



Offeror Questionnaire – Qualifications

STATE OF ARIZONA

Agency: **Arizona Dept. of Administration
State Procurement Office (ADOA/SPO)**
Customer: **WSCA participating states; AZ Statewide
(state agencies & cooperative partners)**

Description: **WSCA Software Value-Added Reseller**

Instructions: Complete each item, using attachments where necessary. Attachments shall indicate the item number and heading being referenced as it appears below. *Please note: Please respond to all questions, even if your answer may be 'Not Applicable'.* Label your response "Questionnaire-Qualifications-companyname" and indicate the question number that is being addressed. Your narrative response is limited to 15 pages. All attachments under this header should be labeled, "Questionnaire-Qualifications-companyname-Attachments". Attachments are not included as part of the page total. Responses should be comprehensive but concise, addressing specifics with minimal extraneous information. Charts and graphs may be utilized to outline specific information, such as an organization chart or current client list, where appropriate. All materials must be in electronic format that can be received in ProcureAZ, the State of Arizona's electronic procurement system (See Special Instructions). **ANY NARRATIVE LANGUAGE RECEIVED IN EXCESS OF THE PAGE QUANTITY INDICATED WILL NOT BE CONSIDERED AS PART OF THE PROPOSAL.**

QUALIFICATIONS:

1. Provide an overview of the organization, including its structure, number and location of offices. Include an organizational chart to show the lines of responsibility at the highest levels. Provide a short history of your organization. Include number of years in business, industry awards, and corporate trade affiliations (publisher certifications are addressed in #2). This solicitation is for the products and services offered by a Software Value-Added Reseller (SVAR (Yes/No)). Is your organization a SVAR? If not, please describe the nature of your business (e.g., LAR)

CCI is a SVAR, and the Services are the core portion of our business. We are 15 years old and we have affiliations with many large technology firms including IBM, Microsoft, and T-Mobile. We have worked with State and Federal Government Agencies since 1999, and currently are providing software and services through existing master contracts with the states of Washington, Oregon, Hawaii, Iowa, Texas, Virginia, and North Carolina. We are certified 100% Minority-owned, 100% Woman-owned in Washington, Oregon and Virginia. Originally incorporated in 1994 in the state of Montana, Computer Consultants International, Inc. (CCI) maintains offices in five states including Washington, Montana, California, Hawaii, and Iowa. Our history proves that we are dedicated to State, Local and Federal Government projects: 60% of CCI's revenue is derived from Government projects and 40% from Commercial projects and Software Sales.

Throughout 2010 CCI has had a growing focus on not only providing Software Plus Services, but also related hardware, as indicated in sales of Call Center Power Supplies to Connecticut, and Satellite Phones to Washington State as well as similar sales to a number of private and corporate clients across the nation.

We have included an Organizational Chart below that includes lines of authority to the highest levels of CCI. As shown, we will integrate this contract into our Government Services through the State of Arizona, however CCI is a flexible firm and we are organized in such a way that all of our teams are able to provide support wherever needed. We already operate across the nation and we are able to support all of the member states involved in this acquisition using our internal resources. That said we are also prepared to scale up and expand if needed due to the demands on this contract. As indicated, on the Org Chart, each project with both sales and services will include a project manager or team lead. Roles will be assigned as needed based on the specifics of the work order, and our Account Manager will stay informed at all times of the progress of all projects engaged under this contract. Some smaller projects may only require a single expert, and large projects may require very large teams, but the overall structure will remain in either case.

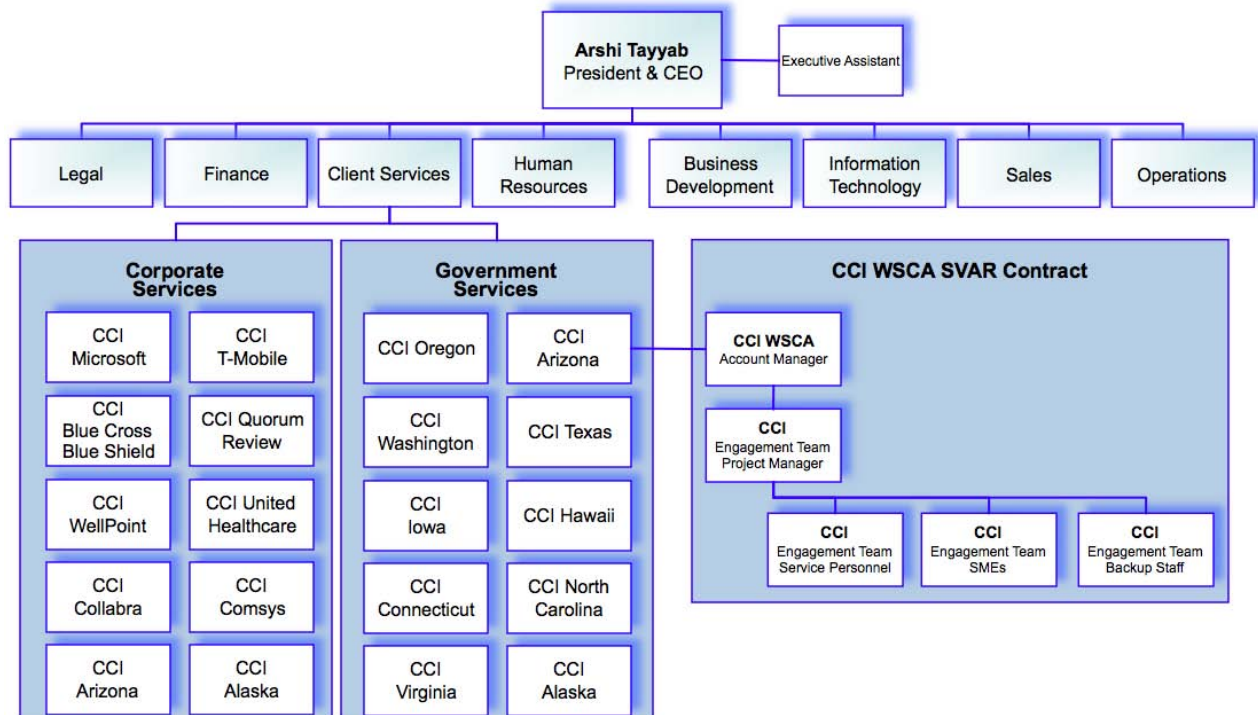


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As stated above we have a number of existing contracts with State governments that speak directly to our ability to perform under this WSCA SVAR contract. Of greatest relevance, we have a contract with the Washington State Department of Information Services to provide [Data Encryption Software and related services](#) to all Agencies, Municipalities and approved Non-Profit Organizations within the State. This contract was modeled on the Federal GSA adapted to the needs of Washington State.

Additionally, we are on service-level contracts with the States of Washington, Oregon, Iowa, and Texas, through which we support software implementations, upgrades, and purchases. In Arizona, we have recently established such a master contract with the County of Maricopa, and in Hawaii we have such a contract with the Department of Education. We have multiple Agency-level Master Contracts in Washington, with the Parks and Recreation Commission, University of Washington (we are a certified Diverse Vendor for the University), Washington State Department of Transportation, and the Office of the Attorney General.

In addition to our Master Contracts, CCI also responds to Government and Corporate procurement opportunities all across the Nation. A perfect example of our capabilities as an SVAR has been our ongoing relationship with the Washington State Department of Labor and Industries (LNI). In 2008 LNI required internal auditing software in order to ensure compliance with numerous Federal Requirements including Sarbanes-Oxley, CoBIT, and more. As part of the 9-month effort to win the contract, CCI provided an analysis of three competing products, along with a recommendation for a solution. LNI selected the CCI proposed solution and we sold them the required software licenses, provided installation and configuration of the NetIQ SCM (Secure Configuration Manager) software, and we also provided classroom training for all of their internal audit team to ensure they were able to use the new software properly. Since the



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completion of the implementation CCI has maintained our relationship with LNI by providing ongoing license and maintenance renewals.

CCI does not focus on Awards, but rather on providing consistent and reliable service to our clients. We are extremely proud that we have never failed to deliver on a contract in the entire history of our firm, and further we have never been involved in any litigation. We look forward to bringing this perfect record to the service of WSCA and your member states.

2. Using Excel file 'Questionnaire–Qualifications, RepPublishers', please advise of the publisher accounts for which you are an authorized reseller. Using this same Attachment, advise of those publishers for which you are not an authorized reseller, and briefly explain why you are not a reseller for those publishers. A contract requirement states that the Contractor must agree that there are no software publishers with whom they would refuse to do business if the Software Publisher is willing to do business with them. Please affirm that you agree with this requirement or state your objection and provide an explanation for requesting a modification of this requirement, providing names of publishers your organization would not represent and the reasons why. Provide written proof of your reseller status (certifications) with individual publishers as attachments to your response.

As required, CCI has included the above mentioned Questionnaire-Qualifications Excel File, and it indicates which publishers we are and are not a reseller for. CCI is absolutely willing to do business with any publisher on the WSCA SVAR list as indicated in the Excel file. We are proud to be platform-agnostic and we regularly recommend many different software solutions to our customers based on their needs and the needs of the project. We are not limited by any contractual or legal issues to prevent us from offering solutions from competing producers to different (or to the same) customer. We always put the needs of the customer first, and we have built up our network of producers and suppliers in such a way as to ensure that we can always remain independent, and dedicated to our customer needs, not the publisher's bottom line. As an example, for the Washington State Department of Labor, as noted in our references we recommended three competing solutions and implemented one after discussion and follow up with LNI.

CCI is a reseller through Ingram Micro and Interwork technologies. Neither firm provides signed reseller agreements instead holding terms online. If WSCA desires we can provide a copy of our application forms.

Our Ingram Micro Reseller Account Number is 50-990811

Our Interwork Technologies Reseller Account is 66985

Our Microsoft Authorized Education Reseller Account is 42921, Copy of certification attached: Questionnaire-Qualifications-CCI-Attachment-1

And Our SafeNet Reseller Agreement for the State of Washington Master Contract is attached: Questionnaire-Qualifications-CCI-Attachment-2

3. Describe the company's experience and expertise providing the following services.
 - a. License Management
 - b. Account Management (assume 'accounts' as equivalent to a state contract, and to a using municipality)
 - c. Training
 - d. Software Consultation
 - e. Other (Specify)

A. License Management – CCI has over 15 years of License Management experience, including supporting our direct customers as well as clients for whom we are supporting externally purchased software and hardware. We have managed extremely large projects in excess of



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\$100m for clients such as Microsoft and WellPoint. CCI is familiar with the unique needs of Government Agencies in regard to license management including the legal requirements to not pay ahead of time, and for many renewals to go out for competitive bid. Additionally many Master Contracts require detailed tracking of all purchases and monthly and/or quarterly reporting to support the Administrative Fees involved. CCI has been making monthly and quarterly reports for over 2 years. Additionally for the Department of Information Services in Washington on our SVAR Master Contract for Encryption Software CCI created the reporting template. Beyond our own sales and services, Management Consulting is a specialty of CCI and in that role we have supported the licensing needs of Microsoft, WellPoint, Washington State Department of Transportation, and more.

B. Account Management – Based on the above definition of “accounts” as limited to State Contracts, CCI has been providing Software Sales and Services since 1999 through competitive bid opportunities, and we have been supporting Master Contracts such as this WSCA SVAR since 2008.

C. Training – Providing training is a critical success factor on every project CCI performs. Whether it is hands-on mentoring or formal classroom training, we provide knowledge transfer and support to all of our clients. A perfect example of our expertise in this area is our project for the Washington State Department of Labor and Industries. On that project LNI was unable to attend the initially scheduled classroom training due to internal conflicts. The only time they would be able to attend formal training was 5 months post implementation, creating a clear potential risk for their agency. Therefore, CCI adapted our documentation for the configuration portion of the work to include a large amount of additional details on methodology and usage of the software. Additionally, we had our on-site staff provide hands-on one-to-one mentoring to the LNI end users covering all of the most critical aspects of the application. Through these changes we ensured that LNI was able to use the software on a daily basis until their staff made it to the formal classroom training.

D. Software Consultation – Of the categories of service in this area, Software Consultation is really CCI’s greatest strength. We provide all levels of consulting, from business analysis, cost-benefit analysis, compete analysis, recommendations for long-term planning, Build-vs-Buy, Service Level Agreements (SLAs) as well as detailed technical plans and step-by-step implementation consulting. As an example, we again refer to our Washington State Department of Labor and Industries project. Initially, LNI had scoped the compliance and internal audit project for only 3 licenses because they had 3 audit staff who would be using the software. CCI explained that this software is only sold in batches of 100 because it is not the administrators, but rather the network points that are being monitored for compliance that are relevant. We provided an analysis of the market and gave LNI three options: first, a completely custom solution that was built on free Microsoft technology and the only cost would be the time and materials for the development; second, a product by NetPro (they have been bought by Quest since this time) that would fit within the LNI budget; and third, a solution by NetIQ that was CCI’s recommended solution even though it exceeded the Agency’s budget. LNI reviewed our information, and eventually selected our recommended solution from NetIQ. CCI has extensively provided software consulting to government agencies in Oregon, Washington, Texas, Iowa, and corporate



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clients from the local (such as a confidential accounting firm in Everett Washington), the national (such as [Quorum Review](#)), the global (such as Microsoft, for whom we are not only a partner and reseller, but also a vendor), and the international (such as [House of Mayfair](#)).

E. Other – IT Consulting. In addition to software, CCI’s consulting and services extend into hardware, management, security, and business analysis. We offer holistic end-to-end consulting that takes every need of our clients into consideration. Our understanding of every aspect of our customer’s environments gives us a unique ability to identify potential solutions that software-only SVARs cannot because of their limited focus. It also allows us extra opportunities to examine their environments and to bring value to key publishers such as Microsoft, Sun, HP and others who provide both software and hardware and thereby allow PEs to benefit from volume opportunities that software only SVARs cannot offer. Our full range of consulting services are described in great detail in question 9 of the Methodology document, and our prices are included in the Pricing spreadsheet.

4. Clients

- a. *Provide information on your current government client list. In addition, explain the services you provide to each client and how long you have been working with each one.*

CCI has the following active Government Contracts at the time of this response:

Arizona

Maricopa County, Arizona – I.T. Services in all categories from implementation, custom development, management, QA, training, etc – since 2011

Hawaii

Hawaii Department of Education – I.T. Services in all categories from implementation, custom development, management, QA, training, etc – since 2010

Iowa

Iowa State Department of Administrative Services – I.T. Services in all categories from implementation, custom development, management, QA, training, etc – since 2010

North Carolina

North Carolina Department of Information Technology Services – I.T. Services in all categories from implementation, custom development, management, QA, training – since 2010

Oregon

Oregon Department of Human Services – Sybase/PowerBuilder modernization, and I.T. Modernization/Upgrade with Web Application Customization – since 2010

Oregon Department of Transportation – I.T. Services in all categories from implementation, custom development, management, QA, training, etc – since 1999

Texas

Texas Department of Assistive and Rehabilitative Services – Software Modernization/Upgrade – since 2010

Texas Health and Human Services Commission – Systems Administration – since 2010

Texas Comptroller of Public Accounts – Disaster Recovery – since 2011

Texas Workforce Commission – Analysis and SaaS solution customization – since 2011



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Texas Department of Information Resources - I.T. Services in all categories from implementation, custom development, management, QA, training, etc – since 2010

Washington

University of Washington – I.T. Services and Creative Services in all categories from implementation, custom development, management, QA, training, technical writing – since 2010

Washington State Attorney General's Office – I.T. Services to support litigation – since 2009

Washington State Department of Transportation – I.T. Services in all categories from management consulting, analysis, implementation, custom development, QA, training, telecommunications, RFP creation and implementation, etc. We have held multiple contracts with WSDOT over the past decade and are currently performing 3 simultaneous projects including 1 multi-year (through 2017) procurement and implementation, and 1 major Analysis and Management project with a final report for the State Legislature.

Washington State Parks and Recreation Commission – I.T. and Engineering services in support of engineering projects – since 2009

Washington State Department of Information Services – Statewide Master Contracts for I.T. services and Software Sales (Data Encryption) – since 2009

Washington State Department of Labor and Industries – Network Infrastructure Upgrade – Current contract since 2011, working with LNI as a client since 2008

Washington State Department of Commerce – Data Warehouse analysis and software purchase/upgrade recommendation – since 2011

b. List government contracts you have gained over the past three years and provide an explanation of why your company was chosen.

Agency	Contract #	Why Selected
AZ, Maricopa County	10105	Strength of CCI Experience, and Staff
CT, Dept of Labor	10ITZ0080AA	Competitive Pricing
HI, Dept of Education	PS D11-003	Strength of CCI Experience, and Staff
IA, Dept of Administrative Services	CTITQ0108	Strength of CCI Experience, and Staff
NC, Dept of Information Technology Services	ITS-002441	Strength of CCI Experience, and Staff
OR, Dept of Administrative Services	Price Agreement #5488	Strength of CCI Experience, and Staff
OR, Dept of Human Services	LS05192010	Strength of CCI corporate and staff experience, and unique knowledge of bug resolution on Sybase upgrades that skip the v10.x generation (e.g. v9.5 to v11.2)
OR, Dept of Human Services	2916	Strength of CCI corporate and staff experience
OR, Dept of State Police, OWIN	2750	Strength of CCI corporate and staff experience
OR, Dept of Transportation	730-00030-A-06	Strength of CCI Experience, and Staff



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TX, Comptroller of Public Accounts	30411112271	Strength of CCI staff skills and understanding of the State's needs
TX, Dept of Assistive and Rehabilitative Services	5383000017684	Strength of CCI Experience, and staff's unique combination of legacy and current mainframe and server environments
TX Dept of Information Resources	DIR-SDD-1208	Strength of CCI corporate and staff experience
TX, Health and Human Services	529102000080216	Strength of CCI corporate and staff experience
TX, Workforce Commission	320112896	Strength of CCI corporate and staff experience
WA, Attorney General's Office	AGO.PSC.002	Strength of CCI corporate and staff experience
WA, Dept of Commerce	WR-11-52	CCI Staff understanding of the State's needs combined with skills and experience
WA, Dept of Information Services	T10-MST-228	Strength of CCI corporate and staff experience
WA, Dept of Information Services	T09-MST-155	Strength of CCI's corporate experience and SafeNet software capabilities
WA, Dept of Labor & Industries	K1323	CCI's unique understanding of LNI needs and environment combined with the strength of NetIQ's software capabilities
WA, Dept of Labor & Industries	K2140	Strength of CCI's understanding of the LNI network environment and our key staff's background and skill set
WA, Dept of Transportation	EL8	CCI staff's unique experience with end-to-end FileMaker Pro projects in large and complex implementations
WA, Dept of Transportation	NM9	CCI's combination of management, architecture, and systems engineering experience
WA, Dept of Transportation	NM12	CCI's extensive Management Consulting experience and our key staff's experience with multi-million-dollar procurements and implementations
WA, Dept of Transportation	LG10	Strength of CCI corporate and staff experience
WA, Dept of Transportation	LG14	Strength of CCI corporate and staff experience
WA, Dept of Transportation	RH1	Strength of CCI corporate and staff experience
WA, Dept of Transportation	RV1	CCI's understanding of WSDOT's IT environment, and our Team's unique mix of



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		skills
WA, Office of the Superintendent for Public Instruction	20100436	CCI's extensive government and education experience and the depth of our team's experience with the unique standards of education projects
WA, Parks and Recreation Commission	2009ParksRoster	Strength of CCI's government experience and our key staff's broad range of GIS and Engineering skills
WA Pierce County	RFP #480	Determination of CCI as a responsible vendor, and Competitive Pricing
WA, Sound Transit	RTA/FI 0005-08	CCI's Transportation and government expertise and the strength of the staff we have available for projects
WA, State Board for Community and Technical Colleges	WR-10-63	CCI's record for never failing on any project in our corporate history and our key staff's in-depth understanding of the state system and needs. Note: this project had failed in the hands of three previous vendors before CCI was brought in and led it to success.
WA, University of Washington	DL 09-0208	Strength of CCI's education experience and our key staff's broad range of technical and creative skills

c. List government contracts you have lost or resigned over the past three years and provide an explanation of why your company lost or resigned these accounts.

CCI is proud to state that we have never failed to deliver on any contract, and never lost an active contract in the entire 15-year history of our firm.

In the State of Washington, we have resigned two contracts on extremely positive terms: WSDOT Work Order RH1 was resigned by CCI when WSDOT decided to hire our Consultant as a direct employee of the Department. Similarly, SBCTC Work Request WR-10-63 was resigned by CCI when the State Board for Community and Technical Colleges decided to hire our Consultant as a direct employee of the Board. In all other cases throughout our corporate history, CCI's contracts have ended upon completion of the project and with all deliverables approved by the client.

d. If you have no government clients, note this in your response and answer questions A, B, and C based on non-government clients.

CCI has included our list of government clients above. Government work of this kind is our specialty, and we are proud to have many satisfied Client Agencies across the US.

e. Provide the agency/company name, contact name, email address and telephone number for three client references. Providing this information shall constitute your permission for the Procurement Officer to contact the clients to discuss your work and your working relationship with them.



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Washington State Department of Transportation, Ferries Division	
Project Reference #1	
Background	This project is to provide Software Consulting services to support a large Procurement including Project Management, Business Analysis, IT Funding, and System Analysis.
Project Description	Under contract number NM12, CCI is providing Project Management from our Professional Services Consulting Practice for a major software procurement and implementation at the WSDOT Ferries. Specifically the Ferries will be implementing a ticketing and reservation system.
Project Duration	Project Ongoing. Began in 2010. CCI Staff is meeting all goals and project deadlines. CCI's service contract WSDOT has been renewed, and the project is scheduled to run through 2017.
Point of Contact	Tim Carroll (360) 705-7595, carrollt@wsdot.wa.gov
Washington State Department of Labor and Industries	
Project Reference #2	
Background	This project is to provide IT Professional Services in the form of software installation, network analysis, configuration, testing, documentation, and training.
Project Description	Under contract K1323 LNI purchased software, installation, configuration, and training of security access rights identification tool. The primary use of the software tool is for audit analysis by the Internal Audit staff of the department. CCI provided COTS software, performed the installation, configured the software for the LNI environment, provided documentation of the software and installation, and trained LNI staff to be self-sufficient going forward.
Project Duration	Original: November, 2008 Actual: November, 2008 (Note: Client rescheduled training for 2Q 2009 due to internal scheduling conflicts, project was given final signoff on originally scheduled date)
Point of Contact	Ron Burford (360) 902-4764, Chris Cotey (360) 902-5879, bury235@lni.wa.gov
Washington State Department of Information Services	
Project Reference #3	
Background	CCI has a statewide Master Contract to provide Data Encryption Software and related services to all state agencies in Washington.
Project Description	Under contract T09-MST-155 CCI has established a statewide Master Contract to provide Data Encryption Software and related services to all state agencies in Washington. The software producer is Safe-Net.
Project Duration	Contract is on-going since Feb 2009
Point of Contact	Michael Callahan (360) 902-0357, Michael.callahan@dis.wa.gov



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5. ***Accuracy in Quotes and Billings; Audits. Pricing for software in this contract is largely based on pre-order, firm quotes, which in turn are based on a contract rate multiplied by your cost from publishers. Such quotes may be automatically provided online, or may – as a result of SVAR's negotiation with the publisher for reduced cost – be less than a price that would be automatically calculated.***
- a. ***Describe your system and controls to ensure your actual costs to obtain the product are used as a basis for the quotes and resultant invoices.***

As required we will provide an online website where member states and agencies can place an order, along with the required toll-free number and email address for placing orders and requesting support. When an order is submitted through any of the three methods (online, phone, email), a CCI employee will review the provided information for completeness and if required contact the ordering agency for clarification. Assuming that all information is correct, CCI will check with our publishers to ensure that only the current pricing is being used to calculate the cost, and produce a quote for the client agency. This will be double-checked internally before being sent to the client agency via email in PDF format. Upon confirmation from the client agency, CCI will supply the ordered software and services per the terms of the order. CCI will provide the client agency with an invoice by email delivery in PDF format that includes the client's preferred method of payment (CCI prefers payment card or electronic deposit wherever possible).

This methodology has served CCI well for 15 years in all our dealings with not only Government but also high-volume corporate clients across the United States and Internationally. Our system provides three points of oversight and Quality Assurance (at the time of the order, before the quote is sent to the client agency, and by the client agency immediately prior to shipping), and we are proud to state that partly thanks to this process we have never failed to deliver on a contract.

- b. ***Provide a sample invoice (of a product sold under a similar pricing model).***

Below is a sample Invoice for renewal of software from our project with the Washington State Department of Labor and Industries for whom we provided NetIQ Auditing and Compliance software and related installation, configuration and training services. As noted in the reporting section of our Methodology, this invoice also shows CCI's tracking of key Historical Data for the PE such as original purchase order number.



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Computer Consultants International, Inc.
DBE Certified.

Invoice #: 9105

Invoice Date: November 6, 2009

WA. Department of Labor and Industries
7273 Linderson Way SW
Tumwater, WA 98501

Contract Address:
Computer Consultants International, Inc.
10949 W. Villa Monte Dr
Mukilteo, WA 98275
EIN # 81-0496680
Tel: 800-493-2105
E-mail: arshi@cci-worldwide.com

Invoice Due Date: December 6, 2009
DIRECT DEPOSIT SETUP: B of A

Payment/Billing Address:
Computer Consultants International, Inc.
10949 W. Villa Monte Dr
Mukilteo, WA 98275

Product	Description	SKU	QTY	Totals
NetIQ SCM Maintenance	6239-MNT-E-US	149		\$15,966.76
Contract #K1323 – Module: Enterprise License – Effective 12/23/2009 – 12/22/2010				
NetIQ GPA Maintenance	571-MNT-E-US	3		\$293.92
Original PO#: 263195 – 100 Users, Effective 05/16/2010 – 12/22/2010				
NetIQ GPA Maintenance	571-MNT-E-US	35		\$3,430.01
Original PO#: 0614901 – 100 Users, Effective 05/16/2010 – 12/22/2010				

Subtotal:	\$19,690.69
Sales Tax (8.9%):	\$1,752.47
Thank you for your Business!	\$21,443.16

Invoice-9105

CCI-LNI Contract No K1323

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c. Describe your cost accounting system for tracking employee hours on an hourly service rate invoice, and provide a sample hourly-rate invoice.

CCI uses a two-step system for tracking employee hours on service projects to ensure that all hours are tracked and that only approved hours are billed to our client agencies. First CCI employees track all hours in the Quickbooks online Time entry and CCI ensures that these hours align with the Work Order. Second, CCI sends a timesheet for each employee or team to the Client Agency's PM listing all hours worked, and we receive back a signed approval from the Client Agency's PM. Once we are certain that the employee hours and the approved hours align, we invoice the Client Agency. Below is a timesheet from a project CCI is currently performing for Washington State.



Computer Consultants International, Inc.

10949 W. Villa Monte Dr, Mukilteo, WA 98275
Phone: (800) 493-2105 x 210 Fax: (800) 493-2105

Employee		Client	
Name _____ Don Hayward		Name _____ Vince Stoneking	
Position _____ Technical Consultant		Position _____ Project Manager	
		Department _____ Washington State - LNI	

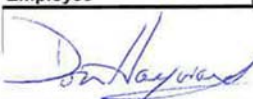
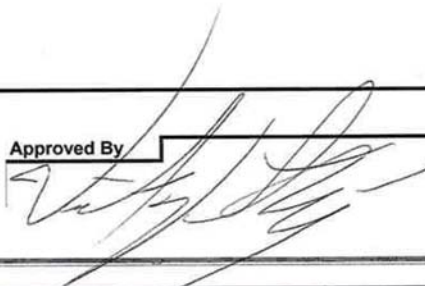
Pay Period	
From: <u>2/28/2011</u>	To: <u>3/4/2011</u>

Job Description	M	T	W	Th	F	Sa	Su	Total Hours
Developer Environment Upgrade	8.00	8.00	8.00	8.00	8.00			40.00
	8.00	8.00	8.00	8.00	8.00			40.00

Total Overtime Hours _____
*Calculated on a per-week basis.

Notes and Remarks	
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Signatures	
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Employee	Approved By
	

Office Use Only	
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d. Describe how you audit your billings for accuracy. Explain how you would work with a Participating Entity (PE) who is conducting an audit of their purchases through you.

CCI uses industry-leading tools and partners. We work with [ADP](#) for our payroll and we use Quickbooks for timesheet and hour tracking. Internally we use a three-step process to audit our billings for accuracy. First in Quickbooks we confirm that the hours reported match the hours assigned. We get a client manager to approve all hours before passing them to ADP for processing. Finally, CCI's manager works with ADP to manually confirm that the hours invoiced match the hours approved before they are sent out to the customer.

When working with a Participating Entity (PE) auditor we would get a copy of their system records and match it against our own. Any discrepancies would be identified and we would manually check against our records as defined above in our three-step process for reconciliation. If needed, CCI could provide executive management and oversight of the process to ensure the Auditor has full support from CCI internally.

6. Provide Key Personnel Information for this contract as a whole, and, as feasible, for any States who indicated their Intent to Participate, including brief biographies. Explain how the redundancy of account management will cover vacations, illness or resignations.

CCI is a global Software and Services provider with a staff that supports multiple clients simultaneously. Adequate resources are available to handle the needs of dozens of customers at once. Our Organization Chart provided above shows how CCI is structured to support State Agencies across the nation, and if needed staff from other projects can step up and support this contract. We have multiple account managers currently for projects across the US, and we will assign a primary account manager for this contract, and our existing account managers will be available as backup. If the primary account manager is on vacation the backup managers will cover the WSCA account. In the case of a resignation we will split the load among multiple account managers while we hire a new account manager, or an existing account manager from another State will be promoted to be the permanent replacement. A brief overview of some of our account managers includes:

Arshia Tayyab – CCI Executive: Arshia has over 15 years of Account Management experience, and is a student of the Harvard Business School's OPM ([Owner/President Management](#)) class for executives. She is a regular attendee of the Kellogg School of Business annual CEO gathering, and has managed contracts and accounts for industry-leading IT firms including Microsoft. Ms. Tayyab has over a decade of experience in Government Procurement including Federal, State and Municipal procurements. Ms. Tayyab is available for oversight and support on all CCI accounts including this WSCA SVAR account.

Gene Gilpin – CCI Manager: Gene has over 30 years of experience as an IT manager including procurement management for the Oregon State Government. He has provided vendor management, sourced suppliers, negotiated SLAs (Service Level Agreements) and adhered to strict State and Federal Purchasing regulations. Gene would be responsible for day-to-day management of multiple states on this contract

John Zamarra – CCI Account Manager: John handles CCI's high-volume [Washington](#) and Texas State Accounts. He has over 12 years of corporate purchasing experience and 3 years of Government purchasing and Account Management experience. Mr. Zamarra is particularly strong in the areas of customer service and relationship building. He has sourced and negotiated



Offeror Questionnaire – Qualifications

STATE OF ARIZONA

Agency: Arizona Dept. of Administration
State Procurement Office (ADOA/SPO)
Customer: WSCA participating states; AZ Statewide
(state agencies & cooperative partners)

Description: **WSCA Software Value-Added Reseller**

provider agreements for CCI with major national providers such as [Ingram Micro](#), as well as smaller specialty providers like [NetIQ](#), [Skyterra](#) and [SafeNet](#).

- 7. Provide information, which demonstrates your organization's financial stability, such as independent audited financial statements from the last three (3) years. The State may request additional information pertaining to your financial stability as deemed necessary. Proposals, which do not include sufficient information regarding the organization's financial stability, may be negatively impacted.**

CCI is a privately-held firm and as such we do not disclose our financial information in documents that are subject to public disclosure. As evidence of our financial health, CCI is currently executing contracts with the Washington State Department of Transportation, Department of Labor and Industries, the Department of Commerce, the Texas Department of Assistive and Rehabilitative Services, the Texas Workforce Commission, the Texas Health and Human Services Commission, The Oregon Department of Human Services, as well as a number of confidential corporate clients both within the United States and Internationally.

We have been accepted onto the University of Washington's Vendor Pool for creative services, the Washington State Parks and Recreation Commission's Vendor Pool. We have a Master Contract with the Washington State Office of the Attorney General to provide litigation support services statewide. We are on Sound Transit's On-Call IT Roster (the largest public transportation agency in Washington State). We have two Master Contracts with the Washington State Department of Information Services that allow all State agencies, local and tribal governments, and non-profit organizations to purchase through them. Our DIS contracts and services are available online through the DIS Techmall Website: (<http://techmall.dis.wa.gov>). Additionally, in Oregon, CCI is one of the approved vendors to provide Managed Services to state agencies under the auspices of the Department of Administrative Services and we are on Oregon DOT's Small Contracts Roster to provide services without the need for a formal competitive procurement process. In Texas we are a member of the ITSAC program, in Iowa we are a member of the ITQ program, and in North Carolina we are a member of the Information Technology Services program, through these we are pre-qualified to provide IT staffing and services to all state agencies in Texas, Oregon, North Carolina and Iowa. Just this past September CCI signed a Master contract to provide IT services to the Hawaii Department of Education and another with Maricopa County in Arizona. Finally, throughout 2010 CCI has expanded our software and hardware sales, including contracts with Connecticut's Department of Labor and Pierce County Washington, and we have joined a vendor pool with the state of Virginia for informal bids to provide sales of hardware and software to all agencies and local governments throughout the state.

As financial data is most commonly used to verify the firm's capability to deliver services on a contract, CCI declares that we have never had a contract terminated for default in the entire 15 years of our corporate history. WSCA can contract with CCI in confidence, knowing that we are able to provide the quality staff that this project deserves, and we are a partner who cares about long-term relationships.

CCI provides the below Financial References and gives Arizona and WSCA permission to contact them. Additional Financial Records can be provided under the protection of an MNDA (Mutual Non-Disclosure Agreement).



Offeror Questionnaire – Qualifications

STATE OF ARIZONA

Agency: Arizona Dept. of Administration
State Procurement Office (ADOA/SPO)
Customer: WSCA participating states; AZ Statewide
(state agencies & cooperative partners)

Description: **WSCA Software Value-Added Reseller**

Name	Contact	Phone
<i>West Bank of Iowa</i>	Geoff Gade	515-222-2300
<i>Bank of America</i>	Melissa Hopkins	425-355-0116
<i>Bank of America</i>	Kevin Bloch	425-355-0116
<i>Scott Insurance</i>	Ray Scott	515-267-1994

Finally, here is a recent credit check, the full credit report will be provided upon request.

Commercial Credit Report Plus - COMPUTER CONSULTANTS INTERNATIONAL

Ordered: 3/11/2011 12:41:26 PM

Search Inquiry: Computer Consultants International, Inc. / Mukilteo / WA / 98275

There is no corporate demographic or parent company information available for this company; it is likely a stand-alone company.

Company Information (data source: Experian¹)

COMPUTER CONSULTANTS INTERNATIONAL
10949 W VILLA MONTE DR
MUKILTEO, WA 98275-4883

Experian File Number: 859171881
Experian File Established: 01/1/1989

Additional Company Background Information (data source: Experian¹)

Primary SIC Code: COMPUTER PROGRAMMING SERVICES - 7371
Secondary SIC Code: MANAGEMENT CONSULTING SERVICES - 8742
Additional SIC Codes: 7993, 7373

Sales: \$15,000,000
Number of Employees: 2
Year Founded 2009
Years In Business: 2
Business Type: Corporation

Commercial Credit Report Score for COMPUTER CONSULTANTS INTERNATIONAL

Credit Logic Score: 66.5



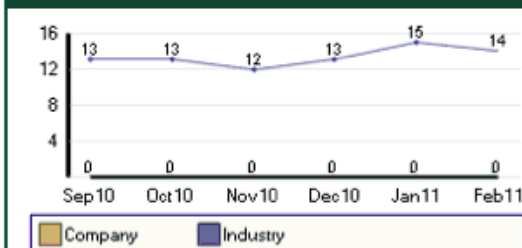
Key Score Factors (sources used: Experian):

- NO DEROGATORY LEGAL FILINGS OR COLLECTIONS.
- CURRENT MONTH DBT 5 OR LESS.
- TRADE PAYMENT PERCENTAGE CURRENT (EXPERIAN).

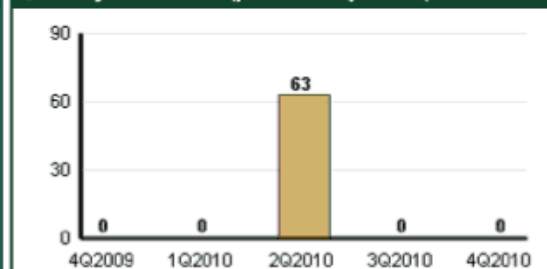
Unsecured Trade Credit Limit Recommendation



6-Month DBT Trends



Quarterly DBT Trends (previous 5 quarters)



8. Provide information on any subcontractors you propose to use on this contract, including approximate percentage of work directed to subcontractor, proposed work that subcontractor will perform, subcontractors' Minority or Woman-Owned Business status, resumes of their key personnel, etc.

CCI is not proposing the use of any subcontractors on this work. Wherever possible we prefer to use our own employees for projects.