contract without the use of sub-contractors. CompuWave has a fully qualified, dedicated staff that will perform all the required work, as well as a wealth of knowledge in meeting the needs of the County of Ventura.

<b>Name</b>	<b>Title</b>	<b>Skills/Experience</b>
<i>Ravi Asnani</i>	<b>Owner</b>	Ravi Asnani has a B.S. in Finance and Marketing from University of California at Berkeley. He started in IT industry over 23 years ago after he worked for three years at Morgan Stanley as an Investment Banker in the Merger and Acquisition Department.
<i>Bob Landman</i>	<b>General Manger</b>	Oversees the daily operations for CompuWave. Works as a liaison between CompuWave and all County departments to help improve systems, services, and support. Has managed sales and service needs for the County of Ventura since 1990. 22 years with CompuWave, with 45 years of managerial experience. Responsible for continued enhancements to programs and services provided to the County of Ventura, and other government agencies CompuWave supports.
<i>Scott Rudolph</i>	<b>Account Executive</b>	Government and Education sales executive for over 19 years with CompuWave. Has provided sales support to the County of Ventura for 18 years. Strong working relationship with County personnel. Understands individual needs of each County department. Hewlett Packard Sales Champion, Microsoft licensing certified Sales Associate, Computer Associates Certified Sales Associate, trained in all manufacturer government programs. Trained and authorized HP supplies sales expert. VMWare certified sales associate, HP Storage Select trained and certified sales associate, EMC Storage trained certified sales associate. American Power Conversions certified sales associate. Works directly with County IT staff to arrange promotional events, including the annual Trends and Directions Event for County personnel and related agencies. Also, a volunteer for many local organizations, including Camarillo AYSO, and Camarillo Pony Baseball league.
<i>Maria Lopez</i>	<b>Inside Account Representative</b>	Inside sales support for the County of Ventura. Over 15 years with CompuWave, 14 years experience servicing the County of Ventura sales needs. Sales trained for all major product lines. Assists in processing return requests for County departments. Well versed on County of Ventura product standards and purchasing procedures.
<i>Hiroki Takebayashi</i>	<b>Service Technician</b>	CompuWave support representative for over 11 years. Responsible for managing return requests. Schedules pickup and deliveries. Assists with onsite delivery and installations.
<i>Michael Baker</i>	<b>Service Administration/Programming</b>	CompuWave service employee for 17 years. Previous experience as service manager, currently manages CompuWave network and all internet related County of Ventura resources. Works directly with IT staff to maintain reporting requirements for the County asset management system. Responsible for all reporting request related to product purchases and service requests. Specializes in hardware and software troubleshooting, network installation and maintenance, and programming. Has performed contracted programming work for County departments. VMWare

		VTSP certified and VCP trained engineer. Designs and maintains Government/Education online newsletter.
<i>Patti Plumb</i>	<b>Accounts Payable/Administration</b>	Responsible for working with County departments fiscal staff on accounts receivable issues including payment. Over 8 years with CompuWave, and 28 years experience in the position.
<i>Daniel Allen</i>	<b>Service Manager</b>	CompuWave Service Manager for 1 year, CompuWave service representative for 2 ½ years total. 28 years of experience in the electronics and computing industry. Responsible for overseeing CompuWave service department and all related programs and services. Works with County of Ventura department directly coordinating installations, managing images and system configurations, and supporting service for both warranty and out of warranty equipment. Hardware support certifications include Brother, Canon, Dell, HP, IBM, Lenovo, Oce, Panasonic, Ricoh, Sharp, and Xerox. Additionally, holds A+ certification, Network+ certification, and soon Security+. Experienced in networking, including industry standard server configuration, and network support, including switches, routers, and cabling related to pc equipment. Additional experience with Avaya telecom equipment and POS equipment. Enterprise product certifications include VMWare VTSP, and EMC SE Accreditation
<i>Adriana Moreno</i>	<b>Service Technician</b>	CompuWave Service technician for 4 ½ years. Holds A+ hardware certification, and is also trained and certified for equipment from American Power Conversion, Brother, Hewlett Packard, Lenovo, and IBM. Primarily responsible for general break and fix requirements of County of Ventura departments, both in warranty and out of warranty. Manages work order database, and is responsible for repair part ordering.
<i>Juan Becerra</i>	<b>Service Technician/Scanning Specialist</b>	CompuWave service technician for 10 years. Microsoft System Builder certification and OEM pre-installation specialist. Responsible for configuration and repair of oem systems, as well as configuration of various servers. Oversees the scanning service division of CompuWave.
<i>Enrique Gonzales</i>	<b>Delivery and Setup</b>	Responsible for everyday deliveries to County of Ventura departments. Works with County departments to schedule deliveries, and manages delivery contacts for each location.

# *Financial Statement*



## **Financial ability to perform**

CompuWave has been servicing large accounts for over 18 years. Over that time, CompuWave has provided all products and services required under the terms of service. CompuWave has been financially stable throughout our company's history, and has not had any defaults or litigations due to financial issues.

# References



## References

County of Ventura  
800 South Victoria Ave.  
Ventura, Ca 93009  
Contact – Ernie Griego, (805)654-3798  
Assigned Account Manager – Scott Rudolph  
Current contract 4815 for procurement of personal computer equipment and related accessories and software. Total sales volume approximately \$5,000,000 annually.  
Contract start April 2003 to present. Previous contracts with County of Ventura beginning in 1991 to current date. Provide sales, delivery, setup, and configuration under terms of contract.

County of Santa Barbara  
105 E. Anapuma  
Santa Barbara, Ca 93101  
Contact – Mark Masoner, 805-568-2690  
Assigned Account Manager – Scott Rudolph  
Current contract for procurement of server products and pc related equipment, including supplies, mainly Hewlett Packard. Total sales volume approximately \$3,000,000 annually. Current contract start February 2010 to present. Previous contracts with County of Santa Barbara beginning in 1983 to current date. Provide sales, delivery, setup, and configuration under terms of contract.

Clovis Unified School District  
1450 Herndon Ave.  
Clovis, Ca 93611  
Contact – Jan Nye, 559-327-9475  
Assigned Account Manager – Korry Miller  
Current contract for procurement of Lenovo personal computer systems, IBM servers, and related equipment. Total sales volume approximately \$4,500,000 annually. Current contract start March 2009 to present. Previous contracts with Clovis Unified School District beginning in 1995 to current date. Provide sales, delivery, setup, and configuration under terms of contract.

### *Additional Local Government References*

City of Oxnard  
300 West Third St. #200  
Oxnard, Ca 93030  
Contact – Tom Clock  
(805)385-7558

City of Moorpark  
799 Moorpark Rd.  
Moorpark, Ca 93021  
Contact – Melody Johnston  
(805)517-6250

City of Thousand Oaks  
2100 Thousand Oaks Blvd  
Thousand Oaks, Ca 91361  
Contact – Debbie Hodge  
(805)449-2218

City of Simi Valley  
2929 Tapo Canyon Rd  
Simi Valley, Ca 93065  
Contact – Garry Boswell  
(805)583-6330

### *Other References*

Ventura Unified School District  
295 South Arcade Drive  
Ventura, Ca 93001  
Contact – Ted Malos  
(805)641-5000 x1346

Simi Valley Unified School District  
875 East Cochran Street  
Simi Valley, Ca 93065  
Contact – Susan Culberson  
(805)306-4690

Santa Barbara Superior Courts  
1100 Anacapa St  
Santa Barbara, Ca 93101  
Contact – Jim Brock  
(805)882-4510

Lindsay Unified School District  
519 East Honolulu  
Lindsay, Ca 93247  
Contact – Ken Stovall  
(559)562-5111 x255

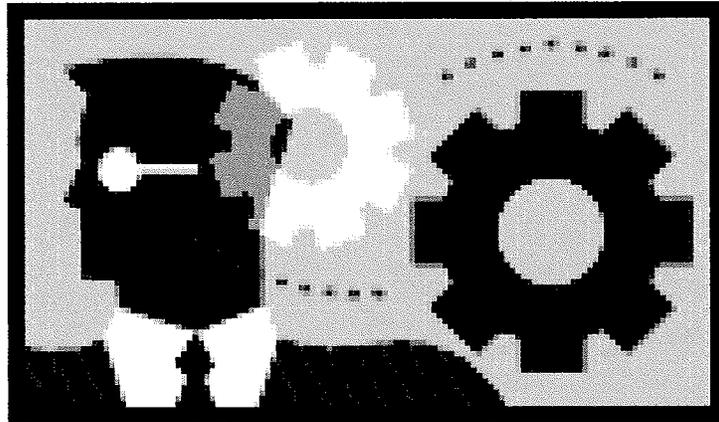
City of Fresno  
2600 Fresno St  
Fresno, Ca 93721  
Contact – Brian Colby  
(559)498-4354

County of Madera  
200 West Fourth St  
Madera, Ca 93637  
Contact – Robert Connal  
(559)621-5267

Ojai Valley Sanitary District  
1072 Tico Road  
Ojai, Ca 93023  
Contact – Jan Steenberg  
(805)646-5548

Ventura County Office of Education  
5189 Verdugo Way  
Camarillo, Ca 93012  
Contact – Debi Gill  
(805)383-1951

# *Officer Understanding*



## **Offerer Understanding**

*CompuWave has provided sales and service support for PC equipment and peripherals for over 19 years under contract to the County of Ventura. As such, CompuWave has a unique understanding of how the County of Ventura does business, and what it takes to be a successful vendor servicing the County of Ventura. CompuWave has set up many special programs and services to assist in supporting County business and providing County employees access to information and services integral to maintaining a successful business environment. Some of the services and support offerings we provide to the County include:*

- 1. Delivery to the desktop. Our shipping staff delivers orders directly to the department. CompuWave also will unbox and setup personal computers and printers if requested. There is no additional cost for this service under the terms of our contract offering.*
- 2. Service pickup and delivery. CompuWave technical staff will pickup equipment for repair, and return it to the department. This pertains to warranty items that do not have on-site warranties, and out of warranty equipment. There is no additional cost for this service. Shipping charges one way may apply from certain manufacturers if the product must be sent in for evaluation and repair to the manufacturers' service center.*
- 3. Cost Plus contract model. The current contract is a cost plus contract, and covers everything CompuWave sells. Not only does this include personal computers equipment, servers, and peripherals. We can also include supplies such as toners, ink cartridges, specialty papers, storage media, and many other supplies. Under the cost plus terms, departments are able to purchase supplies at costs far superior to those of Office superstores if so inclined. CompuWave also participates in cartridge recycling, and is able to pickup spent supply cartridges for recycling at no additional cost.*
- 4. Informational meetings and events. CompuWave assists County of Ventura IT Services each December in scheduling and planning the annual "Trends and Directions" event for County staff and other local public sector agencies. CompuWave organizes and funds the event, and brings in resources from many of today's leading product manufacturers to show new products, and present information on the latest technology trends. This annual event has become a showcase for both CompuWave and the County. Attendance is always excellent year over year, and the attendees always have great things to say about the event. Additionally, CompuWave works with individual County departments to bring out resources to assist them in product evaluation and planning. CompuWave has great relationships with all of our manufacturer partners, and at our request they will meet with CompuWave staff and County staff at County offices. This includes both manufacturer sales representatives, and if needed engineers to answer questions regarding products and implementation.*

5. *Online Newsletter. CompuWave has recently designed and made available an online newsletter for our Public Sector clients. The information is updated monthly, and includes information about CompuWave contacts and resources, Industry trends and new products, and monthly special and rebates offered by our manufacturer partners. This is a great resource, and has been customized to provide relevant information for government agencies.*
6. *Online Resources. CompuWave has designed many programs around our current business relationship with the County of Ventura. Over the years, CompuWave has designed programs which allow County IT staff to access information regarding orders, repairs, sales history, reporting, quotes, and much more instantly online. Additionally, we have implemented programs in conjunction with IT services to upload purchase data to the County Asset management system monthly, as well as the asset tagging and bios tagging. CompuWave strives to provide the best service and support, and will continue to meet the needs of the County today and adapt to the evolving needs of the County in the future.*
7. *Longevity. CompuWave has a long term relationship with the County of Ventura, and over that time, the main core of the team that supports the County has remained the same. Scott Rudolph and Bob Landman have supported Ventura County contract procurement for close to 20 years. Over this time, in addition to learning the ins and outs of working with every County department, we have also created a stable environment for County staff by keeping our support team stable year after year.*



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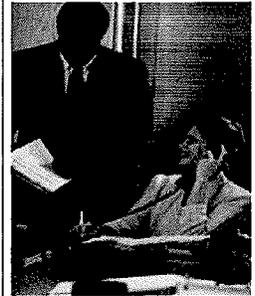
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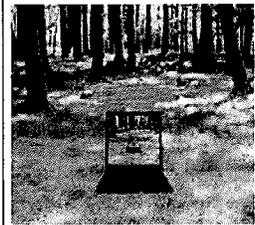
## CompuWave to host event at the Hotel Marmonte in July

CompuWave, in Partnership with Hewlett Packard, will be hosting a technology event at the Hotel Marmonte in Santa Barbara on Wednesday, July 20, 2011. Introductions will begin at 10am, with presentations starting shortly thereafter. Hewlett Packard Specialists from their Storage and Server groups will be on hand, hosting discussions on current trends in Virtualization technology. Also presenting will be VMWare. Lunch will be provided at 12pm as well. Please plan to join us at this very special event.



## Deal of the Month

Xerox is offering a \$350.00 instant rebate on the Phaser 3600DN laser printer, valid through July 31, 2011. Take advantage of this great deal before it's too late. Contact us for a quote. Also ask us about other current Xerox rebates available in the month of July.



### Special Points of Interest:

- Trade-in and save programs, Pg 4



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## Hewlett Packard News

**The HP Touchpad is now available.** Although demand is high, Hp has a large inventory available. Orders can be shipped immediately. Contact us for pricing and current availability. Interested in evaluating the Touchpad? Contact us and we'll request a unit for you.

**In July, HP is offering special trade in options** to upgrade your aging Cisco equipment to HP Procurve products. Contact CompuWave sales for details and pricing.

Need information on specific products or services? Contact CompuWave sales!

## Other News

**HP BladeSystem C7000 has won the Best Blade System** in the 2011 InfoWorld Technology of the Year Awards! Contact us if you need information on specific products or services? Contact CompuWave sales!

**Did you know CompuWave is an authorized Hewlett Packard Storageworks reseller?** Ask us how we can assist you with scalable storage options to consolidate your resources, save power and lower overall management costs with HP Blades and Storageworks solutions.

**Dell has acquired Compellent Technologies.**Compellent products are now included in Dell's offerings, and thus available through CompuWave. Contact us for details!

**Ergotron has recently introduced the Workfit** sit-stand workstation for the desktop workspace. It allows users to stand up at their desk to work as needed. This is a great product to keep your employees happy and healthy. Contact us for details!

## CompuWave Online Resources

**Compuwave online store**<https://usm.channelonline.com/compuwave/storesite>

**CompuWave Return Request (RMA)**<https://www.compuwave.com/returns>

**CompuWave sales information, reporting, support requests, and order status:**

- Ventura - <https://www.compuwave.com/vc>
- Santa Barbara - <https://www.compuwave.com/sbcc>



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## Promotions and Specials

**HP Elite 8200 Desktop Gov/Education Promo, SFF or Tower PC— \$633.00**  
System Specs—Core I5-2400 Processor, 2GB ram, 250GB hard drive, Sata DVD-RW w/Light scribe, 3yr warranty.

Upgrade to 2gb of memory for \$21.00

**HP LA2405wg 24" LCD monitor wide w/3 year warranty NL773AA#ABA—\$220.00**  
Please add the \$16.00 recycle fee when ordering

**HP LaserJet P4014N Network Laser Printer 45PPM CB507A#ABA—\$589.00**  
Pricing valid through 9/30/2011. Includes \$100.00 instant rebate. Ask us about warranty upgrade options.

**Panasonic KV-S5055C Sheetfeed duplex scanner offer—Call for Quote**  
Pricing valid through 9/30/2011. Includes \$175.00 instant rebate. Also, free 2 year warranty upgrades on participating scanner models.

Contact CompuWave for more details

## Programs

**Trade in and Save—** Ask us about current trade in programs available for government and education. CompuWave will assist your agency in preparing quotes, scheduling product pickup, and ensuring you receive the credit for your equipment trade.

**Deal Registration—** Do you have an upcoming project? Bring the opportunity to CompuWave first. CompuWave will assist your agency by bringing out the resources to assist you in planning and implementation. We will also register the deal to ensure you receive the best possible pricing.

**Demonstration Equipment—** Interested in a specific product? Contact CompuWave and we will work with the manufacturer to provide a unit for your agency to ensure the product meets your requirements.

## CompuWave News

In February, CompuWave renewed its partner status with EMC, with updated sales and technical certifications.

Also in February, CompuWave became an authorized reseller for Veeam Software, offering backup solutions for VMWare.

CompuWave is being considered for recognition as "New Partner of the Year" for 2010 by General Dynamics. Awards will be handed out in April.

CompuWave is now a PagePack certified reseller for Xerox Corporation, offering cost per print solutions.



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## Now is the Time! Trade in and Save.

**Your outdated equipment can be turned into savings.** Many equipment manufacturers are now offering hassle free trade-in programs for aging equipment. CompuWave can assist your agency in identifying equipment eligible for trade-in, submitting all the proper paperwork to receive a trade-in value quote from the equipment manufacturer. In many cases, CompuWave is able to give your agency the rebate up front on your new purchase, and will process all the necessary paperwork. CompuWave will also assist in arranging the equipment pickup and return. Contact us for more details on the available programs.

## At CompuWave, we focus on building long term partnerships by *Turning Technology Into Value.*

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# *Requirements*



## ***Section 3***

### ***Requirements/Scope of Work***

**3.1 Term** – A 3 year contract with the option for two additional one-year periods by mutual consent are acceptable terms for CompuWave. CompuWave is agreeable to the proposed start date of October 1, 2011.

**3.2 New Equipment** – All equipment to be furnished under the terms of this proposal will be new and unused from the manufacturer. Refurbished or demonstration equipment may be purchased by departments upon special request only.

**3.3 Regulation Compliance** – All items supplied by CompuWave under the terms of this proposal will comply with all Federal, State, and other laws, including Federal and State Occupational safety and health laws, and standards and regulation requirements.

**3.4 Product Line(s)** - CompuWave will offer the complete product lines of all the manufacturers identified in this section. Additionally, CompuWave can provide products from thousands of manufacturers. Our product offering includes over 900,000 products from these manufacturers. Included with this bid will be a current manufacturer line card, along with a category list (Exhibit 1). CompuWave can accommodate most special order requests as well. Our product line also includes office equipment, audiovisual equipment, networking equipment, printing supplies, and software from industry leading manufacturers at competitive pricing. These include personal copiers, paper shredders, toner and ink cartridges, network switches, video cameras, televisions, DVD players, and VCRs as examples.

CompuWave reseller status and service authorizations are detailed below:

#### **Brand Name Personal Computers**

	<b>Authorized Reseller (Y/N)</b>	<b>Authorized Service Agent (Y/N)</b>
HP	<u>Y</u>	<u>Y</u>
Dell	<u>Y</u>	<u>Y</u>

#### **Brand Name Laptop Computers**

Toshiba	<u>Y</u>	<u>Y</u>
Lenovo	<u>Y</u>	<u>Y</u>
HP	<u>Y</u>	<u>Y</u>
Dell	<u>Y</u>	<u>Y</u>
Sony	<u>Y</u>	<u>N</u>

#### **Brand Name Printers**

HP	<u>Y</u>	<u>Y</u>
Xerox	<u>Y</u>	<u>Y</u>
Okidata	<u>Y</u>	<u>Y</u>
Epson	<u>Y</u>	<u>N</u>
Canon	<u>Y</u>	<u>N</u>

**Brand Name Monitors**

	<b>Authorized Reseller (Y/N)</b>	<b>Authorized Service Agent (Y/N)</b>
<b>Viewsonic</b>	<u>Y</u>	<u>Y</u>
<b>NEC</b>	<u>Y</u>	<u>Y</u>
<b>Dell</b>	<u>Y</u>	<u>Y</u>
<b>Hewlett Packard</b>	<u>Y</u>	<u>Y</u>

**Miscellaneous**

<b>American Power Conversion (APC)</b>	<u>Y</u>	<u>N/A</u>
<b>Kingston Memory</b>	<u>Y</u>	<u>N/A</u>
<b>Belkin Cables</b>	<u>Y</u>	<u>N/A</u>
<b>Logitech Input Devices</b>	<u>Y</u>	<u>N/A</u>
<b>Microsoft Input Devices</b>	<u>Y</u>	<u>N/A</u>

(Items marked N/A are items that will be replaced under warranty terms by the manufacturer)

**3.5 Environmental Purchasing Policy** – Products provided under this Request for Proposal are typically new products, manufactured with all new materials, and would not include any recycled materials. The product packaging in many cases would include recycled materials, and each manufacturer has their own standards and requirements for using recycled material. As a supplier of the products, CompuWave has no influence regarding the packaging and the amount of recycled materials being used in production. The products we provide will all be Energy Star compliant, and will also meet EPEAT standards by being certified either gold or silver as required. CompuWave currently provides a detailed product report to County IT services regarding much of the equipment we provide and the associated EPEAT ratings, and will continue to do so as requested under the terms of this RFP. CompuWave is currently does not have a tool for reporting recycled versus non-recycled product sales, however given the products being supplied will all be new, our standard reporting options are accessible to make such a report for the non-recycled products being purchased. If the County were to consider the option of toner and ink procurement under the terms of this proposed contract, CompuWave would work with County staff to determine the best course in providing the appropriate reports. Additionally, we are willing to contact the manufacturer of specific products in an attempt to obtain detailed information regarding packaging and the approximate recycled content used in manufacturing the product packaging.

CompuWave is very concerned about environmental issues, and as such is working towards fulfilling many green initiatives both internally, and in assisting our end users with programs to promote environmentally friendly product usage and equipment disposal. Internally at CompuWave, we recycle all products meeting criteria for the program, including paper, cans, and plastic. Electronic equipment that is no longer functional, or is no longer needed is disposed of at an approved electronics recycling site. CompuWave also works with many of our manufacturer partners to provide recycling and trade-in programs that allow our end users to recycle or dispose of aging equipment or spent supplies. Hewlett Packard is one of the industry leaders in green programs. They offer free recycling for spent ink and toner cartridges and disposal of unwanted electronic equipment, often times offering trade-in value to the end user towards purchase of new equipment. Included in Exhibit 2 is information regarding HP’s commitment to

environmental sustainability. Full details on HP programs and initiatives can be found at: <http://www.hp.com/hpinfo/environment/commitment.html>  
Hewlett Packard is our largest partner, and we utilize their programs whenever possible in order to provide environmentally friendly options for our IT end user customers.

**3.6 Pricing** – CompuWave will offer the County a contract based on a cost-plus model. CompuWave utilizes an Internet catalog for pricing on most items. The data is updated on a daily basis, thus information is always current. CompuWave will set up a special login for the purchasing department for this catalog that will show reseller cost only.

Special promotional pricing and rebates will always be offered to the County. The pricing will be valid through the term of the promotion only.

CompuWave has every intention of holding pricing valid for 30 days, but there may be exceptions. Memory is a very volatile commodity, and prices change rapidly. Also, special promotions and rebates may have expiration dates that we must adhere to as mentioned above. Lastly, if a product price changes during the 30-day period that would require CompuWave to sell below its cost, we will ask that the County offer an exception to the 30-day requirement.

Currently, CompuWave participates in many special pricing programs that are incorporated in the current contract that we will offer in the new contract also. For pricing of Hewlett Packard PC and Server equipment, CompuWave may utilize the Western States Alliance Contract, which is a negotiated contract between Hewlett Packard and the State of New Mexico. CompuWave has a special agreement that allows us to sell the product directly to the County of Ventura at the special contract price. The normal procedure would require a purchase order be sent directly to Hewlett Packard. CompuWave has an agreement with Dell, which allows us to sell Dell products at the negotiated WSCA/NASPO contract pricing levels. CompuWave also will utilize CMAS contracts for licensing products from Microsoft under the Select Agreement and the County of Riverside contract for licensing product from Microsoft using the Enterprise agreement. Also, CompuWave will use the County of Riverside Novell MLA contract to offer discounted pricing on software license products. Lastly, CompuWave is enrolled in several GSA programs, which will allow us to utilize the special pricing offered if it allows for a lower price than the cost-plus offering.

In addition, CompuWave will offer a price match option under the terms of the contract. CompuWave will match pricing if a competitive quote meets the following criteria:

1. Quote must come from a reputable supplier
2. Quote must be for the exact product/configuration being priced
3. Any extra costs must be figured into the total price (shipping, upgrades, etc)
4. Pricing cannot result in product being sold below reseller cost

**3.7 Volume Pricing** – CompuWave, upon request, will contact product manufacturer representatives when a need for large purchase pricing is required. Each manufacturer handles special pricing differently, and CompuWave is well versed in all the programs offered. Once the special pricing is received, CompuWave will use this pricing and add the cost-plus markup to determine the final price to the County. Once this special pricing is approved, all other County departments are eligible to order that product at the same negotiated price, until such time as the special pricing expires, or the product is no longer available. If the County were to determine a set standard for products, along with an estimated purchase amount, CompuWave could also negotiate a better cost for the items with the manufacturers. In this scenario, there would be no minimum purchase requirement and no penalty if the estimate were not reached. Additionally, CompuWave is able to utilize contracts in place with other organizations, and if beneficial, will extend special pricing under these contracts to County of Ventura agencies.

**3.8 Delivery** – CompuWave takes pride in delivering products on a timely basis. Our standards meet or exceed the requirements for the County in most cases, with the exception of manufacturer backordered products. CompuWave sources products from all over the country to fulfill orders, and occasionally product is only in stock on the East coast. However, with new shipping standards, most of these orders arrive within 4 days also. Lastly, our delivery personal are very knowledgeable on the specific requirements of each County department, and will make deliveries according to the department's request. In many cases, we are asked to schedule deliveries to ensure that proper staff is available to receive products. This service is a great value add for the County, and helps departments properly schedule staff time.

Excluding exceptions discussed in this section, CompuWave will propose the following delivery schedules for products:

Hardware - Shall be delivered within 10 days after receipt of order

Software - Shall be delivered within 4 days after receipt of order

Peripherals - Shall be delivered within 4 days after receipt of order

Supplies - Shall be delivered within 4 days after receipt of order

In general 75% of orders other than hardware are delivered within 3 days. Overall, 90% of orders received by CompuWave are filled within the time frame stated. Of the other 10%, the majority are either backorder items, shipment exception delays from UPS or Federal Express, or specific department requests to "hold" an order until such time that they are ready to receive product. A system report showing a sampling of our delivery success rate is included in the bid package (Exhibit 3).

CompuWave utilizes an online reporting system to track and maintain orders and order status. The order data is collected from our in house order system, and sent to our purchasing department. From there, the information is viewed and the product is ordered from channel suppliers. Upon receiving order confirmations, the estimated time of arrival for each product is entered, and updated to the system. Once the order is invoiced, it goes into a completed status and is moved to our sales history. Sample pages from our online system are included in the bid(Exhibit 3). They include our overall order status lookup, and individual pages that are viewable by clicking a link on the main page. Additionally,

CompuWave has created a website specifically for the County where each department can login and view their open orders and sales history. With this tool they are able to establish estimated delivery dates, review orders, and check backorder status among other things. CompuWave has demonstrated the website to many departments, and there are already several hundred users utilizing our tools at the County.

**3.9 Order Shipment** – CompuWave will deliver products directly to County departments using CompuWave personnel and delivery equipment. Delivery will be made to the desktop if desired, and all personal computers will be unboxed and placed at the desktop when requested. CompuWave will call in advance to schedule deliveries if the department requires notification, and deliver to multiple sites throughout Ventura County as needed. These delivery services will be provided under the terms of the contract at no additional cost to the County. With our years of experience we will continue to provide prompt and reliable delivery. Standard delivery terms are FOB destination. Some items, such as software licenses and maintenance contracts, may ship directly to the department from the manufacturer. The ordering department will be notified in this case. Also, upon request, CompuWave has the ability to provide direct shipment to County departments requiring expedited delivery. In such cases industry carrier companies such as Federal Express or UPS would deliver products.

**3.10 Order Placing** – CompuWave currently receives orders from the County, as well as most other agencies, by fax or by hard copy in the mail. Orders received are placed immediately, and entered into our order tracking system where departments can then track status. CompuWave also has the ability to accept orders at the CompuWave website. If the County were at some point to choose to do so, training for use of the system would be provided at no additional cost to the County.

**3.11 Order Notification** – Upon receiving orders from the County, CompuWave immediately enters the order into our custom Sales Order system, where the ordering department can view them immediately. Within 24 hours, order status will be updated and the estimated delivery date for each item will be viewable. The entire order is viewable, allowing departments the opportunity to review for accuracy before delivery, and to allow for partial shipments in the case of backordered items. If an order is deemed not acceptable due to price errors, product discontinuance, or other reasons, the department will be notified immediately by telephone or email, giving the reason and possible options for the order.

**3.12 Product Catalog** – CompuWave currently maintains an on-line product catalog that includes well over 900,000 part numbers. There are quick search options, which allow searches by part number or keyword, such as product description or manufacturer. Additionally, there is an advanced search option that allows a user to narrow down a search based on key characteristics, and a memory configurator that assists a user in choosing the proper memory for their system. Full descriptions of each product viewed are included, along with the cost and availability of the item. A user may also view side-by-side comparisons of products in order to compare the products and view similarities and differences, where differences show in red color as opposed to black. The catalog

pricing and availability is updated daily by CompuWave suppliers by means of automatic file transfer into the host system. The catalog can also be customized to a departments individual needs or standards, and custom items can be included into the catalog that may not be available to the general business entities, such as Select Agreements from Microsoft, MLA Agreements from Novell, and WSCA contract pricing. Additionally, this on-line system also stores all quotes for County departments, which can be viewed and edited until such time that they are removed from the system. The site is password protected, and each user requires a password to view the pricing and their department quotes.

**3.13 Order Cancellation** – CompuWave will accept cancellations for orders that have not shipped from supplier’s warehouses without cost to the County. Product that is in transit to our warehouse, or received in our warehouse may be cancelled, however may be subject to return fees, as CompuWave will have to bear the cost of receiving the product, and returning the product to the distributor. Computer products that are in the process of configuration or asset tagging may not be cancelled, and products that are deemed “special order” may not be cancelled at any time. Order cancellations will be accepted by means of a phone call or email to the CompuWave account team for the County. Shipments refused at department locations that were not previously cancelled may also be subject to return fees.

**3.14 Invoicing** – CompuWave is currently providing invoices in the manner requested, and providing the daily downloads described for this requirement (letters a through o). Our system is already set up, and no changes would be required to continue providing this service.

**3.15 Leasing Management** – CompuWave is currently providing all services detailed in the leasing management section, and will continue to do so. All the requirements are acceptable, and no changes would be required. CompuWave will also offer assistance to departments returning leased equipment. CompuWave can remove equipment from the department, arrange shipping, and palletize the product prior to shipment. Cost incurred is based on system count.

**3.16 Order Status and Tracking** – CompuWave has developed a custom system where departments may login to our County of Ventura website and view order information and repair information. Information is updated daily, and repair information is automatically emailed to the user as updates are entered. Order status allows users to view status on all items from their order, and shows all items that are available in our warehouse to fulfill the order. Once an order is released for shipment, it is removed from the order system. Warranty repair information flows much the same way(Exhibit 4). Our service module and order tracking systems are very easy to use, and are connected directly to our database, allowing for quick updates and easy access to information. Most County departments have been trained to use these systems by CompuWave staff, and are currently using the tools to help manage their workforce more efficiently.

**3.17 Ad Hoc Reports** – CompuWave has been providing usage reports for County departments for years, and continually works to improve access to such information. Reports can be provided based on any requested criteria, and are generally provided in Excel format. The data is compiled directly from the CompuWave sales history module of our invoicing system. Currently, our sales data for the County goes back to 1995. The reports will include all relevant information from the database, including letters a through k as described in this section of the bid request. Again, service data will be compiled in much the same manner, and can be reported in the same format. In an effort to provide instant access to such reports, CompuWave added the ability to view and download usage reports from the CompuWave website for the County of Ventura. The reporting criterion at this time is a date range only. Departments can login and view or download their usage reports, which are in Excel format. Service invoicing is also included with these reports (Exhibit 5).

**3.18 IT Asset Management** – CompuWave currently provides all described requirements of this section to the County. Maintenance tags are assigned to products by serial number prior to invoicing, so both the serial number and associated maintenance tag can be reported properly to the County IT department. CompuWave support staff will then affix the tag to the equipment in an area where it is easily viewable. For computer systems, CompuWave support staff also enters the required tag and serial number information into the bios or DMI system as required. Reports are sent to the IT department weekly via a scheduled download. Backup records of the information are also housed at CompuWave should the data need to be replaced or corrected. The cost CompuWave will offer per system for BIOS updates is \$15.00, and is included in the price of the computer purchase as requested by the County. If the County so desires, the cost may be shown as a separate line item.

**3.19 Unauthorized Products** – CompuWave currently maintains an internal list provided by the County Information Technology Division for products that are not authorized for purchase by County departments. The Account Manager for the County reviews all quote requests prior to responding in order to minimize such products being requisitioned. Requests for any questionable products will not be quoted, and the department will be directed to the County IT department for clarification. Quotes will only be provided for such requests upon receiving an exception approval. With our current staff experience in servicing the County, CompuWave is well versed on all County standards.

**3.20 Return of Product** – CompuWave will replace any product that is deemed inoperable if notified within 30 days. If notification is past 30 days, CompuWave may replace or repair the product under the current warranty terms of the manufacturer. Sales errors attributed to CompuWave will also be accepted for return when notified within 30 days. Returns for opened product, and those that are requested past 30 days, will be considered, and CompuWave will make every effort to obtain return authorization for such requests. The chart requested below is a guideline for the purposes of this bid, however does not apply in all cases. Generally, the restocking fee for returns is 15% of the return product value to cover shipping expenses and handling fees. If the return

product can be resold at equal value to another department or organization, the return fees will be waived. Additionally, if the cost of the product decreases between the time of sale and the time of return, credit amount will be at the lower cost.

Restocking Charges	31-60 days	61-90 days	91-120 days
Hardware, unused/in box	15% restock fee, subject to rma approval from distributor	15% restock fee, subject to rma approval from distributor	Returns not allowed for product past 90 days
Hardware w/o original packing material	Returns not allowed for products with no original packaging	Returns not allowed for products with no original packaging	Returns not allowed for products with no original packaging
Hardware, discontinued	Returns not allowed for discontinued products	Returns not allowed for discontinued products	Returns not allowed for discontinued products
Software, unopened/sealed	15% restock fee, subject to rma approval from distributor	15% restock fee, subject to rma approval from distributor	Returns not allowed for product past 90 days
Software, discontinued or special order	No returns allowed for discontinued or special order software	No returns allowed for discontinued or special order software	No returns allowed for discontinued or special order software

Although the above chart outlines the industry standard for returns, each manufacturer has their own set policies, and CompuWave will make every effort to accommodate a return request regardless of the condition and circumstances.

Requests for product returns can be entered online at [www.compuwave.com/returns](http://www.compuwave.com/returns) (Exhibit 6). The information goes immediately to the customer service department, where the process is started. Users may also contact the customer service department at CompuWave directly to request return authorization. Once the request is received, a response should be sent to the user within 72 hours. If the return is approved, pickup of product will be scheduled immediately.

**3.21 Product Warranty** – All desktop pc equipment offered by CompuWave will have a 3-year warranty, or the ability to upgrade to a 3-year warranty. Notebook systems generally have a 1-year warranty, which may also be upgraded to a 3-year warranty. CompuWave understands the necessity of a 3-year service warranty, thus quotes all products with a 3-year warranty, adding the warranty extensions as needed. Additionally warranties may be purchased for most products up to 5 years from the date of purchase. These warranties are generally sold in 1-year increments, and may be purchased at any time prior to warranty expiration. All equipment provided is subject to the terms and conditions of the manufacturers’ warranty.

**3.22 Warranty Service** – CompuWave is an authorized service provider for all personal computer systems detailed in the request for proposal. CompuWave is also service authorized for many of the printer and monitor lines requested in the proposal. All services are to be provided by CompuWave technical staff. In some instances, CompuWave may rely on manufacturer representatives to assist in completing repairs for warranty services only. Subcontractors will not be utilized for this proposal.

CompuWave has developed an on-line service request module, which allows customers to input requests for services, follow the progress of the repair, and view completed work orders online. The system is in place for all County departments and is being utilized to initiate service requests. A response is sent to the requestor within 2 hours, assigning a technician for the request and detailing the course of action. Repairs

are consistently completed within 72 hours of initial request for warranty issues. Delays may come from parts backorders, which will be reported to the requestor as well. If a product is out of warranty, CompuWave will provide the department a quote for parts and labor after diagnosis, and will continue work only with the department approval and an associated purchase order.

CompuWave's service commitment is as follows:

Calls for non-emergency warranty service will be acknowledged within two hours.

Non-emergency on-site response will be within twenty-four hours.

Workstations/equipment will be diagnosed/repared within seventy-two hours.

In emergency or critical situations (such as a down server) supplier commits to having workstation/equipment diagnosed within eight business hours.

Enhancements to the way CompuWave provides service support has increased our success rate to over 80% of repairs completed within 72 hours for warranty related requests when parts are available, and/or customer has given approval to continue with the repair service as quoted if equipment is out of warranty. Our system is highly successful, to the point where the County IT department has considered integrating our system into their Help Desk to improve efficiency. Reports are generated weekly for the CompuWave management team for review. The data is compiled directly from the online service module that is updated on a daily basis. A sample report has been generated and submitted with this response (Exhibit 7).

It is CompuWave's goal to respond to all service requirements under the terms of this proposal. However, if the need does arise, we are able to arrange service direct from manufacturer representatives to enhance our service offering, and/or provide additional resources on an as needed basis.

Escalation of service requests would be handled by Bob Landman, General Manager of CompuWave. Bob works with all our manufacturers and spare part suppliers, and has an excellent history of resolving critical issues with service repair work.

**3.23 Non-Warranty Service** – CompuWave offers post warranty repair on most products. Service may be requested by using our on-line tool as well. Repair cost will be detailed prior to performing service and ordering parts. Once approved, the service module will be updated and the repair will be completed similar to warranty service. A purchase agreement would be required prior to completion of the work. Diagnostic fees for an out of warranty repair are \$45.00, which will be applied to the cost of repair if the repair is accepted. Labor rates for service are \$65.00 per hour. Part costs vary, and are quoted when problem is diagnosed. Users may be given more cost effective options if third party products are available, such as hard drives and memory. Manufacturer specific parts are sold at a cost of 10% below the suggested retail price. Third party products will be sold under the terms of the standard contract.

**3.24 Manuals** – CompuWave will provide all equipment as supplied by the manufacturer as required with no exceptions.

**3.25 Loaner Equipment** – CompuWave will provide loaner equipment if requested under the terms required. CompuWave typically has available loaner equipment as detailed below:

Workstations	- can provide	number available - 2
Laptops	- can provide	number available - 2
Printers	- can provide	number available - 1
Monitors	- can provide	number available - 3

In servicing the County, and other agencies over the past 20 years, CompuWave has found that our end users typically prefer not to utilize loaner equipment. Many have backup equipment on site that is ready for immediate deployment in the event of an extended loss of a piece of equipment. Additionally, the work it requires to bring in a system and customize it for department use may not be feasible given resources available in many cases. That being said, loaners will be provided in instances where downtime for repair work is greater than 72 business day hours if the department makes a request. CompuWave will be responsible for delivery of the loaned equipment, and picking up the equipment once the repair is completed. County departments will be responsible for connecting peripherals and loading software applications. The department is also responsible for removing data from any loan equipment. Departments will determine if acquiring loan equipment is a viable short-term solution to meet their needs.

**3.26 Evaluation Units** – CompuWave has, and will continue to provide evaluation units for PC products as technology changes, at no cost to the County. CompuWave can also provide evaluation products in categories such as printers, monitors, scanners, Notebook and tablet pc devices, and certain software products.

**3.27 Imaging Services** – CompuWave has the staff and facilities to perform imaging services for the County. Departments would be required to provide a disk image on either a cd/dvd, hard disk drive, or provide a full system with image that we can use to transfer to our image server. Once on file, CompuWave would keep the image and install on additional products until such time the image is deemed invalid. The department will be notified and a new image will be requested. The service charge for imaging must be requisitioned as a separate line item on a purchase agreement, and will be invoiced as a non-taxable service labor.

**3.28 On-site Installation** – CompuWave currently provides the County of Ventura many installation options as a component of the standard delivery service. Our intention is to continue to offer these installation services at no additional cost. Below are the installation options and associated cost of the service:

Unbox all equipment	no additional cost
Set-up system	no additional cost
Install system operating system	no additional cost
Connect all peripherals	no additional cost if purchased with the system
Install application software or department image	\$25.00 per system
Power-on and login test to confirm "system boot"	no additional cost
Demonstrate product operability to manufacturer specs	no additional cost
Clean up all boxes and packing material	no additional cost
(Additional cost may be incurred for large orders that require disposal of products to a local recycling center. Cost will be negotiated at the time of request)	
Network installation and connectivity test	\$20.00 per system
Connect existing peripherals to newly acquired system	\$15.00 per system
Asset tagging and/or Maintenance tagging	no additional cost
Required input of M-Tag number into system bios	\$15.00 per system (this cost is associated with the system purchase)

Software installation is performed prior to delivery. Standard software packages can be loaded with no requirements from the department, as well as department images that are currently on file. The cost associated is \$25.00 per system. Specialized software may be installed if provided prior to delivery by the requesting department. Any special instructions should be provided with the order request.

CompuWave also offers bundled services, known as “Premier” services. The service is offered for both PC systems and printers. Below are the details and associated costs:

Premier PC Service - \$69.00 – Service includes installing department image, delivering to desktop, setting up system, including all peripherals, loading any required drivers, booting the system, and connecting system to the network up to the login screen

Premier Printer Service (network printers) - \$45.00 – Service includes deliver to site, unbox and install printer, loading drivers, and confirming connection to the network.

**3.29 Employee Purchase Plan** – CompuWave allows County employees to purchase products at the same cost margin provided to the County in this contract offering. Consumer rebates and special pricing for “work at home” software products will also be extended to County employees as available.

**3.30 Trade-in Plan** – CompuWave utilizes manufacturer trade-in programs designed for government agencies. Manufacturers such as Hewlett Packard and American Power Conversions offer programs. The requirements vary, and trade-in values must be applied to new purchases of the participating manufacturers’ equipment. CompuWave may also contract with third party providers as needed to assist the County of Ventura with trade-in requests. Documentation for such programs is included with this response(Exhibit 8).

**3.31 Software Licensing Programs** – CompuWave offers all major licensing programs, including Novell MLA, Microsoft Select and Enterprise agreements, Symantec Government licensing, Adobe CLP license programs, and most other major software licensing programs. All CompuWave authorizations are current. CompuWave currently manages all the software licensing needs for the County, and no additional action would be required to continue participation in these programs if the contract is awarded to CompuWave. Additionally, CompuWave reports all software purchases made by the County into their asset management system, which helps manage software compliance. Departmental software reports can also be provided upon request.

**3.32 Permits** – CompuWave will continue to keep current all required permits and licenses necessary for the performance of this contract.

**3.33 Insurance Requirements** – CompuWave will continue to maintain the required insurance described in this RFP.

**3.34 Non-Collusion** – CompuWave has signed and included the required Non-Collusion Affidavit required for this RFP.

**3.35 Piggyback Agreement** – CompuWave will allow government and education entities within the state of California to purchase products under proposed contract terms and conditions. This “piggyback” agreement will be managed and promoted by CompuWave staff. The County will incur no responsibility for contracts performed with any participating agencies. Many local agencies are currently taking advantage of the current agreement, and are extremely pleased with the negotiated pricing and services.

## ATTACHMENT A PROPOSALFORM

The undersigned Offeror agrees to contract with the County of Ventura to provide all necessary labor, supervision, materials, and supplies to provide Personal Computers, Peripherals and Related Services specified in the manner and time therein prescribed in Request for Proposal #5500. The cost of all labor, supervision, material, and supplies for providing the services, even though not shown or specified, shall be included in the percentage markup for the various brands and categories shown hereon. Offerors may add additional categories.

HEWLETT PACKARD	Proposed Markup %	Standard Warranty
<b>Category</b>		
PC's	4.5%	3 year next business day on-site
Laptops	4.5%	1 year or 3 year warranty based on model
Printers/Scanners	4.5%	1 year warranty
Networking Components	4.5%	Limited lifetime warranty
Servers	4.5%	3 year next business day on-site
Supplies	4.5%	1 year limited warranty

DELL	Proposed Markup %	Standard Warranty
<b>Category</b>		
PC's	4.0%	3 year next business day on-site
Laptops	4.0%	3 year next business day on-site
Printers/Scanners	4.0%	1 year limited warranty
Servers	4.0%	3 year next business day on-site
Networking Components	4.0%	3 year next business day on-site
Supplies	4.0%	1 year limited warranty

LENOVO	Proposed Markup %	Standard Warranty
<b>Category</b>		
Laptops	4.5%	1 year or 3 year warranty based on model
Accessories	4.5%	1 year limited warranty

SONY	Proposed Markup %	Standard Warranty
<b>Category</b>		
Laptops	5.0%	1 year or 3 year warranty based on model

### ATTACHMENT A PROPOSALFORM

TOSHIBA	Proposed Markup %	Standard Warranty
<b>Category</b>		
Laptops	5.0%	1 year or 3 year warranty based on model

VIEWSONIC	Proposed Markup %	Standard Warranty
<b>Category</b>		
Monitors	6.5%	3 year standard warranty

NEC	Proposed Markup %	Standard Warranty
<b>Category</b>		
Monitors	6.5%	3 year standard warranty

XEROX	Proposed Markup %	Standard Warranty
<b>Category</b>		
Printers	5.0%	1 year warranty

EPSON	Proposed Markup %	Standard Warranty
<b>Category</b>		
Printers	6.0%	1 year warranty
Scanners	6.0%	1 year warranty

OKIDATA	Proposed Markup %	Standard Warranty
<b>Category</b>		
Printers	6.0%	1 year warranty

FUJITSU	Proposed Markup %	Standard Warranty
<b>Category</b>		
Scanners	5.0%	1 year warranty

KINGSTON	Proposed Markup %	Standard Warranty
<b>Category</b>		
Memory	9.0%	Limited lifetime warranty

**ATTACHMENT A  
PROPOSAL FORM**

<b>AMERICAN POWER CONVERSION</b>	Proposed Markup %	Standard Warranty
<b>Category</b>		
Uninterruptible Power	6.0%	2 year limited warranty

<b>BELKIN</b>	Proposed Markup %	Standard Warranty
<b>Category</b>		
Cables	9.0%	Limited lifetime warranty
Surge Protectors	9.0%	Limited lifetime warranty

<b>LOGITECH</b>	Proposed Markup %	Standard Warranty
<b>Category</b>		
Mouse	9.0%	3 year standard warranty

<b>MICROSOFT</b>	Proposed Markup %	Standard Warranty
<b>Category</b>		
Mouse	9.0%	2 year standard warranty

<b>PLANTRONICS</b>	Proposed Markup %	Standard Warranty
<b>Category</b>		
Telephone Headsets	9.0%	1 year warranty

Using your proposed markup rates from the tables above, price the items in the following table.

In column B enter your "verifiable" cost price per unit (each, package, etc ... ) as of July 1, 2011. Do not include any applicable taxes. In column C enter your fixed percentage mark-up over cost (margin). In column D enter the total cost price.

\*Cost entered in column B must be verifiable by either the "latest" invoice or a written price quotation from your supplier or manufacturer.

ADDENDUM NO. 1  
to  
COUNTY OF VENTURA RFP #5500  
for a  
**Computer Hardware and Related Services**

Date: 06-12-11

Prospective Bidders are hereby notified of the following:

1. **Attachment A page 3 of 9 Add the following:**

CANON	Proposed Markup %	Standard Warranty
Printers	6.0%	1 year warranty
TRIPP LITE	Proposed Markup %	Standard Warranty
Surge Protectors	9.0%	Limited lifetime warranty

BIDDERS signed addendum is due on or before due date & time.

  
Glenna Streed, Sr. Buyer

**BIDDERS ACKNOWLEDGMENT:**

I hereby acknowledge this Addendum No. 1

CompuWave  
Company Name

07/16/2011  
Date

  
Authorized Signature

Account Executive  
Title

**ATTACHMENT "B"**  
**RFP #5500**

**"Non-Collusion Affidavit"**  
**To Be Executed By Proposer And Submitted With Proposal**

State of California )  
County of Ventura ss.

Ravi Asnani )  
BMAK dba CompuWave (Contractor Name) being first duly sworn, deposes and says that he or she is (Owner) of the party making the foregoing proposal that the proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the proposer has not directly or indirectly induced or solicited any other proposer to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any proposer or anyone else to put in a sham proposal, or that anyone shall refrain from bidding; that the proposer has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the proposer or any other proposer, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other proposer, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the proposal are true; and further, that the proposer has not, directly or indirectly, submitted his or her proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal."

<u>7/15/11</u>	<u>Ventura, CA</u>
(Date)	(Signed at (Place))
<u>BMAK dba CompuWave</u>	<u>Ravi Asnani</u>
Proposer Name (Person, Firm, Corp.)	Authorized Representative
<u>1839 KNOLL DRIVE</u>	<u>RAVI ASNANI</u>
Address	Representative's Name
<u>VENTURA, CA 93003</u>	<u>OWNER</u>
City, State, Zip	Representative's Title

**ATTACHMENT "C"**  
**RFP #5500**

**Piggyback Agreement**

RFP: # 5500

Title of RFP: Micro Computers, Peripherals and Related Services

RFP Close Date: July 22, 2011

It is intended that other public agencies (i.e., city, special district, public authority, public agency and other political subdivision of public corporation of California) located in Ventura County shall have the option to participate in any agreement created as a result of this Invitation to Bid with the same terms and conditions as to the price of the product.

The County shall incur no financial responsibility in connection with a purchase order from another public agency. The public agency shall accept sole responsibility for placing orders and making payment to VENDOR.

Bidder's agreement, or failure to agree, to the "piggyback" agreement will not be a factor in award of the Bid.

Check one of the following:

- The prices, terms, and conditions in our Bid/proposal are not extended to any other agency.
- I hereby agree to extend all prices, terms, and conditions of my bid/proposal to any other public agency located in Ventura County with the following exception(s) noted on attached.
- I hereby agree to extend all prices, terms, and conditions of my bid/proposal to any other public agency located in Ventura County with no exceptions.

BY: Scott Rudolph

COMPANY: CompulWave

SIGNED: Scott Rudolph

ADDRESS: 1839 Knoll Drive, Ventura, Ca  
93003

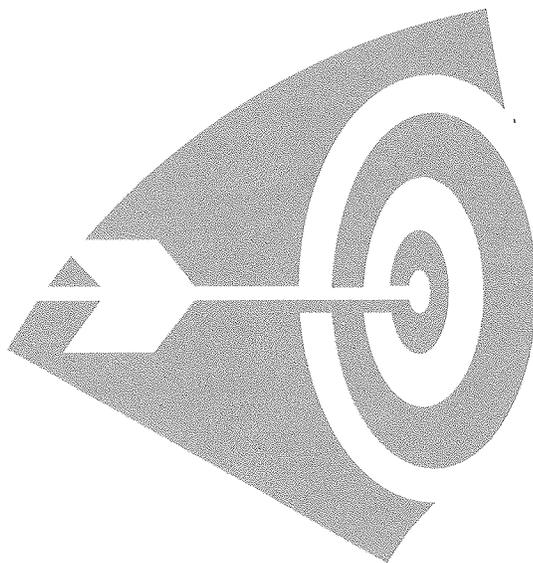
TITLE: Account Executive

DATE: July 6, 2011

PHONE: 805-650-8808

FAX: 805-650-8561

*Compliance with County  
Standard Terms and Conditions*



## **Compliance with County Standard Contract Terms and Conditions**

1. **Services to be performed by contractor** - CompuWave response complies, and CompuWave agrees to these conditions in the contract.
2. **Payments** – CompuWave response complies and terms are acceptable.
3. **Terms** – CompuWave accepts contract term condition.
4. **Responsibility of Contractor** – CompuWave fully meets requirement.
5. **Warranties** – CompuWave response complies and terms are accepted.
6. **Independent Contractor** – CompuWave agrees to the required conditions for the contract.
7. **Non-Assignability** – CompuWave agrees to this required condition for the contract.
8. **Termination** – CompuWave agrees to all cancellation options.
9. **Default** – CompuWave agrees to this required condition for the contract.
10. **Indemnification, Hold Harmless and Waiver of Subrogation** – CompuWave agrees to this required condition for the contract.
11. **Insurance Provisions** – CompuWave agrees to maintain current insurance policies as required by the terms of the contract. CompuWave will meet all requirements in this section.
12. **Non-Discrimination** – CompuWave agrees to both the General and Employment requirements of this section of the contract.
13. **Substitution** – CompuWave agrees to this requirement.
14. **Investigation and Research** – CompuWave agrees to this condition in the contract.
15. **Contract Monitoring** – CompuWave agrees to work reviews as required.
16. **Addenda** – CompuWave agrees to work with County as needed for any modifications to the existing agreement.
17. **Conflict of Interest** – CompuWave agrees to this condition in the contract.
18. **Force Majeure** – CompuWave agrees to this condition in the contract.
19. **Non-Exclusivity** – CompuWave agrees to this condition of the contract.  
However, CompuWave would like to be afforded the opportunity to meet the offer of any other contractor under the terms and conditions of the contract.
20. **Confidentiality** – CompuWave agrees to this condition in the contract.
21. **Notices** – CompuWave agrees to send any required notices to the specified address for this contract. Below is the address for notice to contractor.  
To Contractor – CompuWave  
1839 Knoll Drive  
Ventura, Ca 93003  
Attn. Bob Landman – General Manager
22. **Merger Clause** - CompuWave agrees to all conditions in this section for the contract.
23. **Governing Law** – CompuWave agrees to this condition in the contract.
24. **Severability of Contract** – CompuWave agrees to this condition in the contract.
25. **Cumulative Remedies** – CompuWave agrees to this condition in the contract.

- 26. Compliance with Laws** – CompuWave agrees to comply with all applicable laws.
- 27. Construction of Covenants and Conditions** – CompuWave agrees to this condition in the contract.

# Compensation



ATTACHMENT A  
PROPOSAL FORM

A Product Description	B Verifiable cost as of July 1, 2011	C Proposed Mark-up	D Total cost total to the County
<b>F3U133-06</b> Belkin Pro Series 6ft usb cable	\$3.19	9.0%	\$3.48
#02799 Cables To Go 10ft parallel cable	\$3.58	9.0%	\$3.90
<b>464-7346</b> Dell Ultra Sharp U2410 24" LCD Monitor	\$469.00	4.0%	\$487.76
<b>VG2228WM</b> Viewsonic 22" LCD Monitor	\$158.80	6.5%	\$169.12
<b>CE461A#ABA</b> HP LaserJet P2035 Laser Printer, monochrome	\$205.22	4.5%	\$214.45 , 8/15/11-9/30-11 price decreases due to national rebate to \$194.45
<b>KTH-xw4200/1G</b> Kingston 1 GB Memory module, DIMM 240 pin, DDR2 400 mhz/PC2-3200 unbuffered	\$14.50	9.0%	\$15.81
<b>PA03540 -B005</b> Fujitsu FI-6140 sheet feed duplex color scanner	\$1410.20	5.0%	\$1480.71
<b>4600DT</b> Xerox Phaser monochrome laser printer duplex, dual trays	\$1357.00	5.0%	\$1424.85
<b>64325</b> Kensington Expert Mouse Trackball	\$72.68	9.0%	\$79.22
<b>KD061AA</b> Hewlett Packard (HP)Parallel Port Adapter	\$23.50	N/A	\$20.25 , priced using Hewlett Packard WSCA contract
<b>MT6PLUS</b> Tripp Lite Isobar Masterpiece Surge Protector	\$61.00	9.0%	\$66.49
<b>BE350G</b> APC Un-interruptible Power Supply, 350 VA	\$42.91	6.0%	\$45.48

**ATTACHMENT A  
PROPOSAL FORM**

A Product Description	B Verifiable cost as of July 1, 2011	C Proposed Mark-up	D Total cost total to the County
RBC35 APC Replacement battery cartridge #35	\$27.64	6.0%	\$29.30
NL773AA#ABA HP LA2405G 24" LCD Monitor	\$263.10	N/A	\$220.00 Priced using Hewlett Packard WSCA contract
507127-S21 HP Dual Port Hard Drive, 300 GB, hot swap, 2.5" SFF-SAS-2 10000 rpm	\$279.09	4.5%	\$291.65
B2M-00012 Microsoft Natural Ergonomic Keyboard 4000	\$33.01	9.0%	\$35.98
#225-0367 Dell Latitude E6420 E/port Plus Notebook	\$1380.00	4.0%	\$1435.20
920-000879 Logitech Cordless Desktop EX100 Mouse and Keyboard New part number 920-002950, MK260 model	\$23.44	9.0%	\$25.55
#VS831UT#ABA HP COMPAQ 6000 PRO COMPUTER Desktop PC Core 2 Duo E8500(3.16GHz) 4GB DDR3 250GB HDD Capacity Intel GMA X4500HD Windows 7 Professional	Quantity 1-30 - \$637.81 Quantity 30 or more - \$616.55	4.5%	Quantity 1-30 - \$666.51 Quantity 30 or more - \$644.29

## ATTACHMENT A PROPOSAL FORM

A Product Description	B Verifiable cost as of July 1, 2011	C Proposed Mark-up	D Total cost total to the County
<p><b>AY032AV-SEB</b></p> <p>Configurable- HP Compaq 8100 Elite Small Form Factor PC (ENERGY STAR) AY032AV-SEB Genuine Windows@ 7 Professional 32 bit VV114AV#ABA Energy Star@ label NQ591AV Intel Core i5-650 Processor AY039AV Chipset Intel Q57 Chipset integrated 2GB DDR3 (PC3-1333) MHz non-ECC (2 x 1 GB DIMM) VU061AV HP 250GB 3.5" 7200 rpm SATA 3.0 Gb/s NCQ, SMART IV VU029AV Real-time data backup 2nd hard drive cable HP SATA SuperMulti LightScribe DVD Writer Drive VL516AV Video/graphics Intel Graphics Media Accelerator HD HP USB Standard Keyboard VL487AV#ABA HP USB 2-Button Optical Scroll Mouse VL506AV HP Parallel Port adapter (Not available on Small Form Factor if all PCI and PCIe slots are full) KP716AV HP Compaq 8100 Elite SFF 89% Chassis AY035AV Power Efficiency Solution Single Unit (SFF) Packaging AW173AV 3/3/3 SFF Warranty VV178AV#ABA</p>	\$633.00	N/A	\$633.00 Priced using Hewlett Packard WSCA Contract
<p><b>AY031AV-CEB</b></p> <p>Configurable- HP Compaq 8100 Elite Convertible Minitower PC (ENERGY STAR) AY031AV-CEB Genuine Windows 7 Professional 32 bit VV114AV#ABA Energy Star label NQ591AV Intel Core i5-650 Processor AY039AV Chipset Intel Q57 Chipset integrated 2GB DDR3 (PC3-1333) MHz non-ECC (2 x 1 GB DIMM) VU061AV HP 250GB 3.5" 7200 rpm SATA 3.0 Gb/s NCQ, SMART IV VU029AV Real-time data backup 2nd hard drive cable HP SATA SuperMulti LightScribe DVD Writer Drive VL516AV Video/graphics Intel Graphics Media Accelerator HD HP USB Standard Keyboard VL487AV#ABA</p>	\$633.00	N/A	\$633.00 Priced using Hewlett Packard WSCA Contract

**ATTACHMENT A  
PROPOSAL FORM**

<p>HP USB 2-Button Optical Scroll Mouse VL506AV HP Parallel Port adapter (Not available on Small Form Factor if all PCI and PCIe slots are full) KP716AV HP Compaq 8100 Elite CMT 89% Chassis AY033AV Power Efficiency Solution Single Unit (CMT) Packaging AW172AV 3/3/3 CMT Warranty VV177AV#ABA</p>			
<p><b>LJ473UT#ABA</b> HP Probook 6560B notebook system, 15.6" 4gb/320gb DVD DRW GOBI Wireless</p>	<p>1-4 units \$890.45 4 or more \$845.77</p>	<p>4.5%</p>	<p>1-4 units - \$930.52 4 or more - \$883.83</p>
<p><b>42962WU</b> Thinkpad X220 Notebook Tablet PC Lenovo Core i5 2520M / 2.5 GHz - vPro - RAM 4 GB - HDD 320 GB - HD Graphics 3000 12.5"</p>	<p>1-5 units - \$1153.13 6-14 units - \$1125.15 15 or more - \$1111.16</p>	<p>4.5%</p>	<p>1-5 units - \$1205.02 6-14 units - \$1175.78 15 or more - \$1161.16</p>
<p><b>579237-B21</b>  Quad-Core Intel Xeon Processor E5630 (2.53GHz, 12M L3 Cache, 80 Watts, DDR3-1066MHz, HT Turbo 1/1/2/2) 588070-L21 Proliant DL360 G7 Rackmount server HP 4GB PC3L-10600R 1x4GB 1Rank Memory - Low Voltage 604504-B21 Quad-Core Intel Xeon Processor E5630 (2.53GHz, 12M L3 Cache, 80 Watts, DDR3-1066MHz, HT Turbo 1/1/2/2) 588070-B21 HP 4GB PC3L-10600R 1x4GB 1Rank Memory - Low Voltage 604504-B21 HP P410i/ZM (SAS Array Controller) HP 4-Bay Small Form Factor Drive Cage HP 300GB 6G Hot Plug 2.5 SAS Dual Port 10,000 rpm Enterprise Hard Drive 507127-B21 HP 300GB 6G Hot Plug 2.5 SAS Dual Port 10,000 rpm Enterprise Hard Drive 507127-B21 RAID 1 drive set (requires matching 2 hard drives) 339778-B21 2 Embedded HP NC382i Dual Port Multifunction Gigabit Server Adapters (4-Ports) HP 12.7mm SATA DVD Drive 532066-B21 HP 460W Common Slot Gold Hot Plug Power Supply 503296-B21 HP 1.83m 10A C13-UL US Power Cord AF556A Integrated Lights Out 3 (iLO 3) Management HP Standard Limited Warranty - 3 Years Parts and on-site Labor, Next Business Day</p>	<p>\$3237.53</p>	<p>N/A</p>	<p>\$3237.53 Priced using Hewlett Packard WSCA contract</p>
<p><b>224-8462</b>  Base Unit: Dell PowerEdge R710 Server PE R710 with Chassis for Up to 6, 3.5-Inch Hard Drives (224-8462) PowerEdge P710 Shipping (330-4124) 8GB Memory (4x2GB), 1333MHz Single Ranked UDIMMs for 2 Procs, Advanced ECC (317-7349) Embedded Broadcom, GB Ethernet NICS with TOE and iSCSI Offload Enabled (430-2970) Embedded Broadcom, GB Ethernet NICS with TOE (430-1764) X5560 Xeon Processor, 2.5GHz 8M Cache, Turbo, HT,</p>	<p>\$7400.00</p>	<p>4.0%</p>	<p>\$7696.00</p>

**ATTACHMENT A  
PROPOSAL FORM**

<p>1333MHz Max Mem (317-1202) X5560 Xeon Processor, 2.8GHz 8M Cache, Turbo, HT, 1333MHz Max Mem (317-1214) PowerEdge R710 Heat Sinks for 2 Processors (317-1213) HD Multi-Select (341-4158) PERC H700 Integrated RAID Controller, 512MB NV Cache, x6 (342-1147) Power Saving BIOS Setting (330-3491) No Operating System (420-6320) Broadcom 5709 Dual Port 1GbE NIC w/TOE iSCSI, PCIe-4 (430-3260) Broadcom 5709 Dual Port 1GbE NIC w/TOE iSCSI, PCIe-4 (430-3260) iDRAC6 Express (467-8649) DVD+/-RW, SATA, INTERNAL (313-9090) Bezel (313-7517) Riser with 2 PCIe x8 + 2 PCIe x4 Slot (320-7886) Dell Management Console (330-5280) Electronic System Documentation and OpenManage DVD Kit (330-3485) RAID 5 for H700 or PERC 6/i Controllers (341-8700) ReadyRails Sliding Rails With CableManagement Arm (330-3477) Dell Hardware Limited Warranty Extended Year (993- 8458) Dell Hardware Limited Warranty Plus On Site Service Initial Year (993-8447) Non-Mission Critical: 4-Hour 7x24 On-site Service After Problem Diagnosis, 4 Year Extended (988-4924) Non-Mission Critical: 4-Hour 7x24 On-site Service After Problem Diagnosis, Initial Year (993-2160) ProSupport 7x24 HW / SW Tech Support and Assistance , 5 Year (988-5124) Dell Proactive Systems Management - visit <a href="http://www.dell.com/Proactive">www.dell.com/Proactive</a> to configure your service (909- 0269) On-Site Installation Declined (900-9997) Energy Smart Power Supply Redundant, 570W (330-3474) No Power Cord (310-9057) Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509) Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509) 146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5in Hotplug Hard Drive (341-8718) 146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5in Hotplug Hard Drive (341-8718) 146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5in Hotplug Hard Drive (341-8718) 146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5in Hotplug Hard Drive (341-8718) 146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5in Hotplug Hard Drive (341-8718) 146GB 15K RPM Serial-Attach SCSI 3Gbps 3.5in Hotplug Hard Drive (341-8718)</p>			
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**ATTACHMENT A  
PROPOSAL FORM**

Miscellaneous purchases from other than listed manufacturers shall be provided at cost plus 9.0 %. Miscellaneous software purchases, other than those on special licensing agreements, will be provided at cost plus 9.0 %.

Asset tag affixing fee	\$ <u>0.00</u>	per <u>unit</u>
Asset Management	\$ <u>0.00</u>	per <u>unit</u>
Imaging	\$ <u>25.00</u>	per <u>unit</u>
On-Site delivery only	\$ <u>0.00</u>	per <u>unit</u>
On-site set-up/un-boxing	\$ <u>0.00</u>	per <u>unit</u>
Software installation	\$ <u>25.00</u>	per <u>unit, unlimited software</u>

# Payment Terms



## **Payment Terms**

**CompuWave offers standard Net 30 terms for work performed. There will be no discounts offered for payments made in less than 30 days.**

# Exhibits



# ***Exhibit 1***

## **CompuWave Product Categories**

*Personal Computer Equipment – Computers Servers, Monitors, Printers, Scanners, Projectors, Keyboards, Mice, Switches, Routers, Hubs, Wireless equipment, desk accessories, upgrades, etc.*

*Software – Retail package and Licensing Programs for Education and Government*

*Supplies – Printer cartridges, toners, and ribbons. Media- Floppy disk, cd/dvd media, dat and dlt tape, etc.*

*Office Equipment – Fax machines, Personal copiers, Paper shredders, etc.*

*Video/Audio Equipment – Digital cameras, video cameras, televisions, VCRs, DVD players, multimedia carts and stands, speakers, receivers, etc.*

*Services – Warranty repair services, Computer equipment repair, software services, Network services), Special Applications*

*Special orders – Ability to order many other specialty items at discounted prices.*

## **CompuWave Product line**

[3M](#)  
[Able Soft Inc](#)  
[ACCPAC](#)  
[Accton Technology](#)  
[ACD Systems](#)  
[Acer America](#)  
[ActionTec Electronics](#)  
[Adaptec](#)  
[ADC](#)  
[Addonics](#)  
[Adesso](#)  
[ADIC \(Advanced Digital Information Corp.\)](#)  
[Adobe Systems](#)  
[ADTRAN](#)  
[Advanced Micro Devices \(AMD\)](#)  
[AEC Software](#)  
[Aqere Systems](#)  
[Aqfa Corporation](#)  
[Ahead Software](#)  
[AITech International](#)  
[Aladdin Knowledge Systems \(ESD\)](#)  
[Aladdin Systems](#)  
[Alcatel Internetworking](#)  
[Allied Telesyn, Inc.](#)  
[Allsop Inc.](#)  
[Alps Electronic](#)  
[Altec Lansing Consumer Products](#)  
[AltiGen Communications](#)  
[Altiris](#)  
[Alvarion](#)  
[Amacom Technologies](#)  
[American Megatrends](#)  
[American Power Conversion \(APC\)](#)  
[Antec](#)  
[AOC International](#)  
[AOCFADAPTER](#)  
[Appian Graphics](#)  
[Apple Computer](#)  
[Applied Learning Sys / Mastery Point](#)  
[Archos Technology](#)  
[Artronix Technology Inc \(Artec\)](#)  
[Asanté Technologies](#)  
[Ascend Communications](#)  
[ASUS Computer](#)  
[Aten](#)  
[ATI Technologies](#)  
[ATL](#)  
[Attachmate](#)  
[ATTO Technology](#)  
[Aurora Technologies](#)  
[Autodesk](#)

[Avatar Peripherals, Inc.](#)  
[Avaya Intl](#)  
[AVerMedia](#)  
[Avery Dennison](#)  
[Avocent](#)  
[Axent Technologies](#)  
[Axis Communications](#)  
[Baan Company](#)  
[Battery Technology](#)  
[Belkin Components](#)  
[Bell and Howell](#)  
[Benchmark Corporation](#)  
[BenQ](#)  
[Best Data Products](#)  
[Best Power Technology](#)  
[Best!Ware](#)  
[Boomrack](#)  
[Borland International](#)  
[Boundless Technologies](#)  
[Breezecom, Inc](#)  
[Brocade Communications](#)  
[Broderbund](#)  
[Brooktrout Technology](#)  
[Brother International](#)  
[Cables To Go](#)  
[Caldera Systems](#)  
[Canary Communications](#)  
[Canon Computer Systems](#)  
[Casady & Greene](#)  
[CasEdge, Inc](#)  
[Case Logic](#)  
[Casio](#)  
[Castelle](#)  
[CD Technology](#)  
[Ceiva Logic, Inc.](#)  
[Celestix Networks](#)  
[Cendyne](#)  
[Centon Electronics](#)  
[Century Micro Electronics](#)  
[Century Software](#)  
[CH Products](#)  
[Check Point Software Technologies](#)  
[Cingular Interactive](#)  
[Cisco Books](#)  
[Cisco Systems](#)  
[Citizen America](#)  
[Citrix](#)  
[CMS Peripherals](#)  
[CNet](#)  
[Cobalt Networks](#)  
[Command Communications](#)  
[Compaq Computer](#)  
[Compex](#)  
[Computer Associates \(CA\)](#)  
[Computer City](#)  
[Comtrol](#)  
[Connectix](#)  
[Corel](#)

[Corel](#)  
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