



STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING

NOTIFICATION OF STATEWIDE CONTRACT

February 22, 2018

CONTRACT TITLE: PC PRIME VENDOR SERVICES

CURRENT CONTRACT PERIOD:	March 1, 2018 through March 31, 2018	
RENEWAL INFORMATION:	Original Contract Period:	July 1, 2011 through June 30, 2012
	Renewal Options Available:	Three (3) One-Year Periods
	Potential Final Expiration:	February 28, 2018
BUYER INFORMATION:	Paul Linhardt 573-751-4578 Paul.linhardt@oa.mo.gov	

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.

The entire contract document may be viewed and printed from the Division of Purchasing's **Awarded Bid & Contract Document Search** located on the Internet at <http://www.oa.mo.gov/purch>.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~.

CONTRACT NUMBER	VENDOR NUMBER / MissouriBUYS Number	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C211034001	4319128950 2 / MB00091890	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
3/01/18 – 3/31/18	02/22/18	Contract extended for one month.
1/01/18 – 2/28/18	2/1/18	Contract extended for one month.
1/01/18 – 1/31/18	12/14/17	Contract extended for one month.
9/30/17 – 12/31/17	8/18/17	Contract extended an additional three months
07/01/17 –09/30/17	05/18/17	Contract extended an additional three months
10/01/16 -06/30/17	03/14/17	Contract extended an additional three months
10/01/16- 03/31/17	11/23/16	Contract extended an additional three months
07/01/15-09/30/16	09/16/16	Contract extended an additional three months
07/01/15-09/30/16	06/22/16	Contract Extended Three Months
07/01/15–06/30/16	05/22/15	Third of three contract renewals completed.
07/01/14–06/30/15	03/26/15	Updated to include MVE Waiver Requirement on page 5.
07/01/14–06/30/15	12/29/14	Revised DPMM buyer contact information on page 1.
07/01/14-06/30/15	10/07/14	Revised server information in section 5.1 and DPMM buyer contract information on page 1.
07/01/14–06/30/15	06/25/14	Revised DPMM buyer contact information on page 1.
07/01/14-06/30/15	05/15/14	Second of three contract renewal completed.
07/01/13-06/30/14	12/17/13	Corrected Time and Materials Rate in Section 8.2, and Mail-in/Carry-in Rate in Section 8.3.
07/01/13-06/30/14	08/20/13	Revised DPMM buyer contact information on page 1.
07/01/13-06/30/14	07/08/13	First of three contract renewals completed.
08/01/11-06/30/13	06/04/13	Updated Single Point of Contact section 1.6
08/01/11-06/30/13	10/03/12	Removed Ultreya Business Solutions and replaced them with DataComm. Updated Single Point of Contact section 1.6.
08/01/11-06/30/13	08/3/11	Initial issuance of new statewide contract.

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MVE WAIVER REQUIREMENTS – In the event printer toner is available from Missouri Vocational Enterprises (MVE), the state agency must acquire the item from MVE as required by section 217.575 RSMo unless the state agency has obtained a waiver from MVE (<http://oa.mo.gov/mo/samii/fin/bulletins/MVEReleaseForm021805.pdf>). It is the agency's responsibility to check the MVE catalog (<http://doc.mo.gov/mve/html/1.htm>) prior to making purchases for toner from the PC Prime Vendor contract.

1. GENERAL CONTRACT INFORMATION:

1.1 Purpose: The purpose of the PC Prime Vendor contract is to provide state agencies the ability to purchase microcomputer/personal computer (PC) related hardware (desktops, portable computers, servers, printers, peripherals/supplies), software and software maintenance, and value-added services (installation, warranty, warranty upgrades, service plans, critical systems hardware maintenance, and fixed asset tracking) on an as needed basis. The products and services offered under the contract must be suitable for use in the business transacted by the State of Missouri. World Wide Technology, Inc. (WWT) shall not offer products and services outside the parameters defined within this document.

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.

1.2 Product Use: All hardware and software available for use through the contract and as acquired by the state agency shall be utilized in a microcomputer/personal computer environment. WWT must report to a representative named by the State Chief Information Officer of the Office of Administration's Information Technology Services Division to work with WWT and the Division of Purchasing to monitor the actual utilization of the contract to confirm whether hardware and software purchases are consistent with intended scope of contract.

Any hardware and software ordered by and delivered to the state must be compatible with the environment for which it is ordered.

1.3 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.

1.4 Website Access: 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**.

1.5 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.

1.6 Single Point Of Contact: WWT is the single point of contact for all products and services regardless of subcontract arrangements. This includes assuming responsibility and liabilities for all problems relating to any hardware, software, and value-added related services provided.

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.

Team Accessibility: The account management team will be accessible by both telephone and e-mail between the hours of 8 a.m. and 5 p.m. Central Time, Monday through Friday, excluding state holidays.

STATE OF MISSOURI TEAM

SOM Team Fax 800-775-5475
Toll Free 800-432-7008

state@wwt.com
som@wwt.com

Operations Manager

Sales Manger

Outside Sales

Carrie Catalano 314-919-1527 Cell 314-409-3187	Matt McAvin 314-919-1682	Doug Uthoff - STL Local - 314- 301-2683 Molly Jones - State - 573-230-8731 Kim Belfield - Kansas City - 913- 669-5292 Matt Ortballs - Education - 314-919-1472 Ken Kilgore - KCPD -
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Expeditor

Kelley Kuhlmann 314-682-5162

sombuyers@wwt.com

Inside Sales

Buyer

Customer Service

Account Manager

Wendy Ryan - 314-919-1413			Molly Jones -573-230-8731
DIFP / DOI (Insurance & Prof. Registration)	Molly Stratman 314-995-8974	Drew Gonzalez 314-919-1435	Molly Jones
DOLIR (Labor & Industrial Relations)	Molly Stratman	Drew Gonzalez	Molly Jones
DNR (Natural Resources)	Molly Stratman	Drew Gonzalez	Molly Jones
DOR (Revenue)	Molly Stratman	Drew Gonzalez	Molly Jones
DOR MO Lottery	Molly Stratman	Drew Gonzalez	Molly Jones
DED (Economic Development)	Molly Stratman	Drew Gonzalez	Molly Jones
DED PSC (Public Service Commission)	Molly Stratman	Drew Gonzalez	Molly Jones
DPS (Public Safety)	Molly Stratman	Drew Gonzalez	Molly Jones
DPS MO Gaming Commission	Molly Stratman	Drew Gonzalez	Molly Jones
DPS MO Vet Home/Comm	Molly Stratman	Drew Gonzalez	Molly Jones
SEMA (Public Safety)	Molly Stratman	Drew Gonzalez	Molly Jones
MOSERS (MO State Employees Retirement Systems)	Molly Stratman	Drew Gonzalez	Molly Jones
MDA (Agriculture)	Molly Stratman	Drew Gonzalez	Molly Jones
PSRS (Public School Retirement Systems)	Molly Stratman	Drew Gonzalez	Molly Jones
MOPERM (MO Public Entity Risk Management)	Molly Stratman	Drew Gonzalez	Molly Jones
MCHCP (MO Consolidated Health Care Plan)	Molly Stratman	Drew Gonzalez	Molly Jones
License / Fees Offices	Molly Stratman	Drew Gonzalez	Molly Jones

Mike Lawyer 314-995-8999

DEPT of HIGHER ED	Jen Neske	Drew Gonzalez	Molly Jones
DOEED (DESE)	Jen Neske	Drew Gonzalez	Molly Jones
DCOR (Corrections)	Jen Neske	Drew Gonzalez	Molly Jones
DHSS (Health)	Jen Neske	Drew Gonzalez	Molly Jones
MEC (MO Ethics Commission)	Jen Neske	Drew Gonzalez	Molly Jones
DPS (Hwy Patrol)	Jen Neske	Drew Gonzalez	Molly Jones
State Cisco - Minus UC	Jamie Preis	Lauren Hodges	Molly Jones

Nicole St. Martin 314-569-7782			
OA (Administration)	Kim Degnan 314-301-2529	Drew Gonzalez	Molly Jones
DMH (Mental Health)	Molly Stratman	Drew Gonzalez	Molly Jones
EO - Senate and House	Molly Stratman	Drew Gonzalez	Molly Jones
OSCA (State Courts)	Jen Neske	Drew Gonzalez	Molly Jones
AGO (Attorney General)	Molly Stratman	Drew Gonzalez	Molly Jones
State Auditor	Molly Stratman	Lauren Hodges	Molly Jones
MOPS (MO Office of Prosecutors)	Jen Neske	Lauren Hodges	Molly Jones

Brian Herbert 314-995-8932			
MODOT (Dept. of Transportation)	Kim Degnan	Drew Gonzalez	Molly Jones
SOS (Secretary of State)	Kim Degnan	Drew Gonzalez	Molly Jones
DCON (Conservation)	Molly Stratman	Drew Gonzalez	Molly Jones
DSS (Social Services)	Jen Neske	Drew Gonzalez	Molly Jones

Shelley Cook 314-919-1446			Matt Ortvals 314-919-1472
Higher ED Mid MO and STL	Jamie Preis	Drew Gonzalez	Matt Ortvals
Rockwood	Jen Neske	Drew Gonzalez	Matt Ortvals
Mehlville	Jen Neske	Drew Gonzalez	Matt Ortvals
Hazelwood	Jen Neske	Drew Gonzalez	Matt Ortvals
Parkway	Jen Neske	Drew Gonzalez	Matt Ortvals
St. Louis Public School District	Jen Neske	Drew Gonzalez	Matt Ortvals
Jennings	Jen Neske	Drew Gonzalez	Matt Ortvals
Normandy	Jen Neske	Drew Gonzalez	Matt Ortvals
"Non-named" K-12 Mid MO & STL Area	Jen Neske	Drew Gonzalez	Doug Uthoff 314- 301-2683

Danny Wynn 314-301-2405			
City of St, Louis	Kim Degnan	Lauren Hodges 314-682-5069	Doug Uthoff
Metro Police Dept	Kim Degnan	Lauren Hodges	Doug Uthoff
Lambert Airport	Kim Degnan	Lauren Hodges	Doug Uthoff
Ortbals Higher ED Cisco (Public Sector)	Jamie Preis	Lauren Hodges	Matt Ortvals
UC Deal	Jamie Preis	Lauren Hodges	Molly Jones

Chad Blackwelder 314-212-1768			Kim Belfield 913-669-5292
City of Joplin, MO	Jamie Preis	Lauren Hodges	Kim Belfield
City of Springfield, MO	Jamie Preis	Lauren Hodges	Kim Belfield
City of Springfield, MO - Utilities	Jamie Preis	Lauren Hodges	Kim Belfield
Clay County, MO – Info. Services	Jamie Preis	Lauren Hodges	Kim Belfield
Buchanan County- MO	Jamie Preis	Lauren Hodges	Kim Belfield
City of St. Joseph, MO	Jamie Preis	Lauren Hodges	Kim Belfield
City of Independence, MO	Jamie Preis	Lauren Hodges	Kim Belfield
Platte County, MO	Jamie Preis	Lauren Hodges	Kim Belfield
Andrew County, MO	Jamie Preis	Lauren Hodges	Kim Belfield
City of Raymore, MO	Jamie Preis	Lauren Hodges	Kim Belfield
Clay County, MO - Circuit Court	Jamie Preis	Lauren Hodges	Kim Belfield
Clay County, MO - Collector of Revenue	Jamie Preis	Lauren Hodges	Kim Belfield
Clay County, MO - Sheriff's Dept.	Jamie Preis	Lauren Hodges	Kim Belfield
Clay County, MO - Judicial	Jamie Preis	Lauren Hodges	Kim Belfield
Jackson County, MO - Circuit Court	Jamie Preis	Lauren Hodges	Kim Belfield
Jackson County, MO	Jamie Preis	Lauren Hodges	Kim Belfield

Little Blue VDS	Jamie Preis	Lauren Hodges	Kim Belfield
Greene County, MO	Jamie Preis	Lauren Hodges	Kim Belfield
City of Lee Summit, MO	Kim Degnan	Lauren Hodges	Kim Belfield
City of KC	Kim Degnan	Lauren Hodges	Kim Belfield
City of Kansas City, MO - Aviation	Kim Degnan	Lauren Hodges	Kim Belfield
City of Kansas City, MO - Information Tech	Kim Degnan	Lauren Hodges	Kim Belfield
City of Kansas City, MO - Fire Dept	Kim Degnan	Lauren Hodges	Kim Belfield
Mid America Regional Council	Kim Degnan	Lauren Hodges	Kim Belfield
City of Kansas City, MO - Library	Kim Degnan	Lauren Hodges	Kim Belfield
City of Kansas City, MO - Neighborhood Services	Kim Degnan	Lauren Hodges	Kim Belfield
Kansas Board of Emerg Med Services	Kim Degnan	Lauren Hodges	Kim Belfield
Housing Authority of Kansas City	Kim Degnan	Lauren Hodges	Kim Belfield
Johnson County, KS	Kim Degnan	Lauren Hodges	Kim Belfield
Board of Police Commissioners (KCPD)	Kim Degnan	Lauren Hodges	Ken Kilgore
KCPD Cisco	Kim Degnan	Lauren Hodges	Ken Kilgore
KC Cisco	Kim Degnan	Lauren Hodges	Kim Belfield
Non-KC Cisco	Jamie Preis	Lauren Hodges	Kim Belfield
Belfield Education Cisco	Jamie Preis	Lauren Hodges	Kim Belfield

<u>Kyle Mayer 314-995-8932</u>			<u>Doug Uthoff 314-301-2683</u>
Boone County, MO – Info. Tech.	Jamie Preis	Lauren Hodges	Doug Uthoff
Boone County, MO - Family Resources	Jamie Preis	Lauren Hodges	Doug Uthoff
City of Columbia, MO	Jamie Preis	Lauren Hodges	Doug Uthoff
Camden County, MO	Jamie Preis	Lauren Hodges	Doug Uthoff
City of Cape Girardeau, MO	Jamie Preis	Lauren Hodges	Doug Uthoff
City of Sikeston, MO	Jamie Preis	Lauren Hodges	Doug Uthoff
Cole County, MO	Jamie Preis	Lauren Hodges	Doug Uthoff
Cole County, MO - Health Dept.	Jamie Preis	Lauren Hodges	Doug Uthoff
Ayers Oil Company, INC	Jamie Preis	Lauren Hodges	Doug Uthoff
Butler County, MO	Jamie Preis	Lauren Hodges	Doug Uthoff
Pike County, MO	Jamie Preis	Lauren Hodges	Doug Uthoff
Phelps County Regional Med Center	Jamie Preis	Lauren Hodges	Doug Uthoff
City of Hannibal, MO	Jamie Preis	Lauren Hodges	Doug Uthoff
City of Washington, MO	Jamie Preis	Lauren Hodges	Doug Uthoff
Franklin County, MO	Jamie Preis	Lauren Hodges	Doug Uthoff
Central Region Workforce	Jamie Preis	Lauren Hodges	Doug Uthoff
St.Louis County	Kim Degnan	Lauren Hodges	Doug Uthoff
St.Louis County Police Dept	Kim Degnan	Lauren Hodges	Doug Uthoff
City of St. Charles, MO	Kim Degnan	Lauren Hodges	Doug Uthoff
St. Charles County, MO	Kim Degnan	Lauren Hodges	Doug Uthoff
Madison County, IL	Kim Degnan	Lauren Hodges	Doug Uthoff
Own Local Cisco	Jamie Preis/Kim Degnan	Lauren Hodges	Doug Uthoff
City of Jefferson City, MO	Jamie Preis	Lauren Hodges	Molly Jones

<u>Jay Divjak 314-569-7786</u>			
St. Louis Local Govt Agencies & Municipal.	Kim Degnan	Lauren Hodges	Doug Uthoff
St. Louis Library	Kim Degnan	Lauren Hodges	Doug Uthoff
St. Louis Zoo	Kim Degnan	Lauren Hodges	Doug Uthoff
America's Center	Kim Degnan	Lauren Hodges	Doug Uthoff

City of St. Louis, MO - Metro Sewer	Kim Degnan	Lauren Hodges	Doug Uthoff
City of St. Louis, MO - Bi-State	Kim Degnan	Lauren Hodges	Doug Uthoff
City of St. Louis, MO - Water	Kim Degnan	Lauren Hodges	Doug Uthoff
Jefferson County	Kim Degnan	Lauren Hodges	Doug Uthoff
REJIS	Jamie Preis	Lauren Hodges	Doug Uthoff
Southern IL Local, K-12, Higher ED	Jamie Preis	Lauren Hodges	Doug Uthoff
Southern IL Cisco	Jamie Preis	Lauren Hodges	Doug Uthoff
K-12 Education Cisco (Ortbals & Uthoff)	Jamie Preis	Lauren Hodges	Doug Uthoff/ Matt Ortvals
Ortbals Higher ED Cisco (Private Sector)	Jamie Preis	Lauren Hodges	Matt Ortvals
Own Local Cisco	Jamie Preis/Kim Degnan	Lauren Hodges	Doug Uthoff

- 1.7 Subcontractors:** WWT is partnering with DataComm 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 Enpointe Technologies 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.
- 1.8 Employee Purchase Website:** WWT’s website provides direct links to the employee purchase programs made available by the manufacturers to state employees.

2. PRICING INFORMATION:

2.1 Acquisition Options/Pricing: WWT will apply 4% over WWT's documented acquisition cost for all hardware, software (excluding Microsoft software), and services and 2% over WWT's documented acquisition cost for Microsoft products for the total dollar amount purchased in a single order under the contract. WWT's documented acquisition cost shall be the actual price paid by WWT for the products and services sold and shall be determined at the time of shipment. WWT shall not invoice the state agency until WWT has documentation of their final documented acquisition cost from the supplier and until WWT ships the product(s). WWT shall invoice the state agency for all hardware and software provided under the contract based upon WWT's documented acquisition cost for that product multiplied by the applicable percentage over acquisition cost for the appropriate product category stated in the contract. 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 or submitted in a price quotation; 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 amount shall be the price paid by the state agency. However, in the event of a price increase, WWT must require written approval from the state agency prior to processing the order.

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

2.2 Purchasing Cards (P-Cards): In the event a state agency wishes to utilize a State of Missouri Purchasing Card (P-Card) to pay for purchases under the contract, WWT shall accept the P-Card for payment and will charge an additional fee of 2.5% over WWT's documented acquisition cost to accommodate the request. Fees associated with the use of P-Cards shall only apply to purchases utilizing P-Cards. The state agency shall inform WWT at the time that a price quotation is requested if they intend to utilize a P-Card for payment of the subsequent order. The state agency may request a price quotation that includes the use of a P-Card and a price quotation that does not include the use of a P-Card.

2.3 PC and Printer Bulk Buy Purchases Information: The State of Missouri has established a bulk buy program with each of the manufacturers for the purchase of desktops, portable computers, and printers. Pricing for these items shall be re-established every 90 to 180 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 state agency must submit a variance request to Ron Thomas of ITSD at ron.thomas@oa.mo.gov. State agencies may visit the separate links for the bulk buy spreadsheets which include the current pricing and configurations. State agencies may also visit World Wide Technology's website to view the pricing for the awarded products.

2.4 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.

2.5 Optional Value-Added Services Pricing: WWT shall invoice the state agency for all optional value-added services provided under the contract in accordance with the pricing stated in the contract.

3. PRICE QUOTATION AND ORDER PROCESSING

3.1 Product/Pricing Assistance: The account management team must be able to assist state agencies in obtaining product information, availability, pricing, and answering general questions about product compatibility, usability, etc.

- a. 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.
- b. WWT must send an electronic copy of all sales quotations not associated with the periodic consolidated program described herein and a total quotation price worth \$5,000 or more to an individual designated by the Chief Information Officer’s (CIO) office.
- c. Vendor-Neutral Advisor: The account management team must function as a vendor-neutral advisor to state agencies by providing information regarding all manufacturers’ products, when requested, thus allowing agencies to choose the most acceptable product or service for the related application.

3.2 Price Quotations: WWT must provide a price quotation for products and services available through the contract when requested by a state agency.

- a. WWT must provide the state agency with written acknowledgement of a request for a quote within four (4) business hours. WWT must provide the state agency with an electronic report regarding the status of any outstanding price quotation requests every eight (8) business hours.
- b. WWT commits to the following response times to provide a price quotation:

Quote Type	Description	Expected Response Time
Standard Quote Request	Request For Quote (RFQ) submitted by the state agency includes manufacturer’s part number and detailed product description	No more than 2 – 4 Business Hours
Non-Standard Quote Request	RFQ’s that require extensive research and or configuration and engineering assistance	No more than 8 – 24 Business Hours

- c. If prolonged research is required, WWT’s Inside Sales Support Representatives must proactively contact the customer via phone, email, or fax within four (4) 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 (5) working (business) days, a waiver for the state agency to purchase the item(s) outside of the contract may be requested through WWT.
- d. The price quotation must include the following information:
 - 1. Price Quotation Number;
 - 2. Contract Number;
 - 3. Requested Product and/or Service Description;
 - 4. Product and/or Service Manufacturer/Provider Name;
 - 5. Product Number;
 - 6. Requested Quantity;
 - 7. Unit Price per Item;
 - 8. Extended Price per Item;
 - 9. Total Price of Quoted Items;
 - 10. Estimated Delivery Timeframe;
 - 11. State Agency’s Contact Information;
 - 12. Contractor’s Account Management Team Member’s Contact Information That Provided Price Quotation;
 - 13. Date Price Quotation Was Requested By State Agency; and
 - 14. Date Price Quotation Was Submitted To State Agency.
- e. The state agency may request the names, quoted prices, and estimated delivery dates for each of the sources that WWT received a quote on the state’s behalf.

3.3 Purchase Order Issuance: State agencies must issue a properly authorized purchase order or other form of authorization to initiate order processing. The hardcopy purchase order may be submitted via email, mail or fax. The information on the purchase order should include the following information:

- a. Contract number;
- b. Purchase order number;
- c. State agency contact and phone number;
- d. Vendor name and address;
- e. Vendor number;
- f. Contract line item number (see below);
- g. Quantity and unit price of each item ordered;
- h. Any pertinent information relating to the product(s) and/or services requested (including brand/model; options, and any required services);
- i. End user name and phone number (if other than state agency contact); and
- j. Customer number (see WWT's web site or call WWT, to obtain your state 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 WWT's website, 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 properly authorized purchase order or other form of authorization when emailed, 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 twenty-four (24) hours of the receipt of the state agency's order. The email alert contains a link back to WWT's online order tracking site.

3.4 Order Substitutions: WWT shall not substitute any item(s)/component(s) ordered by a state agency until WWT: 1) notifies the state agency in writing (e-mail is acceptable if the designated contact has an e-mail address), and 2) receives written approval from the state agency to proceed with the substitution.

3.5 Payment In Advance: The State of Missouri may make advance deposits/payment for software maintenance (upgrades/new releases/technical support-type agreements) and manufacturers' hardware warranty upgrades only. All other payments, including payments for third-party provided hardware maintenance programs and time and materials maintenance shall be made in arrears.

3.6 Transfer of Ownership: WWT shall transfer ownership of all products and services purchased through the contract to the state agency.

4. DELIVERY AND PRODUCT RETURNS:

- 4.1 General Delivery Requirement:** WWT must deliver the item(s) ordered from the contract, FOB Destination, freight charges prepaid by WWT, to the state agency location specified on the purchase order issued by the state agency. WWT must facilitate delivery of the product to the state agency's location as specified on the order. All items must be delivered to the state agency's facility (i.e. loading dock, inside of the facility) pursuant to the state agency's request.
- 4.2 Normal and Expedited Shipping:** Normal and reasonable freight charges must be included in WWT's documented acquisition cost of all hardware or software purchased, unless the freight charges are a result of the state agency requesting expedited shipping (e.g. overnight, 2nd day service, etc.). Any such requests shall be in writing from the state agency.
- 4.3 Pallet Delivery:** 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 of Missouri may incur additional charges for the removal of equipment from pallets. Any such additional charges must be included in WWT's documented acquisition cost. The state agency shall advise WWT of pallet delivery requirements, upon placement of order(s).
- 4.4 Delivery Timeframes:** WWT must deliver all products within thirty (30) calendar days after WWT's receipt of a properly authorized purchase order or other form of authorization 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.
- 4.5 Delay In Delivery Date:** WWT must notify the state agency of a later delivery date should the actual delivery date 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 in writing.
- 4.6 Damaged Product:** WWT shall be responsible for replacing 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 contractor for replacement. Any product(s) returned to WWT for replacement shall be delivered to WWT in accordance with the product return requirements.
- 4.7 Product Returns:** WWT must provide for product returns in accordance with the following requirements:
- a. **Return Notification:** Unless otherwise mutually agreed to in writing by WWT and the state agency, the return of products shall occur within thirty (30) calendar days of the state agency's initial receipt of the goods if it is unopened and the supplier/manufacturer agrees in accepting the returned item(s). Products may also be returned if the product is unopened or opened, but was ordered in error due to WWT misquoting a configuration. No product may be returned after thirty (30) calendar days without the manufacturer's or supplier's approval. All defective products must be handled through the product warranty plan. NOTE: IT IS DIFFICULT TO OBTAIN COOPERATION FROM MANUFACTURERS ON PRODUCT RETURNS IN EXCESS OF THIRTY (30) DAYS OF THE ORDER'S SHIP DATE. AS A RESULT, STATE AGENCIES ARE ASKED TO INSPECT ALL ORDERS IMMEDIATELY UPON DELIVERY.
 1. 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/purchase order 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 five (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 fifteen (15) working 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.

- b. **Return Packaging:** All products shall be returned to WWT in their original packaging.
- c. **Restocking Fees:** The state agency shall not be responsible for restocking fees or any other charges and/or fees resulting in the return of products purchased as a result of mis-designed systems or improperly ordered components, if WWT's account management team assumed the role of integrator or consultant for the products ordered. The state agency shall be responsible for reasonable applicable restocking fees in the return of products purchased and returned due to the state agency's ordering error.

5. **HARDWARE:**

5.1 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 desktop computers, portable computers (laptops, notebooks, netbooks, tablet PCs, and ruggedized computers), servers, and printers (including printer-based multifunctional equipment) 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 Office of Administration's Information Technology Services Division. All additions and deletions shall be accomplished via a contract amendment. Requests to all manufacturers to the contract should be submitted to the Buyer of Record as shown on page 1 herein.

a. **Desktop Computers:**

1. Apple
2. Dell
3. Hewlett Packard
4. Lenovo

b. **Portable Computers (Laptops, Notebooks, Netbooks, Table PCs, and Ruggedized Computers):**

1. Apple
2. Dell
3. General Dynamic Intronix Corporation (ruggedized line only)
4. Hewlett Packard
5. Lenovo
6. Motion Computing (tablet PCs only)
7. Panasonic (ruggedized line only)

c. **Servers:**

1. Dell
2. Hewlett Packard
3. Lenovo

d. **Printers (Including Printer-Based Multifunctional Equipment):**

1. Canon
2. Dell
3. Epson
4. Hewlett Packard
5. IBM
6. Kyocera Mita
7. Lexmark
8. Sharp (Multifunctional devices only)
9. Xerox

Printer-based multifunctional equipment shall be defined as the following:

- Printer-based multifunction equipment shall include an inkjet or laser-printer print engine.
- Printer-based multifunctional 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.
- Printer-based multifunctional equipment shall be self-maintainable with a minimal reliance on vendor maintenance (on-site warranty/extended warranty solutions shall continue to be required and available upon request of the state agency).
- Printer-based multifunctional equipment maintenance costs shall not be based on usage (click charges). State agencies will utilize warranty/extended warranty maintenance pricing or acquisition of self-maintenance kits.
- Copier-based or any other multi-function equipment not meeting all of the criteria above shall not be acquired through the contract.

NOTE: Consolidated state agencies must coordinate with Jill Drennen with OA/ITSD before purchasing any printing and/or scanning devices that will be connected to the state's network. Jill can be reached at (573) 751-5125 or jill.drennen@oa.mo.gov.

NOTE: All state agencies must coordinate with Rodney Vessell with State Printing before purchasing any color printers. Rodney can be reached at (573) 526-2165 or Rodney.vessell@oa.mo.gov.

5.2 Peripherals/Supplies: WWT must provide the required and optional PC-related peripherals and optional media/supplies specified below in addition to the microcomputer/personal computer components outlined herein. The peripherals offered by WWT through the contract may be available from various manufacturers, but must be confined to the parameters outlined below.

a. **Required Peripherals:** The following peripheral equipment shall be required to be purchased under the contract:

1. Magnetic Tape Backup
2. Memory Expansion
3. Modems
4. Monitors
5. Portable Computer Accessories (batteries, carrying cases, docks, port replicators, etc.)
6. PC Components (CPU upgrades, motherboards, graphic cards, sound cards, etc.)
7. Scanners
8. 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 the following manufacturers only, unless otherwise revised by the state:
 - a) Dell
 - b) EMC
 - c) Hewlett Packard
 - d) IBM
 - e) NetApp
 - f) Sun Storage
 - g) Xiotech Corporation

2. PC-Based Drives & Storage (CD drives, DVD drives, internal and external hard drives, floppy drive, etc.)
3. PC-Based Input Devices (mice, keyboards, etc.)
4. PC-Based NICs
5. Digital Cameras and Camcorders
6. PC-Based Solid State Storage
7. PC-Based Multimedia Equipment (projectors, whiteboards, etc.)
8. PC-Based Audio Components (speakers, microphones, headphones, etc.)
9. PC-Based Cables and Adaptors (Audio/Video cables, Bluetooth, peripheral cables, USB, etc.)
10. PC-Based Plotters
11. PC-Based Power Protection (surge protectors, uninterrupted power supplies, etc.)
12. PC-Based Security and Protection (privacy filter, anti-glare filter, portable computer security lock, etc.)
13. PC-Based 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 items identified herein. State agencies may but are not required to purchase these supplies through the contract:

1. Recordable Optical Media
2. USB Flash Drive
3. Printer Supplies
4. Printer Maintenance Kits

5.3 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 state via a contract amendment:

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

5.4 Documentation/Operating Manuals: WWT must supply, at no additional cost to the state, at least one (1) copy of the standard manufacturer-distributed user documentation and/or operating manual for all hardware provided.

5.5 Certifications: If requested by the State of Missouri, WWT must supply hardware certifications, including FCC Class B Certification, UL Listed, Novell Labs Tested and Approved, etc. These certifications are required only as applicable and available from the manufacturers.

5.6 Status of Equipment: All equipment must be new and in current production. Used, reconditioned, remanufactured, or prototype equipment is not acceptable unless written authorization is provided by the state agency prior to shipment.

6. SOFTWARE AND SOFTWARE MAINTENANCE:

6.1 General Software Information: WWT must provide the entire PC software product lines from each of the required software manufacturers listed below. WWT must provide full support (e.g. technical support, etc.) for the identified software. Manufacturers' products however, may be added and/or deleted from the list upon request of state agencies as approved by the Office of Administration's Information Technology Services Division. All additions and deletions shall be accomplished via a contract amendment. Requests to all manufacturers to the contract should be submitted to the Buyer of Record.

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.

6.2 Required Software: The following is a list of software state agencies are required to purchase under the contract. WWT must provide all the software options provided by the manufacturer.

- a. Adobe
- b. Citrix Software
- c. ESRI
- d. IBM
- e. Macromedia
- f. McAfee
- g. Microsoft
- h. Novell
- i. SAP
- j. Symantec
- k. Tivoli
- l. Veeam
- m. VMWare
- n. LANdesk

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

6.4 Volume License Agreements (VLAs): The following volume agreements established between the state and various manufacturers through WWT shall remain in place through the term of the contract.

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, Enpointe, to process the agreements.

The State of Missouri reserves the right to establish new volume license agreements for software. WWT must assist in establishing the volume agreements between the state and the software manufacturer. The state reserves the right to bid out software products to establish volume license agreements through a separate procurement process if it is deemed to be in the best interest in the state.

6.5 Versions: WWT must provide the most recent version of all software, unless specified otherwise by the state agency. The most recent version of software shall be considered the newest version announced by, and available from, the software manufacturer at the time of delivery.

6.6 Manufacturer-Authorized Software: WWT must only provide software packages which are manufacturer-authorized and approved for distribution to the State of Missouri's using 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.

6.7 Software Maintenance: WWT must provide for the acquisition of maintenance for all software ordered through the contract. WWT must 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.

7. MANUFACTURER-PROVIDED VALUE-ADDED SERVICES:

7.1 Required Value-Added Services: WWT must provide for the acquisition of manufacturer-provided value-added services, either directly through the manufacturer or through manufacturer-designated entities to meet the varying needs of the state agencies. Services must include, but are not limited to, installation, warranty, warranty upgrades, service plans, critical systems hardware maintenance, and fixed asset tracking.

7.2 Installation/Install Assistance: WWT must provide installation services for new systems upon request by the state agency. If the equipment is considered to be user-installable, WWT must provide installation assistance (e.g. telephone support), if requested, at no additional cost to the state.

7.3 System Installation/Setup Options: WWT must 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 the purchase order which of the installation/setup options, if any, WWT is required to deliver with the specific hardware and/or software ordered.

7.4 Manufacturer Warranty: WWT must provide the available warranties from the hardware and software manufacturers identified herein. Warranties shall commence upon delivery and acceptance at the state agency facility. WWT must provide the manufacturer's warranty and maintenance programs. State agencies may, but are not required to, purchase maintenance under the contract.

7.5 Manufacturer Warranty Upgrades: WWT must provide for the acquisition of manufacturers' upgrades to the standard warranties for all desktops, portable computers, servers, and printers available.

7.6 Manufacturer Service Plans: For equipment purchased under the contract and also for equipment less than five (5) 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 desktops, portable computers, servers, and printers available.

7.7 Critical Systems Hardware Maintenance: WWT shall provide for the acquisition of critical systems maintenance for desktops, portable computers, servers, 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 must 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. These cities represent the locations of the individual Missouri Highway Patrol troop headquarters, although all state agencies in these locations shall have the ability to order critical system maintenance, if necessary. Critical systems maintenance shall include on-site, twenty-four (24)-hour per day, seven (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.

7.8 Fixed Asset Tracking: WWT must provide for the acquisition of hardware/software asset tracking information. WWT must provide the ability to receive information from the manufacturer of those assets that the state determines must be tracked. The state will work with WWT to determine what information is available and how it could be imported into the state’s financial system – Statewide Advantage for Missouri II (SAM II).

7.9 Excluded Services: The following services are NOT currently available under the contract:

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

8. OPTIONAL VALUE-ADDED SERVICES:

8.1 Non-Manufacturer Monthly Warranty/Services Plans: WWT, through their subcontractor DataComm, will provide non-manufacturer provided services plans. DataComm’s warranty/service plans typically equal or exceed, in writing, those plans offered by manufacturers.

Class	Models	M-F 9 to 5 coverage with 16 hr response time	M-F 9 to 5 coverage with 8 hr response time	M-F 9 to 5 coverage with 4 hr response time	7 X 24 coverage 16 hr response time	7 X 24 coverage with 8 hr response time	7 X 24 coverage with 4 hr response time
Computers – Laptops	All Brands except Pan Ruggedized	\$19.72	\$24.08	\$33.76	\$49.31	\$60.20	\$84.40
Computers – CPU’s	Computers – CPU’s	\$10.16	\$13.07	\$19.36	\$25.41	\$32.67	\$48.40
Computers – Servers	Up to 2 CPUs (3 or more, call for prices)	\$47.31	\$55.06	\$73.69	\$118.28	\$137.64	\$184.23
Printer – Mono Lasers	Printer – Mono Lasers	\$10.89	\$14.16	\$20.93	\$27.23	\$35.40	\$52.34
Printers – Color Laser	Printers – Color Laser	\$19.24	\$24.32	\$35.45	\$48.10	\$60.81	\$88.64
Printers – Network Color Laser	Network Color Laser	\$21.78	\$29.04	\$44.53	\$54.45	\$72.60	\$111.32
Printers – Dot Matrix	Printer – Network Dot Matrix	\$10.41	\$12.95	\$18.51	\$26.02	\$32.37	\$46.29
Printers – Xerox	Xerox	\$21.78	\$29.04	\$44.53	\$54.45	\$72.60	\$111.32
Printers – Network Mono Laser	Network Mono Laser	\$16.46	\$22.63	\$35.70	\$41.14	\$56.57	\$89.24

Plotters – Design Jet	Plotters – Design Jet	\$92.69	\$119.67	\$154.88	\$231.72	n/a	n/a
Monitors	Monitors – 15-17’ CRT &	\$4.48	\$7.10	\$9.71	\$11.20	\$17.73	\$24.29

- 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 Assemblies, Duplexers, Staplers, etc) will require an additional charge.

8.2 Time and Materials: The time and materials maintenance rate is \$137.50 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.

8.3 Mail-in/Carry-in Rates: The mail-in/carry-in rate is \$71.50 per hour for any items dropped off or mailed to the DataComm location at 211 Metro Drive, Jefferson City, MO 65109. Shipping costs are the customer’s responsibility.

Services offered	Cost	Unit
Service Repair Labor	\$71.50	Per Hour, One Hour Min. 15 min increments after 1st Hour
Expedite Fee	\$55.00	4 hour response time
Refused Estimate	\$27.50	
After Hours Service (After	\$99.00	Per Hour, One Hour Min. 15 min increments after 1st Hour
Desktop Upgrades	Cost	Unit
Hard Drive (No data transfer)	\$42.35	Each
Hard Drive Data Transfer	\$72.00	Per Hour
DVD/CD Rom Drive	\$30.25	Each
Memory	\$24.20	Each
Sound Card	\$24.20	Each
Nic	\$30.25	Each
O/S Upgrade	\$90.75	Each
O/S Reinstall	\$90.75	Each
Virus Scan / Update	\$48.40	Each
Virus Removal	\$72.00	Per Hour
Spam / Spyware Removal	\$72.00	Per Hour

8.4 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 \$82.50 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 \$36.30
- PC Preventive Maintenance - Per Unit/Per Occurrence \$24.20

8.5 Alternative Service Plan: WWT, through its subcontractor, DataComm, offers an “Alternative Service Plan” (ASP) for on-demand repair coverage for all equipment covered by DataComm. 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 \$137.50 per hour (on-site only), one (1) hour minimum, plus parts, and shall not exceed the contract’s pricing for monthly maintenance or the current value of the client’s current service contract with any vendor for a twelve (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 fifty (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 department 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 manufacturers’ 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 \$137.50 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, a DataComm technician shall arrive on site and repairs shall be completed within twenty-four (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.

8.6 Non-Manufacturer Installation Services: WWT, through their subcontractor DataComm, will provide system installation/setup options to be used at the discretion of the state agency.

OPTION	DESCRIPTION	UNIT OF MEASURE	UNIT PRICE
1	Remote Technical Support (e.g. telephone, website, email, etc.).	Each	\$330.00
2	On-site Installation/Setup Hardware and Software (Per PC)	Each (first	\$114.40

	<p>DataComm will:</p> <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 	PC on-site) Any additional PC installed On-site (per building)	\$66.00
3	<p>1-Hour Personal Training Hardware and Software at installation (Per PC or File Server, Per Hour)</p> <ul style="list-style-type: none"> • Training is available for hardware or OS only 	Hour	\$60.50
4	<p>OS Software Installation on Hardware (Per PC, Per Software)</p> <ul style="list-style-type: none"> • DataComm's site only unless installation is done in conjunction with Option 2 above. 	Each	\$72.60
5	<p>Application Software Installation on Hardware (Per PC, Per Software)</p> <ul style="list-style-type: none"> • DataComm's site only unless installation is done in conjunction with Option 2 above. 	Each	\$42.35
6	<p>Customer-Supplied Software Installation (Per Software)</p> <ul style="list-style-type: none"> • DataComm's site only unless installation is done in conjunction with Option 2 above. 	Each	\$30.25
7	<p>Additional System Board/Memory Installation (Per Accessory)</p> <ul style="list-style-type: none"> • DataComm's site only unless installation is done in conjunction with Option 2 above. 	Each	\$42.35
8	<p>On-Site Installation/Setup of File Server Hardware with no OS Software Installed (Per File Server)</p>	Each	\$181.50
9	<p>OS Software Installation on File Server Hardware (Per Number of Users, Per Software)</p> <ul style="list-style-type: none"> • Untreya's 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 addition to the server setup cost of \$385.00 	User	\$423.50
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"> • DataComm's 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 \$220.00. • Does not include any necessary changes to be made at the workstations. 	Server	\$242.00

11	Operating System Installation <ul style="list-style-type: none"> DataComm's Site installation of one Operating System, up to two application software packages and up to two hardware items on a desktop 	Each	\$90.75
12	Operating System Installation <ul style="list-style-type: none"> DataComm's Site installation of one Operating System, up to four application software packages and up to four hardware items on a desktop 	Each	\$145.20

8.7 Technical Support: The WWT Team currently has a full service technical helpdesk for hardware and software support, at no cost to the state, for our clients throughout the U.S. The help desk provides the following toll free number, (888) 234-8898, 24x7 offering service to their customers. The WWT Team is an authorized reseller for most major equipment manufactures and provides procurement services as needed.

For clients using the WWT Team's helpdesk, all technical support issues are resolved either through the toll free number, (888) 234-8898, or by directly logging a web ticket. The online web system allows the clients to check the status of existing tickets, history of tickets, issues, etc. All WWT Team service technicians are at least A+ certified, and many have helpdesk experience. The WWT Team only uses technicians certified on the specific brand and model of equipment to be serviced.

8.8 Equipment Disposal: WWT provides the following options for disposal of non-functional computer equipment:

- a. **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.
- b. **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.

WWT Cost	Product Type	Fee Type
\$13.20	External Drive (tape back-up device)	Per Unit
\$31.90	Power Unit (larger UPS)	Per Unit Plus Poundage over 100 lbs
\$45.10	Plotter	Per Unit Plus Poundage
\$33.00	Line Printer	Per Unit Plus Poundage
\$26.40	Terminal	Per Unit Plus Poundage
\$33.00	Scanner	Per Unit Plus Poundage
\$31.90	Desktop CPU	Per Unit
\$25.30	Laptop	Per Unit
\$36.30	Desktop Monitor	Per Unit
\$41.80	LCD Flat Screen Monitor	Per Unit
\$30.80	Desktop Printer	Per Unit
\$30.80	Server	Per Unit
\$30.80	Sun SAN Equipment	Per Unit
\$19.80	Docking Stations	Per Unit

\$13.20	Port Replicators	Per Unit
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8.9 Additional Optional Value-Added Services: WWT offers professional value-added technical support services that include:

- a. Help Desk Support
- b. Managed Computer Services
- c. Server Infrastructure and Network Design
- d. Server and Network Performance Consulting
- e. IBM Intel Server Installation Services
- f. IBM Storage Installation Services
- g. Microsoft Server Migrations
- h. Microsoft Email (Exchange) Server Migrations
- i. Microsoft SQL Installation
- j. Microsoft IIS Installation
- k. Server Consolidation Studies
- l. Proof of Concept Services
- m. VMware Installation and Configuration
- n. VMware VDI Installation and Configuration
- o. Tivoli Storage Manager Installation Support
- p. IBM Software Implementation Services
- q. Image Services

9. REPORTS:

9.1 Backorder Status Report: WWT must provide, upon written request from a state agency or the Division of Purchasing, weekly status reports to the state agency regarding backordered products and outstanding orders. The weekly status report must at least include the following information:

- a. State Agency Name
- b. Backordered Product Brand and Model
- c. Status of Backorder
- d. Date contractor followed up on backorder status with their source

9.2 Periodic Activity Reports: WWT must provide, upon written request from a state agency or the Division of Purchasing, periodic activity reports of a state agency's specific purchasing activity.

- a. The periodic activity reports must be available by state agency, product category (i.e. hardware, software, etc.), manufacturer, part number, purchase order number, date of purchase, number of units purchased, other available descriptors, etc.

9.3 Warranty Expiration Notifications: WWT must provide the state agency with written or electronic notification of hardware systems (i.e. desktops, portable computers, servers, etc.) and printers with manufacturers' warranties due to expire during the following quarter. This notification applies only to systems and printers sold to the State of Missouri by the contractor under the contract. The notification must include, at a minimum:

- a. Purchase order number from original equipment order
- b. Date of purchase order
- c. Name and address of state agency placing original equipment order
- d. Date of warranty expiration
- e. Equipment make, model, and serial number

9.4 Software License Tracking: WWT must provide, upon written request from a state agency or the Division of Purchasing, an electronic report of all software licenses that have been purchased from the contract for the time period requested by the state agency. The report must include, at a minimum:

- a. Purchase order number from original software order
- b. Date of purchase order
- c. Name and address of state agency placing original equipment order
- d. Software make, model, license number, and serial number
- e. Number of license(s) purchased

10. QUALITY IMPROVEMENT:

10.1 Customer Satisfaction: Customer feedback is a driving force of this contract. Any customer feedback which identifies areas for improvement in contract performance will be reviewed by the Division of Purchasing and Information Technology Services Division and addressed accordingly. 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 Customer Incident Reporting (Attachment B) to alert WWT and the Division of Purchasing of the situation.

ATTACHMENT A
PC PRIME VENDOR SERVICES CONTRACT USAGE GUIDE
Hardware
If the hardware is provided in paragraph 5.1 (Required Hardware), then you must purchase under the contract.
Peripherals
If the peripheral is provided in paragraph 5.2.a (Required Peripherals), then you must purchase under the contract.
If the peripheral is provided in paragraph 5.2.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 5.2.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 5.3 (Excluded Products), then you must not purchase under the contract.
Software
If the software is provided in paragraph 6.2 (Required Software), then you must purchase under the contract.
If the software is not included in paragraph 6.2 and meets the parameters of paragraph 6.3 (Optional Software), then you may, but are not required to purchase under the contract.
Value Added Services
If the services are provided in paragraphs 7.2 (Installation/Install Assistance), 7.3 (System Installation/Setup Options), 7.7 (Critical Systems Hardware Maintenance), and 7.8 (Fixed Asset Tracking), then you must purchase under the contract.
If the services are provided in paragraphs 7.4 (Manufacturer Warranty), 7.5 (Manufacturer Warranty Upgrades), and 7.6 (Manufacturer Service Plans), then you may, but are not required to purchase under the contract.



CUSTOMER INCIDENT REPORTING

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's Description of Issue:

Department/State Agency		Division/Unit	
<input type="text"/>		<input type="text"/>	
Contact Person		Contact E-mail	
<input type="text"/>		<input type="text"/>	
Contact Telephone			
<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: