



July 2011

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

Reference- RFP#5500

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

Ventura County and CompuWave, a Successful Partnership

Proven Performance & Support

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



Meeting Specifications

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

Price Performance

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

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

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

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

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

Bob Landman

General Manager

CompuWave

1839 Knoll Drive

Ventura, Ca 93003

(805)650-8808 x1014

(805)650-9644 fax

blandman@compuwave.com

Scott Rudolph

Account Representative

CompuWave

1839 Knoll Drive

Ventura, Ca 93003

(805)650-8808 x1019

(805)650-8561 fax

srudolph@compuwave.com

Ravi Asnani

Owner

CompuWave

1839 Knoll Drive

Ventura, Ca 93003

(805)650-8808 x1122

(805)650-9644 fax

rasnani@prothious.com

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

Sincerely,

Bob Landman

General Manager

Company Profile and Qualifications



Company Profile

Company Ownership

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

Office Locations

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

Employees

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

Locations from which employees will be assigned

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

Key contacts

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

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

Company background/history

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

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

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

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

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

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

Years of Service

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

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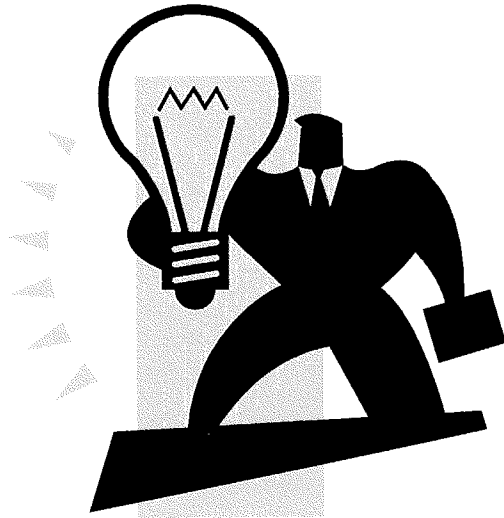
Bank of Record

Bank of America

Conclusion

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

Personnel Qualifications



Personnel Qualifications

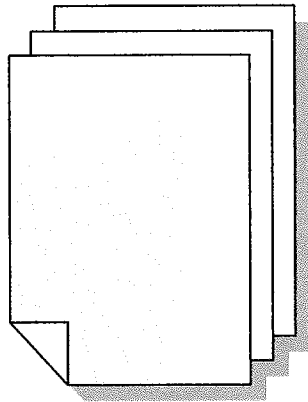
CompuWave has built a dedicated team to support the County of Ventura. Whether it is sales, technical support, or customer service, CompuWave has skilled personnel to respond to any task. There are two dedicated sales representatives with a combined 34 years of experience in the industry to assist County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

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

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

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

Financial Statement



Financial ability to perform

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

References



References

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

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

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

Additional Local Government References

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

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

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

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

Other References

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

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

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

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

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

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

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

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

Officer Understanding

