



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)**

GovConnection's Response

A Brief History

GovConnection is a wholly owned subsidiary of PC Connection, Inc. which was founded in 1982 and currently employs over 1,500 people. With revenue in excess of \$1 Billion, we are a Fortune 1000 company providing technology products and solutions with award-winning service. GovConnection started as ComTeq Federal, Inc. in 1993, becoming a wholly owned subsidiary of PC Connection in June of 1998. On January 1, 2002, ComTeq was renamed and incorporated as GovConnection, Inc.

GovConnection is a premier reseller of Information Technology Solutions. Our sole focus is on supplying Public Agencies, Educational Institutions, Public Healthcare Providers and Non-Profit Organizations with the right Information Technology Solution that is a cost effective and delivered on time and without errors. We can achieve this because of our Corporate Structure. PC Connection shares its services with it's subsidiary sales organizations. Using the power of Shared Services we are able to leverage more negotiation power with our solution manufacturers and providers. We pass these saving on to our customers. These shared services also include our internal technology systems, marketing, distribution center and shipping capabilities.

Company History

"A better way to buy information technology products." That's what Patricia Gallup and David Hall had in mind when they established PC Connection in 1982. Seeing a significant business opportunity in the emerging personal computer industry, the two entrepreneurs launched their direct computer supply business with the philosophy that providing technical advice and focusing on customer service was as important as low prices. Using their personal savings, they purchased \$8,000 of inventory, placed a 1/9th-page ad in Byte Magazine, and took their first step on the road to unprecedented growth and innovation. As the magazine hit the newsstands, they waited two long days for the telephone to ring. On the third day, it started ringing. It hasn't stopped since.

A Continuing Commitment to Service

Before the first phone call was answered, Gallup and Hall planned to create a business culture designed to provide exemplary service and build long-term customer relationships. This strategy has proved to be very successful and remains a key component of PC Connection's mission. Since its inception, PC Connection has been credited with many direct marketing service innovations, and has received many awards for customer service and dedication. Some of the programs PC Connection pioneered have established industry standards while raising the expectations of today's technology shoppers. Some of our innovations include:

- Toll-free technical support before, during, and after the sale
- Everything Overnight®: most orders placed as late as 2 p.m. ET are delivered the next business day
- One-Minute Mail Order®: incoming orders can be filled in under one minute through instant electronic access to customer records
- Custom configuration



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Growing and expanding

In recent years, GovConnection's parent company PC Connection has grown into a Fortune 1000 company, with revenues topping \$1 billion since 1999. In March 1998, the company conducted an Initial Public Offering; today, our stock is traded on the NASDAQ exchange under the symbol PCCC.

Today, our more than 1,600 employees work in three offices in New Hampshire, along with our sites in Connecticut, Florida, Massachusetts, and South Dakota. Our full service distribution, custom-configuration and repair center is in Wilmington, Ohio.

In 1998, PC Connection opened its new corporate headquarters in Merrimack, N.H. In 1999, PC Connection purchased ComTeq Federal, a Maryland-based company that has successfully served the expansive and growing computing needs of federal, state, local government agencies and educational institutions since 1993. In 2001, ComTeq Federal was re-christened GovConnection, Inc., and now handles all government and education customers. In 2000, the company purchased a call center facility in Marlborough, Mass.

In 2002, the company purchased MoreDirect, a company that provided medium-to-large corporate technology buyers with a comprehensive web-based e-procurement solution. Most recently, we have opened another sales office/call center in North Sioux City, SD.

In 2004, the company introduced ServiceConnection, offering a full range of configuration and professional support services to effectively manage IT needs. In 2007 the company's service offerings were greatly expanded with the establishment of ProConnection, which expanded the technology services capabilities, which MoreDirect had developed, throughout the entire corporation.

The future

Ever-changing technology will continue to shape the way we work, communicate, and manage our lives. As technology continues to march forward, GovConnection will continue to be a primary rapid response provider for complete IT solutions. With expertise and experience in IT delivery nationwide, GovConnection is ideally suited to serve as a WSCA Value-Added Reseller.



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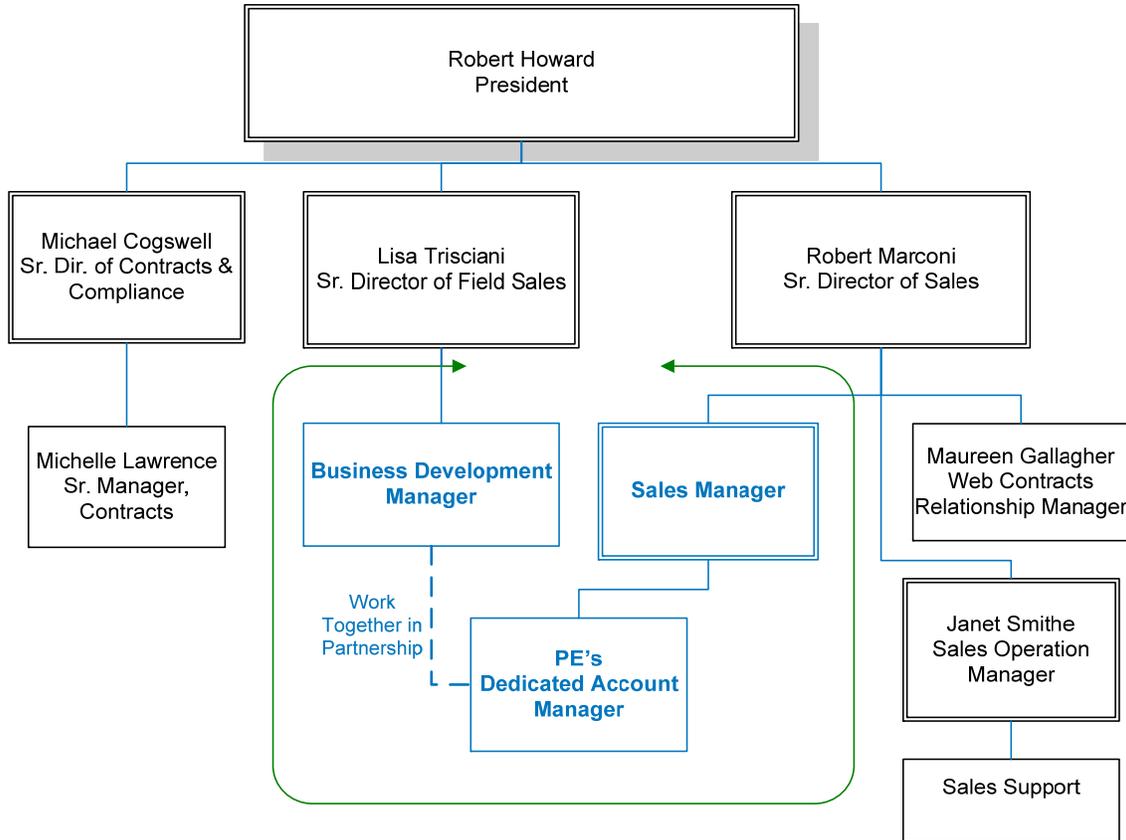
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GovConnection's WSCA Software Value-Added Reseller Organizational Chart



GovConnection is a SVAR and LAR for various software manufacturers. We have indicated in our RepPublishers spreadsheet which manufacturers we are a LAR for.

GovConnection holds premier certifications and authorizations from leading vendors—including Cisco Gold and Microsoft Gold. In addition, our talented engineers have acquired more than 500 active technical certifications. These certifications allow us to offer you enterprise-class service, access to volume pricing and in-demand products, software licensing programs, and expert technical service and support.

- 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.



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GovConnection’s Response

GovConnection uses a set of minimum annual sales criteria to select the vendors with whom they attain authorized reseller status. Any publishers on the provided bid documentation, for whom GovConnection does not show as an authorized reseller, are the result of limited demand from our current client base. We actively manage the list of authorized resellers adding and removing publishers as market demand changes and thus it is likely that participation in this contract would enable the minimum annual sales criteria to be met, enabling us to engage in an authorized reseller relationship with those publishers.

To that end, we are willing to add to our list of available software publishers so long as the reseller program of that publisher provides fair and equitable return to GovConnection for reselling their products and have an achievable set of authorization criteria (product certifications, vendor training requirements, etc.).

3. Describe the company's experience and expertise providing the following services.

a. License Management

GovConnection’s Response

GovConnection will work to obtain updated lists for software not renewed and expiring in 0-90 days. We will call the customer and proactively send a quote to the customer with a recommended renewal SKU. We will follow up the customer and provide tracking and reporting on the renewals.

b. Account Management (assume ‘accounts’ as equivalent to a state contract, and to a using municipality)

GovConnection’s Response

The GovConnection WSCA account team covering the prospective participating states include 23 inside account managers, 8 business development managers located throughout the region, and 2 publisher specific business development specialists. All of the above are certified for multiple software publishers, and will continue to receive ongoing training and certifications. This team will ensure that each Participating Entity is in compliance with licensing requirements, and will provide guidance and consultations to each Participating Entity in selecting software, explaining Volume License Agreements, and the most cost-effective buying strategies.

c. Training

GovConnection’s Response

Our WSCA sales team has extensive experience in helping train our clients on different programs and Technologies offered. GovConnection also has product specialists that regularly conduct training for both customers and account managers. In addition, GovConnection utilizes an outsourced training company that has the ability to provide in person training throughout the country. This company is comprised of over 90% educators who have an extensive background in helping a number of different organizations fully utilize software programs to maximize achievement and performance within their organization. They also have the ability to custom design any program an organization is looking for. This outsourced organization is available for any advanced training or customized programs at the rate below - Full-day (6-hour) workshop for up to 15 participants: \$1,995
Hourly rate (minimum three hours): \$250.00 per hour

Travel expenses if site is beyond 30 miles from a major international airport may be added

d. Software Consultation

GovConnection’s Response

The GovConnection WSCA account team covering the prospective participating states include 23 inside account managers, 8 business development managers located throughout the region, and 2 publisher specific business development specialists. All of the above are certified for multiple software publishers, and will continue to receive ongoing training and certifications. This team will ensure that each Participating Entity is in compliance with licensing requirements, and will provide guidance and consultations to each Participating Entity in selecting software, explaining Volume License Agreements, and the most cost-effective buying strategies.

e. Other (Specify)

GovConnection’s Response

GovConnection will work with the PEs to develop services to the best of our ability.



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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.

GovConnection's Response

Due to customer confidentiality, GovConnection will not release our current government client list. We are providing a count of GovConnection's current state and local customer count broken out by participating entity state.

Customer State	# St/Local Customers
Alaska	9
Arizona	60
Colorado	198
Delaware	11
Hawaii	149
Louisiana	52
Montana	22
Nebraska	104
New Mexico	20
North Dakota	7
Ohio	218
Oregon	46
South Dakota	18
Utah	7
Vermont	129

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

GovConnection's Response

The Cooperative Purchasing Network was awarded to GovConnection, Inc. in October of 2006 and has been extended on a yearly basis since 2008. GovConnection has also held a Public Sourcing Solutions direct contract since October of 2009. Both of these contracts are available in all 50 states and recognize state and local government competitive bid requirements. The Iowa Educators Consortium has been held since October of 2009 with extensions awarded every 6 months. This contract is available to state agencies in six states. State of Massachusetts IT Services contract ITC16A was awarded to us in 2004 and has had 5 extensions awarded since. This is an award available to government agencies and has been accepted in several states.

GovConnection holds nine other state and/or local government contracts which were competitive bids and awarded for various products and services. These contracts are held direct with specific agencies.

Along with these direct contracts, GovConnection holds 48 reseller contracts, for over 20 different manufacturers, reaching in to 43 states. GovConnection has solid relationships with our suppliers and are entrusted over and over to resell from their contracts. These relationships continue to grow and increase our reseller agreements on a consistent basis.

- 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.

GovConnection's Response

GovConnection has maintained the state and local contracts which were competitively awarded since 2006. We continue to add to our state and local contract options. Our agreements with suppliers as authorized reseller's on



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their contracts has continued to grow. We believe our relationships, proven experience, and expertise are reasons why suppliers consistently offer authorized reseller agreements on their manufacturer contracts.

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

GovConnection’s Response

Not Applicable

- 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.**

GovConnection’s Response

Brevard County Public Schools

Steve Muzzy, CIO
Office of Educational Technology
2700 Judge Fran Jamieson Way
Viera, FL 32940
321-633-100 ext. 700
muzzys@brevard.k12-fl.us

Bob Burns, Network Operations Manager
Office of Educational Technology
2700 Judge Fran Jamieson Way
Viera, FL 32940
321-403-0418
burns@brevard.k12.fl.us

Brevard County Schools in Florida has been a GovConnection customer for over ten years. In the Spring of 2006 they announced a five-year contract with GovConnection to supply all of their Lenovo PC’s, IBM Servers, and various peripherals. GovConnection, as Brevard’s prime IT solutions partner delivers both IT products and professional services to the district’s more than 74,302 students and 4,700 teachers throughout its 100 schools. Since the start of the contract we have deployed over 12,000 Lenovo ThinkCentre desktops and ThinkPad laptops throughout Brevard County. In addition, we have provided consulting services to assist in their Active Directory reconstruction and helped them standardize on the LANDesk Management suite for ThinkVantage Technologies. Bob Burns, IT Director, has stated that this relationship “has evolved from a partnership into a marriage”.

NHSTE Consortium

Pam McLeod
Director of Technology, Alton School District / SAU #72
(603) 875-0394 phone
(603) 875-0380 fax
pmcleod@alton.k12.nh.us

The **New Hampshire Society for Technology in Education (NHSTE)** is a non-profit organization formed by volunteers to improve education through the use of information technologies. NHSTE provides a structure for linking educators across the state to share the effective application of emerging technologies in New Hampshire schools.

GovConnection works with NHSTE to provide the consortium participants greater software buying power. GovConnection helps the provide the participants technology events, product detail programs, website purchasing and much more.

Connecticut Conference of Municipalities

Jack Folloni, IT Director
900 Chapel Street
New Haven, CT 06510
(203)498-3040
jfolloni@ccm-ct.org

CCM has being done business with GovConnection for well over a decade. Their purchasing portfolio has run the gamut ranging from \$50,000 Cisco switches and many HP Proliant servers down to \$10 miscellaneous cables and software.



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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.**

GovConnection’s Response

GovConnection uses a quoting system, Callback, to create quotes which are then converted to sales orders and invoices. Systemic controls are in place in Callback to ensure all contractual pricing is enforced. These controls do not allow Account Managers to quote a price that would exceed “maximum sell price” as defined by the contract terms and conditions. This control is tested annually as part of Sarbanes Oxley compliance. Although Callback controls do not allow the contract price to be exceeded, the actual calculation of the contract price occurs in JDE, GovC’s ERP system.

JDE contains Account Specific Pricing formulas which are set up based on customer contract terms and conditions. For example, the contract could be list minus, cost +, adjusted cost +, or specific fixed pricing by sku. In the case of a cost plus agreement, the system can either calculate the customer (invoice) price based on the unit cost or *adjusted* unit cost. *Adjusted* unit cost takes into consideration rebates offered by the manufacturer to the company; unit cost calculations do not. Because GovConnection warehouses inventory, all pricing is initially based on the unit cost. Unit cost is derived from the weighted average cost of product plus a small mark-up, usually 1.25% but product dependent, to cover the cost of obtaining and warehousing the product.

Sarbanes Oxley controls are in place to ensure the accuracy of the weighted average cost calculation, as well as system access controls to ensure access to the Account Specific Pricing formulas are restricted to individuals in the Corporate Contracts and Pricing group. In addition, our Internal Audit group periodically (every 2-3 years) audits GovConnection’s compliance to their Federal, State, Local, and Educational contracts.

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

GovConnection’s Response

A sample invoice is attached.

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

GovConnection’s Response

GovConnection currently uses the software program Kronos to track all hourly employees hours and attendance.

- 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.**

GovConnection’s Response

There are systemic controls in place to ensure the accuracy of billings. These systemic controls are audited by Internal Audit each year as part of Sarbanes Oxley compliance. Specifically, these controls relate to (1). system access and (2). end of day processing routines which create invoices.

(1). Access to change any element (product, price, ship to, bill to) of a sales order is restricted to the distribution center or GovC’s Process Control group in Finance after the order has reached a “pick” status. System access is audited each year as part of the company’s Sarbanes Oxley program.

(2). Invoices or billings are created directly from sales orders as part of the end of day processing routine. There is no manual intervention in this process. This routine is controlled by “Robot Jobs”, and this process is also audited during Sarbanes Oxley testing.

In addition, the Company’s external auditors pull selections of invoices during their substantive testing procedures and validate the sales order was correctly placed against the customer purchase order; and that the invoiced amount ties to the price on the sales order. No discrepancies in this area have been raised to management’s attention.



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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.**

GovConnection’s Response

GovConnection has attained industry leadership by adhering tenaciously to a high standard of quality – in our people, products, partnerships and technology. Despite our continued growth, at a rate of 30% year-over-year for the past two (2) years, we have never lost sight of the core of our success – **customer satisfaction**.

GovConnection currently has 196 employees. GovConnection has the people with the knowledge and experience to help customers meet their goals. We have the longest employee retention rate of any company in our field. The GovConnection people that you work with today will be the GovConnection people that you will work with tomorrow, next week, next year, and beyond.

Because of this, we get to know our customers very well. With this knowledge comes a trusted understanding of customer needs and goals with the formation of a true partnership. GovConnection has a team in place for the WSCA Software Value-Added Reseller as outlined below. A Dedicated Account Manager, Sales Manager will be assigned to each Participating Entity. This team has the knowledge and understanding of the Software Value-Added Reseller market.. Each is an advocate for the Participating Entity within GovConnection. Below is a job description of each position:

Tom Kearney, Dedicated Executive Account Manager – Alaska and Washington

Laura has been with the GovConnection family for over two years and was with Gateway Computers for over thirteen years before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Tom is responsible for day to day orders, marketing, and sales initiatives. He reports to Corey Petersen.

Laura Woudstra, Dedicated Senior Account Manager - Arizona

Laura has been with the GovConnection family for over two years and was with Gateway Computers for over twelve years before joining GovConnection. She is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Laura is responsible for day to day orders, marketing, and sales initiatives. She reports to Corey Petersen.

Richard Gay, Dedicated Account Manager - Arizona

Richard has been with the GovConnection family for about 6 months and has over four years of industry experience before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Richard is responsible for day to day orders, marketing, and sales initiatives. He reports to Patrick Leary.

Jason Krage, Dedicated Executive Account Manager - Colorado

Jason has been with the GovConnection family for over two years and was with Gateway Computers for over three years before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Jason is responsible for day to day orders, marketing, and sales initiatives. He reports to Corey Petersen.

John Lauro, Dedicated Account Manager - Delaware

John has been with the GovConnection family for four years and has over twelve years of industry experience before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. John is responsible for day to day orders, marketing, and sales initiatives. He reports to Tom Smith.

Kirby Welch, Dedicated Executive Account Manager – Hawaii and Utah

Kirby has been with the GovConnection family for over two years and was with Gateway Computers for over thirteen years before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Kirby is responsible for day to day orders, marketing, and sales initiatives. He reports to Corey Petersen.



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Rob Sievers, Dedicated Account Manager – Louisiana

Rob has been with the GovConnection family for over two years and was with Gateway Computers for over three years before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Rob is responsible for day to day orders, marketing, and sales initiatives. He reports to Darin Hildahl.

Steven Hanson, Dedicated Senior Account Manager – New Mexico

Steve has been with the GovConnection family for over two years and was with Gateway Computers for over thirteen years before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Steve is responsible for day to day orders, marketing, and sales initiatives. He reports to Corey Petersen.

Tim Vanasse, Dedicated Senior Account Manager - Montana

Tim has been with the GovConnection family for over five years. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Tim is responsible for day to day orders, marketing, and sales initiatives. He reports to Bill Fleckenstein.

Pam Beavers, Dedicated Senior Executive Account Manager – Nebraska

Pam has been with the GovConnection family for over two years and was with Gateway Computers for over fifteen years before joining GovConnection. She is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Pam is responsible for day to day orders, marketing, and sales initiatives. She reports to Corey Petersen.

Ricki Graham, Dedicated Senior Executive Account Manager – Nebraska

Ricki has been with the GovConnection family for over two years and was with Gateway Computers for over thirteen years before joining GovConnection. She is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Ricki is responsible for day to day orders, marketing, and sales initiatives. She reports to Corey Petersen.

Chris Nilles, Dedicated Senior Executive Account Manager – North Dakota

Chris has been with the GovConnection family for over two years and was with Gateway Computers for over three years before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Chris is responsible for day to day orders, marketing, and sales initiatives. He reports to Corey Petersen.

Brian Glow, Dedicated Senior Account Manager - Ohio

Brian has been with the GovConnection family for over nine years. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Brian is responsible for day to day orders, marketing, and sales initiatives. He reports to Bill Fleckenstein.

Mark Tragianese, Dedicated Account Manager - Ohio

Mark has been with the GovConnection family for six years and has over twenty years of industry experience before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Mark is responsible for day to day orders, marketing, and sales initiatives. He reports to Tom Smith.

Terry Kilberg, Dedicated Senior Executive Account Manager – Ohio

Terry has been with the GovConnection family for over two years and was with Gateway Computers for over sixteen years before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Terry is responsible for day to day orders, marketing, and sales initiatives. He reports to Corey Petersen.

Art Largay, Dedicated Account Manager – Ohio and Oregon

Art has been with the GovConnection family for over a year and has over nine years of industry experience before joining GovConnection. He is responsive to the PE’s needs by working tirelessly as an advocate for the PE with



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Manufacturers and within GovConnection to reduce cost and increase service levels. Art is responsible for day to day orders, marketing, and sales initiatives. He reports to Tom Smith.

Pam Thomas, Dedicated Senior Executive Account Manager – South Dakota

Pam has been with the GovConnection family for over two years and was with Gateway Computers for over fifteen years before joining GovConnection. She is responsive to the PE's needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Pam is responsible for day to day orders, marketing, and sales initiatives. She reports to Corey Petersen.

Angelo Mullen, Dedicated Executive Account Manager – Vermont

Angelo has been with the GovConnection family for over 9 years and has over eighteen years of industry experience before joining GovConnection. He is responsive to the PE's needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Art is responsible for day to day orders, marketing, and sales initiatives. He reports to Tom Smith.

Kris Woodington, Dedicated Senior Account Manager – Vermont

Kris has been with the GovConnection family for over two years and was with Gateway Computers for over sixteen years before joining GovConnection. She is responsive to the PE's needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Kris is responsible for day to day orders, marketing, and sales initiatives. She reports to Darin Hildahl.

Leisa Miller, Dedicated Senior Executive Account Manager – Washington

Leisa has been with the GovConnection family for over two years and was with Gateway Computers for over twenty years before joining GovConnection. She is responsive to the PE's needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Leisa is responsible for day to day orders, marketing, and sales initiatives. She reports to Darin Hildahl.

Fern Lessard, Dedicated Executive Account Manager – Washington

Angelo has been with the GovConnection family for over sixteen years and has over twenty years of industry experience before joining GovConnection. He is responsive to the PE's needs by working tirelessly as an advocate for the PE with Manufacturers and within GovConnection to reduce cost and increase service levels. Art is responsible for day to day orders, marketing, and sales initiatives. He reports to Patrick Leary.

Corey Petersen, Sales Manager

Sales Managers' responsibilities include supervising the dedicated Account Managers, managing call campaigns to completion, as well as working with the marketing team on all materials and events. Corey has been with GovConnection for over two years. Prior to joining GovConnection, Corey was with Gateway Computers for over sixteen years, holding a number of positions during that tenure and has a wealth of experience. Corey reports to Bob Marconi, Sr. Director of SLED Sales.

Patrick Leary, Sales Manager

Sales Managers' responsibilities include supervising the dedicated Account Managers, managing call campaigns to completion, as well as working with the marketing team on all materials and events. Patrick has been with GovConnection for over a year. Patrick has over ten years of management experience. Patrick reports to Bob Marconi, Sr. Director of SLED Sales.

Tom Smith, Sales Manager

Sales Managers' responsibilities include supervising the dedicated Account Managers, managing call campaigns to completion, as well as working with the marketing team on all materials and events. Tom has been with GovConnection for over eight years. In addition, Tom has over eight years of industry experience. Tom reports to Bob Marconi, Sr. Director of SLED Sales.

Bill Fleckenstein, Sales Manager

Sales Managers' responsibilities include supervising the dedicated Account Managers, managing call campaigns to completion, as well as working with the marketing team on all materials and events. Bill has been with GovConnection for over 14 years. Bill reports to Bob Marconi, Sr. Director of SLED Sales.



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**

Darin Hildahl, Sr. Sales Manager

Sales Managers' responsibilities include supervising the dedicated Account Managers, managing call campaigns to completion, as well as working with the marketing team on all materials and events. Darin has been with GovConnection for over two years. Prior to joining GovConnection, Darin was with Gateway Computers for over eighteen years, holding a number of positions during that tenure and has a wealth of experience. Corey reports to Bob Marconi, Sr. Director of SLED Sales.

Richard Layton, Business Development Manager - Colorado

Business Development Managers (BDM) are GovConnection's outside sale force. They provide sales, marketing, product demonstration and a presence within their assigned community. Rich has been with GovConnection for over thirteen years. Rich reports to Lisa Trisciani Director of Field Sales.

Jason Slaughter, Business Development Manager – Nebraska and South Dakota

Business Development Managers (BDM) are GovConnection's outside sale force. They provide sales, marketing, product demonstration and a presence within their assigned community. Jason has been with GovConnection for over two years and was with Gateway Computers for over fifteen years before joining GovConnection. Jason reports to Lisa Trisciani Director of Field Sales.

Erron Woodard, Business Development Manager – Washington

Business Development Managers (BDM) are GovConnection's outside sale force. They provide sales, marketing, product demonstration and a presence within their assigned community. Jason has been with GovConnection for over two years and was with Gateway Computers for over twelve years before joining GovConnection. Erron reports to Lisa Trisciani Director of Field Sales.

Gary McMasters, Business Development Manager – Ohio

Business Development Managers (BDM) are GovConnection's outside sale force. They provide sales, marketing, product demonstration and a presence within their assigned community. Gary has been with GovConnection for over three years. In addition, Gary has over seven years of industry experience. Gary reports to Lisa Trisciani Director of Field Sales.

Robert (Bob) F. Howard, President

As President of GovConnection, Inc., Bob has responsibility for all U.S. sales to Federal, state and local agencies, K-12 schools, and higher education institutions for over three years. Before this position, he spent five years at the Company in its PC Connection Sales Corporation subsidiary, most recently as Senior Sales Director, where he was accountable for sales teams managing corporate accounts.

Bob Marconi, Senior Director of SLED Sales

Bob has been with GovConnection for ten years. His past GovConnection experience includes inside Director of Operations and sales management. In his current role of Sr. Director of Sales, Bob is responsible for all U.S. sales to state and local agencies, Non-profit organizations, K-12 schools, and higher education institutions and is responsible for all the Account Management teams with the company. Bob reports to Bob Howard.

Lisa Trisciani, Senior Director of Field Sales

Having been with GovConnection for over 15 years, Lisa manages the activities of GovConnection's Field Sales Organization, including trade shows, customer events, and one-on-one meetings. Lisa also provides direction to the outside field team and senior management support to all of GovConnection accounts. She has experience as an Account Manager and Business Development Manager for GovConnection's largest accounts such as Harvard, MIT, and Yale for which she led the implementations of GovConnection's e-procurement for these schools. Lisa reports to Bob Howard.

Sales Support Specialist

Led by Janet Smithe, an eleven year veteran of GovConnection, the Sales Support Specialists have six years average tenure with GovConnection. They are dedicated support for AMs, assisting with ordering, customer service, and returns. Sales Support Specialists are the secondary contact for DPS Members.

Everyone at GovConnection is supported by our shared services with our parent company PC Connection. The buyers negotiate with manufacturers and suppliers to provide product at lower cost to WSCA. The Service department is certified for first line support and warranty service for many of our manufacturers and has built a



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**

network of partnerships with service providers so that we can provide complete solutions to WSCA and it's Participating Entities

- 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.

GovConnection's Response

GovConnection is a State & Local Government, Non-Profit and K-12 & Higher Education market leader. All financial reporting for GovConnection is made through our parent company PC Connection, Inc. The corporation financial statements and annual reports can be read at <http://ir.pcconnection.com/>. GovConnection is including our 2010 Annual Report at as an attachment.

GovConnection's parent company, PC Connection, a Fortune 1000 company, was founded in 1982 and was recently recognized by Forbes as one of America's most trustworthy companies. The article is located at the link below. http://www.forbes.com/2008/03/27/companies-accounting-governance-lead-cz_jr_0327trust.html

GovConnection has grown steadily since our inception, leveraging successful implementation of contracts in every sector of our business.

- 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.

GovConnection's Response

GovConnection will not be using subcontractors to fulfill this contract.