



**STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT**

NOTIFICATION OF STATEWIDE CONTRACT

July 1, 2011

CONTRACT TITLE: PC PRIME VENDOR SERVICES

CURRENT CONTRACT PERIOD: JULY 1, 2011 THROUGH JULY 31, 2011

BUYER INFORMATION: Brent Dixon
Division of Purchasing and Materials Management
Telephone: (573) 751-4903
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Email Address: brent.dixon@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	September 1, 2006 through June 30, 2008	June 30, 2011

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **MANDATORY** FOR ALL STATE AGENCIES.
Local Purchase Authority shall not be used to purchase supplies/services included
in this contract unless specifically allowed by the contract terms.

~ Instructions for use of the contract, specifications, requirements, and pricing follow ~

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C206026001	4319128950 2	World Wide Technology, Inc. 58 Weldon Parkway St. Louis, MO 63043-3101 Phone: (888) 234-8898 Fax: (800) 775-5475 Web Address: http://www.wwt.com/missouri	Yes	Yes

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
07/01/11-07/31/11	07/01/11	<ul style="list-style-type: none"> ▪ Contract extended through July 31, 2011
07/01/10-06/30/11	06/14/11	<ul style="list-style-type: none"> ▪ Updated Inside Sales Representative Contact Information
07/01/10-06/30/11	03/18/11	<ul style="list-style-type: none"> ▪ Paragraph 2.3.k has been added to include kiosks as excluded products
07/01/10-06/30/11	07/01/10	<ul style="list-style-type: none"> ▪ Contract Renewal through June 30, 2011.
07/01/09-06/30/10	12/04/09	<ul style="list-style-type: none"> ▪ Updated Inside Sales Representative Contact Information
07/01/09-06/30/10	08/11/09	<ul style="list-style-type: none"> ▪ Updated Inside Sales Representative Contact Information
07/01/09-06/30/10	06/25/09	<ul style="list-style-type: none"> ▪ Contract renewed through June 30, 2010 ▪ Paragraph 5.1 Technical Support and Integration Services have been removed. ▪ Updated Inside Sales Representative Contact Information
07/01/08-06/30/09	12/04/08	<ul style="list-style-type: none"> ▪ Paragraph 4.3 has been revised to restrict the technical support/integration services available through the contract to the personnel and pricing provided in the contract. No additional technical support positions will be added to the contract.
07/01/08-06/30/09	07/23/08	<ul style="list-style-type: none"> ▪ Updated Inside Sales Representative Contact Information
07/01/08-06/30/09	07/18/08	<ul style="list-style-type: none"> ▪ Paragraph 5.5 has been added to include Non-Functioning Equipment Disposal/Asset Recovery Services
07/01/08-06/30/09	07/02/08	<ul style="list-style-type: none"> ▪ Paragraph 2.1 has been revised to add General Dynamics Intronix Corporation for ruggedized laptops only. ▪ Paragraph 2.2.b.8 has been added to allow video conference equipment to be purchased through the contract as optional equipment.
07/01/08-06/30/09	04/15/08	<ul style="list-style-type: none"> ▪ Contract renewed through June 30, 2009
09/01/06-06/30/08	02/28/08	<ul style="list-style-type: none"> ▪ Paragraph 2.1 has been revised to add Kyocera Mita for Printers
09/01/06-06/30/08	11/05/07	<ul style="list-style-type: none"> ▪ Paragraph 1.7 has been corrected to match the language of the contract
09/01/06-06/30/08	10/19/07	<ul style="list-style-type: none"> ▪ Paragraph 2.1 has been revised to add Motion Computing for Tablet PCs only ▪ Paragraph 2.2.b.1.e has been added to include EMC for SANs ▪ Paragraph 2.2.b.1.f has been added to include Sun Storage for SANs
09/01/06-06/30/08	03/14/07	Updated Inside Sales Representative Contact Information
09/01/06-06/30/08	11/08/06	Made reference to premium-based insurance information under the maintenance paragraph.
09/01/06-06/30/08	09/01/06	Revised vendor number on first page.
09/01/06-06/30/08	08/25/06	Initial issuance of new statewide contract.

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1. GENERAL CONTRACT INFORMATION

1.1 Purpose: The purpose of this PC Prime Vendor contract is to provide state agencies the ability to purchase microcomputer (PC) related hardware (server, desktops, notebooks, printers, peripherals and supplies), software, value-added services (specification/configuration assistance, system installation/setup, warranty/upgrades, manufacturer service plans including non-manufacturer warranty/service plans, software maintenance, technical support, integration services and help desk/call center services) on an as needed basis. The state agencies' point of contact for all products and services is the prime vendor, World Wide Technology, Inc. (WWT). Subcontract arrangements have been made; however, WWT shall be the single-point-of-contact and responsibility for all products and services provided herein, including being responsible and liable for all problems relating to any hardware, software and/or service.

The intent of the contract is to provide a robust assortment of products and services from which the state may purchase. WWT shall assist and provide product pricing, order processing, product and service delivery, inventory and other administrative and reporting functions and support, to accommodate the state agency in determining overall needs.

Information relating to the price and availability of the entire list of hardware and software products, as well as services, is available on WWT's web site at <http://www.wwt.com/missouri>.

State agencies must establish an account to access WWT's website. The state's partner code (which is required during registration) is: SOMST0303.

1.2 IT Accessibility: State agencies shall be responsible for accommodating the PC computing needs of their disabled employees. If the PC computing products needed to accommodate accessibility issues are available under the contract, the state agencies may, but are not required to, use the contract to accommodate such special needs.

1.3 Eligible Users: The contract is mandatory for all executive branch state agencies with the exception of the Missouri Lottery and state colleges and universities and with the exception of those items noted herein as non-mandatory for the state agencies. For these exempted agencies, as well as the legislative and judicial branches of state government, the contract is a non-mandatory contract. In addition, cooperative procurement entities are allowed to purchase from the contract.

1.4 Oversight Committee: An oversight committee, comprised of representatives from various state agencies, shall serve as a forum for revising and/or refining contract provisions and requirements provided such changes/refinement are within the scope of the contract. The contractor's representative(s) shall also serve in an advisory capacity only.

1.5 Single Point Of Contact: WWT is the single point of contact regardless of subcontract arrangements.

WWT has a Voice Response Unit (VRU) with a dedicated toll-free number (888) 234-8898 to serve as the single contact point for all microcomputer needs. For information regarding hardware and software pricing/quotes, state agencies should contact their respective inside sales representative (see below). For information regarding all other support services including order status, returns, computer repair, maintenance agreement pricing, etc., users should access the appropriate option on the VRU or email their inside sales representative.

MAIN NUMBERS

Toll Free Number	888-234-8898
Local Number	314-919-1400
SOM Fax Number	800-775-5475

STATE CONTRACT MANAGEMENT TEAM

Jim Mazzio - Regional Director/ Contract Manager	314-919-1480	jim.mazzio@wwt.com
Matt McAvin - Outside Sales Manager / Program Manager	314-919-1682	matt.mcavin@wwt.com
Carrie Catalano - Sales Operations Manager	314-919-1527	carrie.catalano@wwt.com

OUTSIDE SALES REPS

Molly Jones - Acct Manager - Jefferson City	573-636-3731	molly.jones@wwt.com
Kelly January - Acct Manager - St. Louis, MO	314-882-5612	kelly.january@wwt.com
Kim Belfield - Acct Manager - Kansas City, MO	(913) 669-5292	kim.belfield@wwt.com
Matt Ortvals - Acct Manager - St. Louis, MO	314-919-1472	matt.ortvals@wwt.com

INSIDE SALES REPS

Pam Schwieder - State Agencies	314-301-2629	pam.schwieder@wwt.com
Kelly Miller - State Agencies	314-919-1418	kelly.miller@wwt.com
Shelley Cook - State Agencies	314-919-1446	shelley.cook@wwt.com
Nichole St. Martin - State Agencies	314-569-7782	nichole.st.martin@wwt.com
Tony Campana - Local/Education - Cisco	314-569-7717	tony.campana@wwt.com
Doug Uthoff - City and County (St. Louis Only)	314-301-2683	doug.uthoff@wwt.com
Majesty Frost - City and County Agencies (except St. Louis)	314-569-7023	majesty.frost@wwt.com
Michelle Kissell - Education	314-919-1607	michelle.kissell@wwt.com
Danny Wynn - Local/EDU	314-301-2405	danny.wynn@wwt.com

BUYERS

Gabe Hertweck	314-301-2537	sombuyers@wwt.com
Molly Stratman	314-743-3416	sombuyers@wwt.com
Kim Degnan	314-301-2529	sombuyers@wwt.com

CUSTOMER SERVICE

Kyle Mayer	314-995-8932	somcustomerservice@wwt.com
Jamie Preis	314-919-1587	somcustomerservice@wwt.com
Jennifer Neske	314-919-1650	somcustomerservice@wwt.com

SERVICE CALLS

To report a service problem or request a service	888-234-8898 Option 3
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1.6 Subcontractors: WWT is partnering with Ultreya Business Group to provide IT services including installation/set up, non-manufacturer provided warranty/service plans (maintenance), consulting services (see exclusions), integration services, and help desk/call center services. WWT is also partnering with Software Spectrum as their Large Account Reseller (LAR) for all Microsoft products. In addition, WWT will source all IBM hardware, software and related peripherals through Huber and Associates.

1.7 Acquisition Options/Pricing: WWT will apply a 4% over acquisition cost for all hardware, software, and services and a 2% over acquisition cost for Microsoft products for the total dollar amount purchased in a single order under the contract. Acquisition costs shall be the actual price paid by WWT for the products sold and shall

be determined at the time of shipment. WWT shall not invoice the state agency until WWT has documentation of their final acquisition cost from the supplier and until WWT ships the product(s). Orders may include any hardware or software item, supplies, manufacturer-provided hardware and software warranty upgrades, extended warranties and service plans. Orders may vary between the manufacturer’s product categories.

Pricing information can be found on WWT’s on-line catalog or provided by WWT’s account management team. This pricing may be valid at the time of viewing on-line; however, the invoiced price may differ since pricing may change daily due to technological changes in the market. Invoice pricing (ship date pricing) may be lower than that stated in the on-line catalog. There may be situations where the invoice price is higher than the order price. In these situations, the invoice price shall be the price paid by the state agency. However, in the event of a price increase, WWT must require written approval from the agency prior to processing the order.

Firm, fixed pricing for all other value-added services is as provided herein per each contract period.

1.8 PC and Printer Standardized Purchases Information: The State of Missouri has established a bulk buy program with each of the manufacturers for the purchase of desktops, notebooks, and printers. Pricing for these items shall be re-established on a 90 day basis with state agencies able to purchase the awarded products during each respective quarter. If the products available through the bulk buy do not meet a state agency’s need, then the agency must submit a variance request to Ron Thomas of ITSD at ron.thomas@oa.mo.gov. Agencies may visit the separate links for the bulk buy spreadsheets which include the current pricing and configurations. Agencies may also visit World Wide Technology’s website to view the pricing for the awarded products.

1.9 Educational Discounts: The State of Missouri has entered into a Microsoft Education Select Agreement to offer discounted pricing on some of Microsoft’s educational products. The state agency must contact WWT for specific educational products and associated discounts.

1.10 Obtaining Product/Pricing Information: WWT’s on-line catalog serves as the primary source for gathering information regarding products and services offered under this contract. This on-line catalog is updated daily by WWT to reflect any changes pertinent to the state's product or service offerings. State agencies may obtain product and pricing information by calling WWT’s toll-free number (888) 234-8898, or may consult WWT’s on-line catalog for a description of the products or services at www.wwt.com/missouri.

Once product and pricing information is obtained, state agencies may contact WWT through the toll-free number or e-mail to verify price, product configuration or compatibility questions, product availability, or status on an existing order.

Below are the expected response times for a quote request:

Quote Type	Description	Expected Response Time
Standard Quote Request	RFQ includes manufacturer’s part number and detailed product description	2 – 4 Business Hours or Sooner
Non-Standard Quote Request	RFQ’s that require extensive research and or configuration and engineering assistance	8 – 24 Business Hours or Sooner.

If prolonged research is required, WWT’s Inside Sales Support Representatives must proactively contact the customer via phone, email, or fax within four business hours to give a status and an estimated time that the customer can expect a completed quote response. Should research require more than five working (business) days, a waiver for the state agency to purchase the item(s) outside of the contract may be requested through WWT.

1.11 Purchase Order Issuance: State agencies must issue a purchase order to initiate order processing. The hardcopy purchase order may be submitted via either mail or fax. The information on the purchase order should include the contract number, purchase order number, state agency contact and phone number, vendor name and address,

vendor number, contract line item number (see below), quantity and unit price of each item ordered, end user name and phone number (if other than state agency contact), and customer number (see WWT's web site or call WWT, to obtain your agency's customer number).

If any of the above information is omitted on a purchase order, delays in processing may occur. If ordering a computer system that is custom configured on the WWT web site, the quote number that is provided by the manufacturer must be provided on the purchase order, and a printed copy of the quote must accompany the purchase order when mailed or faxed.

The following contract line items must be used when ordering products and services:

- 001** (C/S 20453) Hardware, Microcomputer
- 002** (C/S 20899) Software, Microcomputer
- 003** (C/S 92045) Software Maintenance/Support
- 004** (C/S 93299) Hardware Maintenance/Repair Services
- 005** (C/S 92031) Installation of Computers, Peripherals, and Related Equipment
- 006** (C/S 92047) Support Services, Computer
- 007** (C/S 61599) Supplies

WWT must provide email acknowledgement to the state agency within 24 hours of the receipt of their authorized purchase order. The email alert contains a link back to WWT's online order tracking site.

1.12 Order Tracking/Reporting: Information regarding orders placed against the contract must be kept up-to-date via WWT's web site as well as in printed form as requested by the agency. WWT must track, via database, information relating to each order, which must include, product description (including OEM part number), price, shipping destination, date shipped, order number, outstanding orders/back orders, total dollars spent, and quantities purchased, by department, division, etc.

1.13 Order Substitutions: WWT must not substitute any item(s)/component(s) that have been ordered by a state agency using the contract until WWT: 1) notifies the agency in writing (email is acceptable if the designated contact has an email address) and 2) receives written approval from the state agency to proceed with the substitution.

WWT shall provide a form for state agencies to use to indicate their approval of a product substitution prior to the shipment of the substituted goods. This approval may be executed via email, fax, or hardcopy mail/delivery. The state agency may accept any proposed substitution offered; however, the state agency shall be the final authority as to acceptability of requested substitutions and reserves the right to accept or reject any substitution request.

1.14 Delivery: WWT must deliver all products within 30 calendar days after WWT's receipt of a properly authorized purchase order unless the timeframe specified on the website or as quoted to the state agency by the account management team at the time of order indicates otherwise. Normally, each supplier provides an order-to-shipment response time of same day/next business day for items in stock and 5 to 7 business days for orders requiring configuration.

WWT shall notify the agency of a later delivery date should the actual delivery days exceed that which was previously specified. The state agency must authorize the late delivery, cancel the order, or modify the order to reflect an acceptable product substitution. Any such authorizations shall be made in writing.

Shipment options for each of the manufacturers range from standard ground shipment to special delivery classes including next day priority delivery. In an ideal scenario, next day delivery is possible for in-stock items.

WWT must provide for the removal of equipment from pallets and delivery of equipment within the state facility, upon request of the state agency. The state agency may incur additional charges for the removal of equipment from pallets. Any such additional charges must be included in the acquisition cost. The state agency shall advise WWT of pallet delivery requirements upon placement of order(s).

1.15 Freight/Expedited Shipping: All item(s) ordered from the contract shall be delivered standard ground shipment charges FOB Destination, freight charges prepaid by WWT, to the agency location specified on the purchase order. If the state agency requests overnight or 2nd day service, the freight charges shall be the responsibility of the state agency. Any such requests shall be made in writing.

1.16 Damaged Products and Product Returns: WWT must replace any item received in damaged condition at no cost to the State of Missouri. This includes all shipping costs for returning non-functional items to the contract or for replacement. All defective products must be handled through its product warranty plan.

Products received but upon delivery unwanted by the state agency may be returned within 30 days if it is unopened and the supplier/manufacturer agrees to take it back (Some suppliers/manufacturers may charge a restocking fee). Product may also be returned if the product is unopened or opened, but was ordered in error by WWT in quoting or configuration. NO product may be returned after 30 days without the manufacturer or supplier's approval.

The state agency shall call the toll-free number (888) 234-8898 to obtain a return authorization (RA) in order to return any product(s). The invoice number and serial number for the product(s) being returned must be provided to the Returns Center. Return shipping labels and a RA number must be mailed to the state agency within 5 working days of the date the return request was submitted to ensure proper delivery and credit. The RA number must be included with the return for WWT to accept the product and issue the appropriate credit. After receipt of the label, the state agency will have 15 days to place the label on the product and return it to WWT or applicable supplier. Upon receipt and processing, a credit will be issued to the state agency.

NOTE: IT IS DIFFICULT TO OBTAIN COOPERATION FROM MANUFACTURERS ON PRODUCT RETURNS IN EXCESS OF 30 DAYS OF THE ORDER'S SHIP DATE. AS A RESULT, STATE AGENCIES ARE ASKED TO INSPECT ALL ORDERS IMMEDIATELY UPON DELIVERY.

2. HARDWARE

2.1 Required Hardware: The following hardware is required to be provided by WWT under the contract and is also required to be purchased by state agencies through the contract. The categories of equipment are limited to the referenced manufacturers only. WWT must provide the entire enterprise (business class, network certified, etc.) line of servers, desktops, notebooks, and printers from each of the manufacturers listed below. Intel and AMD processors are available through the contract. Manufacturers' products however, may be added and/or deleted from the list upon request of state agencies as approved by the PC Prime Vendor Oversight Committee.

CATEGORY	MANUFACTURERS
Servers:	<ul style="list-style-type: none"> • Dell • Hewlett Packard (Compaq) • IBM
Desktops:	<ul style="list-style-type: none"> • Apple • Dell • Hewlett Packard (Compaq) • IBM/Lenovo
Notebooks:	<ul style="list-style-type: none"> • Apple • Dell • Motion Computing (tablet PCs only) • General Dynamics Intronix Corporation (ruggedized only) • Hewlett Packard (Compaq) • IBM/Lenovo • Panasonic (ruggedized only)
Printers/Printer Based	<ul style="list-style-type: none"> • Canon • Hewlett Packard

Multi-Functional Devices:	<ul style="list-style-type: none"> • Dell • Epson • IBM 	<ul style="list-style-type: none"> • Lexmark • Xerox • Sharp – For Multifunctional Devices Only • Kyocera Mita
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NOTE: Multi-functional printer equipment must meet all of the following criteria to be purchased through the contract. Copier-based or any multi-function equipment not meeting all of the criteria below shall not be acquired through the contract.

- Multi-function printer equipment shall include a laser-printer print engine.
- Multi-functional printer equipment shall include the function of network printing as the primary function and the functionalities of copying/scanning/faxing (or e-fax) as a convenience.
- Multi-functional printer equipment shall be self-maintainable with a minimal reliance on vendor maintenance (on-site warranty/extended warranty solutions will continue to be required and available upon request of the agency).
- Multi-functional printer equipment maintenance costs shall not be based on usage (click charges). Multi-functional printer equipment should utilize warranty maintenance pricing or acquisition of self-maintenance kits.
- Copier-based or any multi-function equipment not meeting all of the criteria above is not allowed to be acquired through the contract.

2.2 Peripherals/Supplies: WWT must provide the required and optional PC-related peripherals specified below in addition to the microcomputer components outlined herein. The peripherals offered by WWT through the contract as available from various manufacturers must be confined to the parameters outlined below.

a. **Required Peripherals:** The following is a list of peripheral equipment state agencies shall be required to purchase under the contract.

1. Drives & Storage (CD drives, DVD drives, hard drive, floppy drive, etc.)
2. Input Devices (mice, keyboards, etc.)
3. Handheld Devices
4. Magnetic Tape Backup
5. Memory Expansion
6. Modems & NICs
7. Monitors
8. Notebook Accessories (batteries, carrying cases, docks, port replicators, etc.)
9. PC Components (CPU upgrades, motherboards, graphic cards, sound cards, etc.)
10. Scanners
11. Server Components (racks, cabinets, etc.)

b. **Optional Peripherals:** The following is a list of peripheral equipment that state agencies may, but are not required to, purchase under the contract.

1. Storage Area Networks (SAN): WWT must provide the entire enterprise (business class, network certified, etc.) line of storage area network products from each of the manufacturers listed herein. The SANs provided under the contract are limited to these manufacturers only, unless otherwise revised by the oversight committee:
 - (a) Dell
 - (b) Gateway
 - (c) Hewlett Packard (Compaq)
 - (d) IBM
 - (e) EMC
 - (f) Sun Storage

2. Digital Cameras
3. Multimedia Equipment (projectors, whiteboards, etc.)
4. Audio Components
5. Cables and Adaptors (Audio/Video cables, Bluetooth, peripheral cables, USB, etc.)
6. Plotters
7. Power Protection (surge protectors, uninterrupted power supplies, etc.)
8. Video Conferencing Equipment the following brands only:

- (a) Tandberg,
- (b) Polycom, and
- (c) Bridget

- c. **Optional Media/Supplies:** WWT must provide all media and supplies required for operation which include, but are not limited, to the below items. State agencies may, but are not required to, purchase these supplies through the contract:

1. Diskettes
2. Recordable CD-ROMs
3. Printer Supplies
4. Printer Maintenance Kits

NOTE: State agencies may purchase new toner cartridges through this contract; however, laser printer cartridge recharging services must be acquired from Missouri Vocational Enterprises (MVE).

- 2.3 Excluded Products:** The following items are NOT currently being considered for inclusion in the contract, therefore WWT shall be precluded from selling these items under the contract, unless otherwise revised by the oversight committee.

- a. Telecommunications Equipment
- b. Networking Products (other than those listed under Required Peripherals)
- c. Standalone Copy Machines
- d. Wireless Communication Services
- e. Standalone Facsimile Machines
- f. Copier Based Multi-Functional Printer/Copier/Scanner/Fax Machines
- g. Microfiche/Microfilm Products
- h. Multiplexers
- i. Midrange Computer Products
- j. Mainframe Computer Products
- k. Kiosks

- 2.4 Status of Equipment:** All equipment provided must be new and in current production. WWT shall not provide used, reconditioned, remanufactured, or prototype equipment unless authorized by the state agency, in writing, prior to order shipment.

- 2.5 Product Use:** The hardware described above and as acquired by the state agency shall be utilized in a microcomputer environment. State agencies requiring hardware products for platforms outside of the microcomputer environment of the Prime Vendor PC contract must utilize other existing hardware statewide contracts as found on the Division of Purchasing and Materials Management's homepage, being mindful that some hardware can be used on multiple platforms. If an agency is purchasing a specific piece of hardware with the intent to function primarily in a PC environment, that product must be acquired through the Prime Vendor contract.

3. SOFTWARE:

3.1 General Software Information: WWT must provide the entire PC software product lines from each of the required software manufacturers listed below (this is the current list of software manufacturers for which the contractor must provide full support (e.g. technical support, etc.)). Manufacturers may be added and/or deleted, and specific products may be added to/or removed from the list upon request of state agencies and approval by the PC Prime Vendor Oversight Committee.

Note: "PC software product lines," as defined for purposes of the contract, are all software, upgrades, maintenance, documentation, media, and templates which are widely available in the marketplace from a specific PC software manufacturer.

3.2 Required Software: The following is a list of software state agencies are required to purchase under the contract:

- a. IBM
- b. Microsoft
- c. Novell

3.3 Optional Software: For state agencies' convenience, small purchases of PC software from manufacturers other than the software manufacturers listed above can be made through the contract (if available from WWT). However, for larger PC software purchases, especially those for which maintenance will be required in subsequent years, state agencies should procure such requirements through competitive bids outside of the PC Prime Vendor contract unless extenuating circumstances are documented and approved by the Division of Purchasing and Materials Management. Also, state agencies shall not create future single feasible source requirements for maintenance/support as a result of acquisition of such software under this contract unless extenuating circumstances are documented and approved by the Division of Purchasing and Materials Management.

3.4 Volume License Agreements (VLAs): The following volume agreements established between the state and various manufacturers through WWT under contract C206026001 shall remain in place through their agreement term.

Software Manufacturer	Agreement Name	Pricing Levels
Microsoft:	Select 6.1 Local & State Government	D
	Select 5.1 Academic	A
	Enterprise 6.1	D
Novell:	Master License Agreement	42% of list price
IBM/Lotus:	International Passport Advantage Agreement	GV

Note: Cooperative Procurement members utilizing this contract to establish their volume software agreements must forward all applications to WWT. WWT must then make all of the necessary arrangements with their Large Account Reseller, Software Spectrum, to process the agreements.

3.5 Versions: WWT must provide the most recent version of all software, unless otherwise specified by the state agency. The most recent version is that which is the newest version announced by, and available from, the software manufacturer at the time of delivery.

3.6 Software Licensing: WWT must provide all software options offered by the manufacturers.

3.7 Manufacturer-Authorized Software: WWT must only provide software packages which are manufacturer-authorized and approved for distribution to the state agencies. The software packages must contain the manufacturer’s user/installation documentation (except for “media only” software) and registration and licensing documents and must be sealed by the manufacturer.

3.8 Product Use: The software available for use through the contract and as acquired by the state agency shall be utilized in a microcomputer environment. WWT must report to a representative named by the State Chief Information Officer who will work with WWT and the Division of Purchasing and Materials Management to monitor the actual utilization of the contract to confirm whether software purchases are consistent with the intended scope of contract.

4. VALUE-ADDED SERVICES:

4.1 Required Value-Added Services: WWT must provide for the acquisition of value-added services, either directly through the manufacturer or through the coordination of subcontractors, to meet the varying needs of the state agencies. Services must include, but are not limited to, specification/configuration assistance, system installation/setup options, warranties, warranty upgrades, service plans, critical systems maintenance, and software maintenance. *The state agencies must use this contract for the services provide in paragraphs 4.2 through 4.6 excluding paragraph 4.4.*

4.2 Specification/Configuration Assistance: WWT's Sales Support Team shall provide specification/configuration for all new systems including assisting the state agencies in understanding requirements, evaluating solutions, making recommendations and setting customer expectations.

4.3 System Installation/Setup Options: WWT, through their subcontractor Ultreya Business Group, shall provide for the acquisition of manufacturers’ system installation/setup options to be used at the discretion of the state agency. The state agency shall specify on their order which of the installation/setup options, if any, they are requiring the contractor to deliver with the specific hardware and/or software ordered. If the equipment is considered to be user-installable, WWT will provide installation assistance (e.g. telephone support), if requested, at no additional cost to the state. System installation/setup options shall be provided as shown below:

OPTION	DESCRIPTION	UNIT OF MEASUREMENT	UNIT PRICE
1.	Remote Technical Support (e.g. telephone, website, email, etc.).	Each	\$300.00
2.	On-site Installation/Setup Hardware and Software (Per PC) Ultreya will: <ul style="list-style-type: none"> ▪ Unbox the unit ▪ Setup on user’s desk ▪ Attach appropriate cables and power ▪ Set appropriate OS network settings to allow unit to see existing LAN ▪ Install and test 1 printer driver ▪ Dispose of packaging 	Each	\$104.00 \$60.00
\$104.00 First PC On-Site \$60.00 Any additional PC installed On-site (per building)			
3.	1-Hour Personal Training Hardware and Software at installation (Per PC or File Server, Per Hour) <ul style="list-style-type: none"> ▪ Training is available for hardware or OS only 	Hour	\$55.00
4.	OS Software Installation on Hardware (Per PC, Per Software)	Each	\$66.00

	<ul style="list-style-type: none"> Contractor site only unless installation is done in conjunction with Option 2 above. 		
5.	<p>Application Software Installation on Hardware (Per PC, Per Software)</p> <ul style="list-style-type: none"> Contractor site only unless installation is done in conjunction with Option 2 above. 	Each	\$38.50
6.	<p>Customer-Supplied Software Installation (Per Software)</p> <ul style="list-style-type: none"> Contractor site only unless installation is done in conjunction with Option 2 above. 	Each	\$27.50
7.	<p>Additional System Board/Memory Installation (Per Accessory)</p> <ul style="list-style-type: none"> Contractor site only unless installation is done in conjunction with Option 2 above. 	Each	\$38.50
8.	<p>On-Site Installation/Setup of File Server Hardware with no OS Software Installed (Per File Server)</p>	Each	\$165.00
9.	<p>OS Software Installation on File Server Hardware (Per Number of Users, Per Software)</p> <ul style="list-style-type: none"> Contractor site only unless installation is done in conjunction with Option 2 above. OS default settings will be used Each user account to be added will cost \$10.00 per user in additional to the server setup cost of \$350.00 	User	\$385.00
10.	<p>Applications Software Installation on File Server Hardware (Per Incremental Quantity of Users Supported by the File Server, Per Software)</p> <ul style="list-style-type: none"> Contractor site only unless installation is done in conjunction with Option 2 above. Software default settings will be used unless an installations script has been developed by customer Each user account to be added will cost \$5.00 per user in addition to the server setup cost of \$200.00. Does not include any necessary changes to be made at the workstations. 	Server	\$220.00
11.	<p>Operating System Installation</p> <ul style="list-style-type: none"> Contractor Site installation of one Operating System, up to two application software packages and up to two hardware items on a desktop 	Each	\$82.50
12.	<p>Operating System Installation</p> <ul style="list-style-type: none"> Contractor Site installation of one Operating System, up to four application software packages and up to four hardware items on a desktop 	Each	\$132.00

4.4 Warranty and Maintenance Options: WWT shall provide the available warranties and maintenance from the hardware and software manufacturers. Warranties shall commence upon delivery and acceptance at the state agency facility. WWT, through the subcontract Ultreya Business Solutions shall also provide the third party maintenance programs described below. State agencies may, but are not required to, purchase maintenance under the contract. In addition, a separate contract has been established to provide a program which offers a premium-based insurance policy to cover time and materials repair of state agencies' equipment or systems.

- a. WWT shall provide notification to the state agency of any expiring warranty at least 60 days in advance of the actual expiration date.
- b. WWT shall provide for the acquisition of manufacturers' upgrades to the standard warranties for all servers, desktops, notebooks, and printers.
- c. Manufacturer Service Plans: For equipment purchased under the contract and also for equipment less than five years old owned by the state and purchased under prior contract(s), after expiration of applicable warranties, the contractor shall provide for the acquisition of manufacturer service plans for all servers, desktops, notebooks, and printers.
- d. Non-Manufacturer Service Plans: WWT, through their subcontractor Ultreya Business Group, will provide non-manufacturer provided services plans including on-site maintenance, time and materials maintenance, mail-in/carry-in maintenance and preventive maintenance.

If a covered unit should fail at any time for reasons specified in the contract, an Ultreya Solutions Group technician will arrive on-site within the agreed upon response time. All times stated in the pricing schedule are "fixed" times as opposed to response. Response times will be agreed to based on the contracting departments need.

Ultreya Solutions Group Non-Manufacturer Provided Maintenance Pricing							
Class	Models	M-F 9 to 5 16 hrs	M-F 9 to 5 8 hrs	M-F 9 to 5 4 hrs	7 X 24 16 hours	7 X 24 8 hours	7 X 24 4 hours
Computers – Notebook	All Brands except Pan Ruggedized	\$17.93	\$21.89	\$30.69	\$44.83	\$54.73	\$76.73
Computers – CPU's	Computers – CPU's	\$9.24	\$11.88	\$17.60	\$23.10	\$29.70	\$44.00
Computers – Servers	Up to 2 CPUs (3 or more, call for prices)	\$43.01	\$50.05	\$66.99	\$107.53	\$125.13	\$167.48
Printer – Mono Lasers	Printer – Mono Lasers	\$9.90	\$12.87	\$19.03	\$24.75	\$32.18	\$47.58
Printers – Color Laser	Printers – Color Laser	\$17.49	\$22.11	\$32.23	\$43.73	\$55.28	\$80.58
Printers – Network Color Laser	Network Color Laser	\$19.80	\$26.40	\$40.48	\$49.50	\$66.00	\$101.20
Printers – Dot Matrix	Printer – Network Dot Matrix	\$9.46	\$11.77	\$16.83	\$23.65	\$29.43	\$42.08
Printers – Xerox	Xerox	\$19.80	\$26.40	\$40.48	\$49.50	\$66.00	\$101.20
Printers – Network Mono Laser	Network Mono Laser	\$14.96	\$20.57	\$32.45	\$37.40	\$51.43	\$81.13
Plotters – Design Jet	Plotters – Design Jet	\$84.26	\$108.79	\$140.80	\$210.65	n/a	n/a
Monitors	Monitors – 15-17' CRT & LCD	\$4.07	\$6.45	\$8.83	\$10.18	\$16.12	\$22.08
Miscellaneous	APC UPS 1400	\$17.71	\$20.35	\$27.06	\$44.28	\$50.88	\$67.65
	ADIC 9400 TAPE DRIVE	\$14.08	\$16.61	\$22.55	\$35.20	\$41.53	\$56.38
	ADIC 9700 TAPE DRIVE	\$23.54	\$26.62	\$34.43	\$58.85	\$66.55	\$86.08
	ADIC 9800 TAPE DRIVE	\$28.05	\$31.35	\$40.04	\$70.13	\$78.38	\$100.10
	HP DAT 8 TAPE DRIVE	\$13.86	\$16.28	\$22.22	\$34.65	\$40.70	\$55.55
	CONVIENCE BASE ARMADA E500	\$16.94	\$19.58	\$26.18	\$42.35	\$48.95	\$65.45

- Pricing is on a per month basis.
- Additional types and model not listed may be added as approved by the Oversight Committee.
- 9x5 Response Times are based on business hours.
- 7x24 Response Times are based on elapsed time.
- Additional options on devices (I.E. Envelope Feeders, MFD Assembles, Duplexers, Staplers, etc) will require an additional charge.

Time and Materials: The time and materials maintenance rate is \$125.00 per hour for any location in the State of Missouri. The hourly rate is for on-site labor/time only. Travel charges are not incurred for time and materials calls.

Mail-in/Carry-in Rates: The mail-in/carry-in rate is \$65.00 per hour for any items dropped off or mailed to the Ultreya Solutions Group location at 708 Missouri Blvd., Jefferson City, MO 65109. Shipping cost is the customer's responsibility.

Preventive Maintenance: Preventive maintenance is available on every repair which is performed, assuming the case is opened on the unit and if the unit is currently covered by a service contract. Preventive maintenance is defined as cleaning and inspecting for worn or broken parts. This basic service is included at no charge for all warranty and out-of-warranty equipment under a maintenance contract.

An optional preventive maintenance plan is also available which provides for PC or Printer preventive maintenance to be purchased on a per unit basis as often as required by the customer. PC preventive maintenance does not include the execution of any software utilities. Preventive maintenance charges are for labor only; parts are not included. If repairs need to be performed, additional labor charges may apply based on time and materials pricing. A trip charge of \$75.00 will be applied if less than 20 units have preventive maintenance performed at any single site. Pricing for preventive maintenance is as follows:

- Printer Preventative Maintenance - Per Unit/Per Occurrence \$33.00
- PC Preventive Maintenance - Per Unit/Per Occurrence \$22.00

Please refer to the table below for Carry in Service Fees:

Services offered	Cost	Unit
Service Repair Labor	\$65.00	Per Hour, One Hour Minimum charge, state agency will be charged in 15 minute increments after 1st Hour
Expedite Fee	\$50.00	4 hour response time
Refusal Estimate	\$25.00	Charge if unit can not be fixed
After Hours Service (After 5:00pm)	\$90.00	Per Hour, One Hour Minimum charge, state agency will be charged in 15 minute increments after 1st Hour
Desktop Upgrades	Cost	Unit
Hard Drive (No data transfer)	\$38.50	Each
Hard Drive Data Transfer	\$66.00	Per Hour
DVD/CD Rom Drive	\$27.50	Each
Modem	\$22.00	Each
Memory	\$22.00	Each
Sound Card	\$22.00	Each
Nic	\$27.50	Each
O/S Upgrade	\$82.50	Each
O/S Reinstall	\$82.50	Each
Virus Scan / Update	\$44.00	Each
Virus Removal	\$66.00	Per Hour
Spam / Spyware Removal	\$66.00	Per Hour

Alternative Service Plan

WWT, through its subcontractor, Ultreya Solutions Group, offers an “Alternative Service Plan” (ASP).

The ASP provides on demand repair coverage for all equipment covered by Ultreya Solutions Group, Inc. The ASP fully covers the equipment for a period of one year for any repair including all parts and labor, with the exception of any part used in manufacturer’s recommended preventative maintenance, which is performed at recommended intervals (usually page count on printers). Equipment covered by the ASP can be upgraded or downgraded at any time during the coverage period and the cost difference will be pro-rated for the remaining time of coverage. Additional equipment can be added or removed with the difference pro-rated for the remaining time of coverage.

Pricing for this program will be on a time and materials basis. Repairs will be billed, monthly, at the contract rate of \$125.00 per hour (on-site only), one hour minimum, plus parts, and shall not exceed the current Prime Vendor contract pricing for monthly maintenance or the current value of the client’s current service contract with any vendor for a 12 month period, whichever is lower. The cap is calculated and tracked based on the entire length and value of the agreement. Service calls performed beyond the stated cap will be at no charge to the customer for the remainder of the agreement. Services excluded in this program will still be provided at the stated rates, but will not be included in the cap calculation. Warranties on each piece of equipment will be verified, on a per call basis, and if the machine is covered under a manufacturer warranty there will be no charge for the covered portion of that service call and this covered period shall not be included in the cap calculation.

This program applies to PC computer and related equipment purchased and retained at originally installed locations. A minimum of 50 units of any type of equipment will be required for initiation of an agreement. This requirement may be reached by consolidation, or partnership of departments. Multiple agreements by single departments will not be accepted. Equipment must be identified by brand, model, serial number, and location, at the beginning of the agreement period to be included in the cap calculation. Equipment may be added and removed from the contracted list at anytime during the contract period. Modifications to the equipment list will cause adjustments in the contract cap.

Failures from non-conforming manufacturer’s site specifications, abuse, neglect, foreign objects or fluids found in equipment, unusual electrical conditions, natural disaster, fire or water damage, damage while in transportation, or acts of God are excluded. Parts and labor for repairs under these conditions will be billed at the standard time and materials rate of \$125.00 per hour, but will not be included in the program cap calculation.

If a covered unit should fail at any time and is not excluded by the reasons outlined above by the ASP, an Ultreya technician shall arrive on site and repairs shall be completed within 24 business hours. Delays for backordered parts, extreme weather, or delayed repairs at the customer’s request will not be calculated in the stated response/repair time.

Block Time Services

WWT, through Ultreya Solutions Group, offers Block Time Service, allowing discounted service rates. Block Time Services are an economical alternative to time and materials rates, and the hours purchased can be used at the customer’s convenience.

Block Time hours may be used for any service request including but not limited to server, PC, printer for hardware repair, connectivity issues, installations, and system or equipment moves including voice and data cabling.

PC, printer, and server hardware repairs requiring a hardware service technician are billed per hour including PC operating system reload and printer configuration. Network infrastructure service/repairs, requiring a Certified Engineer, are billed at one and one half times one labor hour as stated below. Billing time begins once the technician has notified the customer of arrival on-site. Travel hours will not be billed. Block Time will be charged in 15 minute increments once the technician has notified the customer of their arrival on-site.

Normal response time is the next business day. Emergency four hour service is available at a rate billed at two times the discounted pricing level purchased through this agreement.

Services provided will be performed during normal Ultreya Solutions Group hours of operation, Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding holidays. If an Ultreya Solutions Group technician is requested to remain on-site outside normal business hours, the customer will be billed at the rate of one and one half times the discounted pricing level purchased through the agreement. If Ultreya Solutions Group service is requested on weekends or holidays, the state agency will be billed at two times the discounted pricing level purchased through this agreement. Signed authorization issued by the state agency is required for services provided outside normal Ultreya Solutions Group business working hours.

Block Time expiration: Blocks of time expire when the hours are depleted or one-year from the date of invoice, whichever comes first. Following expiration, service rates revert back to Ultreya Solutions Group standard rates of \$125.00 for hardware service. Additional blocks of time may be purchased at any time.

Parts/consumables/upgrades required during Block Time Service are billed at a discounted rate of 20%. Preventive maintenance is performed at the customer's request and will be billed at the standard block rate.

Block Time Service Charges

Discount Pricing A	Discount Pricing B	Discount Pricing C	Discount Pricing D
25 hours @ \$72.50/hr	50 hrs @ \$66.00/hr	100 hrs @ \$60.50/hr	200 hours @ \$55.00/hr
Total Cost: \$1,812.50	Total Cost: \$3,300	Total Cost: \$6,050	Total Cost \$11,000

Service Call Procedures: Requests for service shall be initiated to Ultreya Business Group through WWT's toll free number (866-651-0660) to the dispatch center in Jefferson City. Calls will be logged in and the Ultreya Business Group will contact the state agency to determine the reason for the call and schedule a service call (if necessary) and have a technician dispatched. Upon returning equipment to normal operation, the call log will be closed.

4.5 Critical Systems Hardware Maintenance: WWT will provide for the acquisition of critical systems maintenance for servers, desktops and printers either from the manufacturer or a manufacturer-authorized third party maintenance provider. Critical systems hardware maintenance shall be defined as mission-critical equipment out of warranty (i.e. servers which, if down, would negatively impact the daily operations of the state agency resulting in loss of productivity).

WWT will provide for critical maintenance support minimally in and surrounding the following Missouri cities: Jefferson City, Lee's Summit, Macon, Popular Bluff, Rolla, Springfield, St. Joseph, St. Louis, and Willow Springs. Critical systems maintenance shall include the following:

- a. On-site, 9-hour per day, 5-day per week basis (8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday excluding state holidays) with a critical fix time. Critical fix time shall be defined as equipment repair occurring within four (4) hours after notification of the problem;
- b. On-site, 24-hour per day, 7-day per week basis (including all state holidays) with a critical fix time. Critical fix time shall be defined as equipment repair occurring within four (4) hours after notification of the problem.

4.6 Software Maintenance: WWT will provide for the acquisition of maintenance for all software ordered through the contract. WWT will make upgrades/fixes/new releases etc. available to state agencies for all PC software, whenever available, from one of the required software manufacturers' PC software product lines for purchase or at no cost, whichever is appropriate per the software manufacturer's policy for each situation.

5. OPTIONAL VALUE-ADDED SERVICES

5.1 Deleted

5.2 Help Desk/Call Center Services: WWT, through PC Helps Support, will provide help desk/call center support services. State agencies may contract the buyer of record, as found on page 1 of this document, for pricing in

accessing the help desk support services. PC Helps Support can provide telephone technical support on the usage and functionality of over 160 “off the shelf” programs. Software that can be supported includes all Microsoft Office products, Lotus Notes and Lotus Office products, and all Corel/WordPerfect products. Additional products that are supported can be found on their website at:

http://www.pchelps.com/html/supported_applications.htm. State agencies will have an option to choose from “How-to” questions on desktop software or they may choose to dial the 800 line for immediate, direct technical support.

PC Helps will calculate the unit charge based on the following methodology:

- a. On-Line Support - Immediate technical support services provided on a real time basis. These activities are calculated at 1.23 units per minute for the length of the call.
- b. Off-Line Support - Technical support and research provided on an off-line basis. Support is provided within 24 hours of the initial call. These activities are calculated at 1.08 units per minute for the length of the research.

PC Helps will debit the state agency customer account. Customer will be provided a monthly report showing the current status. Standard Hours (6:00 a.m. to 7:30 p.m. Central Time, Mon-Fri): \$200 per Quarter fixed cost (includes all telecomm costs and provides unique, toll-free number)

24 x 7 Service: Additional per Quarter cost based on size of customer:

Number of PCs	Cost per quarter
Under 500	\$ 375
500 - 2,499	\$ 540
2,500 - 4,999	\$ 690
5,000 - 9,999	\$ 825
10,000 - 14,999	\$ 990
15,000 - 24,999	\$1,155
25,000 +	\$1,320

5.3 Fixed Asset Tracking: WWT provides a number of services and applications to assist in fixed asset tracking; however additional detail from the state agency would be required prior to providing a proposed price for these services.

- a. Logistics Management – WWT will coordinate and manage all aspects of the movement of the product. Whether the state agency ships product to one of WWT’s regionally located distribution centers or provide information where WWT can pick-up the product, WWT will provide managed services minimizing the amount of the state agency participation necessary to complete the transaction.
- b. Data Destruction and System Cleansing - WWT offers the state agencies only one option regarding Disk wiping technology. Because of the liability associated with this information, all storage based systems are required to be wiped according to Department of Defense 5200.28 seven pass data wipe. WWT currently use WhiteCanyon – Wipe Drive (DoD 5200.28) for all data wiping procedures.

Detailed logs are available for each machine that is sanitized, and can be printed or saved for permanent records. All file systems (NTFS, FAT32, etc.) and operating systems (Windows, Unix, etc.) are supported, and the utilities are capable of wiping both IDE and SCSI drives.

5.4 Excluded Services:

The following services are NOT currently available under the contract:

- Training
- Consulting Services including application development, network consulting, and programming

5.5 Non-Functioning Equipment Disposal/Asset Recovery Services:

Manufacturer’s Non-Functioning Equipment Disposal

Manufacturer-provided asset recovery and disposal services for any state-owned non-functional equipment that is able to be acquired through the contract (e.g. PC servers, desktops, laptops, monitors, printers, etc.). Asset recovery and/or disposal services for equipment not able to be acquired through the contract shall not be included. The manufacturers’ programs shall be priced at 4% over WWT’s acquisition cost.

WWT’s Non-Functioning Equipment Disposal

WWT will provide equipment disposal services for non-functioning equipment, utilizing proper disposal methods, to include awareness of data security and environmental impact issues inherent in disposing of computer components.

Depending on asset type various fees may apply. Typically the fees are on a per-unit basis plus a charge per pound for any bulk shipments. WWT will either resell complete units, components or raw materials.

Any systems or material will be recycled leveraging WWT's recycling partner. WWT will provide the State with 70% of the total proceeds from any assets that are sold. This revenue share can be offered to the state in the form of direct payment or applied as a credit toward future equipment disposal services.

Please refer to the table below for WWT's standard prices on these services, however these prices may be adjusted based on the number of locations, types of assets, and other factors affecting the cost to process.

WWT’s Equipment Disposal Pricing

WWT Cost	Product Type	Fee Type
\$12.00	External Drive (tape back-up device)	Per Unit
\$29.40	Power Unit (larger UPS)	Per Unit Plus Poundage over 100 lbs
\$4.00	Modem (external)	Per Unit Plus Poundage
\$41.00	Plotter	Per Unit Plus Poundage
\$30.00	Line Printer	Per Unit Plus Poundage
\$24.00	Terminal	Per Unit Plus Poundage
\$30.00	Scanner	Per Unit Plus Poundage
\$29.00	Desktop CPU	Per Unit
\$23.00	Laptop	Per Unit
\$33.00	Desktop Monitor	Per Unit
\$38.00	LCD Flat Screen Monitor	Per Unit
\$28.00	Desktop Printer	Per Unit
\$28.00	Server	Per Unit
\$28.00	Sun SAN Equipment	Per Unit
\$18.00	Docking Stations	Per Unit
\$12.00	Port Replicators	Per Unit

WWT's Asset Recycling Services provide clients with a unique solution tailored to individual asset recycling requirements. WWT professionals will package, transport, audit, recycle decommissioned technology assets in accordance with each clients' requirements. WWT's process and technology driven solution provides the clients with the ability to request, track and manage each asset from initial installation through eventual disposition. WWT's program managers will work with the state agency to establish client specific service levels, reporting requirements and asset processing rules.

WWT will also mitigate the environmental risk for disposal processing of IT equipment by ensuring that all assets leaving a WWT facility are securely transported, de-manufactured and destroyed according to WWT compliance standards as well as exceeding EPA guidelines.

WWT's methodology integrates internal ISO certified processes and systems designed to accommodate each unique client-operating environment. This flexibility helps foster an asset assurance program that instills consistency and repeatability of each step on the process.

Engagement Services Offered

- Logistics Management – WWT will coordinate and manage all aspects of the movement of the product. Whether WWT's clients ship product to one of WWT's regionally located distribution centers or provide information where WWT can pick-up the product, WWT will provide managed services minimizing the amount of Client participation necessary to complete the transaction.
- Data Destruction and System Cleansing - WWT offers customers only one option regarding Disk wiping technology. Because of the liability associated with the client's information, all storage based systems are required to be wiped according to Department of Defense 5200.28 seven pass data wipe. WWT currently use WhiteCanyon – Wipe Drive (DoD 5200.28) for all data wiping procedures.

DoD 5200.28 seven passes (Level 3) - The unused space or file or disk is wiped using Department of Defense (US) standard 5200.28-STD (7). Provides high-grade data wiping filling the unused space or file with a special digital pattern through 7 passes.

Detailed logs are available for each machine that is sanitized, and can be printed or saved for permanent records. All file systems (NTFS, FAT32, etc.) and operating systems (Windows, Unix, etc.) are supported, and the utilities are capable of wiping both IDE and SCSI drives.

- eWaste Disposal - Governmental legislation of hazardous and non-hazardous waste disposal is leading to stringent guidelines and stiffer penalties regarding eWaste. WWT's policy is to ensure that all IT assets that can not be re-marketed are de-manufactured, crushed and sold locally either to recycling plants, plastics, metal or glass manufacturers.
- Client Solution Design – WWT understands that each client has unique business requirements regarding the management and handling of assets that are no longer needed. WWT's team of business analysts will construct processes, identify integration points and customize reporting and information necessary to ensure that we exceed all of our client's expectations. WWT's team of professionals has comprehensive knowledge of all aspects of the Asset Lifecycle. Whether WWT is building a solution as part of a request to pay process or a stand along asset retirement solution, WWT's offering is uniquely tailored to client specific business requirements.

6. QUALITY IMPROVEMENT

6.1 Customer Satisfaction:

Customer feedback is a driving force of this contract. Any customer feedback which identifies areas where improvement in contract performance might be needed will be reviewed by the Missouri Prime Vendor Oversight Committee and addressed accordingly. The committee meets quarterly to discuss and monitor performance related issues and provides an opportunity to recommend/suggest ways for improvement.

State agencies not satisfied with the performance of the contractor regarding a specific order, maintenance repair, return authorization, the web site, order invoicing, product or pricing information response time, or any other issue, should follow the steps in the attached PC Prime Vendor Customer Incident Report to alert WWT and the Division of Purchasing and Materials Management of the situation.

ATTACHMENT A
PC PRIME VENDOR SERVICES CONTRACT USAGE GUIDE
Hardware
If the hardware is provided in paragraph 2.1 (Required Hardware) then you must purchase under the contract.
Peripherals
If the peripheral is provided in paragraph 2.2.a (Required Peripherals) then you must purchase under the contract.
If the peripheral is provided in paragraph 2.2.b (Optional Peripherals) then you may, but are not required to purchase under the contract.
Media/Supplies
If the media and supplies are provided in paragraph 2.2.c (Optional Media/Supplies) then you may, but are not required to purchase under the contract.
Excluded Products
If the products are indicated in paragraph 2.3 (Excluded Products) then you must not purchase under the contract.
Software
If the software is provided in paragraph 3.2 (Required Software) then you must purchase under the contract.
If the software is not included in paragraph 3.2 and meets the parameters of paragraph 3.3 (Optional Software) then you may, but are not required to purchase under the contract.
Value Added Services
If the services are provided in paragraphs 4.2 (Specification/Configuration Assistance), 4.3 (System Installation/Setup Options), 4.5 (Critical Systems Hardware Maintenance), and 4.6 (Software Maintenance) then you must purchase under the contract.
If the services are provided in paragraph 4.4 (Manufacturer Warranty) then you may, but are not required to purchase under the contract.



CUSTOMER INCIDENT REPORTING GUIDELINES

Step 1: Should an issue or concern arise, discuss your concerns *as soon as possible* with a member of the WWT Management Team and document your contact with them. In most cases, a satisfactory resolution should be achieved at this step.

The members of the WWT Management Team responsible for the Missouri PC Prime Vendor Contract are:

Primary Contact: **Carrie Catalano**, Inside Sales Manager(314) 919-1527
Secondary Contact: **Matt McAvin**, Contract Manager(314) 919-1682

Step 2: In the event that you are not completely satisfied with the resolution or actions taken in **Step 1**, complete the customer incident report and email or fax it to the buyer of record as indicated on page 1 of this document.

Step 3: If the buyer cannot resolve the issue, the buyer will escalate the incident to the Missouri Prime Vendor Oversight Committee for final resolution.



CUSTOMER INCIDENT REPORT

Instructions:

Please fill out this form in its entirety. Provide as much detail concerning the issue as possible. If more space is needed, please attach additional sheet. When complete, please fax to:

World Wide Technology, Inc. - Attn: Carrie Catalano, (800) 775-5475

Division of Purchasing & Materials Management - Attn: Brent L. Dixon (573) 526-9818

Customer's Description of Issue:

Department/Agency		Division/Unit	
<input type="text"/>		<input type="text"/>	
Contact Person		Contact Title	
<input type="text"/>		<input type="text"/>	
Contact Telephone		Contact E-mail	
<input type="text"/>		<input type="text"/>	
Street Address	City	State	Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Order Number (if applicable)			
<input type="text"/>			

Problem(s): (check all that apply)

- Excessive Delivery Time
- Unresolved System/Component Failure
- Unresolved Support Problem
- Unresolved Pricing Issue
- Lack of Notification of Discontinued Ordered Item/Delivery Timeframe Change
- Slow Follow-up to Information/Service Request
- Other

Incident Details:

Resolution Requested: