STATE OF MINNESOTA – NARRATIVE PROPOSAL

MINNESOTA WSCA-NASPO Master Agreement for:

Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

Request for Proposal

January 24, 2014

Submitted to:

Susan Kahle
Department of Administration – Materials Management Division
50 Sherburne Avenue
112 Administration Bldg.
St. Paul, MN 55155

Submitted by:

Raamel Mitchell
Microsoft Corporation
Phone: +1 (469) 775-2359
Email: Raamel.Mitchell@Microsoft.com

NOTICE

The information contained in this document represents Microsoft Corporation's current statement of the features, functions and capabilities of the products described herein, which is subject to change at any time without notice to you. The information presented is for your internal evaluation purposes only. Review, use, and reproduction of the information is only permitted by you solely as necessary for the purposes for which it is given, and should not be interpreted as a binding offer or commitment on the part of Microsoft to provide any product described herein. Any procurement that may result from this information is subject to negotiation and execution of a definitive agreement between you and Microsoft incorporating applicable terms mutually acceptable to the parties. This document and its contents are provided AS-IS without warranty of any kind. Microsoft cannot guarantee the accuracy of any information presented and assumes no liability arising from your use of the information. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Microsoft Corporation. Microsoft may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering the subject matter in this document. Except as expressly provided in any written license agreement from Microsoft, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

The descriptions of other companies' products in this document, if any, are provided only as a convenience to you. Any such references should not be considered an endorsement or support by Microsoft. Microsoft cannot guarantee their accuracy, and the products may change over time. Also, the descriptions are intended as brief highlights to aid understanding, rather than as thorough coverage. For authoritative descriptions of these products, please consult their respective manufacturers.

All trademarks are the property of their respective companies.

Microsoft, Windows, Surface, and other Microsoft products described at www.microsoft.com are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

©2014 Microsoft Corporation. All rights reserved.

Table of Contents

2 Forms 5

2.1 Computer Equipment 5
2.2 Affirmative Action Certification 5
2.3 Trade Secrets Information 5
2.4 Affidavit of Noncollusion 5
2.5 Contact info for Master Agreement 5
2.6 Contract Savings 6
2.7 Taxpayer/Vendor ID 6
2.8 Resident Vendor Form 6
2.9 Veteran-owned Preference Form 6
2.10 Question Form 6
2.11 Terms, Conditions, and Specifications Exception 6
2.12 VPAT – Web Content Accessibility 7
Principle 1 – Perceivability 8
Principle 2 – Operable 11
Principle 3 – Understandable 14
Principle 4 – Robust 16

3 Response Requirements 17

A. Business 17
B. Environmental 24
C. Qualifications 30
D. Customer Support & Master Agreement Management 42

Exhibits 56

Exhibit A 56
Exhibit B 56
Exhibit C – *Completed Original Forms to Section 2, and printed copies of all other embedded documents* 57

WSCA - State of Minnesota
Department of Administration – Materials Management Division
50 Sherburne Avenue
112 Administration Building
St. Paul, MN 55155
Attn: Susan Kahle

Dear Ms. Kahle,

Microsoft is pleased to submit this response to Solicitation 19512, Minnesota WSCA-NASPO Computer Equipment. We have carefully reviewed the RFP and its Amendments, and are confident we have developed a thorough and responsive bid. We look forward to continued discussion with WSCA-NASPO and the Lead State Minnesota on this important bid.

As of October, 2012, Microsoft added our Surface computing device to our broad portfolio of technology products and services that we provide to public sector customers. Since that time, we have sold tens of thousands of Surface devices to State/Local Government and Education (SLED) customers. We are very excited to have the opportunity to add Surface to the WSCA contract with discounted pricing to these customers.

Microsoft has a long history of success with SLED customers. Our technology solutions are being used, via special government pricing contracts, by more than 25,000 SLED customers. We have the marketing and contracting infrastructure to support this large customer base – infrastructure which will help us manage this WSCA hardware contract as well.

Microsoft is a partner-centric company. We have a global partner program that includes more than 500,000 partners; more than 95% of our SLED software business is managed by our channel partners. Microsoft does have significant internal capability to sell directly to SLED customers via Microsoft stores – this is the foundation of our proposal. We believe our partner community is unique in the SLED business, and will be a significant asset helping to make our WSCA hardware contract successful.

Microsoft supports WSCA contracts for SLED customers. Microsoft software and cloud services solutions are already available to SLED customers via WSCA contracts – through our partners. We have the experience to help ensure that WSCA contract requirements are met, reporting needs are addressed and we have the right communication channels in place to identify and resolve any issues with our customers.

On behalf of Microsoft's Public Sector organization, I respectfully submit this proposal.

Sincerely,

Raamel Mitchell
Microsoft Corporation | Partner Sales Executive
Tel: 314 422-6418 | Email: Raamel.Mitchell@microsoft.com

Microsoft

2 Forms

(If Viewing Printed Version, Please see Exhibit C for Originals)

To maintain consistent pagination between electronic version, original version and copies, completed/signed forms 2.1 – 2.11 have been placed in Exhibit C. When viewing electronic version, please see embedded versions found inline below:

2.1 Computer Equipment

Computer Equipment_Signatu

2.2 Affirmative Action Certification

Affirmative Action Certification.pdf

2.3 Trade Secrets Information

Trade Secrets Information.xps

2.4 Affidavit of Noncollusion

Affidavit of Noncollusion.xps

2.5 Contact info for Master Agreement

Contact Info for Master Agreement.p

2.6 Contract Savings

Contract Savings.xps

2.7 Taxpayer/Vendor ID

Taxpayer_Vendor Identification.xps

2.8 Resident Vendor Form

Resident Vendor Form.xps

2.9 Veteran-owned Preference Form

Veteran-Owned Preference Form.xps

2.10 Question Form

N/A

2.11 Terms, Conditions, and Specifications Exception

Microsoft_Terms, Conditions, and Spe

2.12 VPAT – Web Content Accessibility

Microsoft is an industry leader when it comes to accessibility and supports the government's obligation to provide accessible technologies to citizens with disabilities as required by Section 508 of the Rehabilitation Act of 1973, and its state law counterparts.

Microsoft has created an internal process known as Quality Essentials, which requires every product and website at Microsoft meet certain criteria standards before it is shipped or made available to the public. The Quality Essential process requires adherence to many things such as security, but also must meet Microsoft Accessibility Standards (MAS) which map directly to VPAT and WCAG standards.

Microsoft has incorporated industry accessibility standards & requirements into the Microsoft Accessibility Standards (MAS). MAS is the guiding set of requirements that will be applied to the websites developed or deployed as part of this RFP in order to meet WCAG 2.0 A and AA standards ("success criteria") as defined at http://www.w3.org/TR/WCAG20. The comments below indicate which of the 73 MAS contain the guidance to meet the respective WCAG 2.0 Success Criterion.

Microsoft will adhere to, and fully support, Level A and Level AA of the Web Content Accessibility Guidelines version 2.0. As stated in Section 3. D 8 on page 68 of the RFP, Microsoft will have 30 days after Master Agreement award to provide a sample URL of the Master Agreement webpage to the Lead State for review and approval. After award of a Master Agreement Microsoft will confirm which tools we will use and which the Lead State prefers. At that time Microsoft's offering will adhere to the WCAG 2.0 standards. Currently, the site is under development and we cannot articulate the confidential and proprietary details of how we will meet the standards as requested without the information being covered under a Non-Disclosure Agreement. However, Microsoft would be happy, under NDA, to share the specifics of the quality essentials and the MAS standards to the WSCA review committee if required.

Additionally, the Voluntary Product Accessibility Templates ("VPATs") for the Microsoft technologies used in providing the online services can be found at Microsoft's VPAT page. Further information regarding Microsoft's commitment to accessibility can be found at www.microsoft.com/enable.

Principle 1 – Perceivability

Standard	Description	Apply Yes/No	Meets Yes/No	Comments (mandatory)
Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.				
1.1.1	Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below (Level A). • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Guideline 4.1 for additional requirements for controls and content that accepts user input.) • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for the additional requirements for media.) • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decorative, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 40 Programmatic Access

Guideline 1.2 Time-based Media: Provide alternatives for time-based media.				
1.2.1	Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such (Level A): • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 63 Pre-Recorded Audio-Only Content

1.2.2	Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 62 Pre-Recorded Media Captioning and Audio Descriptions
1.2.3	Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 62 Pre-Recorded Media Captioning and Audio Descriptions
1.2.4	Captions (Live): Captions are provided for all live audio content in synchronized media. (Level AA)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 64 Live Media Captioning
1.2.5	Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media. (Level AA)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 62 Pre-Recorded Media Captioning and Audio Descriptions
1.2.6	Sign Language (Prerecorded): Sign language interpretation is provided for all prerecorded audio content in synchronized media. (Level AAA)	No	No	
1.2.7	Extended Audio Description (Prerecorded): Where pauses in foreground audio are insufficient to allow audio descriptions to convey the sense of the video, extended audio description is provided for all prerecorded video content in synchronized media. (Level AAA)	No	No	
1.2.8	Media Alternative (Prerecorded): An alternative for time-based media is provided for all prerecorded synchronized media and for all prerecorded video-only media. (Level AAA)	No	No	
1.2.9	Audio-only (Live): An alternative for time-based media that presents equivalent information for live audio-only content is provided. (Level AAA)	No	No	
Guideline 1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.				
1.3.1	Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 40 Programmatic Access

1.3.2	Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 05 Visual Focus Indicator and Focus Order
1.3.3	Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 14 Sensory Indicators
Guideline 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.				
1.4.1	Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 16 Using Color
1.4.2	Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 12 Audio Auto-Play
1.4.3	Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: (Level AA) • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 17 Visible Text Contrast
1.4.4	Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. (Level AA)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 13 Support for Accessibility User Settings
1.4.5	Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: (Level AA) • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed.	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 15 Images of Text

1.4.6	Contrast (Enhanced): The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following: (Level AAA) • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement.	No	No	
1.4.7	Low or No Background Audio: For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true: (Level AAA) • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds.	No	No	
1.4.8	Visual Presentation: For the visual presentation of blocks of text, a mechanism is available to achieve the following: (Level AAA) • Foreground and background colors can be selected by the user. • Width is no more than 80 characters or glyphs (40 if CJK). • Text is not justified (aligned to both the left and the right margins). • Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. • Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window.	No	No	
1.4.9	Images of Text (No Exception): Images of text are only used for pure decoration or where a particular presentation of text is essential to the information being conveyed. (Level AAA)	No	No	

Principle 2 – Operable

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 2.1 Keyboard Accessible: Make all functionality available from a keyboard.				
2.1.1	Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 36 Keyboard Interfaces

2.1.2	No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 07 Focus Trapping
2.1.3	Keyboard (No Exception): All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. (Level AAA)	No	No	
Guideline 2.2 Enough Time: Provide users enough time to read and use content.				
2.2.1	Timing Adjustable: For each time limit that is set by the content, at least one of the following is true: (Level A) • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours.	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 10 Adjusting Time Limits
2.2.2	Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: (Level A) • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 11 Auto-Update and MAS 09 Animated Content
2.2.3	No Timing: Timing is not an essential part of the event or activity presented by the content, except for non-interactive synchronized media and real-time events. (Level AAA)	No	No	
2.2.4	Interruptions: Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)	No	No	
2.2.5	Interruptions: Interruptions can be postponed or suppressed by the user, except interruptions involving an emergency. (Level AAA)	No	No	
Guideline 2.3 Seizures: Do not design content in a way that is known to cause seizures.				
2.3.1	Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 08 Seizures

2.3.2	Three Flashes: Web pages do not contain anything that flashes more than three times in any one second period. (Level AAA)	No	No	
Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are.				
2.4.1	Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 27 Efficient Navigation and Interaction
2.4.2	Page Titled: Web pages have titles that describe topic or purpose. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 20 Describing Content, Controls, or Links
2.4.3	Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 05 Visual Focus Indicator and Focus Order
2.4.4	Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 20 Describing Content, Controls, or Links
2.4.5	Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. (Level AA)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 27 Efficient Navigation and Interaction
2.4.6	Headings and Labels: Headings and labels describe topic or purpose. (Level AA)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 20 Describing Content, Controls, or Links

2.4.7	Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. (Level AA)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 05 Visual Focus Indicator and Focus Order
2.4.8	Location: Information about the user's location within a set of Web pages is available. (Level AAA)	No	No	
2.4.9	Link Purpose (Link Only): A mechanism is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be ambiguous to users in general. (Level AAA)	No	No	
2.4.10	Section Headings: Section headings are used to organize the content. (Level AAA)	No	No	

Principle 3 – Understandable

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 3.1 Readable: Make text content readable and understandable.				
3.1.1	Language of Page: The default human language of each Web page can be programmatically determined. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 41 Language of Content
3.1.2	Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. (Level AA)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 41 Language of Content
3.1.3	Unusual Words: A mechanism is available for identifying specific definitions of words or phrases used in an unusual or restricted way, including idioms and jargon. (Level AAA)	No	No	
3.1.4	Abbreviations: A mechanism for identifying the expanded form or meaning of abbreviations is available. (Level AAA)	No	No	
3.1.5	Reading Level: When text requires reading ability more advanced than the lower secondary education level after removal of proper names and titles, supplemental content, or a version that does not require reading ability more advanced than the lower secondary education level, is available. (Level AAA)	No	No	
3.1.6	Pronunciation: A mechanism is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation. (Level AAA)	No	No	

Guideline 3.2 Predictable: Make Web pages appear and operate in predictable ways.				
3.2.1	On Focus: When any component receives focus, it does not initiate a change of context. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 06 Focus Handling
3.2.2	On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 21 Change of Context
3.2.3	Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. (Level AA)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 26 Consistent Navigation
3.2.4	Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently. (Level AA)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 25 Consistent UI
3.2.5	Change on Request: Changes of context are initiated only by user request or a mechanism is available to turn off such changes. (Level AAA)	No	No	
Guideline 3.3 Input Assistance: Help users avoid and correct mistakes.				
3.3.1	Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 22 Correcting Input Errors
3.3.2	Labels or Instructions: Labels or instructions are provided when content requires user input. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 19 User Input Instructions
3.3.3	Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. (Level AA)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 22 Correcting Input Errors

3.3.4	Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: (Level AA) • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 23 Input Error Prevention for Services
3.3.5	Help: Context-sensitive help is available. (Level AAA)	No	No	
3.3.6	Error Prevention (All): For Web pages that require the user to submit information, at least one of the following is true: (Level AAA) • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. • Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	No	No	

Principle 4 – Robust

Standard	Description	Apply Yes/No	Meets Yes/No	Comments
Guideline 4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies.				
4.1.1	Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 40 Programmatic Access
4.1.2	Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. (Level A)	Yes	Yes	Met via WCAG Success Criterion which is incorporated into MAS 40 Programmatic Access

3 Response Requirements

A. Business

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
1	**PROPOSED BANDS.** Responders may respond to any or all bands. Responder must identify the bands they will be proposing (check all that apply): ☐ Band 1: Desktop ☒ Band 2: Laptop ☒ Band 3: Tablet ☐ Band 4: Server ☐ Band 5: Storage ☐ Band 6: Ruggedized Devices Responder must verify they are a manufacturer of each band proposed and describe their manufacturing process and facilities. *Microsoft is the manufacturer of the hardware items in this proposal. Microsoft does not disclose which specific products are manufactured by which suppliers as that information is confidential and changes from time to time as we increase and decrease production of various products. Microsoft's Top 100 Production Suppliers for commercially-available hardware products is published on-line.:* *http://www.microsoft.com/about/corporatecitizenship/en-us/working-responsibly/reports/* *Microsoft is committed to ensuring the fair treatment and safety of workers at manufacturers contracted to our company. We have invested in a robust supply chain social and environmental accountability program to ensure that supplier factory conditions are compliant with our Supplier Code of Conduct.* *Third parties and Microsoft audit Tier 1 suppliers at least annually and audit Tier 2 component suppliers based on their risk level. These auditors use protocols and tools developed by the Electronic Industry Citizenship Coalition that we supplement with additional criteria. Details on the number of supplier audits and assessments we conduct and a summary of the findings are provided in our Microsoft 2013 Citizenship Report. http://www.microsoft.com/citizenshipreport. If our standards are not met, suppliers risk termination of their contract.* *While we demand accountability, we work collaboratively to help our contracted suppliers build their capabilities through, among other programs, sharing experiences and best practices and providing detailed guidelines on how to improve factory workers' living environments and communities. We also train our suppliers on the Microsoft social and environmental requirements in supplier-training forums, one-on-one business performance review discussions, and verification inspections of improvement plans.*	M	YES ☒ NO ☐
2	**MANUFACTURER VERIFICATION.** The manufacturer's name shall appear on the		YES ☒ NO ☐

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	computer equipment. The Contract Vendors shall provide the warranty service and maintenance for equipment on a Master Agreement. Describe proposed warranty in accordance to WSCA-NASPO warranty term. *The manufacturer name, "Microsoft Corporation", is labeled on the back of the Surface computer equipment. Microsoft agrees to warrant and assume responsibility for the limited warranty of One (1) Year as set forth in Exhibit A to the Master Agreement. In addition to the limited warranty of One (1) Year, Microsoft offers optional Extended Hardware Service Plans at an additional cost. These Extended Hardware Service Plans are set forth in Exhibit A to the Master Agreement.*	M	
3	**THIRD PARTY PRODUCTS.** Products offered may be manufactured by a third party; however, Contract Vendor must provide the warranty service and maintenance for all third party products on the Master Agreement. Contract Vendor may not offer another manufacturer's product holding a Master Agreement without prior approval. Warranty documents for Products manufactured by a third party are preferred to be delivered to the Participating Entity with the Products. Contract Vendor can only offer third party products in a band they have been awarded. Describe proposed warranty in accordance to WSCA-NASPO warranty term. *Microsoft acknowledges and understands this requirement. We are not proposing to sell any third party products for the bands listed in requirement A-1 at this time.*	M	YES ☒ NO ☐
4	**PRODUCT RESTRICTIONS.** Responder must agree to adhere to the restrictions in the Scope of Work throughout the life of the Master Agreement. Describe thoroughly how Contract Vendor will manage product restrictions for Participating States. *Microsoft is committed to incorporating the restrictions into participating state addendums and as part of its product pricing strategy as approved by the Participating State. All products offered by Microsoft in its master price list will be consistent with those offered to retail customers in the general market. Microsoft will regularly review its price list and product offerings to ensure compliance with restrictions. Additionally, we expect to work with WSCA-NASPO to ensure that our PSS and any ARFs are consistent with the product restrictions noted within the RFP.*	M	YES ☒ NO ☐

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
5	**MAINTAINING THE PRODUCT AND SERVICE SCHEDULE (PSS).** Contract Vendors will develop and maintain an electronic Product and Service Schedule (PSS) which identifies a complete listing of all products and services included in the awarded Master Agreement as well as individual Participating State's PSS's. It is understood that manufacturer's pricing models will vary and final negotiation of how the PSS is presented will be finalized upon award. The PSS will be available for audit purposes and end users to verify pricing based on the minimum discounts provided off a designated base line price list. The minimum discounts and designated price list must be provided upon request. The PSS may contain the following information: • Band number • Category • Product Brand • Item number • Item description • List Price • Discount provided • Discounted price PSS is to be maintained as follows: 1. The PSS prices for Products and services will conform to the guaranteed minimum discount levels 2. The Contract Vendor may make model changes; add new Products, and Product upgrades or Services to the PSS. 3. The Contract Vendor agrees to delete obsolete and discontinued Products from the PSS 4. The Contract Vendor will work with each State to develop a satisfactory PSS reflecting the individual States restrictions. The state reserves the right to make PSS format changes throughout the life of the master agreement**.** Contract Vendor will request changes to the PSS utilizing an Action Request Form (ARF). A sample has been provided in the Section 6. This ARF will be finalized upon negotiations and reaffirms and tracks changes made to the Master Agreement. Changes may be made quarterly. *Microsoft understands and will comply with this request. Our response is provided in the Cost Proposal.*	M	YES ☒ NO ☐
6	**WARRANTY AND MAINTENANCE.** The Contract Vendor shall ensure warranty service and maintenance for all equipment, including third party products provided. Describe in detail how the responder will secure warranty for all products and services. The Contract vendor agrees to facilitate the Manufacturer or Publisher warranty and maintenance of third party products furnished through the Master Agreement. Describe in detail how the responder will secure warranty for all products and services. *Microsoft agrees to warrant and assume responsibility for the limited warranty of One (1) Year as set forth in Exhibit A to the Master Agreement.*	M	YES ☒ NO ☐

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
7	**LEASING.** Individual Participating States and Participating Entities may enter in to lease agreements for the products covered in the Master Agreements resulting from the RFP, if they have the legal authority to enter into these types of agreements. The Participating Addendum by each State will identify if and how leasing agreement terms will be conducted. *Microsoft does not currently finance customers directly beyond the established credit payment terms. However, Microsoft does facilitate leasing solutions through our network of approved financing partners throughout the USA. Microsoft works with our financing partners to arrange simple to complex leasing arrangements for customers.*		YES ☒ NO ☐
8	**DELIVERY.** Delivery of ordered product should be completed within thirty (30) calendar days after receipt of an order, unless otherwise agreed to by the ordering agency. *Microsoft's current service level completes delivery of a standard ordered product within thirty (30) calendar days upon receipt of an approved valid order. In situations where the order includes custom service requests to the equipment or special delivery requirements, Microsoft will work with the customer to deliver the order as promptly as possible. The SLA for standard order processing and shipment through partner is a minimum of 48 business hours, excluding day of order receipt by Microsoft. The SLA may be longer, based on the size of the Purchase Order, pending product availability, and for Build to Order SKUs. Value added services will require longer lead times and will be negotiated upon confirmation of the value added service and scope to be provided.*		YES ☒ NO ☐
9	**FREIGHT**. All prices shall be FOB Destination, prepaid and allowed (with freight included in the price), to the address, receiving dock or warehouse as specified on the ordering agency's purchase order, In those situations in which the "deliver-to" address has no receiving dock or agents, the Contract Vendor must be able to deliver to the person specified on the PO without additional cost. If there is a special case where inside delivery fee must be charged, the Contract Vendor will notify the customer in advance in order for the customer to determine if the additional cost will affect the decision to utilize the Contract Vendor. *Microsoft understands this requirement and we looking forward to addressing unique delivery requirements in each PA, including topics such as Returns/Return Merchandise Authorizations (RMAs).* *Microsoft understands the requirement and has included estimated average costs for delivery FOB destination to state agencies in its Cost Proposal as part of the MSRP. Microsoft uses standardized operational processes for direct fulfillment and for partner fulfillment.*	M	YES ☒ NO ☐
10	**VENDOR PERFORMANCE MEETING**. An annual vendor performance meeting may be held each year with the WSCA-NASPO Sourcing Team. Participation by the Contract Vendor is mandatory. Historically vendor performance meetings have been held in the State of Minnesota. *Microsoft will attend the annual vendor performance meeting and agrees to*	M	YES ☒ NO ☐

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	participate.		
11	**AUDITING.** Contract Vendors agree to audits, including but not limited to the Lead State or 3rd party to ensure products sold, pricing and administrative fees are compliant with Master Agreement terms and conditions. Responders must describe: • how the responder regularly self-audits the Master Agreement to ensure compliance • how an end user will be able to self-audit to ensure quotes provided are at the minimum discount off list price • how often the web pricing and invoicing is audited to insure contractual compliance. • reporting mechanisms available such as Invoice reports which will assist in State's ability to audit the Master Agreement through vendor supplied reporting tools. • how the responder ensures that States with multiple Master Agreements are monitored to ensure purchases are correctly booked with the correct Master Agreement. *Microsoft is committed to performing both periodic and random self-audits to ensure that the terms and pricing meet the precise requirements appropriate for the multiple master agreements encompassed by the master WSCA contract. Periodic audits are performed on a quarterly basis on at least 125% of the minimum required sample size based on orders up to a maximum of 400 orders audited per scheduled quarterly audit. In addition, Microsoft randomly selects 1 order per business week (Saturday – Friday) to audit.* *For each audit order, a resource from the contracts audit group (referred to as the "actuals auditor") follows a detailed process of computing the price charged to the customer, identifying the list price at time of order placement, computing the discount percentage, and documenting the audit using the contract pricing audit report form. Concurrent to the initial discovery and documentation process, a separate auditor (referred to as the "contracts auditor) does an independent manual review of the purchaser details to determine precisely which Master Agreement is relevant. Following determination of the applicable Master Agreement, the contracts auditor reviews the pricing schedule for that specific agreement and order quantity to determine the correct discount percentage. Finally, the results of the actuals and contracts auditor are compared by a third auditor (referred to as the "select auditor") to confirm that the findings of the independent actuals and contracts auditors are consistent. All results are documented by the select auditor for final reporting to the WSCA administrators.* *In the unlikely event that there is a mismatch in the findings of the two audit streams, the audit is repeated by new resources in all three roles. If there are still mismatches after this automatic review process, the findings are published as a reportable condition and a remediation plan to both correct the problem and, if necessary, compensate the purchaser for any over charges.*	M	YES ☒ NO ☐

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Purchasers are able to see the list price, the discount percentage and the resulting price when browsing the WSCA Order Portal powered by Microsoft. The purchasers are also able to review the terms of the WSCA agreement and auxiliary master agreements relevant to their organization. There are both phone and web submission processes for any situations where the purchaser questions the discounts they are presented with and/or to report perceived discrepancies. These reports are tracked by the WSCA Order Portal powered by Microsoft operations team and findings are included in the quarterly summary audit findings reports.		
12	**SELF AUDIT:** Vendors are required to conduct at a minimum a quarterly self-audit, unless approved by the Lead State. The audit will sample a minimum of one tenth of one percent (.001) of orders with a maximum of 100 audits per quarter conducted. For example: Up to 1,000 sales = 1 audit; 10,000 sales = 10 audits; Up to 100,000 sales = 100 audits. This will be a random sample of orders and invoices and must include documentation of pricing. Summary findings are to be reported to Lead State with actions to correct documented findings. *Microsoft will self-audit and conduct regularly scheduled audits of Partners acting on our behalf. The primary account representative will coordinate self-audit activities with our finance, product, retail, licensing, and Partner teams, and will provide quarterly reporting back to WSCA. Each quarterly audit will comply with this section's requirements.*	M	YES ☒ NO ☐
13	**PREFERENCE PROGRAMS.** Describe experience and capacity to meet minority and women business enterprises and other local purchasing preferences that vary among potential Participating Entities, including but not limited to the use of these businesses in their partner relationships. *Microsoft's customers represent all of the people of the world, and we are committed to creating diversity in our supplier base that reflects this global diversity. We are strongly committed to supplier diversity, which includes seeking certified minority-, woman-, disabled-, and veteran-owned business enterprises from which to purchase competitively priced quality goods and services. Last year, Microsoft spent more than US$1.9 billion working with suppliers that are minority-, disabled-, veteran-, and woman-owned businesses in Fiscal Year 2013. Exceeding $1.9 billion dollars is a significant milestone for Microsoft as we join approximately a dozen other U.S. corporations that spend a similar amount with such businesses. We achieved this milestone because our Procurement team is committed to increasing our annual diverse supplier expenditure. Microsoft believes in creating opportunities for people to succeed—and we expect our suppliers to do the same. All of our prime suppliers are encouraged to subcontract work to diverse vendors.* *In addition, Microsoft has a robust partner network that includes partners who meet the standards requirements for consideration as minority, woman, disabled and veteran owned business enterprises There are more than 5000 Microsoft partners in the US alone that are small, diversity, HUB-zone or veteran owned. More than 1500 of these partners are Gold or Silver certified.*		YES ☒ NO ☐
14	**GEOGRAPHIC OFFERING.** While the primary purpose of this solicitation is to select a Responders who can offer all products and services within a band for all Participating States, to encourage small business participation Responders are		YES ☒ NO ☐

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	permitted to submit a proposal on more limited geographical areas. Clearly describe the geographical limits (e.g. by State name) if proposing a geographical area less than that of all Participating States. Identify at least one State. If a Proposer elects to submit a Proposal for a single State then the Proposer will be willing to supply the entire State. The option to grow the business to other States may be allowed upon approval of the WSCA-NASPO Management Board. The proposer will be evaluated on the same criteria as all other vendors and referred to the identified State for consideration of a Master Agreement. *Microsoft is proposing to cover all participating WSCA states. Microsoft currently sells into all 50 states plus the District of Columbia directly and through its network of partners.*		
15	**MASTER AGREEMENT TERMINATION.** Upon termination or expiration of the Master Agreement awarded from this RFP the following will occur: • All websites, on-line offering systems and Electronic Catalog functions supported and/or available as part of the Master Agreement will cease and be removed from public viewing access without redirecting to another website. • If approved by the Lead State, Customer data/user accounts acquired during the term of the Master Agreement shall be destroyed or returned to the State at the request of the Participating State's administrator unless required to maintain per audit. • No references to the Master Agreement shall be made on the Contract Vendor's commercial website without permission by the Lead State. • If approved by the Lead State, hard copy catalogs and promotional literature shall be destroyed or returned to the Participating State at the end of the Master Agreement term upon the request of the Participating State. *Microsoft agrees to follow the guidelines in this provision in the case of termination or expiration of the Master Agreement awarded from this RFP.*		YES ☒ NO ☐
16	**PREMIUM SAVINGS PACKAGE PROGRAM.** Contract Vendors who participate in the PSP program commit to maintain and upgrade (keep pace with the advance of technology) the standard configurations for a stated period of time or intervals, as determined by the Participating Entities. Provide marketing plan of the PSP Program including leading with PSP Program and displaying prominently on websites to market aggressively to all States. *At this time, Microsoft is investigating the PSP program for further consideration of participating in the future.*		YES ☐ NO ☒ ☐ n/a for server storage vendors
17	**PROMOTIONS.** Contract Vendors are allowed to provide promotions for deeply discounted products based on their inventory and sales. Promotions will also provide increased savings to States. The Contract Vendors will be responsible to market these offers. Describe what kind of promotions will be available and how		YES ☒ NO ☐

A	RESPONSE REQUIREMENTS: BUSINESS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?

	marketing will be conducted.
	
	Microsoft will be providing promotions from time to time as part of its overall sales and marketing strategy. Examples of the types of promotions Microsoft may provide in the WSCA-NASPO program are as follows:
	• *Limited time discounts on select individual products (i.e. devices and accessories) and services*
	• *Limited time discounts on the purchase of a bundled package of products and / or services*
	• *Receive free or discounted products (i.e. devices and accessories) and services upon the purchase of a minimum number of units of products (i.e. devices and accessories) and services.*
	• *Select products and services which satisfy a customer sub-segment needs*
	
	Microsoft conducts marketing using multiple channels and methods to promote the campaign and include, but are not limited to the following:
	• *Digital marketing efforts*
	  ○ *Microsoft specific WSCA-NASPO website*
	  ○ *Emails*
	  ○ *Search engine and keyword optimization/ marketing*
	• *Direct marketing and customer relationship*
	  ○ *Microsoft Public Sector sales groups*
	  ○ *Microsoft Retail Store Associates*		

B. Environmental

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
1	**ENVIRONMENTALLY PREFERABLE PURCHASING COMMITMENT.** *At Microsoft, we're committed to software and technology innovations that help people and organizations around the world improve the environment. Our goals are to reduce the impact of our operations and products and drive responsible environmental leadership.* Explain commitment to environmentally preferable purchase specifically in the areas below. **a. End of life management:** Include detailed information regarding takeback, recycling and trade in programs available *Microsoft continuously works to support the responsible disposal and recycling of electronic products. It has been part of our ongoing commitment to environmentally preferable purchasing, one that began even before Microsoft started manufacturing Surface devices. In*		YES ☒ NO ☐

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	partnership with Dell, Microsoft supported a voluntary recycling program in those states with mandatory recycling obligations in the Dell Reconnect program (http://dellreconnect.com/). In addition, Microsoft also sponsored a recycling program in partnership with Vintage Tech, an E-Steward recycler, to be our national partner for consumer recycling. Vintage Tech offers collection events and permanent collection sites throughout the US. *Microsoft continues that commitment and offers various recycling and trade-in programs throughout the US; Microsoft retail stores "Recycle for Rewards" program, Microsoft sponsored "Corporate Buyback" program, and Microsoft sponsored recycling partners program.* ***Microsoft retail stores "Recycle for Rewards" program*** *In the 80+ and growing Microsoft retail stores, Microsoft runs an evergreen device trade-in program called 'Recycle for Rewards'. The program is provided by CExchange, LLC. The program allows any customer to bring in their old devices (e.g. laptops, desktops, tablets, readers, mobile phones, digital audio players, game consoles and games) to be properly recycled, and in turn receives a Microsoft gift card equal to the market value of the device.. At different times throughout the year, Microsoft retail stores offers special device recycle promotions which guarantees minimum trade-in values on select device models.* *Website: http://content.microsoftstore.com/en-us/recycle?disablemobileredirect=true* ***Microsoft sponsored "Corporate Buyback" program*** *In addition, Microsoft also sponsors an online Corporate Buyback program serviced by Clover Wireless. The online-mail in program allows commercial customers to environmentally recycle an unlimited number of devices in exchange for cash.* *Website: http://microsoft-qa.cebuyback.com/* ***Microsoft sponsored recycling partners program*** *Microsoft also sponsors a recycling partners program throughout the US. Customers can visit Microsoft's Environment website to find a recycling partner in their local community. And if a recycling solution is not yet listed, the customer can email Microsoft at eRecycle@microsoft.com for assistance.* *Website: http://www.microsoft.com/environment/what-you-can-do/recycle-hardware.aspx* **b. Environmental solutions:** Provide detail on how additional value is provided regarding environmental solutions such as selling refurbished/remanufactured toner and equipment. Outline how your company is willing to work with the State and the manufacturers to minimize impact on the environment. Specifically address: *Microsoft follows strict policies to ensure that the company remains in full compliance with international environmental regulations and the specific*		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	environmental requirements of each country/region where we do business. Microsoft actively works to protect our natural resources by doing the following: • *Conserving, reusing, and recycling. When it is feasible, Microsoft conserves natural resources by using recycled materials and supplies, efficiently using energy, and participating in recycling programs for Microsoft products after they have served their useful life. Microsoft encourages and supports the sustainable use of renewable natural resources.* • *Reducing and disposing of waste. Microsoft reduces and where possible eliminates waste through source reduction and recycling at company facilities. All waste is safely and responsibly handled and disposed of.* • *Developing safe and sustainable products. Microsoft develops, manufactures, and markets products that are safe for their intended use. Our environmental policies and practices aim to protect, conserve, and sustain the world's natural resources and also protect Microsoft customers and the communities where we live and operate.* • *Making environmental stewardship part of our business relationships. At Microsoft, we strive to incorporate our environmental principles into our business relationships. We seek similar commitments to the environment from our major suppliers. We participate in industry groups to set industry standards on environmental practices. We strive to keep our customers informed about our efforts, and we welcome their feedback.* • *Continually improving our performance. We set objectives and targets to ensure continuous improvement in our environmental performance. Microsoft values employee contributions to our environmental initiatives. We regularly review our business activity and assess our environmental programs, practices, and goals to evaluate progress and identify areas in which we can make further improvement.* • *Demonstrating responsibility to our stakeholders. We engage our stakeholders about our objectives and targets, and we periodically communicate our progress to the board of directors, shareholders, customers, and members of the public.* MATERIALS - manufacturer declaration on reduction / elimination of hazardous materials i.e.; mercury and lead. *Microsoft is committed to minimize environmental impact through responsible materials design, sourcing, manufacturing and product stewardship. All of our products comply with the strictest worldwide standards and regulations. To that end, Microsoft obtains full material declaration for every part in the product, which allows us to perform detailed assessments on the substances in use.* PRODUCT – In general how does the responder identify product longevity, percent of packaging and packing materials that are recycled/reusable, availability of replacement parts for life extension,		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	cost, and complication to upgrade. *Microsoft has designed the Surface and its Windows operating system software for product longevity and version compatibility in order to optimize the life of the product. The Surface is designed with full ports and can extend the product life by allowing the user the option to increase the memory capacity and plug in assortments of newer accessories over the life of the machine versus having to transition to a newer device. In addition, the Surface comes with a standard 1 year limited warranty and the option to purchase a 3 year Extended Hardware Service Plan to protect and further prolong the usage of the device. And on the operating system software side, the life cycle of Microsoft Windows versions is between 3-5 years before the next version release. While the latest version provides distinct benefits to the user, Microsoft continually supports prior versions, which means that the user can continue to use their existing version and choose when to upgrade based on their needs and timing.* *Beyond designing for extended product longevity, Microsoft designs all Surface packaging components for recovery and recycle. Sustainable materials are used wherever possible. Overall, 90% by weight of the Surface packaging is made from renewable resources. Specific examples include:* ○ *trays are made from molded pulp,* ○ *corrugate components like shipper contains up to 100% recycled content and a minimum of 50% recycled content.* ○ *the clear sleeve is made from APET, an environmentally friendly alternative.* CORPORATE – detail if company has in place regarding sell/procurement of refurbished/remanufactured products. *Microsoft does not directly sell the Surface as refurbished or remanufactured. However, Microsoft supports refurbishment by offering the Authorized Refurbisher program whereby Windows licenses can be installed on refurbished computers to extend their life.* **c. Environmental certifications.** Describe how certifications/registrations are identified on the website; as well as labels on equipment and/or packing list. *No applicable US based certifications are applicable to the Microsoft Surface at this time. However, Microsoft has labeled the Surface device with the WEEE wheelie bin symbol, in an effort to inform customers not to dispose the device in the trash.*		

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
2	**EPEAT REGISTRATION.** Responder agrees that applicable products offered that have EPEAT Standards provided under the Master Agreements resulting from this RFP are to have achieved a minimum EPEAT Bronze registration. *EPEAT is not applicable to any proposed Microsoft products. Surface is considered a slate computer and not eligible for Energy Star and therefore out of scope for EPEAT at this time. When it is brought into scope, we will seek registry. Slate computers (such as the iPad, Surface, and Android tablets) are not in the present scope of Energy Star Computer Program Requirements Version 5.2, now in effect. Slate computing devices are defined by Energy Star as: a type of computer lacking a physical keyboard, relying solely on touchscreen input, having only wireless network connection (e.g., Wi-Fi, 3G), and receiving primary power from an internal battery with connection to the mains for charging, not primary powering of the device. Slates are considered handhelds and not notebook computers. Consequently, slates are not eligible for this version of the Energy Star computer program.*	M	YES ☒ NO ☐
3	**TOTAL COST OF OWNERSHIP.** Describe how your company can provide users information to assist in evaluating the Total Cost of Ownership in utilizing products. E.g. equipment that runs more efficiently, with less supplies, etc. *At Microsoft, we thrive on delivering the best customer experience possible by working with the customer to solve their problems and needs with solutions versus simply selling a product at a price. Microsoft understands that agencies and educational institutions may present unique environments with complex needs and requests in the purchase and use of their device(s). Hence, Microsoft has dedicated associates specifically focused on working with commercial customers, both in its 82 and growing number of retail stores as well as in the Microsoft Store Business Desk, which we plan to staff in the future with associates dedicated to supporting WSCA-NASPO users and customers.* *The Store Business Desk can assist customers with evaluating their Total Cost of Ownership ("TCO") by working with the Microsoft sales representative and across the different Microsoft groups for access to current information, and provide an economic analysis reflecting the TCO based on the customer's specific needs, product and service utilization, and proposed solution purchase. These figures can be compared to 3rd party industry benchmarks.* *In addition, Microsoft also implements practical steps to reduce the user's TCO through energy efficiency. Microsoft Windows has recommended settings for energy conservation including power saving mode, automatic sleep, and screen dimming.*		YES ☒ NO ☐
4	**ENERGY STAR COMPLIANT PRODUCTS.** Describe manufacturer commitment to EnergyStar Program. *Surface is considered a slate, not eligible for Energy Star, and therefore*		YES ☒ NO ☐

B	RESPONSE REQUIREMENTS: ENVIRONMENTAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	out of scope for EPEAT at this time. When it is brought into scope, we will seek registry. Slate computers (such as the iPad, Surface, and Android tablets) are not in the present scope of Energy Star Computer Program Requirements Version 5.2, now in effect. Slate computing devices are defined by Energy Star as a type of computer lacking a physical keyboard, relying solely on touchscreen input, having only wireless network connection (e.g., Wi-Fi, 3G), and receiving primary power from an internal battery with connection to the mains for charging, not primary powering of the device. Slates are considered handhelds and not notebook computers. Consequently, slates are not eligible for this version of the Energy Star computer program.		
5	**ENVIRONMENTAL IMPROVEMENT PROGRAM.** Describe Product environmental improvement program for products that have not yet received the applicable standards or certification. In addition, describe environmental efforts in each of the following areas: reduction/minimization/avoidance of the use of toxic and hazardous constituents (cadmium, chromium, mercury, and/or lead); compliance with international directives such as the European Union's WEEE Directive on reduction of chlorinated plastics (PVC) and brominated flame retardants. *Much of Microsoft's environmental work is embedded within our product and operational groups, but we also have a Chief Environmental Strategist who leads a small team that drives Microsoft's overall environmental efforts and meets with leading environmental scientists, policymakers, and others to ensure Microsoft prioritizes our environmental work to have the greatest impact. Our efforts are guided by Microsoft's core Environmental Principles (website: http://www.microsoft.com/about/corporatecitizenship/en-us/working-responsibly/principled-business-practices/environmental-sustainability/environmental-principles/).* *Part of Microsoft's environmental efforts includes avoidance of hazardous substances being introduced into Microsoft products through proactive restriction, before they can be used. For example, Microsoft has proactively restricted and removed phthalates (BBP, DBP, DEHP, DIBP, and HBCDD) from products as of July 21, 2014. In addition, Microsoft has taken an aggressive approach to avoiding or removing REACH SVHC and California Prop 65 substances from Microsoft products.* *From a compliance standpoint, Microsoft products are compliant to RoHS worldwide, we have strict requirements regarding heavy metals in batteries and packaging, and Microsoft has banned PVC in our packaging. For additional compliance listings and information on Microsoft's environmental policies and procedures, please refer to our website (http://www.microsoft.com/environment/our-commitment/hardware-compliance.aspx).*		YES ☒ NO ☐

C. Qualifications

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
1	**COMPANY HISTORY.** Responders must provide a brief history and description of their company detailing how they will support this Master Agreement: *Microsoft is one of the largest technology companies in the world engaged in developing, manufacturing, licensing, and supporting software and hardware products with a strong global presence. The company recorded over USD $77 billion revenue for fiscal year ending June 30, 2013.* *Our mission is to enable people and businesses throughout the world to realize their full potential. Since the company was founded in 1975, we have worked to achieve this mission by creating technology that transforms the way people work, play, and communicate. We develop and market software, services, hardware, and solutions that we believe deliver new opportunities, greater convenience, and enhanced value to people's lives. We do business throughout the world and have offices in more than 100 countries.* *Microsoft's commitment to providing industry leading customer support is deeply ingrained in the company's culture and extends throughout our product research, design, development and user experience philosophy. Microsoft is uniquely positioned to draw upon industry leading talent and expertise, our range of diverse public sector partners and best practices that will enable the success of customers who have chosen to select the device offerings proposed in this response.* *Additionally, the individuals responsible for supporting this agreement will play an instrumental role in ensuring that the coordination, responsiveness, and terms of this agreement are executed in a manner consistent and compliant with the terms and conditions of this agreement.* *As described below and in various sections of this document, the Microsoft WSCA-NASPO Account manager will coordinate regular rhythm of the business meetings with Microsoft resources supporting this agreement which include but are not limited to: Microsoft's U.S. Public Sector Sales and Marketing teams, Microsoft Retail Stores, Licensing and Product Group Business Desks, Customer Service and Support teams, and third party partners. The WSCA-NASPO Account Manager will also coordinate regularly scheduled in-person and phone based meetings between the states designated WSCA-NASPO lead and Microsoft.* **Facilities.** Responders must indicate number and location of manufacturing plants, distribution outlets, and support centers, as appropriate. Provide information on facility production volume in Calendar Year 2012. Please indicate which facilities have been ISO 14001 certified.	M	YES ☒ NO ☐

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Microsoft does not disclose which specific products are manufactured by which suppliers as that information is confidential and changes from time to time as we increase or decrease production of various products across our suppliers. Our facilities are ISO 14001 certified. Microsoft's Top 100 Production Suppliers for commercially-available hardware products is published on-line. http://www.microsoft.com/about/corporatecitizenship/en-us/working-responsibly/reports/ Microsoft is committed to ensuring the fair treatment and safety of workers at manufacturers contracted to our company. We have invested in a robust supply chain social and environmental accountability program to ensure that supplier factory conditions are compliant with our Supplier Code of Conduct. *Third parties and Microsoft audit Tier 1 suppliers at least annually and audit Tier 2 component suppliers based on their risk level. These auditors use protocols and tools developed by the Electronic Industry Citizenship Coalition that we supplement with additional criteria. Details on the number of supplier audits and assessments we conduct and a summary of the findings are provided in our Microsoft 2013 Citizenship Report. http://www.microsoft.com/citizenshipreport. If our standards are not met, suppliers risk termination of their contract.* *While we demand accountability, we work collaboratively to help our contracted suppliers build their capabilities through, among other programs, sharing experiences and best practices and providing detailed guidelines on how to improve factory workers' living environments and communities. We also train our suppliers on the Microsoft social and environmental requirements in supplier-training forums, one-on-one business performance review discussions, and verification inspections of improvement plans.* **Personnel.** Responders must include a map or other documentation that indicates by state the number and type of sales, support personnel, or other resources that are employed to service purchase orders and/or equipment for non-federal governmental customers. ***Microsoft Stores*** *At present, Microsoft operates 80+ retail stores across the USA which services commercial customers and a separate "Store Business Desk" which specifically supports commercial business customers directly and through its Retail Stores.* ***Microsoft Store Business Desk*** *MS Retail Stores Business Services - Location Reno, NV 89521, the Store BD consists of a staff of 14 employees in 2 functional areas.*		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Business Desk Services (Tier 1) *Business Services has 8 Store Business Services associates that support the following areas: Order Management, Order Entry, Inquires, Credit Applications, Finance support and reconciliation, and invoicing. Activities include but are not limited to the following:* • *Order Management – validation/qualification of the order or institution, data discrepancies.* • *Order Entry- submission to tracking systems and notation of status or issues* • *Order inquires – Initial response to email and/or phone questions or escalations from store representatives of end customers.* • *Credit Applications – initial validation amount requested, terms, Business name, Business Contact, AP Contact info, Bill To and Ship To information.* • *Purchase order Requests routing* • *Credit Request routing* • *Product Detail/New product requests* • *Product Launch tracking and reporting* • *Finance Support and Reconciliation – Initial reporting of order transactional information* • *Invoicing – issuance of customer invoices,* • *Returns and Exchanges triage and routing* ***Business Desk Services (Tier 2)*** *Business Services has 6 Store Business Desk Leads/managers that support the following areas: Management of Tier 1 associates, Business Services Process Definition and Development, Escalation Management, Finance support and reconciliation, Monthly, Weekly, and Quarterly Reporting. Activities include but are not limited to the following* • *Process Definition and Development* • *Tier 1 Escalation Management* • *Management Escalations – internal and external customers* • *Finance support and reconciliation – Monthly and Quarterly support* • *Request for Pricing (RFP) support* • *Process Improvement* • *Product Launch Planning* • *Future Promotion Planning* • *Operations Management* • *Executive Communication* • *Reporting – Weekly, Monthly, Quarterly* *Microsoft Worldwide Credit Services (WWCS) - Location Reno, NV 89521, WWCS has 2 Microsoft Managers and 3 (2 located in Manila) associates who support final credit approval for credit requests and manage the Microsoft Store collections portfolio.* *Worldwide Credit Services (WWCS) Management* • *2 WWCS Credit Managers own risk management, defining the*		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	final credit approval criteria and management of the staff of vendors listed below: for credit requests and manage the MS Store collections portfolio. ***WWCS Vendor Support*** • *1 Vendor Associate supporting Microsoft Credit Managers in customer validation, risk investigation, approval/denial communication, inquiries and escalations* • *2 Vendor Associates supporting the MS Store collections portfolio - Initial customer contact after 30 Days, customer escalation routing regarding payment, Accounts Receivable reporting* ***Microsoft Customer Service and Support (CSS)*** *Reseller will provide initial support for all Devices purchased by a Customer to determine the nature and extent of any alleged damage, malfunction, defect, or non-performance. Although the Device Warranty relationship is between Microsoft and Customer, Reseller may provide additional support services to Customer. If a Customer contacts Microsoft directly, Microsoft may transfer Customer to Reseller for support. Microsoft will not be required to provide support for any value added services provided to the Customer by Reseller, including but not limited to services such as 3rd party warranties, imaging, etc. For manufacturer Warranty service, Reseller will create a Service Request on behalf of the Customer to Microsoft using the BSFS Tool or other online service tool as designated by Microsoft.* • *Devices in this support model are registered with Microsoft for Customer* • *Reseller will provide 1st Line Support for all Customers* • *Reseller will use the Bulk Support for Services (BSFS) Tool to create Service Requests* • *All Device Warranties will be registered by the company shipping the product to Customer (Reseller or Distributor) with Microsoft - Warranty will transfer to the replacement product when a Service Request is completed in the BSFS Tool* • *For all Devices returned to Microsoft, where no fault is found, Reseller may be assessed reasonable shipping and handling costs of the returned or replacement Device* ***Microsoft US Public Sector Sales*** *The Microsoft State Government, Local Government and Education team is represented by approximately 325 people, whose functions include technical consultation, technology sales, and customer support. In addition to these 325 people, there are many product groups, developer and service organizations within Microsoft that provide additional expertise and assistance.* **Organization.** Responders must include an organization chart and a thorough narrative describing how the Master Agreement will be		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?

	supported from senior management down to field technicians including the use of any wholly owned subsidiaries or subcontractors.
	
	Microsoft will be supporting the Master Agreement with the following primary groups:
	• *Microsoft Retail Stores group*
	  ○ *Supply chain partners include: CEVA*
	  ○ *Value added service partners include: Decision One*
	• *Microsoft Customer Service and Support (CSS) group*
	• *Microsoft Surface group*
	• *Microsoft Public Sector group*
	
	(For embedded Org charts, please see after Exhibit C for printed hard copy)
	Education Organization Chart
	
	WSCA MS FY14 EDU Org Chart.vsd
	
	State & Local Government Organization Chart
	
	WSCA MS FY14 SLG Org Chart.vsdx
	
	Microsoft Retail Organization Chart
	
	Microsoft Store Organization Chart		

2	**CONTRACT VENDOR RESPONSIBILITY.** Contract Vendors shall be responsible for successful performance of the Master Agreement and also for the successful performance of any and all of their partners. The Contract Vendor is to be the sole point of contact as applicable by Master Agreement with regard to contractual matters, payment of any and all charges resulting from the purchase of the equipment and maintenance of the equipment for the term of the Master Agreement unless otherwise specified by a Participating State in a Participating Addendum and/or the Master Agreement. The Contract Vendor must be able to receive, process, and invoice orders unless the Participating State has agreed to assign these functions to a partner. The Contract Vendors will be responsible for compliance with requirements under the Master Agreement, even if requirements are delegated to partners. The Contract Vendors and	M	YES ☒ NO ☐

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	partners must not in any way represent themselves in the name of the Lead State, WSCA-NASPO or Participating States. *Microsoft acknowledges and understands this requirement. As Contract Vendor, Microsoft will be able to receive, process and invoice orders directly from any Participating State. As noted in our proposal, Microsoft has a robust partner channel and organization and we believe our ability to offer Participating States the option to include our partners will enhance the quality of and customer satisfaction with our hardware products and services. Microsoft will be responsible for compliance with the terms of the Master Agreement, even if the requirements are delegated to partners.*		
3	**PARTNER UTILIZATION.** If utilizing partners, the Contract Vendor is responsible for the partners providing products and services, as well as warranty service and maintenance for equipment the partner provides. Each state represented by WSCA-NASPO that chooses to participate in this Master Agreement independently has the option of utilizing partners. Only partners approved by the Participating State may be deployed. The participating State will define the process to add and remove partners in their participating addendum. *Channel partners that are authorized to sell and service Microsoft hardware are called Authorized Device Resellers (ADR).* *Microsoft acknowledges and understands that each state that chooses to participate in the Master Agreement has the option of utilizing partners. We can support states that want to work solely with Microsoft, and states that allow and/or want to work with channel partners.* If partners are proposed, describe: • process to qualify partners and sales personnel to represent the product. *ADRs are individually selected and authorized by Microsoft based on their capacity to sell and deliver Microsoft technology solutions. Partners sign an individual ADR agreement with Microsoft that must be renewed annually. We review ADR performance against the agreement as part of the renewal process. Note that many of our ADR partners are already selling hardware via the current WSCA hardware contract as partners for other OEMs. We are confident in their ability to understand and execute to WSCA standards.* • Business relationship between partners and the manufacturer and services to be performed; for example, if partners will only be used for assistance in locating products/services; or if partners will be used to accept orders and payments (with the agreement of the Participating State).		YES ☒ NO ☐

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Microsoft's ADRs can accept orders and payments, and we expect to use that approach when a Participating State agrees to the use of partners on their PA. • how partners are certified *All of our ADRs must have Gold-level competency for Microsoft licensing products, and have a demonstrated history of success in the public sector market. For more information on Microsoft's partner program, visit http://partner.microsoft.com.* • how partners are contractually bound to the Master Agreement terms and conditions; and *Partners sign a Government Partner Authorization in addition to an ADR Agreement through which they agree to accept the same terms and conditions as Microsoft under the Master Agreement.* • how partner sales will be accurately tracked and reported. *Microsoft's partner agreement with ADRs includes detailed requirements on sales reporting. Customer and SKU level reporting is provided back to Microsoft on at least a bi-weekly basis. Our ADRs use management systems that process hundreds of thousands of sales transactions annually on behalf of Microsoft. Their reporting systems are commensurately sophisticated; we will require detailed reporting by PA from partners that are selected to support State agreements.* • Remedy plan if the partner or sales personnel are not in compliance. *Our ADRs sell not only Microsoft hardware, but Microsoft software as well. Both companies have dedicated personnel who work daily to help ensure our joint customers are satisfied. Any cause for action or remediation is taken up immediately, and we have developed an excellent working relationship over many years with these partners.* *As noted previously, our ADR agreements are renewed annually. If an ADR's performance does not meet the standards of the agreement, Microsoft can choose not to renew an ADR agreement. In more extreme situations, we can terminate an ADR agreement immediately.*		
4	**EQUIPMENT AND SERVICES OVERVIEW.** Describe ability to provide computer equipment and the services related to supporting the equipment. Include an overview of how the equipment is delivered and serviced. Thoroughly describe offerings and the ability to provide these services (not all services may be applicable to each band): • Warranty - Break Fix – Non-Warranty		YES ☒ NO ☐

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• Standard non customized Training • Installation/de-installation • Support • Migration • Asset Tagging • Staging/Deployment • Image loading • Image Consulting • System and Server Configuration • Rack and Stack Configuration • Maintenance • Custom service solutions • Asset Management • Recycling/disposal • Training and Certification • Other services available as allowed in the solicitation *Microsoft has a scaled end-to-end platform with capabilities to sell and distribute Surface devices, provide corresponding value added services on the Surface device to customers during the sale, and deliver supporting services after the sale.* *To deliver the best experience and give customers options, Microsoft provides several distribution and service channels in the form of 1) Direct from Microsoft through its Retail Store Channel and 2) through Microsoft's network of Authorized Device Reseller ("ADR") partners. Both channels offer the full capabilities of providing the Surface device on a national basis as well as complement of supporting equipment services during and post-sale.* ***1) Direct from Microsoft through its Retail Store Channel*** *Microsoft understands that agencies and educational institutions may present unique environments with complex needs and requests in the purchase and use of their device(s). As such, Microsoft Retail Stores has a separate 'Store Business Desk' focused on servicing commercial customers (e.g. state and local government, educational institutions, businesses). Today, the Store Business Desk serves many roles to ensure that the customer has a seamless and positive experience and includes the following primary functions:* • *Work directly with the customer to on a quote and take the order* • *Process the order including approving credit on purchase orders and tendering* • *For customers requiring leasing, facilitate financing with Microsoft approved financing partners.* • *Schedule the order for additional processing of value added services on the device*	M	

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• *Schedule the order for final shipment to the customer.* • *Provide customer service support on ordering and billing / invoicing related questions.* • *Support Microsoft Retail Store Business Captains and associates with commercial customers.* *Should Microsoft be awarded WSCA-NASPO contract, we plan to staff the Microsoft Store Business Desk with additional associates dedicated to supporting WSCA-NASPO users and customers.* *<u>Product Fulfillment and Supporting Value Added Services Capabilities</u>* *Once the order has been processed, Microsoft fulfills product through its network of distribution centers ("DCs") managed by Microsoft Retail Store Supply Chain. The DCs ship the customer orders direct to the customer in the USA or to their nearby Microsoft Retail Store for pickup. The DCs will also provide special shipping (e.g. storage, customer determined shipment schedule) and additional packaging and kitting services per request by the customer.* *In addition, Microsoft Retail Store also offers select value added services on the device (e.g. image loading, asset tagging, skinning, kitting) prior to final delivery of the product. These value added services are delivered at a centralized service facility for final shipment. Although structured to handle large device order volumes, the facility has no processing minimums. For small order volumes, Microsoft's full-line Retail Stores offers the same select value added services in the back-of-store.* *For value added services requiring in-field technician support or development work, such as installation / de-installation, staging/deployment, migrations, and image development, Microsoft Retail Stores refers these services to our local partners on the Microsoft Partner Network (MPN), which has over 600,000 partners worldwide. In addition to the MPN, Microsoft Retail Stores refers these services to its ADR partners who are participating with Microsoft in this WSCA-NASPO program.* *For standard non-customized training, Microsoft's growing number of Retail Stores provides in-store device setup and in-store training sessions on the Surface devices and other Microsoft products.* *Microsoft Stores does provide training sessions and there is a cost associated. There are several SKUs offered in the Store:* • *Microsoft Store In-Store Single Personal Training Session ($/ session) - $49* • *Microsoft Store In-Store Personal Training for 1 Year – Unlimited*		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?

	sessions ($ / individual) - $99
	
	Additional information on training can be found in the cost proposal
	
	<u>Post Sale Supporting Services (Warranty Break-Fix Non-Warranty) Capabilities</u>
	Post sale supporting break-fix service on the Surface device is supported by Microsoft Customer Service and Support (CSS) organization and Microsoft Retail Stores. Microsoft CSS is a call center service operation supported by customer service agents trained to respond to technical problems. CSS is staffed for national coverage, with 7 days per week hours of operation and escalations. For a Surface device that requires break-fix, CSS will ask the customer to send in their devices or bring the device to their local Microsoft Retail Store for replacement.
	
	Customers who prefer to interact face-to-face can take their Surface device to their local Microsoft Retail Store. Each Store has a designated Business Captain, who is specifically trained to deal with commercial customers and their more complex needs. The Business Captain can answer the commercial customer's general questions, have a product or service associate try to resolve a specific problem with their Surface device, escalate the problem to a Tier 2 specialist in Microsoft CSS, and even immediately replace a malfunctioning Surface device, which is covered under the 1 year standard warranty, in the Store.
	
	2) Microsoft's Authorized Device Reseller partners
	In addition to Microsoft Direct channel through its Retail Stores, Microsoft has also partnered with a select group of Authorized Device Reseller partners to distribute and provide supporting services on the device. Microsoft has qualified these ADR partners and has built relationships and worked with them on an extended basis. The ADR partners in this program provide their own distribution platform and capabilities and normally offer a larger portfolio of additional value added services.
	
	Microsoft provides a comprehensive portfolio of scalable service solutions aimed at lowering the cost of deploying and managing the customer devices, while providing a positive end-user ready out-of-the-box-experience (OOBE). The services are provided directly by Microsoft and its Retail Stores and service partners, and CSS organization.
	• *Device services:*
	  ○ *image loading, configuration and setup*
	  ○ *asset tagging, enhanced asset / inventory management*
	  ○ *recycling and disposal*
	• *Supply chain logistic services:*		

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	○ *drop ship direct to the customers* ○ *staging and deployment (kitting and special shipping requests including staged shipments and storage)* • *Training services: personal customer training courses* • *Customer support services:* ○ *general questions and technical support* ○ *custom service solutions (i.e. Surface device Extended Service Plans)* • *Other services: Surface device loaner programs, device laser etching / skinning* *For in-field tech support and development services, Microsoft does not directly provide these services, but refers to a local partner in Microsoft's Partner Network (MPN) and Surface ADRs.* • *In-Field tech support services and development services:* ○ *migrations, installation/ de-installation, training and certification* ○ *image development consulting* ○ *in-field tech maintenance programs* ***Microsoft Retail Stores Service Offerings*** *(See after Exhibit C for printed hard copy)* Microsoft Retail Stores Service Offeri		
5	**REFERENCES.** Submit five (5) examples of current or previous states or other larger governmental entities and/or large educational institutions that have or are currently receiving similar products and services to those proposed by the Responder for this solicitation. List any contracts where the responder has been awarded a statewide price agreement for computer equipment by a central purchasing authority. These must be for Contracts that have been in place during the past three years. The information required in response to this specification should include the name and telephone number of the Contract Administrator, the dollar value of the Contract, plus the effective dates of the contract(s). The State reserves the right to contact these entities. *State of Minnesota contract* *Contract administrator: Luke Jannett (ADM) at Luke.Jannett@state.mn.us* *Dollar value: $1,003,007.62 (February 2013 – December 31, 2013)* *Contract term: February 19, 2013 to December 31, 2014 with 36 Month Extension Option. Luke is extending the contract past the original 12/31/14* *Contract #57647 for Computers: Microsoft Surface, Accessories, Hardware, related Software and Services*	M	YES ☒ NO ☐

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Other than the State of Minnesota contract referenced above, Microsoft's privacy policies prevent us from sharing information regarding customer contract size, dollar amount, etc. however the following customers can be referenced as it pertains to their implementation for Microsoft Surface and various other solutions. *Perry County Schools* *Contact: Michael Smith* *602-439-5813 x1231* *Michael.smith2@perry.kyschools.us* *Kent School District* *Thuan Nguyen* *253-373-7527* *Thuan.Nguyen@kent.k12.wa.us* *Cincinnati Day School* *Robert Baker* *513-979-0217* *bakerr@countryday.net* *Tuckahoe Common School District* *David Dileo* *631-283-4436* *ddileo@tuckahoecommonsd.com* *Microsoft is excited about our customers using the Surface technology. Microsoft Surface was introduced into the market October 2012. Since that time Microsoft has been engaged in the process of establishing large Educational and / or Statewide Governmental contracts. We are in the process of participating in several large statewide and county bids and requests, and when the outcomes of those items have been announced we will share it with the WSCA review committee. Microsoft Corporation is on a number of Federal, State and Local government contracts such as GSA, WSCA (software), NACO Cities and Counties and The State of Minnesota.*		
6	**CUSTOMER SATISFACTION.** Describe success in customer satisfaction. This could include current customer satisfaction statistics or survey results concerning the quality of the Products and services offered. *Microsoft is committed to customer satisfaction and has built a customer service culture. We strive to consistently provide the highest level of customer service unmatched by the competition. We are driven to always satisfy each customer's needs and provide personalized service that creates customer loyalty.* *As standard practice, Microsoft actively measures and assesses our performance in customer satisfaction in order to proactively identify areas of customer concern and implement improvements. Microsoft uses*		YES ☒ NO ☐

C	RESPONSE REQUIREMENTS: QUALIFICATIONS	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	two industry standard customer loyalty metrics as its primary measures, which are Customer Satisfaction Score ("CSAT") and Net Promoter Score ("NPS"). In general, CSAT is defined as a measure of the degree to which a product or service meets the customer's expectations, and NPS is defined as the degree in which a customer is likely to promote the company, product, and service. *One relevant example of success in customer satisfaction is Microsoft retail stores average CSAT score of 94 and NPS of 83 (July fiscal year to date), on a scale of 0-100 points.*		

D. Customer Support & Master Agreement Management

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
1	**ORDERING AND PAYMENT PROCESS.** The ordering and payment process for Products or Services is to be defined in the Participating Addendum. This process may be unique to each State. *As a multinational company with a global customer footprint, Microsoft understands that customers operate differently from one another and may have unique ordering and payment processes. As such, Microsoft approaches each customer individually to understand their situation, and works with each customer towards finding an optimal process and solution.*		YES ☒ NO ☐
2	**SALES SUPPORT TRAINING.** Detail how the responder will train sales staff and partners to ensure they are well versed in the terms and conditions of the WSCA-NASPO Master Agreement. Detail a remedy plan for sales staff and partners who do not comply with Master Agreement terms and conditions. *Training of Microsoft and partner sales staff will be specific to each State. Our Primary Account Representative (see response to Requirement D-4) is responsible for the development and execution of a training plan specific to a Participating Addendum, as well as ongoing training. We expect to have this training completed for each group within 30 days of a signed PA. We have also planned to have all Microsoft and Partner sales staff trained prior to the effective date of the Master Contract (1-September-2014).* *Each of the ADRs has one or more staff that are Microsoft hardware "champions". We have twice monthly calls with these partner staff to provide additional training, cover specific marketing and sales promotions, address any open issues, and get feedback from our partner field. We plan to have WSCA become a regular topic on these calls as we*	M	YES ☒ NO ☐

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	go through our rollout. In addition, Microsoft also has Sales Accreditations for Devices and Deployment which count towards partner competencies and certifications. Partners also leverage our US Readiness engines such as Gear Up, Learning Paths, and our partner communications such as Hot Sheets which lay out the best training available.		
3	**CONTRACTING PERSONNEL.** Responder must provide contracting personnel to assist states with the completing and processing Participating Addenda. Experience has shown that an adequate number of trained contracting personnel are key to the success of a Master Agreement. Detail how many personnel will be dedicated to provide support to States in securing Participating Addendums with contracting personnel who understand the cooperative purchasing concepts and challenges of signing participating addendums with States who have a variety of additional terms and conditions. Detail how the Contract personnel are chosen and provided training. *Microsoft has long and extensive experience working with public sector customers to establish contracts for software, hardware, cloud services and professional services. Many of these contracts include our channel partners. Our public sector practice has a team of legal and contract specialists to help speed this process. Some examples:* • *Microsoft software is currently on the WSCA contract through our channel partners SHI, Insight and En Pointe.* • *Microsoft software and cloud services are currently available through Federal GSA schedules.* • *Microsoft software is currently available through the National Association of Counties master contract via our channel partner Insight.* • *48 out of 50 states have statewide agreements to purchase software for State and Local governments. These agreements are run through several channel partners.* • *Microsoft currently has 11 ADRs servicing the public sector space* *The Primary Account Representative has the support of more than 12 contract/legal personnel to help develop and complete all PAs. At least four of these individuals have been involved in this proposal response. Additionally, the contract team that has been chosen to manage this agreement has a history of supporting many similar contracts. Based on the experience and expertise of other similar successful engagements, we are confident that our personnel assigned to this contract will execute and complete all PAs/contracts in a timely fashion.*	M	YES ☒ NO ☐
4	**PRIMARY ACCOUNT REPRESENTATIVE**. Responders must provide a Primary Account Representative to work with the WSCA-NASPO Master Agreement Administrator on all aspects of the Master Agreement. This account representative is responsible for the performance of the Master Agreement and must provide timely response to all requests from WSCA-NASPO Master Agreement Administrator and Participating State.	M	YES ☒ NO ☐

<table>
<tr><th>D</th><th>RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT</th><th>M
=
MANDATORY</th><th>MEETS UNDERSTAND & WILL COMPLY?</th></tr>
<tr><td></td><td>Detail how the account representative is chosen and provided training.

Primary administrative support for the Master Agreement will be provided by Microsoft's US Public Sector organization. There are 650 people in this organization supporting our Federal, State/Local and Education businesses.
Our proposed Primary Account Representative, Raamel Mitchell, is part of our Public Sector organization and has been with Microsoft for over 10 years, 9 of these years in public sector. Raamel led this proposal development effort and will continue as the Primary Account Representative into 2014. Raamel will be on point for all dialogue with the Master Agreement Administrator including response to any inquiries and requests.

<table><tr><td>NAME:</td><td>Raamel Mitchell</td></tr><tr><td>TELEPHONE #:</td><td>(469) 775-2359</td></tr><tr><td>EMAIL ADDRESS:</td><td>Raamel.Mitchell@Microsoft.com</td></tr></table></td><td></td><td></td></tr>
<tr><td>5</td><td>COMPLAINT RESOLUTION. Responders must thoroughly describe their procedures for addressing and resolving customer problems and complaints regarding service, equipment, or billing. Include timelines and escalation process.

Microsoft provides a variety of customer service and support, specific to supporting commercial customers and their Surface devices. Whether commercial customers have general customer service questions, looking to resolve a hardware issue or searching for technical expertise, have questions with their order and billing, product and warranty registration, or wanting to develop product solutions, they can access and receive Microsoft customer service and support 7 days a week to address and resolve their problems.

Microsoft Customer Service & Support Resources Specific to Problem
Microsoft provides specific resources to supporting commercial customers (e.g. WSCA-NASPO participants) and their Surface devices in order to offer the best customer experience and resolution. Depending on the customer's problem, general customer questions, technical support, or ordering and billing questions, commercial customers can contact the appropriate Microsoft Customer Service group via multiple assisted support methods which include telephone, chat, or e-mail.

For general customer Microsoft support:
• Online: http://support.microsoft.com/?ln=en-us

For commercial customer general questions and technical support on Surface device supported by Microsoft Customer Service and Support</td><td>M</td><td>YES ☒ NO ☐</td></tr>
</table>

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	("CSS"): • *Online: www.microsoft.com/surface* • *Online live chat with an Answer Tech: www.microsoft.com/surface* • *Telephone: (800) MICROSOFT (642-7676)* • *In-person: Microsoft Retail Stores* *For commercial customer (e.g. WSCA-NASPO) ordering and billing questions supported by Microsoft Store Business Desk:* • *Email: StoreBD@microsoft.com* ***Microsoft Customer Service and Support – For General Customer Questions and Technical Support Regarding Surface Device and Services*** *If a customer has a problem or complaint regarding their Surface device, they can directly contact the Microsoft Customer Service and Support ("CSS") or their local Microsoft Retail Store.* ***Microsoft CSS*** *Microsoft Customer Service and Support is available to help commercial customers with questions about Microsoft products and services. When the customer contacts Microsoft Customer Service and Support, a customer service representative can help in the following ways:* *Customer service: Help locate the appropriate resource or team to answer questions* *Technical support: Provide support options and locate the appropriate support team to resolve technical support issues* *Customer service* *If the customer has general customer service questions, a customer service representative can help them by locating the appropriate answers or resources. Depending on the issue, the customer may be directed to a team that specializes in a particular area, directed to a Web site that answers your question.* *Technical support* *If customers want technical support for a Microsoft product, a customer service representative can help the customer determine what support options are available. These may include self-help and assisted support. The representative may request the product identification number or the product key to determine the warranty status and version of the product.* *Microsoft Customer Service hours of operation* • *Monday through Friday, 5:00 AM - 9:00 PM Pacific Time; 7:00 AM – 11:00 PM Central Time;*		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• *Saturday and Sunday, 6:00 AM – 3:00 PM Pacific Time; 8:00 AM – 5:00 PM Central Time.* *<u>Process and Escalation</u>* *Customers are attended to in real-time on a first in basis by the Tier 1 customer agent (i.e. commercial customer service agent). The Tier 1 customer representative will obtain the customer information, verify their Surface device for entitlement, and understand the problem. Once validated, depending on whether the issue is hardware or software related, the customer is routed to the appropriate commercial tier 2 hardware and software customer service agents to begin resolution.* *For hardware related issues, the hardware customer service agent will accept the case, entitle the device, create and document a service order ticket for repair/ returns, and complete the repair/ returns process with the customer. In the situation where the Surface hardware has malfunctioned or failed and is covered under the 1 year standard warranty, the customer representative will guide the customer through preparing their Surface device, including backing-up their data if they have not already, and send their Surface device unit to Microsoft Service Center in order to receive a replacement-in-kind Surface device.* ***Microsoft Retail Store*** *Customers who prefer to interact face-to-face can take their Surface device to their local Microsoft Retail Store. Each Store has a designated Business Captain, who is specifically trained to deal with commercial customers and their more complex needs. The Business Captain can answer the commercial customer's general questions, have a product or service associate try to resolve a specific problem with their Surface device, escalate the problem to a Tier 2 specialist in Microsoft CSS, and even immediately replace a malfunctioning Surface device, which is covered under the 1 year standard warranty, in the Store.* ***Microsoft Customer Service and Support – For Customer Orders and Billing*** *Microsoft has a customer service desk, Store Business Desk, which specifically supports commercial customers. The Store Business Desk can resolve customers' ordering and billing problems as well as support the Retail Store Business Captains and Store associates with commercial customer orders and billing. The Store Business Desk is organized to manage customer quotes, order processing, credit request and approval, billing and invoicing and staffed with 3 support tiers:* • *Tier 1 general associates are trained in handling more complex commercial customer solutions, orders, and billing.* • *Tier 2 senior associates to manage escalations*		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• *Tier 3 specialized subject matter expert associates* *The Store Business Desk is open 7 days a week with hours of operation which align with Microsoft Retail Store hours of operation, stretching from Hawaii Hawaii-Aleutian Time Zone to Eastern Time Zone, in order to support commercial customers who are visiting a Store.* *To service the WSCA-NASPO Master Agreement customers, Microsoft Store Business Desk will be utilized and scaled with dedicated associates to support WSCA-NASPO. The number and level of associates will be staffed as appropriate to support the customer orders and billing volumes per Microsoft's current service levels.* *Process and Escalation* *Commercial customers can directly email the Store Business Desk at StoreBD@microsoft.com with their ordering and billing related questions and problems. The incoming email requests are attended to in near real-time on a first in basis by the Tier 1 associate. The Tier 1 associate records the request in a PII secure system and assigns a service ticket which captures the customer information, verifying their Surface device, and understanding and documenting the order and billing information associated with the problem, and any other relevant information. All requests are responded to within 1 business day of receipt.* *If the request is complex and requires additional assistance, the Tier 1 associate has the option to immediately escalate to a Tier 2 associate. After 2 business days, all requests are automatically escalated.* *For requests that require deep subject matter expertise, Tier 3 associates are specifically trained in that area to provide consultation to both the Store Business Desk associates and customer.*		
6	**REPORTING.** Describe how Contract Vendor adheres to reporting requirements as stated in the Terms and Conditions and ensure accurate reporting to each State. The goals of reporting include: 1) Summary Reporting to calculate Administrative Fees to WSCA-NASPO and as required by Participating Entities 2) Detailed Product Reporting to manage contract to WSCA-NASPO and as required by Participating Entities Participating States may require additional reporting requirements and will address through their Participating Addendum. Responders must identify below a primary contact responsible for providing the mandatory usage reports	M	YES ☒ NO ☐

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Microsoft acknowledges and understands the reporting requirements in this RFP. The Primary Account Representative will be responsible for timely delivery of these reports to WSCA-NASPO, plus any other reports agreed to in subsequent PAs. *Microsoft processes millions of sales transactions per year with our channel partners and ADRs. Our systems capture detailed information about these transactions, whether they are sold directly by Microsoft or through our partners.* *All hardware sales enabled by this Master Agreement will be separately identifiable using the contract number. Detailed information is captured about each customer as well.* *This base of sales data will easily allow us to capture both summary and detailed reporting information to meet the reporting requirements.* NAME: Raamel Mitchell TELEPHONE #: (469) 775-2359 EMAIL ADDRESS: Raamel.Mitchell@microsoft.com		
7	**COMMERCIAL OFF THE SHELF AND OPERATING SYSTEM SOFTWARE**. Upon request the Software License Agreement is to be presented to the ordering agency at the time of quote. Provide updated releases of licenses originally purchased through the entire contract term if applicable. Provide details regarding operating system and maintenance updates on products sold and detail process to communicate updates to users. *Microsoft's operating system software for the Surface laptop and tablet is Microsoft Windows. Microsoft Windows is offered in multiple versions and within each version, there are multiple editions. The latest operating system release is Windows 8.1 and 8.1 RT for the Surface Pro and Surface devices respectively. The prior Windows operating system version is Windows 7. The End User License Agreement ("EULA") for Windows 8.1 Pro, Windows 8.1RT, and Windows 7 Professional, which are the most relevant for commercial customers are attached in Exhibit B. The most recent EULAs for Windows version and editions can found on the Microsoft Legal and Compliance website (http://www.microsoft.com/en-us/legal/intellectualproperty/UseTerms/default.aspx) and be provided to the ordering agency at time of quote.* *Microsoft is constantly improving all versions and editions of the Windows operating systems and creates maintenance updates to enhance the security, performance, and reliability of the user's device. Microsoft maintenance updates are categorized into Important and Optional updates. Important updates help improve the security of Windows and the device, and should be installed. Optional updates often are updated device drivers or program updates that aren't critical to the*		YES ☒ NO ☐

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	device operation. *In order for users to systematically obtain the latest maintenance updates in a timely, efficient and easy manner, Microsoft provides an automatic maintenance update feature in the Windows operating system called Windows Update. Microsoft recommends the user to turn on and set the feature to automatically download all updates in order to obtain the latest security and other important updates. Should users want more control of their maintenance updates, users can set Windows to automatically install recommended updates, which can address noncritical problems and help enhance the user's computing experience, and leave optional updates not downloaded or installed automatically. To learn more about the types of updates that Microsoft publishes, see Turn automatic updating on or off and Change how Windows installs or notifies you about updates.*		
8	**WEBSITE.** Contract Vendors shall develop and maintain a URL to a web site specific to the awarded Master Agreement that may provide: • Copy of Solicitation & Response • Signed Master Agreement • Signed Participating Addendums • Designated Baseline price list (MSRP, List, Education) • Product and Service Schedule (PSS) • Product specifications, pricing, and configuration aids for the major product categories proposed that can be used to obtain an on-line quote, • Online ordering capability with the ability to remember multiple ship to locations if applicable to product • Service options, service agreements • Contact information for order placement, service concerns (warranty and maintenance), problem reporting, and billing concerns • Sales representatives for participating entities • Purchase order tracking • Links to environmental certification, including but not limited to take-back/recycling programs, EPEAT, Energy Star, etc. • Information on accessibility and accessible products Responder to provide listing of item that would require a secure sign-in option e.g. reprinting of invoices, or purchase order tracking. Responder to provide completed VPAT forms found in the FORMS section of the RFP. The Master Agreement website shall offer twenty-four (24) hours per day, seven (7) days per week availability, except for regularly scheduled maintenance times. The website must be separate from the Contract Vendor's commercially available (i.e., public) on-line catalog and ordering systems. No other items or pricing may be shown on the website without written approval from the Lead State Within 30 calendar days of Master Agreement award, the Contract	M	YES ☒ NO ☐

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Vendor must provide a sample URL of the Master Agreement webpage to the Lead State for review and approval. The Lead State will review and determine acceptability of the website format and data. If the information is determined to be unacceptable or incorrect, the Contract Vendor will have 15 calendar days to provide revisions to the Lead State. Once the website is approved, the Contract Vendor may not make changes to the website without notifying the Lead State and receiving written approval of the changes. Describe commitment to maintaining a website in adherence to the above requirements. *Microsoft considers the WSCA web system to be of high business impact ("HBI") and, therefore, will provide a solution that adheres to high security principals through its design and implementation. All aspects of the system will be served on encrypted, SSL (128bit) pages. The only page that may be publically accessed is a securely served login page. Only authorized users who provide valid and active credentials will be able to navigate to pages beyond the login page. All aspects of the site will require successfully completed secure sign-in. This includes but is not limited to the following site functions:* *1) Navigating the product catalog* *2) Adding items to the shopping cart* *3) Order submission* *4) Account setup and maintenance* *5) Account history* *6) Order history including order tracking and invoice printing/reprinting* *7) Purchase Order Submission & Tracking* *8) Customer Service Inquiry submission and tracking* *9) Access to WSCA contracts, terms, and other documentation* *All items included in the site capabilities but not listed above will also be accessible only after a secure, encrypted login is successfully completed.* *In addition, Microsoft commits to maintaining the WSCA website in adherence to the above requirements. The WSCA Portal powered by Microsoft will be managed following Microsoft best-practices for high business impact sites. The site will be monitored 24x7 365 days per year by both automated agents and by our follow the sun NOC (network operations center) nodes. Further the site will be managed under strict enterprise level change management protocols that ensure that all patches, upgrades, and other modifications will be thoroughly tested prior to production deployment.* *Any site failures or performance degradations below either service level*		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	or (higher) internal performance standards will trigger an escalation process involving three response tiers. Tier one are standard network operators who will document and confirm the issue. Unless the issue is resolved within 20 minutes (or sooner if escalation is deemed warranted by Tier one resources), Tier two system and network engineering resources will be notified and assigned to research and resolve the issue. In the unlikely event that the issue is not resolved within 1 hour (or sooner if Tier two resources deem earlier intervention is warranted), the Tier three senior engineering and site management will be notified. A war-room will be established for all Tier three escalated issues to allow for transparency and communication expediency during the issue resolution process. This war-room will be responsible for managing internal and external communications during the period of the issue and during a post-mortem period immediately following. The Tier three resources will be managed by a senior level program lead who will have authority and access to any and all Microsoft resources to facilitate an optimal recovery process. Following the recovery, the post-mortem cycle will document the root causes of the issue and will provide an incident report that will be shared internally and be available for review by the WSCA account team. *In order to ensure that site upgrades, bug-fixes, hardware upgrades, and other hardware & software changes do negatively impact WSCA Portal powered by Microsoft functionality, all such changes will be subject to review through the Microsoft Corporate Change Control process. This process ensures that rigorous testing is performed on the entire site prior to the production implementation of any change. Changes will be reviewed by a cross-functional team of systems engineers, network engineers, security experts, business and sales leads, and WSCA program management prior to acceptance of any change. Any change that does not meet the review standards will be rejected. Only approved changes will be scheduled for implementation. Prior to implementation of all non-emergency changes, WSCA program contacts will be notified and given the opportunity to preview said changes with at least 2 business days of notice. If this review highlights any material defects in the site or the functions of the site, the change will be postponed until the defects are addressed. Changes deemed emergency for reasons of site security will be implemented immediately with concurrent change notification being delivered to the WSCA contacts informing of the nature and plans of the changes. Site content managed through the Portal Administration Tool ("PAT") will not be subject to change control. Changes facilitated by PAT include modifications to product information, updates to pricing tables, additions / removal of user accounts, and modifications to product documentation such as MSDSs. Since such changes are configurations rather than modifications to the hardware or software of the site, these*		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	changes are not subject to change control procedures		
9	**EMARKETCENTER.** The Contractor agrees to cooperate with WSCA-NASPO and SciQuest (and any authorized agent or successor entity to SciQuest) with uploading a hosted catalog or integrating a punch-out site. Review the eMarket Center requirements provided on next page and confirm adherence. *Microsoft has reviewed the eMarket Center requirements provided in the RFP and agrees to adhere to those requirements as well as to cooperate with WSCA-NASPO and SciQuest with uploading a hosted catalog or integrating a punch-out site.*	M	YES ☒ NO ☐
10	**IMPLEMENTATION PLAN AND MARKETING METHODOLOGY**. Describe a thorough implementation rollout plan for the first year as part of the proposal. At a minimum, the response should include a description of the methodology (mailings, meetings, seminars, press releases, personal contacts) proposed, estimated dates and location of activities, including tasks to be performed and the timeframe for the completion of each task. Include sample rollout and follow-up marketing materials with their proposals. Responders are reminded that once a statewide participating addendum is in place, nearly every governmental entity, public school and university within the state may use the Contract Vendor's Master Agreement. *Microsoft has prepared for a substantial effort in two broad categories of work to help make our WSCA contract success: 1) work to get the contract started up post-award; and 2) ongoing rhythm of business to service our customers. We have extensive experience planning and executing marketing and sales campaigns in the public sector. We look forward to discussing this work in more detail with the Lead State and WSCA to help ensure that we work effectively and meet customer expectations. More detail on these categories of work is shown below:* <u>Contract start up:</u> *(Timeframe from Contract award until September 1, 2014)* *In general, during this time frame, we are planning to complete contract execution, perform outreach to the interested States, negotiate and execute a Participating Addendum, and educate customers on the solution value and how to order:* • *Complete Master Contract negotiation and execution.* • *Complete development of the Microsoft WSCA website in collaboration with the Lead State and WSCA. Allow for adequate testing to show how requirements will be met.* • *Complete/Confirm integration with SciQuest. Test ordering process.*		YES ☒ NO ☐

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• *Outreach to State contacts – direct contact at the direction of the Lead State and WSCA.* • *Educate State contacts on the Microsoft proposal, offering and value.* • *Develop and execute a Participating Addendum. Set scope of customers. Establish roles for partners. Discuss unique contract terms, reporting requirements and payment processes.* • *Customer outreach through email and webcasts. Education on the PA, Microsoft solutions and value, commitment to customer service, how to order, and how to contact Microsoft.* • *As appropriate, complete development of partner websites specific to each PA. Allow for adequate testing to show how requirements will be met.* • *Train internal contract, sales and marketing staff on the WSCA contract, ordering and reporting processes, partner engagement,* *<u>Contract and sales execution:</u> (Work beginning July 1, 2014 for the contract start period of September 1, 2014)* *Microsoft is planning to execute a quarterly marketing/sales business rhythm to define special promotions and campaigns; communicate with our customers under each PA; train our associated sales and contract personnel; perform audit, reporting and payment functions, and; analyze the business and take any corrective action. We intend to follow a set of tasks to be performed using the following schedule – timeframe indicates number of days before or after the start of a quarter beginning September 1, 2014:* • *T-60 days – quarterly campaign planning, marketing plan, updates to the test web site, manage test updates on any partner websites and catalogs, including SciQuest.* • *T-30 days – User test of updates to the catalog and web-site, including any partner websites. Provide updates using Action Request Forms (ARFs) to WSCA and catalog updates to SciQuest for the product catalog (PSS); train field sales teams and partners on planned campaigns. Communication to customers in Participating States – email, webcast and/or field road shows as appropriate.* • *T-0 days, <u>Quarter begins</u>. Confirm production website has correct catalog and pricing. Confirm any applicable partner web-sites are correct.* • *T+30 days – Monthly analysis of product sales. Discussion with partners on sales progress, any customer feedback and effectiveness of marketing campaigns. Repeat communications to customers in Participating States.* • *T+60 days – Monthly analysis of product sales. Discussion with partners on sales progress, any customer feedback and effectiveness of marketing campaigns.*		

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	• *T+90 days – Monthly analysis; begin self-audit of orders for Microsoft and partners.* • *T+120 days – Provide sales reports, audit results and payment to WSCA-NASPO.*		
11	**ECOMMERCE.** Thoroughly describe the ability or commitment to accept and process purchase orders electronically, as well as online payment via a purchase card. The ability to provide electronic funds transfer and/or a seamless electronic interface to governmental accounting systems should be thoroughly described. *Microsoft recognizes that the WSCA members will need secure, easy-to-use, and reliable solutions for executing orders online. The WSCA members will need to be able to purchase using both purchase orders and purchase cards using the WSCA Portal powered by Microsoft 24x7 365 days per year. The capabilities for accepting both will be managed to high service availability levels (minimum 99.9% uptime). Automated monitoring of these capabilities is included in the overall site management and operations plan. In addition to the technical and capability availability monitoring, the WSCA portal will be supported by a business desk customer service team who can assist with usage and support questions.* *The purchase order process is initiated by an Experian driven credit check process for all new accounts. Once accounts are verified using this real-time approval process, they are authorized for a specified amount of credit. Purchase orders (POs) can be submitted using the online purchase order submission process. Once submitted, PO requests (PORs) will be reviewed (service level 2 business hours or less) and then authorized. Authorized Purchase orders will appear in the accounts payment method lists and can be used to tender orders until depleted at which point a new PO must be submitted for review and processing. Orders submitted on purchase order will be invoiced upon shipment of product from Microsoft operated distribution facilities. Microsoft Invoice Exchange (MSIE) will submit electronic invoices using the prescribed format, timing, and method for the WSCA participant based on their state or jurisdiction (if special rules exist for their nexus). Payments may be made for such invoices using EFT, wire, check, or payment card. All payments are managed using Payment Card Industry (PCI) grade standards for information management, privacy, and security.* *Online purchases using payment cards are managed using existing Microsoft payment gateway and processes. These processes meet the highest level Payment Card Industry (PCI) compliant standards. Payment cards are authorized (funds are marked as held for the purchase) upon completion of the order transaction. Funds are captured using the payment cards upon shipment of contents of the order. Partial shipments result in partial capture pending the rest of the shipment when the remaining capture occurs. Any returns or other refunds are made back to the same payment cards referencing the original transaction.* *Detailed transaction level reporting is available through the WSCA Portal powered by Microsoft. Full history of all orders, payments, and shipments*		YES ☒ NO ☐

D	RESPONSE REQUIREMENTS: CUSTOMER SUPPORT AND MASTER AGREEMENT MANAGEMENT	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	by individual user and by the account to which the user is a part are available on the portal provided the user requesting the report has permission to view the detailed history for the account. Summary reporting is available to WSCA administrators on region, state, and overall purchase history, site usage, and other key statistics.		
12	**EMPLOYEE PURCHASE PROGRAM:** Employee purchase programs are within the scope of this procurement. If provided for by an Entity's Participating Addendum, the Contractor may offer discounted products, within the scope of the contract, to employees of that WSCA participating entity as Individual Liable (IL) accounts ("Employee Purchase Program"). This may include, but not limited to Bring Your Own Devise (BYOD) programs. All terms and conditions, related to the Employee Purchase Program will be detailed in the entities Participating Addendum. *Microsoft recognizes the BYOD market trend as well as the mutual benefits of providing an Employee Purchase Program as part of the WSCA-NASPO. At this time, Microsoft Stores does not formally offer an Employee Purchase Program. However, Microsoft has been actively investigating and planning to develop an Employee Purchase Program offering in the future.*		YES ☐ NO ☒

Exhibits

Exhibit A

All Embedded Exhibits can be found printed in their entirety after Exhibit C

1. Surface OEM Warranty Agreement US Canada (English)
2. US_Canada Microsoft Extended Hardware Service Plan T_Cs
3. US_Canada Microsoft Extended Hardware Service Plan with ADH T_Cs

1.
Exhibit A - Surface OEM Warranty Agre
2.
Exhibit A - US_Canada Microso
3.
Exhbiti A - US_Canada Microso

Exhibit B

All Embedded Exhibits can be found printed in their entirety after Exhibit C

1. Windows_8.1 Pro_English_Purchased Direct From MS_fe385e06-51e5-45eb-92a9-aaa3c23a9d6d
2. Windows_8.1 Pro_English_Manufacturer Pre-Installed_fe385e06-51e5-45eb-92a9-aaa3c23a9d6d\
3. Windows_RT 8.1 update_English_Purchased Direct From MS_d28754a1-4769-452d-a109-b4ed7f080c7b
4. Windows_RT 8.1_English_Manufacturer Pre-Installed_08b57d06-4963-46b4-8de2-e251b4d721b4
5. Windows_7 Professional_English_Manafacturer Pre-Installed_be6adac5-0b3a-46f3-8419-2492dcb99f37
6. Windows_7 Professional_English_Purchased Direct from MS_7ceecd84-92a1-4af3-b203-369277fc3341

1.
Windows_8.1 Pro_English_Purchas
2.
Windows_8.1 Pro_English_Manufa
3.
Windows_RT 8.1 update_English_Pur
4.
Windows_RT 8.1_English_Manufa
5.
Windows_7 Professional_English
6.
Windows_7 Professional_English

Exhibit C – *Completed Original Forms to Section 2, and printed copies of all other embedded documents*

If viewing printed original, please view the following printed out documents:

Original Forms can be found in the following order:

2.1 Computer Equipment
2.2 Affirmative Action Certification
2.3 Trade Secrets Information
2.4 Affidavit of Noncollusion
2.5 Contact info for Master Agreement
2.6 Contract Savings
2.7 Taxpayer/Vendor ID
2.8 Resident Vendor Form
2.9 Veteran-owned Preference Form
2.10 Question Form
2.11 Terms, Conditions, and Specifications Exception

All Other Embedded Attachments:

Section C Qualifications; Question 1 – Organization

- Education Organization Chart
- State & Local Government Organization Chart
- Microsoft Store Organization Chart

Section C Qualifications; Question 4 – Equipment and Services Overview

- Microsoft Retail Stores Service Offerings

Exhibits – A

- Surface OEM Warranty
- US / Canada Extended Hardware Service Plan
- US / Canada Extended Hardware Service Plan with ADH

Exhibits – B

- Windows_8.1 Pro_English_Purchased Direct
- Windows_8.1 Pro_English_Manufacturer Pre-Installed
- Windows_RT 8.1 update_English_Purchased Direct From MS
- Windows_RT 8.1_English_Manufacturer Pre-Installed
- Windows_7 Professional_English_Manafacturer Pre-Installed
- Windows_7 Professional_English_Purchased Direct from MS

Microsoft Response to WSCA - State of Minnesota
Narrative Proposal

STATE OF MINNESOTA – COST PROPOSAL

MINNESOTA WSCA-NASPO Master Agreement for:

Computer Equipment (Desktops, Laptops, Tablets, Servers, Storage and Ruggedized Devices including Related Peripherals & Services)

Request for Proposal

January 24, 2014

Submitted to:

Susan Kahle
Department of Administration – Materials Management Division
50 Sherburne Avenue
112 Administration Bldg.
St. Paul, MN 55155

Submitted by:

Raamel Mitchell
Microsoft Corporation
Phone: +1 (469) 775-2359
Email: Raamel.Mitchell@Microsoft.com

NOTICE

The information contained in this document represents Microsoft Corporation's current statement of the features, functions and capabilities of the products described herein, which is subject to change at any time without notice to you. The information presented is for your internal evaluation purposes only. Review, use, and reproduction of the information is only permitted by you solely as necessary for the purposes for which it is given, and should not be interpreted as a binding offer or commitment on the part of Microsoft to provide any product described herein. Any procurement that may result from this information is subject to negotiation and execution of a definitive agreement between you and Microsoft incorporating applicable terms mutually acceptable to the parties. This document and its contents are provided AS-IS without warranty of any kind. Microsoft cannot guarantee the accuracy of any information presented and assumes no liability arising from your use of the information. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Microsoft Corporation. Microsoft may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering the subject matter in this document. Except as expressly provided in any written license agreement from Microsoft, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

The descriptions of other companies' products in this document, if any, are provided only as a convenience to you. Any such references should not be considered an endorsement or support by Microsoft. Microsoft cannot guarantee their accuracy, and the products may change over time. Also, the descriptions are intended as brief highlights to aid understanding, rather than as thorough coverage. For authoritative descriptions of these products, please consult their respective manufacturers.

All trademarks are the property of their respective companies.

Microsoft, Windows, Surface, and other Microsoft products described at www.microsoft.com are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

©2014 Microsoft Corporation. All rights reserved.

Table of Contents

4 Cost Proposal 5

Base Line Price of MSRP 7

5 Proposed Product and Services Schedule 13

6 Price Workbooks for Applicable Bands 14

6.1 Band 2 – Laptop Price Workbook 14

6.2 Band 3 – Tablet Price Workbook 14

WSCA - State of Minnesota
Department of Administration – Materials Management Division
50 Sherburne Avenue
112 Administration Building
St. Paul, MN 55155
Attn: Susan Kahle

Dear Ms. Kahle,

Microsoft is pleased to submit this Cost Proposal response to Solicitation 19512, Minnesota WSCA-NASPO Computer Equipment. We are excited about the opportunity to participate in this important master contract. We strived to put together a price proposal that brings great value to our government and education customers.

We have carefully reviewed the RFP and its Amendments, and are confident we have developed a thorough and responsive bid. We look forward to continued discussion with WSCA-NASPO and the Lead State Minnesota on this important bid.

On behalf of Microsoft's Public Sector organization, I respectfully submit this proposal.

Sincerely,

Raamel Mitchell
Microsoft Corporation | Partner Sales Executive
Tel: 314 422-6418 | Email: Raamel.Mitchell@microsoft.com

Microsoft

4 Cost Proposal

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
1	**PRICE STRUCTURE.** This RFP will employ a MINIMUM discount-off list price structure, with categorized exceptions for each band. It is understood there may be categories within a band which carry a different discount than the minimum stated. For example, the minimum discount for the laptop band could be 50%. The responder may name an additional category of laptops "Laptop Brand X" at 45% and "Laptop Brand Y" at 60%. Responder may categorize these exceptions by naming as categories and identifying the associated discounts in the price workbook. These discounts must remain firm, or the discount may be increased, during the term of the Master Agreement. This minimum discount and categorized exceptions will be applied to all "quantity one" procurements. It will also serve as verification for the WSCA Master Agreement Administrator upon submittals of product additions. An end user will be able to verify pricing using the base line price list and the minimum discounts with the categorized exceptions provided. The responder must designate a "Base Line Price List e.g. MSRP, education price list. The price list submitted must be dated: November 15, 2013. A discount schedule is to be provided for each band in the Price Workbook. Responders may define additional categories within a band. The category discounts may be higher or lower than the than the band discount. Responder must describe all available options for pricing services in the Price Workbooks such as discount off list, hourly fees, per unit fees, etc. *Microsoft has proposed a minimum discount-off list price structure. Please refer to the Product and Service Schedule in Section 5 and Pricing Workbooks in Section 6 of this document for the discount schedules and available options for pricing services in the Laptop band and Tablet band respectively.*	M	YES ☒ NO ☐
2	**PRICE WORKBOOKS.** Price Workbooks will be used to evaluate. Responders will be evaluated on the Price Workbook which includes a market basket for each band. For each band proposed, the Responder must complete the Price Workbook which includes several worksheets. The market basket includes selected configurations, services, peripherals, third party products to fairly evaluate discounted pricing. The Contract Vendor will maintain the discount structure as bid throughout the term of the Master Agreement. For the purpose of comparing pricing across a standard group of products, the prices provided by the responder in the Price Workbooks will be utilized to calculate cost points. Vendors must use the minimum percentage discount stated from a published or base line price listing for a "**quantity one**" purchase in the Pricing Workbook. Minimum specifications are provided in the PriceWorkbook. Manufacturer specific items may be substituted for the minimum specification if the manufacturer is able to provide an approved equal. The lead state reserves the	M	YES ☒ NO ☐

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	right to reject any or all responses that are not an approved equal. SAMPLE Price Workbooks are located in Section 6: Attachments for responders review and comment. Addendum 3 provides the links to the Pricing Workbooks **FINAL EXCEL PRICE WORKBOOKS WILL BE PUBLISHED VIA AN ADDENDUM.** There are a total of six workbooks: Band 1: Desktop: Band 2: Laptop Band 3: Tablets Band 4: Server: Band 5: Storage Band 6: Ruggedized: INSTRUCTIONS: 1. Each workbook contains several tabs. Responder is to fill in the yellow highlighted areas. Once filled in the yellow highlight disappears. 2. The workbooks are locked, however there is not a password and responder may revise as needed ensuring they supply yellow highlighted fields. 3. It is understood that different components may make up a total configuration for the market basket item. The responder may provide additional detail to how the discount provided in the market basket was calculated. The Lead State reserves the right to request additional pricing, if in the best interest of the state or to clarify pricing responses. *Microsoft Surface is a family of tablets (slates) that is unique. Microsoft is proposing the Surface Pro 2 and Surface 2 for the Laptop band and Tablet band respectively.* *The Surface Pro 2 devices are unique in that it can operate both as a tablet (slate) and laptop with the full performance of Intel processors and built-in kickstand, keyboard cover, and ports. They are built to be durable and secure for the enterprise environment.* *Microsoft agrees to maintain the discount structure as bid throughout the term of the Master Agreement. Please refer to Section 6 of this document for the sample Pricing Workbooks on Laptop band and Tablet band respectively. Microsoft has used the minimum percentage discount stated from a published or base line price listing for a "quantity one" purchase in the sample Pricing Workbooks.*		
3	**BASELINE PRICING VERIFICATION.** The responder must designate a Base Line Price e.g. MSRP, education price list in the price workbook. The price list submitted is to be dated: November 15, 2013. Describe how the designated Base		YES ☒ NO ☐

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Line Price List will be accessed and verified by potential end users, contract administrators, etc. All historic versions of the Baseline Price List must be made available upon request pursuant to the audit provisions. The responder must provide ONE HARD COPY and ONE ELECTRONIC COPY (USB DRIVE OR CD) of the dated Baseline Price List with the response. The dated Baseline Price List provided shall be used for completing the price workbook when "List/MSRP" price is requested. **Base Line Price of MSRP** *Microsoft has included Base Line MSRP below, dated November 15, 2013.* *(For embedded Workbook, please see after Section 6 for printed hard copy)* Baseline MSRP Price List for WSCA_Nover *Upon award and in fulfillment of the Master Agreement, Microsoft will include dated versions of the Product and Service Schedule in the Microsoft WSCA specific website for access by end users, contract administrators and other approved individuals with the approved access rights.*	M	
4	**MINIMUM DISCOUNTS.** The Contract Vendor will provide a **MINIMUM** discount off base line price list for each band with categorized exceptions. It is understood there may be categories within a band which carry a different discount than the minimum stated. For example, the minimum discount for the laptop band could be 50%. The responder may name an additional category of laptops "Laptop Brand X" at 45% and "Laptop Brand Y" at 60%. Responder may categorize these exceptions by naming as categories and identifying the associated discounts in the price workbook. These discounts must remain firm, or the discount may be increased, during the term of the Master Agreement. This minimum discount and categorized exceptions will be applied to all "quantity one" procurements. It will also serve as verification for the WSCA Master Agreement Administrator upon submittals of product additions. An end user will be able to verify pricing using the base line price list and the minimum discounts with the categorized exceptions provided. The named category exception discounts may be higher or lower than the than the minimum band discount. These discounts must remain firm, or the discount may be increased, during the term of the Master Agreement. This minimum discount and categorized exceptions will be applied to all "quantity one" procurements. It will also serve as verification for the WSCA Master Agreement Administrator upon submittals of product additions. An end user will be able to verify pricing using the base line pricing and minimum discounts and categorized exceptions provided.	M	YES ☒ NO ☐

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	Microsoft has provided a MINIMUM discount off base line price list for the Laptop band and the Tablet band.		
5	**THIRD PARTY PRODUCTS.** Third party products may be offered as peripherals and options in the Price Workbook. Third Party products will be approved upon finalization of the PSS. Contract Vendors are not able to offer another Contract Vendor's product as a third party without approval. If third party products are offered, a third party product minimum discount will be stated in the price workbook. *At this time, Microsoft will not be offering third party products.*		YES ☒ NO ☐
6	**REFRESH STRATEGY.** Describe your recommended refresh strategy for your product line. *When available and in line with the applicable WSCA processes, Microsoft will continue to add new Surface products and services to the WSCA contract. Microsoft recently released the second generation of our Surface products.*		YES ☒ NO ☐
7	**MAINTAINING COMPETITIVE PRICING.** Proposers will provide an initial **MINIMUM** discount with categorized exceptions off baseline price list for a quantity of one unit. Proposers are to base discounts on the collective volume of potential purchases by the participating entities. Further bulk/quantity savings may be obtained when additional quantities are requested. In order to maintain competitive pricing throughout the full life of the Master Agreement, Contract Vendor and Participating entities must understand it is the expectation to provide competitive pricing at the quantity one level. Additional savings are expected when recompeting the awarded vendors for volume pricing. *Microsoft understands and supports this requirement. Our cost proposal has been prepared in accordance with this term.*	M	YES ☒ NO ☐
8	**PRODUCTS AND SERVICES SCHEDULE (PSS). Responders must submit with their COST proposal a proposed Product and Services Schedule including all the products and services offered within each band for this solicitation.** The PSS should be submitted in Excel format. A sample has been provided in the attachments for reference, but is only an example. Other formats are acceptable. Submission of a product and/or service on the sample PSS does not guarantee that it will automatically be approved as being included in the resulting Master Agreement. The products, services and format for the final PSS will be finalized during negotiations. *Please refer to Section 5 'Proposed Product and Services Schedule' of this document for the sample Product and Services Schedule for the Laptop band and the Tablet band respectively.*	M	YES ☒ NO ☐

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
9	**BULK PRICING**. Utilize the Price Workbook to provide additional volume based pricing for consideration. These will allow for deeper discounts for per transaction and cumulative volume purchases. Examples of bulk pricing models are included in Section 6. Responders must propose how they will provide deeper discount including, but not limited to: **1. Per Transaction Multiple Unit Discount.** Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time. **2. Cumulative.** Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased. **3. Other Discounts** Describe additional discounts available to States or Participating Entities. *Microsoft will provide additional volume-based pricing discounts to States and Participating Entities whose purchase qualifies on a per transaction multiple unit basis. The discount program is based on the number of device units of a single SKU purchased in a single purchase order, p-card, or credit card transaction. The additional discount percentage to be earned begins at five (5) device units of a single SKU. In addition to the provided bulk pricing discount, Microsoft plans to offer product and service promotions throughout the year which will have special pricing and additional discounts beyond the per transaction multiple unit basis pricing discount.*	M	YES ☒ NO ☐
10	**PREMIUM SAVINGS PACKAGE PROGRAM.** Contract Vendors are encouraged to participate in the Premium Savings Package (PSP) Program. If intending to participate, propose and describe commitment to offer and maintain deeply discounted standard configurations. Participants in the PSP program will commit to maintain and upgrade (keep pace with the advance of technology) the standard configurations for a stated period of time or intervals, as determined by the Participating Entities. The standards currently are refreshed every six months (May and November). Refresh schedule is subject to change. See current configurations: http://www.wnpsp.com/index.html. States and other Participating Entities can choose to purchase these packages without any signing additional documents. Contract Vendors may provide Premium Savings & Packages in the bands awarded and comply with the following:		YES ☐ NO ☒ ☐ n/a for server storage vendors

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	a. Provide a WSCA-NASPO Premium Savings Packages-specific SKU for each proposed product. Discount must be provided on Contract Vendor related SKU as well. b. Standard configurations cannot change or be upgraded during the entire refresh period for any reason other than end-of-life issues (e.g., swapping of processor, motherboard, etc. is prohibited). c. Prices offered must be offered at a better than the quantity one Master Agreement discount. d. Pricing increases are generally not allowed unless there is documentation and justification provided. e. Provide marketing plan of the PSP Program including lead with PSP Program and display prominently on websites to market aggressively to all States. f. Submit quarterly usage reports broken out by State to the WSCA-NASPO Premium Savings Packages team lead and to the WSCA-NASPO PC Master Agreement Administrator. Individual reports to each State may also be required. The format for the reports must follow the current WSCA-NASPO PC reporting format. *At this time, Microsoft is investigating the PREMIUM SAVINGS PACKAGE (PSP) program for further consideration of participating in the future.*		

11	**PROMOTIONAL OFFERS:** Contract Vendors will be allowed to provide promotions for deeply discounted products based on their inventory and sales. Promotions will also provide increased savings to States and other Participating Entities. The Contract Vendors will be responsible to market these offers. Describe what kind of promotions will be available and how marketing will be conducted.
	
	Microsoft will be providing promotions from time to time as part of its overall sales and marketing strategy. Examples of the types of promotions Microsoft may provide in the WSCA-NASPO program are as follows:
	• *Limited time discounts on select individual products (i.e. devices and accessories) and services*
	• *Limited time discounts on the purchase of a bundled package of products and / or services*
	• *Receive free or discounted products (i.e. devices and accessories) and services upon the purchase of a minimum number of units of products (i.e. devices and accessories) and services.*
	• *Select products and services which satisfy a customer sub-segment needs*
	
	Microsoft conducts marketing using multiple channels and methods to promote the campaign and include, but are not limited to the following:
	• *Digital marketing efforts*
	  ○ *Microsoft specific WSCA-NASPO website*
	  ○ *Emails*
	  ○ *Search engine and keyword optimization/ marketing*
	• *Direct marketing and customer relationship*
	  ○ *Microsoft Public Sector sales groups*
			YES ☒ NO ☐

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	○ *Microsoft Retail Store Associates*		
12	**Describe the Prompt Payment Terms (if available**) to be offered: ☒__% 30;☐ __% 15/Net 30;☐__% 10/Net 30, ☐Other (specify):_____ *Microsoft standard payment terms for purchase orders are 0% / Net 30.*		YES ☒ NO ☐
13	**ADDED VALUE.** Responders may propose suggestions on improvements and/or alternatives for doing business with your company that will make this contract more cost effective for your company and participating public agencies. *Microsoft will continually seek to make this contract as cost effective as possible for participating public agencies.*		YES ☒ NO ☐
14	**TRADE-IN.** The Participating Addendum by each State will identify if and how trade-in or takeback terms will be conducted. If trade in program will be offered, provide pricing. *Microsoft offers several recycling and trade-in programs throughout the US; Microsoft retail stores "Recycle for Rewards" program, Microsoft sponsored "Corporate Buyback" program, and Microsoft sponsored recycling partners program by state. Microsoft's recycle / trade-in programs are provided by 3rd party partners, who have established their own respective trade-in values based on the device make and model, appraised condition of the device when presented, and current market value of the device model.* *Additional primary terms by respective trade-in program are as follows:* ***Microsoft Recycle for Rewards**: Program is available in select Microsoft retail stores in US (not including Puerto Rico); not valid Microsoft online store. To be eligible for trade-in, your tablet, PC, phone, game console, or game media, should include device power cord, if available, and device cannot be password protected. Any applicable value will be determined at trade-in. Microsoft store gift-card value may equal trade-in value, and is subject to Microsoft's discretion and approval. Recycling is available for eligible items at no charge regardless of trade-in value. All trade-ins are final. Microsoft's Recycle for Rewards program is provided by CExchange, LLC., and other CExchange terms and conditions may apply. See Microsoft store associate for details.* ***Microsoft Corporate Buyback Program:** Your Buyback value is subject to the make, model and condition of your Buyback device and presented in the form of a Visa® prepaid card. Prepaid cards are issued by MetaBankTM, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Cards are issued in connection with a loyalty, award, or promotion program. Card does not have cash access and can be used at any merchants that accept Visa debit cards. Card valid for up to 6 months, funds do not expire and may be available after card expiration*		YES ☒ NO ☐

	COST PROPOSAL	M = MANDATORY	MEETS UNDERSTAND & WILL COMPLY?
	date, subject to applicable law. Country restrictions apply and are subject to change. Card terms, conditions, and limitations apply; monthly card account management and post expiration reissuance fees may apply. See MyPrepaidCenter.com/site/visa-univ for details. ***Microsoft sponsored recycling partners program by state**: For additional program details, please refer to the individual programs.* ***Dell Reconnect (National):** http://dellreconnect.com/* ***Global Electronic Recycling – GER (National):*** *https://mshardwarerecycle.com/request.aspx* ***Call2Recycle (National):** http://www.call2recycle.org/* ***CalRecycle (California):*** *http://www.calrecycle.ca.gov/electronics/reports/search.aspx* ***State of Maine Department of Environmental Protection (Maine):*** *http://maine.gov/spo/recycle/municipalities/electronics.htm/* ***3RNetwork (New York):** http://www.recycle4earth.com/* ***E-Cycles Oregon (Oregon):** http://oregonecycles.org/* ***E-Cycle Washington (Washington):** http://ecyclewashington.org*		
16	**SERVICES.** Services are at the option of the Participating Entity. The Participating Addendum by each State will address service agreement terms and related travel. Responder must describe all available options for pricing services in the Price Workbooks such as discount off list, hourly fees, per unit fees, etc. *Microsoft will be providing additional services Please refer to the Product and Service Schedule in Section 5 and Pricing Workbooks in Section 6 of this document.*		YES ☒ NO ☐
17	**LEASING.** Responders are not required to provide leasing. Individual Participating States and Participating Entities may enter in to lease agreements for the products covered in the Master Agreements resulting from the RFP, if they have the legal authority to enter into these types of agreements. The Participating Addendum by each State will identify if and how leasing agreement terms will be conducted. Leasing will be at the option of each participating addendum. If leasing will be offered, provide rates. Do not submit lease documents or corresponding lease terms as these documents should be addressed in a State's Participating addendum if applicable. *Microsoft does not currently finance customers directly beyond the established credit payment terms. However, Microsoft does facilitate leasing solutions through our network of approved financing partners throughout the USA. Microsoft works with our financing partners to arrange simple to complex leasing arrangements for customers. The leasing rates are typically market competitive rates and dependent on the customer's order and term requirements as well as selected leasing partner.*		YES ☒ NO ☐

5 Proposed Product and Services Schedule

Product and Services Schedule_M

6 Price Workbooks for Applicable Bands

6.1 Band 2 – Laptop Price Workbook

19512Add5Band2-L
aptopPriceWorkboo

6.2 Band 3 – Tablet Price Workbook

19512Add5Band3-T
abletPriceWorkbook

Microsoft

BAND 2: LAPTOP - Discount Structure

Responder Name:

Microsoft Corporation

Please fill in the yellow cells.

1. BASELINE PRICING

IDENTIFY BASELINE/LIST PRICING UTIILIZED:	MSRP

2. MINIMUM BAND DISCOUNT

PROPOSERS MUST PROVIDE MINIMUM DISCOUNT FOR BAND.

PROPOSERS MAY PROVIDE ADDITIONAL CATEGORY DISCOUNTS IN EACH BAND.

CATEGORY NAME	DISCOUNT
MINIMUM DISCOUNT FOR BAND	3.81%
ADDITIONAL CATEGORIES	**DISCOUNT**
PERIPHERALS	10.00%

3: OPTIONAL: 3RD PARTY MINIMUM DISCOUNT

CATEGORY NAME	DISCOUNT
THIRD PARTY MINIMUM DISCOUNT FOR BAND	
ADDITIONAL CATEGORIES	**DISCOUNT**

4: OPTIONAL: LEASE RATES

Provide Current lease rates

BAND 2: LAPTOP -Volume Discounts

Responder Name:

Microsoft Corporation

Please fill in the yellow cells.

Responders may provide volume based pricing allowing deeper discounts on volume purchases (greater than Qty 1)

1. Per Transaction Multiple Unit Discount

Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time.

Microsoft will provide additional volume based pricing discounts to States and Participating Entities whose purchase qualifies on a per transaction multiple unit basis. The discount program is based on the number of device units of a single sku purchased a single purchase order, p-card, or credit card transaction. The additional discount percentage to be earned begins at five (5) device units of a single sku. In addition to the provided bulk pricing discount, Microsoft plans to offer product and service promotions with special pricing and additional discounts beyond the bulk pricing discounts throughout

2. Cumulative

Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased.

Microsoft does not provide a cumulative volume discount at this time.

3. Other Discounts

Describe additional discounts available.

BAND 2: LAPTOP - Market Basket Pricing

Responder Name:

Microsoft Corporation

Market Basket Pricing is used for EVALUATION PURPOSES ONLY.

Please fill in the yellow cells.

Base Equipment (Hardware)

BASE EQUIPMENT MUST BE MANUFACTURED BY PROPOSER

PRICING MUST BE DISCOUNTED PER THE BASELINE PRICE AND DISCOUNTS PROVIDED IN THE "DISCOUNTS" TAB

Classification	Spec Item #	QTY	Item SKU	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Example	*LB-1*	*1*	*ABC123*	*Acme Roadrunner XI*	*$ 1,000.00*	*75.00%*	*$ 250.00*
Laptop	L1B-1	1	9WX-00001/ M4Z-00001	Microsoft Corporation-Surface Pro 2 with Type Cover 2 Charcoal	$ 1,128.99	3.81%	$ 1,086.02
Laptop	L2B-1	1	0	-	$ -		$ -
						Total	$ 1,086.02

OPTIONS/UPGRADES/PERIPHERALS

OPTIONS/UPGRADES/PERIPHERALS PROPOSED FOR MARKET BASKET SPECIFICATIONS MAY BE THIRD PARTY PRODUCTS

Classification	Spec Item #	QTY	MFG SKU #	Item Description	BASE/LIST	QTY1 DISCOUNT	QTY1 PRICE
Option	L1O-1	1	None	Port Replicator	$ -		$ -
Upgrade	L1O-2	1	Microsoft N5Z-00001	Docking Station	$ 199.99	10.00%	$ 179.99
Upgrade	L1O-3	1	Not upgradable	Upgrade to 250GB Solid State Drive	$ -		$ -
Upgrade	L1O-4	1	Not upgradable	Upgrade to 500GB Self Encripting Drive	$ -		$ -
Upgrade	L1O-5	1	Not upgradable	Upgrade to total 12GB RAM	$ -		$ -
Upgrade	L1O-6	1	Surface Power Cover (In early 2014)	Additional Battery	$ -		$ -
Peripheral	L1P-1	1	0	Color Printer	$ -		$ -
Peripheral	L1P-2	1	0	Black & White Printer	$ -		$ -
Peripheral	L1P-3	1	0	19" Monitor	$ -		$ -
Peripheral	L1P-4	1	0	24" Monitor	$ -		$ -
						Total	$ 179.99

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for L2B-1	Volume discount begins at 5 units
Calculate price for 100 units based on volume discount provided for L2B-1	Volume discount begins at 5 units
Calculate price for 1000 units based on volume discount provided for L2B-1	Volume discount begins at 5 units

BAND 2: LAPTOP - Market Basket Pricing

Responder Name:

Microsoft Corporation

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES

	Spec Item #	Quantity	Commodity Description	PRICING - PROPOSER MAY PROVIDE DISCOUNT OFF LIST, HOURLY OR PER UNIT RATES
1	LS-1	1	Warranty Upgrade-2 yr	Not offered
2	LS-2	1	Warranty Upgrade-3 yr	$166.24 per device
3	LS-3	1	Warranty Upgrade-AD	$284.99 per device for 3 yr Warranty Upgrade + AD
4	LS-4	1	Break Fix - Non Warranty	Not offered - Surface is a bonded unit
5	LS-5	1	Image Loading	20% off MSRP
6	LS-6	1	Image Consulting	Custom order request/ Referred to Microsoft Partners
7	LS-7	1	Asset Tagging	20% off MSRP
8	LS-8	1	Installation	Referred to Microsoft Partners
9	LS-9	1	General Consulting	Referred to Microsoft Partners
10	LS-10	1	Training	20% off MSRP
11	LS-11	1	Staging/Deployment	20% off MSRP

Responder Name:

Microsoft Corporation

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum* , please provide the offered specification in either instance.

Please fill in the yellow cells.

Base Equipment (Hardware)

L1B-1	**LAPTOP 1 SKU:**	9WX-00001/ M4Z-	**LAPTOP 1 LIST PRICE:**	$ 1,128.99

Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal	Manufacturer SKU #
L1B-1	*Manufacturer Name*	*Specify manufacturer*	Microsoft Corporation	
	Manufacturer Base Model Name	*Specify the base model name*	Surface Pro 2 with Type Cover 2 Charcoal	
	Manufacturer Base Model #	*Specify the base model number*	128GB	
	Dockable	**Laptop must be dockable**	Dockable	
	Operating System	**Windows 7 Professional 32-bit**	Windows 8.1 Pro	
	Intel Processor	**Core i5-4300U**	Core i5-4200U	
	Intel Core vPro Platform label	**Intel Core vPro Processor**	No	
	Intel vPro Chipset	*Specify chipset (QM67/QS67, QM77/QS77 Express)*	N/A	
	RAM - capacity, type and open slots	**6 GB, DDR3, specify # of open slots**	4 GB, LPDDR3, Dual Channel	
	RAM - speed	**1600 Mhz**	1600 Mhz	
	Hard Drive	**300 GB SATA hard drive 5400 rpm**	128 GB SSD	
	Network	**Integrated Intel Gigabit Network Controller (10/100/1000 NIC)**	Marvell for WiFi NIC	
	Wireless	**Integrated 802.11a/g/n wireless networking**	Wi-Fi (802.11a/b/g/n) and Bluetooth 4.0 Low Energy technology	
	Optical Drive	*specify if optical drive is included*	No optical drive	
	Weight	**Weight maximum 4.5 pounds, specify actual weight including battery**	2.0 pounds / 900 grams which includes battery	
	Slots	*Specify slots (such as Type II PC card OR Express Card/54)*	microSDXC card reader	
	Video	**HD Graphics**	Intel HD Graphics 4400	
	Video - memory type (shared or discrete)	*Specify whether memory is shared or discrete*	Shared	
	Video	**1920 x 1080**	1920 x 1080	
	Video - screen size and type	**14" WXGA TFT or WLED HD**	10.6" Touchscreen (10 point multi-touch), ClearType Full HD Display	
	Sound	**Integrated sound and stereo speakers, headphone/speaker jack, line-in and microphone jacks**	Integrated sound & stereo speakers and microphone, headphone & microphone combo jack	
	Keyboard	**Full size keyboard with pointing device or specify alternate pointing functionality**	Type cover keyboard - full row of Function keys (F1-F12), Windows shortcut keys, media controls, and touchpad	
	USB	**Two USB 3.0 ports**	1 USB 3.0 port	
	Warranty	**Manufacturer's Warranty - Minimum 1 year**	Manufacturer's Warranty - One (1) year limited hardware warranty	
	Energy-Star	**Energy Star 5.0 compliant**	Surface is defined as a "Slate"	
	EPEAT	**EPEAT bronze level**	Surface is defined as a "Slate"	
	Primary Battery	**Minimum 6-cell, specify battery type & WHr**	Li-Ion, 42 Whr. 7-15 day idle life	

Spec #	Options/Upgrades	Minimum Requirements	Manufacturer & SKU #	List Price
L1O-1	Port Replicator	Provide Description	None	
L1O-2	Docking Station	Provide Description	Microsoft N5Z-00001	199.99
L1O-3	Upgrade to 250GB Solid State Drive	Provide Description	Not upgradable	
L1O-4	Upgrade to 500GB Self Encripting Drive	Provide Description	Not upgradable	
L1O-5	Upgrade to total 12GB RAM	Provide Description	Not upgradable	
L1O-6	Additional Battery	Provide Description	Surface Power Cover (In early 2014)	

BAND 2: LAPTOP #2 - Market Basket Specs

Responder Name:

Microsoft Corporation

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum* , please provide the offered specification in either instance.

Please fill in the yellow cells.

Base Equipment (Hardware)

L2B-1	LAPTOP 2 SKU:		LAPTOP 2 LIST PRICE:	
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
L2B-1	*Manufacturer Name*	*Specify manufacturer*		
	Manufacturer Base Model Name	*Specify the base model name*		
	Manufacturer Base Model #	*Specify the base model number*		
	Dockable	**Laptop must be dockable**		
	Operating System	**Windows 7 Professional 32-bit**		
	Intel Processor	**Core i7-4600U**		
	Intel Core vPro Platform label	*Intel Core vPro Processor*		
	Intel vPro Chipset	**Specify chipset (QM67/QS67, QM77/QS77 Express)**		
	RAM - capacity, type and open slots	**8 GB, DDR3, specify # of open slots**		
	RAM - speed	**1600 Mhz**		
	Hard Drive	**300 GB SATA hard drive 5400 rpm**		
	Network	**Integrated Intel Gigabit Network Controller (10/100/1000 NIC)**		
	Wireless	**Integrated 802.11a/g/n wireless networking**		
	Optical Drive	**specify if optical drive is included**		
	Weight	**Weight must be less than 6 pounds, specify actual weight including battery**		
	Slots	*Specify slots (such as Type II PC card OR Express Card/54)*		
	Video	**512 MB discrete graphics**		
	Video - memory type	**Discrete video memory**		
	Video	**1920 x 1080**		
	Video - screen size and type	**15" WXGA TFT or WLED HD. Multi-Touch enabled**		
	Sound	**Integrated sound and stereo speakers, headphone/speaker jack, line-in and microphone jacks**		
	Keyboard	**Full size keyboard with pointing device or specify alternate pointing functionality**		
	USB	**Two USB 3.0 ports**		
	Warranty	**Manufacturer's Warranty - Minimum 1 year**		
	Energy-Star	**Energy Star 5.0 compliant**		
	EPEAT	**EPEAT bronze level**		
	Primary Battery	**Minimum 6-cell, specify battery type & wHr**		

PERIPHERALS 1 & 2 - Market Basket Specs

Responder Name:

Microsoft Corporation

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum* , plea
either instance.

Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

COLOR PRINTER

L1P-1	PERIPHERAL 1 SKU:		PERIPHERAL 1 LIST PRICE:
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal
L1P-1	*Manufacturer Base Model Name*	*Specify the base model name*	
	Manufacturer Base Model #	*Specify the base model number*	
	Print speed (ppm)	**20**	
	Minimum recommended print volume	**250 pages per month**	
	Network Connection	**Yes**	
	Two sided printing	**Automatic**	
	Memory	**32 MB**	
	Print resolution	**600dpi**	
	Paper size	**Letter**	
	Paper trays	**250 sheets**	
	Energy Star compliance (verified at www.energystar.gov)	**Yes**	
	Warranty	**minimum one (1) year warranty**	

BLACK & WHITE PRINTER

L1P-2	PERIPHERAL 2 SKU:		PERIPHERAL 2 LIST PRICE:
Spec #	Configuration	Minimum Requirements	Manufacturer's Proposal
L1P-2	*Manufacturer Base Model Name*	*Specify the base model name*	
	Manufacturer Base Model #	*Specify the base model number*	
	Print speed (ppm)	**20**	
	Minimum recommended print volume	**250 pages per month**	
	Network Connection	**Yes**	
	Two sided printing	**Automatic**	
	Memory	**128 MB**	

PERIPHERALS 3 & 4 - Market Basket Specs

Responder Name:

Microsoft Corporation

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum* , please provide the offered specification in either instance.

Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

19" Monitor

3	L1P-3	**PERIPHERAL 3 SKU:**		**PERIPHERAL 3 LIST PRICE:**	
	Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
	L1P-3	*Manufacturer Name*	*Specify manufacturer*		
		Manufacturer Base Model Name	*Specify the base model name*		
		Manufacturer Base Model #	*Specify the base model number*		
		Screen size (diagonal measure)	**19 inches**		
		Format	**Wide-Format, WSXGA compatible**		
		Resolution	**1440 x 900**		
		Brightness	**250 Nits / cd/m2**		
		Contrast	**400 to 1**		
		Response Time	**8 ms**		
		Pixel Policy	**ISO-13406-2**		
		VGA interface	**VGA interface required**		
		DVI interface	**DVI interface required**		
		Display Port (DP) Interface	**include DP interface**		
		Cables	**include DVI cable**		
		Warranty	**minimum one (1) year warranty**		
		Mounting Hole Pattern	**VESA Compliant**		
		Stand	**Height-adjustable stand**		
		Energy-Star	**Energy Star compliant per v4.1 Tier II standard**		
		Security lock slot	*Specify whether monitor has security lock slot*		
		EPEAT	**EPEAT BRONZE level**		
		Environmental	*Specify whether monitor is RoHS compliant*		

24" MONITOR

4	L1P-4	**PERIPHERAL 4 SKU:**		**PERIPHERAL 4 LIST PRICE:**	
	Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
	L1P-4	*Manufacturer Name*	*Specify manufacturer*		
		Manufacturer Base Model Name	*Specify the base model name*		
		Manufacturer Base Model #	*Specify the base model number*		
		Screen size (diagonal measure)	**24 inches**		
		Format	**Wide-Format, WSXGA compatible**		
		Resolution	**1920 x 1080**		
		Brightness	**250 Nits / cd/m2**		
		Contrast	**400 to 1**		
		Response Time	**8 ms**		
		Pixel Policy	**ISO-13406-2**		
		VGA interface	*Specify whether VGA interface is included*		
		DVI interface	**DVI interface required**		
		Display Port (DP) Interface	*Specify whether DP interface is included*		
		Cables	*Specify whether DVI cable is included*		
		Warranty	**minimum one (1) year warranty**		
		Mounting Hole Pattern	**VESA Compliant**		
		Stand	**Height-adjustable stand**		
		Energy-Star	**Energy Star compliant per v4.1 Tier II standard**		
		Security lock slot	*Specify whether monitor has security lock slot*		
		EPEAT	**EPEAT BRONZE level**		
		Environmental	*Specify whether monitor is RoHS compliant*		

BAND 2: LAPTOP - SERVICES - Market Basket Specs

Responder Name:

Microsoft Corporation

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES				
Spec #	**Description**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
L1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Laptop 1	Not a formal offering / SKU	
L1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Laptop 1	3 Yr Extended HW Service Plan	A9W-00001
L1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Laptop 1	3 Yr Extended HW Service Plan with AI	A9W-00005
L1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Laptop 1	Not offered - Surface is a bonded unit	
L1S-5	Image Loading	Describe services to load custom software image at factory prior to delivery	Load customer software image at centr	DQF-00296
L1S-6	Image Consulting	Develop custom software image solution.	Custom order request/ Referred to Mic	DQF-00301
L1S-7	Asset Tagging	Affix asset tags to equipment prior to delivery.	Affix asset tags in centralized facility to	DQF-00295
L1S-8	Installation	Describe equipment installation services available	Referred to Microsoft Partners	
L1S-9	General Consulting	Describe Consulting services available	Referred to Microsoft Partners	
L1S-10	Training	Describe Training Services Available	In-Store Personal Training for 1 Year -	DQF-00035
L1S-11	Staging/Deployment	Describe staging/deployment services	Centralized kitting services during fulfi	DQF-00298

BAND 3: TABLET - Discount Structure

Responder Name:

Microsoft Corporation

Please fill in the yellow cells.

1. BASELINE PRICING

IDENTIFY BASELINE/LIST PRICING UTIILIZED:	MSRP

2. MINIMUM BAND DISCOUNT

PROPOSERS MUST PROVIDE MINIMUM DISCOUNT FOR BAND.

PROPOSERS MAY PROVIDE ADDITIONAL CATEGORY DISCOUNTS IN EACH BAND.

CATEGORY NAME	DISCOUNT
MINIMUM DISCOUNT FOR BAND	3.00%
ADDITIONAL CATEGORIES	**DISCOUNT**
Devices	3.00%
Accessories	10.00%

3: OPTIONAL: 3RD PARTY MINIMUM DISCOUNT

CATEGORY NAME	DISCOUNT
THIRD PARTY MINIMUM DISCOUNT FOR BAND	
ADDITIONAL CATEGORIES	**DISCOUNT**

4: OPTIONAL: LEASE RATES

Provide Current lease rates

BAND 3: TABLET - Volume Discounts

Responder Name:

Microsoft Corporation

Please fill in the yellow cells.

Responders may provide volume based pricing allowing deeper discounts on volume purchases (greater than Qty 1)

1. Per Transaction Multiple Unit Discount

Responders may propose a contractual volume discount program or plan based on dollars in a single purchase order or combination of purchase orders submitted at one time by a Participating Entity or multiple entities conducting a cooperative purchase. Include a table indicating the additional discount percentage to be earned by volume purchased at one time.

Microsoft will provide additional volume based pricing discounts to States and Participating Entities whose purchase qualifies on a per transaction multiple unit basis. The discount program is based on the number of device units of a single sku purchased a single purchase order, p-card, or credit card transaction. The additional discount percentage to be earned begins at five (5) device units of a single sku. In addition to the provided bulk pricing discount, Microsoft plans to offer product and service promotions with special pricing and additional discounts beyond the bulk pricing discounts throughout

2. Cumulative

Responders may propose a cumulative volume discount based on dollars resulting from the cumulative purchases by all governmental purchasers for the duration of their Master Agreement. Include a table indicating the additional discount percentage to be earned by cumulative volume purchased.

Microsoft does not provide a cumulative volume discount at this time.

3. Other Discounts

Describe additional discounts available.

BAND 3: TABLET - Market Basket Pricing

Responder Name:

Microsoft Corporation

Market Basket Pricing is used for EVALUATION PURPOSES ONLY.

Please fill in the yellow cells.

Base Equipment (Hardware)

BASE EQUIPMENT MUST BE MANUFACTURED BY PROPOSER

PRICING MUST BE DISCOUNTED PER THE BASELINE PRICE AND DISCOUNTS PROVIDED IN THE "DISCOUNTS" TAB

Classification	Spec Item #	QTY	Item SKU	Item Description	LIST PRICE	QTY1 DISCOUNT	QTY1 PRICE
Example	*TB-1*	*1*	*ABC123*	*Acme - Coyote IV*	*$ 1,000.00*	*75.00%*	*$ 250.00*
Tablet	T1B-1	1	M4Z-00001	Microsoft Corporation-Surface 2	$ 549.00	3.00%	$ 532.53
Tablet	T2B-1	1	0	-	$ -		$ -
						Total	$ 532.53

OPTIONS/UPGRADES/PERIPHERALS

OPTIONS/UPGRADES/PERIPHERALS PROPOSED FOR MARKET BASKET SPECIFICATIONS MAY BE THIRD PARTY PRODUCTS

Classification	Spec Item #	QTY	MFG SKU #	Item Description	BASE/LIST	QTY1 DISCOUNT	QTY1 PRICE
Option	T1O-1	1	0	Case/Sleeve option - no keyboard	$ -		$ -
Upgrade	T1O-2	1	Type cover keyboard	Case/Sleeve option - with keyboard	$ 129.99	10.00%	$ 116.99
Upgrade	T1O-3	1	0	Charging dock	$ -		$ -
Upgrade	T1O-4	1	0	Car charger	$ -		$ -
Peripheral	T1P-1	1	0	Color Printer	$ -		$ -
Peripheral	T1P-2	1	0	Black & White Printer	$ -		$ -
Peripheral	T1P-3	1	0	19" Monitor	$ -		$ -
Peripheral	T1P-4	1	0	24" Monitor	$ -		$ -
						Total	$ 116.99

VOLUME DISCOUNTS

Calculate price for 10 units based on volume discount provided for T2B-1	Volume discount begins at 5 units
Calculate price for 100 units based on volume discount provided for T2B-1	Volume discount begins at 5 units
Calculate price for 1000 units based on volume discount provided for T2B-1	Volume discount begins at 5 units

BAND 3: TABLET - Market Basket Pricing

Responder Name:

Microsoft Corporation

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES

Spec Item #	Quantity	Commodity Description	PRICING - PROPOSER MAY PROVIDE DISCOUNT OFF LIST, HOURLY OR PER UNIT RATES
TS-1	1	Warranty Upgrade-2 yr	Not offered
TS-2	1	Warranty Upgrade-3 yr	$94.99 per unit
TS-3	1	Warranty Upgrade-AD	$142.49 per unit for 3 Yr Warranty Upgrade + AD
TS-4	1	Break Fix - Non Warranty	Not offered
TS-5	1	Image Loading	20% off MSRP
TS-6	1	Image Consulting	Custom order request/ Referred to Microsoft Partners
TS-7	1	Asset Tagging	20% off MSRP
TS-8	1	Installation	Referred to Microsoft Partners
TS-9	1	General Consulting	Referred to Microsoft Partners
TS-10	1	Training	20% off MSRP
TS-11	1	Staging/Deployment	20% off MSRP

Responder Name:

Microsoft Corporation

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum* , please provide the offered specification in either instance.

Please fill in the yellow cells.

Base Equipment (Hardware)

T1B-1	**TABLET 1 SKU:**	M4Z-00001	**TABLET 1 LIST PRICE:**	$ 549.00
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
T1B-1	*Manufacturer Name*	*Specify manufacturer (must be manufactured by proposer)*	Microsoft Corporation	
	Manufacturer Base Model Name	*Specify the base model name*	Surface 2	
	Manufacturer Base Model #	*Specify the base model number*	64 GB	
	Operating System	**iOS7, Android 4.1 or Windows 8.0 pro**	Windows RT 8.1	
	Processor	*Specify Processor*	NVIDIA Tegra 41.7GH Quad Core	
	RAM - capacity	**1 GB**	2 GB DDR3L-800	
	RAM - speed	*Specify memory speed*	100 MHz	
	Storage	**16 GB**	64 GB	
	Wireless	**Integrated 802.11n wireless networking**	Wi-Fi (802.11a/b/g/n) and Bluetooth 4.0 Low Energy technology	
	Video	**1280 x 800**	1920 x 1080	
	Video - screen size	**Minimum 7-inch screen**	10.6" Touchscreen (10 point multi-touch), ClearType Full HD Display	
	Sound	*Specify*	Integrated sound & stereo speakers with Dolby(R) sound, two microphones with noice cancellation, headphone & microphone combo jack	
	Camera/video	**Camera/video capability included**	3.5MP front-facing, 5MP rear-facing	
	Keyboard / Touch Interface	**Touch Interface**	10.6" Touchscreen (5 point multi-touch), ClearType Full HD Display	
	USB	**Specify number and type of USB ports**	1 USB 3.0 port	
	Warranty	**Manufacturer Warranty - Minimum 1 year**	Manufacturer's Warranty - One (1) year limited hardware warranty	
	Environmental	**Describe Environmental Efforts**		
	Primary Battery	*Specify battery type and expected battery life & wHr*	Li-Ion, 31.5 Wh, Up to 10 hours of battery life for video playback. 7-15 day idle life	

OPTIONS/UPGRADES

Spec #	Options	Minimum Requirements	Manufacturer's SKU #	List price
T1O-1	Case/Sleeve option - no keyboard	Provide description		
T1O-2	Case/Sleeve option - with keyboard	Provide description	Type cover keyboard	129.99
T1O-3	Charging dock	Provide description		
T1O-4	Car charger	Provide description		

Responder Name:

Microsoft Corporation

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum* , please provide the offered specification in either instance.

Please fill in the yellow cells.

Base Equipment (Hardware)

T2B-1	**TABLET 2 SKU:**		**TABLET 2 LIST PRICE:**	
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
T2B-1	*Manufacturer Name*	*Specify manufacturer (must be manufactured by proposer)*		
	Manufacturer Base Model Name	*Specify the base model name*		
	Manufacturer Base Model #	*Specify the base model number*		
	Operating System	**iOS7, Android 4.1 or Windows 8.0 pro**		
	Processor	*Specify Processor*		
	RAM - capacity	**2 GB**		
	RAM - speed	*Specify memory speed*		
	Storage	**64 GB**		
	Wireless	**Integrated 802.11n wireless networking**		
	Additional Wireless	**3G, 4G, LTE**		
	Bluetooth	**Bluetooth ability**		
	Video	**1280 x 800**		
	Video - screen size	**Minimum 10-inch screen**		
	Sound	*Specify*		
	Camera/video	**Camera/video capability included**		
	Keyboard / Touch Interface	**Touch Interface**		
	USB	**Specify number and type of USB ports**		
	Warranty	**Manufacturer Warranty - Minimum 1 year**		
	Environmental	**Describe Environmental Efforts**		
	Primary Battery	*Specify battery type and expected battery life & wHr*		

OPTIONS/UPGRADES

Spec #	Options	Minimum Requirements	Manufacturer & SKU #	List Price
T2O-1	Case/Sleeve option - no keyboard	Provide description		
T2O-2	Case/Sleeve option - with keyboard	Provide description		
T2O-3	Charging dock	Provide description		
T2O-4	Car charger	Provide description		

PERIPHERALS 1 & 2 - Market Basket Specs

Responder Name:

Microsoft Corporation

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum* , plea
either instance.

Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

BLACK & WHITE PRINTER

T1P-1	PERIPHERAL 1 SKU:		PERIPHERAL 1 LIST PRICE:
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**
T1P-1	*Manufacturer Base Model Name*	*Specify the base model name*	
	Manufacturer Base Model #	*Specify the base model number*	
	Print speed (ppm)	**20**	
	Minimum recommended print volume	**250 pages per month**	
	Network Connection	**Yes**	
	Two sided printing	**Automatic**	
	Memory	**32 MB**	
	Print resolution	**600dpi**	
	Paper size	**Letter**	
	Paper trays	**250 sheets**	
	Energy Star compliance (verified at www.energystar.gov)	**Yes**	
	Warranty	**minimum one (1) year warranty**	

COLOR PRINTER

T1P-2	PERIPHERAL 2 SKU:		PERIPHERAL 2 LIST PRICE:
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**
T1P-2	*Manufacturer Base Model Name*	*Specify the base model name*	
	Manufacturer Base Model #	*Specify the base model number*	
	Print speed (ppm)	**20**	
	Minimum recommended print volume	**250 pages per month**	
	Network Connection	**Yes**	
	Two sided printing	**Automatic**	
	Memory	**128 MB**	

PERIPHERALS 3 & 4 - Market Basket Specs

Responder Name:

Microsoft Corporation

BOLD font is a minimum requirement that the offering must MEET OR EXCEED, *blue italic font does not have a minimum* , please provide the offered specification in either instance.

Please fill in the yellow cells.

PERIPHERALS OFFERED MAY BE THIRD PARTY PRODUCTS

19" Monitor

T1P-3	PERIPHERAL 3 SKU:		PERIPHERAL 3 LIST PRICE:	
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
T1P-3	*Manufacturer Name*	*Specify manufacturer*		
	Manufacturer Base Model Name	*Specify the base model name*		
	Manufacturer Base Model #	*Specify the base model number*		
	Screen size (diagonal measure)	**19 inches**		
	Format	**Wide-Format, WSXGA compatible**		
	Resolution	**1440 x 900**		
	Brightness	**250 Nits / cd/m2**		
	Contrast	**400 to 1**		
	Response Time	**8 ms**		
	Pixel Policy	**ISO-13406-2**		
	VGA interface	**VGA interface required**		
	DVI interface	**DVI interface required**		
	Display Port (DP) Interface	**include DP interface**		
	Cables	**include DVI cable**		
	Warranty	**minimum one (1) year warranty**		
	Mounting Hole Pattern	**VESA Compliant**		
	Stand	**Height-adjustable stand**		
	Energy-Star	**Energy Star compliant per v4.1 Tier II standard**		
	Security lock slot	*Specify whether monitor has security lock slot*		
	EPEAT	**EPEAT BRONZE level**		
	Environmental	*Specify whether monitor is RoHS compliant*		

24" MONITOR

T1P-4	PERIPHERAL 4 SKU:		PERIPHERAL 4 LIST PRICE:	
Spec #	**Configuration**	**Minimum Requirements**	**Manufacturer's Proposal**	**Mfg SKU#**
T1P-4	*Manufacturer Name*	*Specify manufacturer*		
	Manufacturer Base Model Name	*Specify the base model name*		
	Manufacturer Base Model #	*Specify the base model number*		
	Screen size (diagonal measure)	**24 inches**		
	Format	**Wide-Format, WSXGA compatible**		
	Resolution	**1920 x 1080**		
	Brightness	**250 Nits / cd/m2**		
	Contrast	**400 to 1**		
	Response Time	**8 ms**		
	Pixel Policy	**ISO-13406-2**		
	VGA interface	*Specify whether VGA interface is included*		
	DVI interface	**DVI interface required**		
	Display Port (DP) Interface	*Specify whether DP interface is included*		
	Cables	*Specify whether DVI cable is included*		
	Warranty	**minimum one (1) year warranty**		
	Mounting Hole Pattern	**VESA Compliant**		
	Stand	**Height-adjustable stand**		
	Energy-Star	**Energy Star compliant per v4.1 Tier II standard**		
	Security lock slot	*Specify whether monitor has security lock slot*		
	EPEAT	**EPEAT BRONZE level**		
	Environmental	*Specify whether monitor is RoHS compliant*		

BAND 3: TABLET - SERVICES - Market Basket Specs

Responder Name:

Microsoft Corporation

Please fill in the yellow cells.

A. EACH STATE DETERMINES IF AND HOW SERVICES WILL BE OFFERED IN THEIR PARTICIPATING ADDENDUM

B. TRAVEL FOR SERVICES TO BE NEGOTIATED WITH EACH STATE IN THEIR PARTICIPATING ADDENDUM.

C. RESPONDER MAY PROVIDE DISCOUNT OFF LIST, HOURLY AND/OR UNIT RATES

SERVICES				
Spec #	**Description**	**Minimum Requirements**	**Manufacturer's Proposal**	**Manufacturer SKU #**
T1S-1	Warranty Upgrade-2 yr	Describe two year warranty on Tablet 1	Not a formal offering / SKU	
T1S-2	Warranty Upgrade-3 yr	Describe three year warranty on Tablet 1	3 Yr Extended HW Service Plan	A9W-00001
T1S-3	Warranty Upgrade-AD	Describe accidental damage protection on Tablet 1	3 Yr Extended HW Service Plan with AI	A9W-00005
T1S-4	Break Fix - Non Warranty	Describe break-fix non warranty on Tablet 1	Not offered	
T1S-5	Image Loading	Describe services to load custom software image at factory prior to delivery	Load customer software image at centr	DQF-00296
T1S-6	Image Consulting	Develop custom software image solution.	Custom order request/ Referred to Mic	DQF-00301
T1S-7	Asset Tagging	Affix asset tags to equipment prior to delivery.	Affix asset tags in centralized facility to	DQF-00295
T1S-8	Installation	Describe equipment installation services available	Referred to Microsoft Partners	
T1S-9	General Consulting	Describe Consulting services available	Referred to Microsoft Partners	
T1S-10	Training	Describe Training Services Available	In-Store Personal Training - Unlimited sessions for 1 Year per individual	DQF-00035
T1S-11	Staging/Deployment	Describe staging/deployment services	Centralized kitting services during fufil	DQF-00298