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## Offeror Questionnaire – 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)

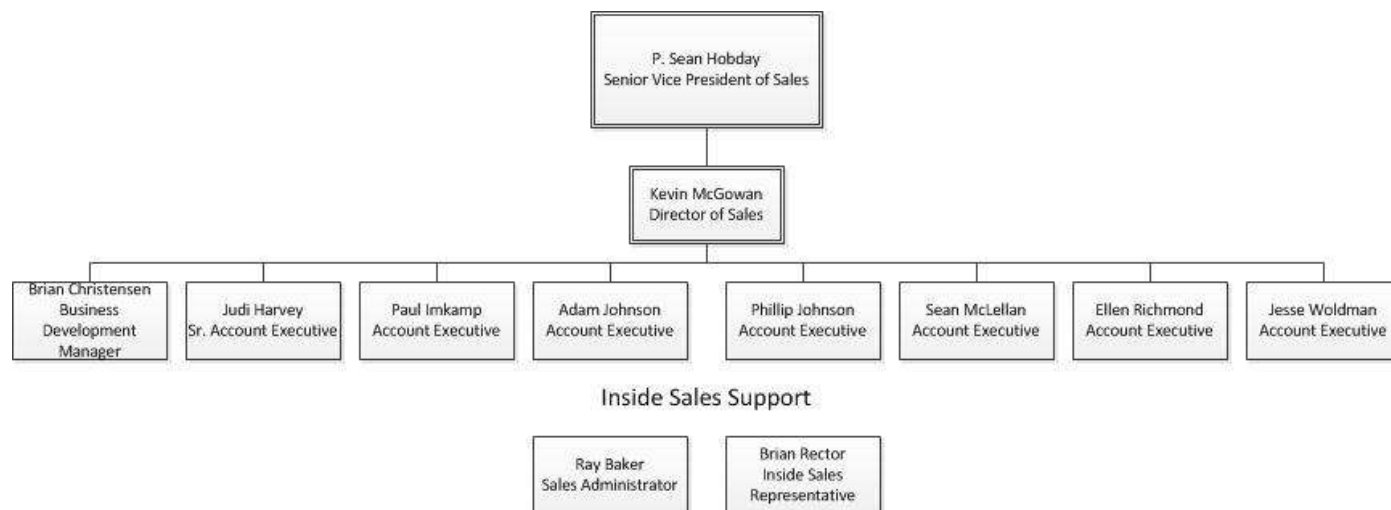
Zones provides our clients with a single source for the support, acquisition, deployment and ongoing management of IT solutions throughout the United States and abroad. We are a Software Value-Added Reseller with authorized tier-one relationships with hundreds of the leading IT manufacturers and publishers such as Microsoft, IBM, Hewlett-Packard, Apple, Cisco, Adobe, Symantec, VMware, McAfee, Trend Micro, Red Hat and CA. In all, Zones' portfolio represents more than 2,000 suppliers in the support of our clients' unique requirements.

Zones is a privately held corporation with more than 24 years in the IT industry and more than 800 employees throughout the country. The company has successfully built a national sales and support infrastructure with specialized divisions that excel in providing customized IT solutions for public sector, SMB, mid-market and large enterprise clients ranging from 50 to 50,000 employees. Many of the most recognized corporations within the Fortune 1000 trust Zones to meet their IT hardware, software and service requirements.

Headquartered just outside of Seattle in Auburn, Washington, Zones maintains a national network of company-owned logistics, integration and distribution facilities to support our client base. With facilities in Chicago, Seattle, Dallas, Portland and Auburn, Zones provides our clients with immediate access to inventory, configuration and deployment services from all time zones, resulting in lower shipping costs and the ability to leverage Zones' enhanced "follow the sun" logistics programs.



Zones' Public Sector Sales team will be assigned to support the WSCA software contracts based on their current geographic coverage areas. Please see the organization chart below for the resources who will be assigned and the escalation path for WSCA.



In addition to this public sector-focused team, Zones will also have the ability to draw upon the expertise of 16 field licensing executives located throughout the country and their supporting team of inside sales representatives.

## Awards

Zones has received numerous awards and special recognition from major clients and the manufacturers we work with relating to our software services including:

- Microsoft Operational Excellence Award (multiple years). We have received this award four separate times from Microsoft in acknowledgement of the quality of our service and accuracy of our work and reporting.
- Supplier of the Year for Innovation from Pacific Gas & Electric Company. Zones was chosen from a list of over 30,000 PG&E suppliers and were the first IT provider to win in this category. We distinguished as having made the most significant effect in terms of process improvements, improved services and cost savings. One such innovation was the automation developed that brought together PG&E's e-procurement site with the ZonesConnect custom e-procurement extranet. This made placing, receiving and paying for orders extremely efficient, saving PG&E staff time and resources.
- Supplier of the Year from the Northwest Minority Supplier Development Council (multiple years). The award signifies Zones' ability to successfully provide complete, competitive and high-quality IT products and solutions to businesses at a nationwide level. Zones has been nominated for this award by a range of clients including Burlington Northern Santa Fe, Accor Hospitality and the University of Washington. We also won the council's MBE-to-MBE Inclusion Award for our efforts to involved diverse businesses in our daily operations.

## **MBE Certification**

Zones, Inc. is a certified Minority Business Enterprise (MBE) under the guidelines of the National Minority Supplier Development Council, Inc. (NMSDC) and is a proud member of the Northwest Minority Supplier Development Council (Northwest MSDC). Our MBE certification allows you to meet your diversity requirements.

### **Corporate Plus Certification:**

Zones holds Corporate Plus<sup>®</sup> Certification by the National Minority Supplier Development Council in recognition of our outstanding commitment to excellence combined with our national-level fulfillment and service capabilities.



This commendation honors exceptional minority-business enterprises that have the proven capacity to handle contracts for major corporations. The program is designed to bring these companies to the attention of all National Corporate Members and to expand their participation in the NMSDC Network. National Corporate Plus Members provide additional opportunities to other MBEs through continued development of their own internal minority-business development programs.

### **Tier 2 Reporting:**

Zones believes having a strong vendor diversity program is an integral part of good corporate citizenship, demonstrating involvement in the communities in which we live and conduct business. We will continue to grow our diverse vendor base and provide Tier 2 reporting upon request.

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.

Zones agrees with this requirement and has completed and attached our Excel file which details our partnerships with software publishers and the requested proofs of our reseller status. For software publishers which do not have formal certification programs, we have attached letters from our distributor partners which verify our ability to resell that publisher's products.

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

#### a. License Management

As your software advocate, Zones strives to provide solutions that simplify compliance and milestone tracking. Zones License Tracker™ is an effective means of determining actual license utilization and reclamation. By developing a strong relationship with Zones, trusting your License

Executive to guide you to appropriate licensing solutions, and utilizing this tool, you have access to everything you need to fully manage your software agreements.

### **License Tracker™**

Zones' complimentary, multi-faceted License Tracker™ tool works behind the scenes for you, automatically recording and compiling license information each time you make a software purchase through Zones. In addition, this tool provides you with an option to enter licenses you purchased elsewhere, ensuring you can manage all your software licenses in one convenient location. A link to our semi-monthly Licensing Newsletter which features current promotions, licensing updates, and all current licensing news is available for immediate download from the License Tracker™ home page, or you can elect to receive the newsletter via e-mail.

### **Compliance & Milestone Reporting**

Some organizations really labor to successfully track their software license purchases – especially when licenses are purchased through multiple sources. Zones eliminated this problem for our clients when we implemented the Agreement/License Data Entry function of License Tracker™. In addition to the automated load of licenses purchased through Zones, the tool provides you with an option to add software licenses you purchased elsewhere. Once the additional licenses are uploaded into the License Tracker™ database, you can easily manage all your software licenses in one convenient, centralized location.

### **Purchase History Reports**

Zones offers a wide range of easy to read standard and customized reports directly through your online ZonesConnect™ account. Your online account allows you to easily search ordering and purchasing history by P.O. number, order number, invoice number or date of purchase. You can instantly, 1) access spending levels, freight costs, tracking numbers, and invoices; 2) generate and schedule delivery of reports; and, 3) manually add or upload software licenses purchased some place other than Zones so you can take advantage of a centralized tracking repository. Zones.com or ZonesConnect™ is an indispensable online resource that helps you streamline your purchasing process 24x7.

### **Upcoming Licensing Expirations**

The License Tracker™ home page includes a quick button that allows you to generate your organization's upcoming license expirations for the subsequent quarter. The report is presented in calendar format with each expiration day highlighted in blue. Clicking on a highlighted day opens a new window with more detailed information on the expiring licenses for that day.

### **True-Up Tracking**

Many publisher agreements require annual true-ups, which is the process of comparing the number of licenses purchased to the number of licenses actually deployed throughout your organization over the course of the year. Discrepancies are then reported to – i.e., “trued-up” with the software publisher, generally on the one-year anniversary date of the agreement. Some organizations find it effective for Zones to track licenses throughout the year as they are deployed. To accommodate the tracking-only process, Zones provides zero-cost product “tracking SKUs” for this express purpose – orders are placed with Zones when licenses are deployed, and our report of zero-cost tracking SKUs becomes your annual deployment inventory. The result is a report which can then be easily compared to the number of licenses committed to in your software agreement.

### **Best Practices SAM Consulting**

In addition to helping you negotiate, manage, track and report on your software agreements, Zones Licensing Executives can work with you to establish a best-practice software license management (SAM) program. A formalized SAM program helps you:

- Reclaim unused software licenses
- Eliminate unnecessary purchases
- Use license data for agreement negotiations
- Improve management practices
- Detailed license overview that serves as the basis for migration planning
- Maintain compliance to avoid the risk of fines
- Simplify budgeting with pinpoint forecasting

### **Software Asset Management (SAM) Planning**

Zones works with many clients similar to WSCA participating entities to assist in building a comprehensive strategy for software asset management. Implementing a disciplined approach to SAM is essential in eliminating overspend and compliance penalties. Our Certified Software Asset Managers are available to take you through our formalized SAM methodology and can help you setup a program that works best for your organization. An overview of our methodology includes:

1. Enterprise Review
2. Software Reconciliation
3. Contract Negotiation Planning
4. Software Tracking & Reporting
5. Management & Compliance Planning

### **License Inventory Tool**

To establish an automated baseline of entity-owned and deployed software, Zones partners with Scalable Software, Ltd. to utilize their IT Asset Lifecycle Management Tool, Survey. Survey is a tool which systemically identifies unused and under-utilized hardware and software assets. The primary difference between Survey and other solutions is the way Survey tracks usage. With Survey, you see who is actually using the application, because Survey tracks usage based on keyboard and mouse actions made by users within the applications. Other solutions, such as SMS, SCCM, Altiris, Tivoli, Remedy, Heat, etc., base usage strictly on opening and closing the software. This solution may help further reduce your overall IT spending by eliminating unnecessary maintenance obligations, reallocating existing software licenses, reducing annual true-up costs, and cutting back on support needs.

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

Zones adheres to a Five Star Service expectation and our goal is to provide high-speed and high-quality service to our customers.

WSCA participating entities will be served by a full team of customer advocates and sales specialists. Each entity's Account Executive will be responsible for the relationship and serve as the main point of contact. A regionally-based Licensing Executive will also be assigned to work

closely with the Account Executive and serve as your main point of contact for software licensing questions, volume licensing contract negotiations, cost analysis, benchmarking information, and anything else to do with software licensing. Both the Account Executive and Licensing Executive can be reached by phone or email at all hours of the day. End users will also communicate with your dedicated account team via ZonesConnect, our customized e-procurement portal. There are options to ask questions or submit quote requests directly to your account team.

In addition to your team associates, Zones employs on-site product and solutions specialists in our ExpertConnect software team, licensing specialists, e-procurement experts, and technicians and customer service representatives in pre- and post-sales which will assist with bringing the right products and knowledge together, ensuring WSCA PEs will receive the highest return on investment and lower the total cost of IT ownership (TCO).

As part of the Zones Account Management process, your account team provides quarterly business reviews detailing goals and objectives for the partnership, project updates, cost savings, recommendations for process or price improvements, and scorecard performance results.

#### c. Training

Zones will host regional training sessions for participating entities within the states we are awarded. We currently host similar sessions nationwide for major corporations. For example, if awarded the State of Washington contract, we would anticipate holding trainings in the Seattle, Olympia and Spokane areas to provide convenient access for all participating entities. This training would cover how to use the contract, the associated e-procurement portal and some of the software licensing trends which will most likely impact their organization. We would also tape this training and post it on WSCA's ZonesConnect portal so that all participating entities can view it.

Zones will also leverage WSCA's spend and our relationships with major publishers to attempt to obtain training for WSCA PEs.

#### **Online webinars and LiveMeeting trainings**

In addition to the client webinars Zones hosts to review the latest software licensing trends, your Licensing Executive can develop and conduct custom webinars to assist local and remote employees understand the terms of licensing agreements as well as the level of service and support they can expect from Zones.

#### **E-procurement training**

Zones is able to produce a training video or walkthrough video for WSCA participating entities and include this on the website for them to use as a training tool. We also have our ZonesConnect Champions available for customer walkthroughs. Should on-site training be needed, we would welcome the opportunity to discuss how that service could be delivered, either by training a customer resource or supplying the resource directly. There would be an additional cost should Zones resources be required on-site.



#### d. Software Consultation

##### **Licensing Expertise & Consulting**

Software publishers recognize Zones as a premier software reseller in part because of our commitment to maintain the most extensive software licensing knowledge available in the industry. With over 20 years in the software industry, Zones' software knowledge is deeply rooted within our organization. In cooperation with the ExpertConnect™ team, dedicated Licensing Executives work directly with our publisher partners to maintain a comprehensive understanding of hundreds of licensing options.

The depth of our licensing expertise allows us to provide unparalleled assistance and guidance to our clients, making sure program options are completely understood before a purchase is ever made. The team is available to help WSCA PEs throughout the entire Software Lifecycle, with everything from license reconciliation to the development of an efficient, automated asset management plan.

##### **Licensing Evaluation**

Dedicated Licensing Executives use industry standard best practices and advanced solutions to evaluate your IT environment. The process includes an inventory of your current licenses, as well as a determination of the software usage across your organization. The evaluation ensures we quickly gain a thorough understanding of your software licensing requirements, making sure your agreements accurately and optimally reflect those needs.

##### **Financial Analysis**

Zones can provide a financial analysis specific to your particular situation that details licensing options, as well as potential implications related to future desktop growth/reduction forecasting, price increases/decreases and renewals.

##### **Benchmarking**

In keeping with our commitment to client privacy, Zones does not share your account information with other clients. On the other hand, as one of the largest resellers of software in the industry, Zones has access to vital market intelligence. Depending on the particulars of your organization's needs, we can often provide industry- or area-specific benchmarking assistance to you with regard to programs and pricing, while maintaining client confidentiality.

##### **Negotiation Assistance**

Zones welcomes the opportunity to participate in your software negotiations, as we may be able to impart a strategic option or tactical idea that further reduces your financial risk, lowering your cost and/or helping you gain greater control of your assets.

In fact, many organizations unknowingly believe that negotiating a Microsoft Enterprise Agreement (EA) results in the best solution at the lowest price. However, Zones' licensing team recently aided a Fortune 500 company in their Microsoft negotiations, and saved them more than \$1 million over a three (3) year period – in Microsoft spend alone. When our team surveyed the CIOs of the various companies under this client's corporate umbrella, we uncovered the real business requirements. We discovered their Microsoft Office Premium need was limited to only a few groups, and the Software Assurance upgrade path over the EA's required three year time period, did not reflect the company's actual business plans over the same three year period. Consequently, by taking the extra steps

necessary to truly analyze the client's complete business needs, Zones proved that our knowledge, attention to detail, and business analysis bring significant value to our clients – in this case, more than \$1 million dollars.

### **Product Information**

Publisher and product-specific roadmaps and technical white papers, webinars, and onsite vendor engagements are just a few examples of value added product and publisher information Zones provides to make sure you have all the information you need prior to making a procurement decision.

#### e. Other (Specify)

### **Contract Processing**

Zones is the proud multi-year recipient of Microsoft's Operational Excellence Award. The award, bestowed only on Microsoft partners who maintain an annual contract process accuracy rate of 95% or higher, demonstrates Zones' core strength of software contract management, and is further evidence of our commitment to manage our clients' software contracts with the highest level of accuracy and timeliness available in the industry.

### **Contract Management System**

Given the sheer number of publisher programs we support combined with each program's respective complexities, Zones implemented a custom built Contract Management System. This automated system, which includes a centralized repository to house client agreement details, subsequently streamlined our entire contract process. In addition, essential contract information, such as scanned images of contractual pricing agreements, contract amendments, etc. is now at the fingertips of our inside software support and operations teams, which ultimately drives more efficient order fulfillment and improved order accuracy as well.

### **Software Implementation**

Numerous studies estimate the lifecycle of a software application to be between 18 to 30 months long, making it the fastest evolving component of your IT environment. At Zones, we partner with our software publisher partners to ensure structured, accurate, hassle-free software deployments. Our engineers are trained, certified and ready to tackle challenges that might arise during software implementation projects. And, our systematic approach seamlessly integrates software services into your workflow with minimal disruptions to your business operations.

Zones can help you achieve and maintain your own business advantage by providing you with options that allow you to stay focused on your core business. For example, collaborating with our Licensing Executives on software deployment and utilization plans allows your in-house team to focus on running your business – not on the mundane tasks associated with managing software implementations or upgrades.



## **On-Going Contract Administration**

- Software Assurance benefits calculation and explanation. Zones has created and maintains a practice that ensures our clients maximize the opportunity and value related to Software Assurance. We will work with you on a continual basis to achieve optimum pricing and return on investment. (Cindy to locate additional details)
- Proactive notifications of licensing changes, program changes, price change alerts. Your dedicated Zones team keeps you updated on changes to your software agreements and on the products you use.
- Remote client support. We recognize that your remote purchasing teams may need help from time-to-time understanding the terms of your Licensing Agreements, maintaining software standards, and comprehending other items related to daily management of your software assets. We can assist you in developing and implementing a method to support your remote employees on a day-to-day basis.
- License compliance. Zones software specialists take the lead by actively tracking and reporting on WSCA's software license agreements. As part of this license management service, Zones monitors your license purchases to be sure you are within compliance of your contracted commitment levels.

## **Software Audit Support**

Should your organization need assistance during a software audit, Zones is prepared to support you through it. We can provide documentation of your organization's purchase history, invoice history, and other information necessary to help you achieve a positive outcome. In addition, Zones can work directly with the software publisher on your behalf to ensure compliancy is achieved.

### 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.

Zones holds contracts with over 375 government entities and over 1,000 total entities in the public sector. We have been serving public sector entities for over 20 years and understand the unique requirements associated with government fulfillment at the local and state level.

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

Zones has added a range of government contracts over the last three years. Three of our major new awards were contracts with King County (WA), the City of Seattle and Los Angeles County. We were awarded these contracts because:

- We have experienced software licensing executive who leverage years of experience to deliver savings and innovative software solutions for our clients.
- We utilize a best-in-class software optimization model
- We focus on our clients' needs rather than attempting to blindly follow the directives of software publishers
- We provide detailed cost analysis and trend analysis through regular business reviews
- We offer systemic renewal planning
- We are a certified Minority Business Enterprise with councils and state entities across the United States

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.

Zones has not lost or been forced to resign from any contracts over the past three years due to lack of performance, breach of contract or any other punitive reason. We have, from time to time, declined to continue contracts which did not prove to make good business sense for ourselves or our clients.

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

Zones has a range of government clients throughout the United States and we have provided corporate references below.

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.

Zones is providing references from some of our corporate clients whose scope of software fulfillment and services closely matches this contract.

Southern California Edison  
Contact: James Garcia  
Phone: 626-543-6621  
james.garcia@sce.com

Exelon  
Contact: Kathy Bresnahan  
Phone: 312-394-2288  
Kathleen.bresnahan@exeloncorp.com

Hearst Corporation  
Contact: Steve McNally  
Phone: 704-348-8410  
smcnally@hearstsc.com

Scottrade  
Contact: Ellen Korhel  
Phone: 314-965-1555, x6867  
ekorhel@scottrade.com

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.

Zones will proactively review and manage WSCA's special bids on a weekly basis. Special bid pricing from publishers will be automatically updated to eliminate the opportunity for human error. When pricing adjustments need to be made, Zones will work with publisher teams to ensure quick turnaround and processing. Zones will work with the publisher teams well in advance of special pricing expiration dates to secure pricing extensions for active product, new part number additions for replacement product, and price reductions when possible.

Zones’ quality assurance practices are prevalent in all of our processes. We maintain a 99.9% SLA on invoice accuracy because invoice modification is nearly impossible. The information entered in an order is automatically what is billed to WSCA PEs. All billing features are automatic, which eliminates human error.

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

Please see the attached sample invoice of a software order from a similar consortia client.

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

Zones uses ConnectWise, the leading provider of Professional Service Automation (PSA) software. ConnectWise PSA combines help desk, dispatching, service level management, project management and CRM into a single, web-based solution, with integrated time-tracking, billing and reporting. ConnectWise PSA streamlines daily business workflows and operations built on proven ITIL best practices.

ConnectWise is completely internally integrated. The application also integrates with important external applications such as Microsoft Outlook, the most widely used accounting packages and quoting tools. Customization time frames are dependent upon the specific needs of WSCA clients.

Please see the attached sample invoice for hourly labor.

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.

Zones will work with WSCA and PEs as required to perform audits of billings and purchases through Zones. We can provide reports of what was billed, shipped, etc. through ZonesConnect or through our own internal reporting system. We could also pull cost quotes for special orders to allow verification of our pricing structure.

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.

Zones will provide each participating entity with a dedicated Account Executive to act as a single point of contact. Each Zones Account Executive partners with team associates to provide customer support in the event of an absence, vacation or illness. If clients' Account Representative were not readily available, support is accessible via the participating entity's escalation list.

To protect against knowledge loss or loss of service in the case of resignations, Zones will maintain account playbooks detailing important processes, SLAs, etc. We maintain account playbooks for all strategic customers as critical documents for ensuring minimal to no disruption in the event of account team turnover. Thorough documentation of all important aspects of the WSCA participating entity and Zones relationship are included so any account team member can step in and will be assisted by sales management.

Please find short biographies for the key staff members who will support WSCA PEs:

**Brian Christensen – Sr. Territory Account Manager**

Brian is an account development specialist for large public sector clients. Brian organizes and manages account relationships through senior level engagement and specializes in public sector software agreements. He is responsible for penetrating sales strategies and pricing proposals, as well as communicating total cost of ownership, industry trends, and multi-vendor product sales.

**Judi Harvey – Senior Account Executive**

Judi is responsible for developing and maintaining relationships within the Public Sector arena. She has been with Zones for eight years and, during this time, has been recognized for her outstanding customer service, dedication to her clients, and top sales performance in the division. Judi utilizes her close relationships with vendor partners such as Microsoft, McAfee and Symantec to provide cost effective and complete solutions to governmental organizations and educational institutions.

**Paul Imkamp – Account Executive**

Paul Imkamp has been an Account Executive with Zones for the past five years. He is a certified education reseller and has received a Microsoft Certificate of Excellence award for his extended knowledge of Microsoft products. In all, he has worked in the technology industry for over seven years.

**Adam Johnson – Account Executive**

Adam Johnson has been an Account Executive with Zones for the past five years. During this time he has handled the hardware and software needs of organizations ranging from state departments to local municipalities. He has successfully saved his customers time and money with his proactive sales approach. He holds certifications in Apple, Adobe, Microsoft, Symantec, and VMware.

**Phillip Johnson – Account Executive**

Phillip has been with Zones for six years and has worked in sales, operations, and currently our public sector sales division. Through his tenure at Zones, he has received many awards for his outstanding service including Team Member of the Quarter, Five Star Service and Zones' Achiever's Club. Phillip utilizes his close relationships with vendor partners such as Microsoft, McAfee, and Symantec to provide cost effective and complete solutions to governmental organizations and educational institutions.

**Sean McLellan – Account Executive**

Sean brings over has over 15 years of experience in IT sales as an account executive with Microsoft, HP and Lexmark. He has led project assessments and negotiation processes and has worked with public sector entities throughout Washington and Oregon. He specializes in driving down costs and creating efficiencies for his clients while utilizing his Six Sigma Green Belt training.

**Ellen Richmond – Account Executive**

Ellen is responsible for developing and maintaining relationships within the Public Sector arena. She has been with Zones for five years, after graduating with a BA from Pacific Lutheran University in 2005. During this time, she has been recognized for her outstanding customer service, dedication to her clients and sales performance. She has implemented Microsoft Campus and Academic Select Agreements, as well as numerous agreements with other major software publishers.

**Jesse Woldman – Account Executive**

Jesse has seven years of public sector sales experience, most of them with Microsoft as a Dynamics Solutions Specialist selling business applications to state and local government clients. He has worked with entities throughout the western United States and helped them purchase, license and implement these solutions.

**Kevin McGowan – Director of Sales, Public Sector**

Kevin McGowan is currently the Director of Sales for Public Sector and he has managed that group since 2003. Kevin is a Level I & II Certified Licensing Specialist and a Certified Authorized Education Reseller. Kevin has 18 years of experience in sales and nine years of experience at Zones. Kevin supervises a team of account executives who are responsible for managing K-12, higher education, and state/local government accounts throughout the US. He will be the first step on WSCA's escalation chain.

**Regina Jernigan – Vice President of Software Sales**

With over 15 years of experience in technology sales, Regina gained her software experience serving in the leadership ranks at organizations such as Xerox, Software Spectrum, and Insight. Joining Zones in 2010, Regina now serves as the Vice President of Software Sales, managing the Zones Licensing Executive team nationwide. Leading a team of well experienced, professional software experts, Regina is responsible for ensuring our clients recognize the value of their IT investments, and creating programs to improve client ROI.

**Sean Hobday – Senior Vice President of Sales**

Sean has been a sales executive with Zones for over 10 years and has been instrumental in our sustained growth. He will serve as the executive sponsor for WSCA and will resolve all issues which cannot be handled at a lower level. He is responsible for leading Zones sales and customer service functions for public sector clients and other strategic accounts throughout North America.

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.

Zones is proud of its financial operations practices and has earned over 20 consecutive quarters of profitability and \$832 million in total sales in 2010. As a privately held company, Zones financial data is proprietary and shared only under Non-Disclosure Agreement (NDA) confidentiality. Upon receipt of an executed NDA from your organization, a Zones corporate spokesperson will contact a named representative of your organization to answer financial questions. We have attached a statement of financial viability from an independent auditor to attest to our financial health.

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.

Zones does not currently plan to engage specific subcontractors to support this contract. If awarded particular states under this agreement and subcontractors are needed, we would identify and engage qualified potential subcontractors who operate in that particular geographic region. As a Minority-Owned Business, we recognize the importance of supplier diversity. We would work with our contacts within the local National Minority Supplier Development Council for each state to identify suitable minority-owned subcontractors. We have a strong record for the inclusion of diverse subcontractors as evidenced by our receipt of the first-ever MBE-to-MBE Inclusion award from the Northwest MSDC.