



**STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING**

NOTIFICATION OF STATEWIDE CONTRACT

March 7, 2024

CONTRACT TITLE: CISCO NETWORK, RELATED PRODUCTS, SMARTNET MAINTENANCE, AND SERVICES

CURRENT CONTRACT PERIOD: 12/15/2023 through 04/14/2024

BUYER INFORMATION: Name: Molly Hurt
Phone: (573) 751-8900
Email address: Molly.Hurt@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Total Renewal Options Available	Potential Final Expiration
	9/15/2017 through 9/14/20	0	12/14/23

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 this contract, specifications, requirements, and pricing are attached.

CONTRACT NUMBER	MISSOURIBUYS SYSTEM ID	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
CT160381001	MB00091890	World Wide Technology, LLC 1 World Wide Way St. Louis, MO 63146 Phone: (888) 234-8898 Fax: (800) 775-5475 Web Address: https://www.wwt.com/state-of-missouri-contracts See Below for Contact Information	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
03/15/2024 through 04/14/2024	03/07/2024	1 Month Contract extension
12/15/23 through 03/14/2024	12/13/23	3 month contract extension
9/15/23 through 12/14/23	8/30/23	3 month contract extension.
9/15/2022 through 9/14/2023	5/12/23	Updated Buyer and removed FEIN
9/15/2022 through 9/14/2023	9/27/2022	Updated the “Current Contract Period” and “Total Renewal Options Available” fields to reflect the current renewal period.
9/15/2021 through 9/14/22	12/17/21	Updated the “Current Contract Period” and “Total Renewal Options Available” fields to reflect the current renewal period.
9/15/2020 through 9/14/21	9/28/20	A “NOTICE” has been added below this table to help determine what Cisco network products must be procured through this contract, and what Cisco network products must be procured through the PC Prime Vendor Services contract.
9/15/2020 through 9/14/21	9/17/20	The following changes were made: <ul style="list-style-type: none"> • “Current Contract Period” updated. • “Buyer Information” updated.
9/15/17 through 9/14/20	09/11/19	Updated contact information for vendor.
9/15/17 through 9/14/20	01/14/19	Updated buyer information.
9/15/17 through 9/14/20	8/08/18	Roundtrip catalog has been added to MissouriBUYS.
9/15/17 through 9/14/20	5/03/18	Protest has been resolved. Contract is available for purchases.
Effective 9/27/17 the award of the contract to World Wide Technology is under protest. Contract users are requested to delay purchases, when possible, until the protest is resolved; however, urgent orders may be placed under this contract.		
9/15/17 through 9/14/20	9/25/17	Issuance of contract CT160381001

NOTICE: Determining what Cisco products can be ordered under the contract shall be determined by the following:

- **Cisco Network, Related Products, Smartnet Maintenance, and Services Contract:** All products and services that have a Cisco SKU # and are a Cisco product or service shall be purchased off of the Cisco Network, Related Products, Smartnet Maintenance, and Services contract (CT160381001), with the exception of Cisco servers not used for network purposes.
- **PC Prime Vendor Services Contract:** Only Cisco servers not used for network purposes shall be purchased under the PC Prime Vendor Services contract (CT160910001). Additionally, pursuant to paragraph 2.3.10 b. of contract CT160910001, networking products shall not be purchased through the PC Prime Vendor Services contract.

WORLD WIDE TECHNOLOGY CONTACT INFORMATION FOR CONTRACT CT160381001

Toll Free Number	888-234-8898
Team Fax	800-775-5475
Team Email for Quotes	state@wwt.com

Name	Title	Phone	Cell	Email
------	-------	-------	------	-------

Danny Wynn	Client Manager	314-301-2405	314-368-3232	danny.wynn@wwt.com
Ian Hilton	Client Executive	314-265-4045		ian.hilton@wwt.com
Carol Harting	Business Dev SLED	314-995-6103	636-751-8399	Carol.harting@wwt.com
Amanda Geraghty	SLED Central RM	314-301-2638	314-853-5281	Amanda.geraghty@wwt.com

1. Mandatory Use of Contract:

- 1.1 WWT shall provide products and services on an as needed, if needed basis. Any state agency needing the products and services shall be required to use the resulting statewide contract unless an exemption is granted by the Division of Purchasing. State universities and legislative and judicial branch agencies may, but are not required, to utilize the contract(s).
- 1.2 The contract shall not be construed as an exclusive arrangement and if it is in the best interest of the State of Missouri and approved by the Division of Purchasing, a state agency may obtain alternate Cisco products and/or services elsewhere.
- 1.3 The Office of Administration, Information Technology Services Division (ITSD), may restrict usage of the contract for various technologies by state agencies. Agencies within the consolidated ITSD structure will require permission from the state CIO or designated personnel in order to make product purchases from the contract that vary from architectural standards and/or enterprise initiatives.
- 1.4 Cisco has been established as the statewide standard manufacturer for networking products by the State of Missouri. Expansion of all existing networks shall utilize Cisco products. State agencies utilizing other manufacturer's products may be maintained or replaced. However, expansion of such networks shall utilize Cisco products.

2. General Information:

- 2.1 WWT shall provide the full line of Cisco networking products and services, including pre-sales support, installation, engineering, help-desk/telephone/electronic support, Cisco Smartnet branded maintenance, training, and professional services for any agency of the State of Missouri (hereinafter referred to as the "state agency") in accordance with the terms and conditions defined herein.
- 2.2 The acquisition of professional services is intended to support the design, acquisition and implementation of the state's network/network applications and in concert with the provision of Cisco products acquired under the contract.
- 2.3 Any service work that might require prevailing wage determinations from the Missouri Department of Labor Standards shall not be performed under this contract.
- 2.4 WWT shall provide new and unused equipment and accessories (equipment/accessories only certified as new shall not be acceptable) made of first class materials. Used, remanufactured, or refurbished equipment shall not be acceptable.
- 2.5 WWT must provide all Cisco promotional and trade-in pricing to the state.
- 2.6 WWT must provide equipment that is equipped with Cisco's latest software release version, unless a state agency requests an alternative software version be installed on the equipment.
- 2.7 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 WWT for replacement.
- 2.8 When the state agency places an order for products, installation, training, and maintenance with WWT they shall pay the price that is indicated on Cisco's global list price less the discount to the State of Missouri the day of the purchase order is mailed or faxed to the contractor.
- 2.9 The State of Missouri may make advance deposits/payment for hardware maintenance and software maintenance (upgrades/new releases/technical support-type agreements) only.
- 2.10 WWT must supply the user documentation/operating manuals necessary to install, operate and maintain the products provided.

3. Single Point of Contact:

- 3.1 WWT must function as the single point of contact for the state, regardless of any subcontract arrangements for all products and services. This shall include assuming responsibility and liabilities for all problems relating to all hardware, software and services provided.

4. Pre-Sales Support:

- 4.1 The contractor's account management team shall provide pre-sales design and engineering support at no additional charge to the state agency to allow the state agency to process an order, including, but not limited to, current and new product information, configuration assistance, and product pricing. Once WWT has provided enough pre-sales design and engineering support for the state agency to place an order the contract may charge for any additional on-site design and engineering support, if approved by the state agency. The contract must provide pre-sales design and engineering support on-site, by telephone, and by email.
- 4.2 Telephone and email pre-sales design and engineering support: WWT must provide all telephone and email responses to pre-sales design and support requests twenty-four (24) hours after requested by the state agency at no additional charge to the state agency.
- 4.3 On-site pre-sales design and engineering support: It shall be at the state agency's sole discretion to determine whether on-site pre-sales design and support is necessary. If the state agency determines on-site pre-sales design and engineering support is necessary, WWT must be on site within forty-eight (48) hours after requested by the state agency. WWT must provide enough on-site pre-sales design and engineering support to provide the state agency with the necessary information to place an order at no additional charge to the state agency. WWT must notify the state agency before any billable on-site pre-sales support is performed. WWT must utilize the firm, fixed professional service rates identified herein for all billable pre-sales support provided.
- 4.4 Everything ordered by and delivered to the state must be compatible with the environment for which it is ordered.

5. Installation:

- 5.1 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.

6. Training:

- 6.1 WWT must assist in providing available Cisco certified training, as requested by the state.

7. Warranty:

- 7.1 WWT must provide the available warranties from Cisco. Warranties shall commence upon delivery and acceptance at the state agency facility. WWT must provide Cisco's warranty and maintenance programs.

8. Smartnet Maintenance:

- 8.1 WWT must provide direct access to Cisco's various levels of service provided directly by Cisco's maintenance technicians. WWT should have a comprehensive service organization capable of providing the various service levels below.
- 8.2 WWT must provide Smartnet maintenance services for hardware and software on-site in accordance with Cisco's coverage areas within the State of Missouri (both during and after the warranty). WWT shall provide advanced parts replacement not involving on-site personnel. The contractor's software maintenance must include software fixes, patches, upgrades, and new releases as available in the Cisco software maintenance offerings. Each state agency shall choose which, if any, maintenance coverage best meets their needs.
- 8.3 WWT must provide notification to the state agency of any expiring Smartnet maintenance at least 30 days in advance of the actual expiration date.
- 8.4 WWT shall agree and understand that the State of Missouri reserves the right to cancel Smartnet maintenance on any or all of the item(s) with 30 days prior written notice to the contractor.
- 8.5 Any warranty period maintenance, including parts and labor, must be performed by Cisco authorized service organizations. WWT shall be responsible for notifying the Cisco authorized service organization in the event maintenance is required during the warranty period.
- 8.6 WWT shall provide access to Cisco's toll-free telephone number and on-line technical support including contacts with Cisco.

9. Equipment Disposal:

- 9.1 WWT will not provide for the disposal of equipment.

10. Delivery:

- 10.1 WWT must deliver the item(s) ordered from the resulting contract, FOB Destination, freight charges prepaid by the contractor, to the agency location specified on the purchase order issued by the state agency.
- 10.2 Expedited Shipping: Normal and reasonable freight charges must be included in the cost of all products 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.
- 10.3 Delivery Timeframes: WWT must deliver all products within thirty (30) calendar days after the contractor'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.
- 10.4 WWT must 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 in writing.
 - a. 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 WWT for replacement.

11. Account Management:

- 11.1 WWT must provide current product and pricing information to state agencies through an account management team. WWT shall assign an account management team to the State of Missouri to ensure adequate oversight and ample support in assisting the state agency's needs.
- 11.2 Account Management Team: The account management team must consist of knowledgeable sales specialists who are reasonably available in all locations of the state where the state maintains a presence.
- 11.3 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.
- 11.4 In assisting with the research of a product to determine availability, the team shall respond to the state agency with a reasonable product solution within five (5) working days or issue a waiver to the agency making the request.
- 11.5 Team Accessibility: The account management team must be accessible by both telephone and email between the hours of 8 a.m. and 5 p.m. Central Time, Monday through Friday, excluding state holidays.
- 11.6 Contact Information: WWT must provide contact information for all members of the account management team to the Division of Purchasing and Materials Management. The contact information should be posted on the contractor's website and members of the account management team designated to specific state agencies must be identified as applicable.

12. Pricing:

- 12.1 Product and Smartnet Maintenance Pricing: WWT shall invoice the state agency for all products provided under the contract based upon a firm, fixed discount off of the Cisco Global List Price. Upon request from the state agencies, WWT must provide price quotation(s) within two (2) working days from request, which state agencies can use to obtain internal approval and prepare authorized purchase orders. Each quotation must include, at a minimum, the following information:
 - Date the quote is generated;
 - Appropriate state agency information (i.e. state agency number/identifier, address, etc.);
 - Product part number;
 - Product description;
 - Requested product quantity;
 - Product unit cost; and
 - Quotation total cost.
- 12.2 Professional Services Pricing: WWT shall invoice the state agency for all services provided under the contract in accordance with the pricing stated in the contract.
- 12.3 Smartnet Maintenance Pricing: WWT shall apply the same firm, fixed discount off the Cisco Global List Price for products currently owned by the state as well as new purchases from the contract. When Smartnet maintenance is renewed with the current provider, the firm, fixed discount for the renewal of Smartnet maintenance must be utilized.

13. Order Processing:

- 13.1 Order Information: Except as otherwise noted in herein, the state agency shall generate a purchase order based on product quotes obtained from the account management team or through product/pricing

information obtained via the contractor's website. The state agency shall specify, at a minimum, the following information:

- Contract number;
- Order number;
- State agency number/identifier (if applicable);
- State agency contact (agency's name, contact person [two (2) individuals if possible] and phone numbers);
- Contract line item number;
- Quantity;
- Unit price; and
- Any pertinent information relating to the product(s) and/or services requested (including brand/model, options, and any required services).

13.2 Submittal of Order: WWT must accept orders in hard copy form via mail or fax.

13.3 Acknowledgement of Receipt of Order: WWT must provide written acknowledgement (email or fax) to the state agency within twenty-four (24) hours of the receipt of authorized purchase order.

13.4 Order Substitutions: WWT shall not substitute any item(s)/component(s) ordered by a state agency until the contractor: 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.

13.5 Substitution Authorization: The State of Missouri reserves the right to accept any proposed substitution offered by WWT on the order; however, the state agency shall be final authority as to the acceptability of substitutions and reserves the right to accept or reject any substitution.

13.6 Substitution Approval Form: WWT must provide a form for state agencies to use to indicate their approval of a product substitution prior to the contractor's shipment of the substituted goods. This approval may be executed via email, fax, or hardcopy mail/delivery.

13.7 Packing Slips and Shipping Labels: The contract must provide packing slips and shipping labels in accordance with the following requirements:

13.8 Generation of Packing Slips and Shipping Labels: WWT shall generate a packing slip and shipping label to the ordering agency with, at a minimum, the following information:

- Contract number;
- State's purchase order number;
- State agency's ship to information from the state's purchase order;
- State agency's name and contact information;
- Open and shipped quantities;
- Quantity ordered;
- Product serial number; and
- Any pertinent information relating to the product(s) and/or service(s) requested along with any warranty information (including brand/model, options, and any required services).

13.9 Agencies that ARE NOT setup for ordering on MissouriBUYS:

WWT still has networking equipment on an online catalog: <http://www.wwt.com/missouri>.

13.10 Agencies that ARE setup for ordering on MissouriBUYS:

WWT has networking equipment in an online catalog located through the punch-out portal for the contract on MissouriBUYS.

MissouriBUYS Catalog Price: The calculation of the state's price should match the pricing for the item contained in the contractor's MissouriBUYS catalog since the pricing the state agency sees for items in the MissouriBUYS catalog is the already discounted price.

Agencies should notify the Division of Purchasing in the event appropriate discounts are not being applied. The state agency should notify the Division of Purchasing in the event that invoiced or website pricing is not equal to or lower than pricing the state agency calculates on the basis of published hard copy catalog pricing.

14. Product and Smartnet Maintenance Invoicing and Payment:

14.1 Generation of Invoice: WWT shall generate an invoice to the ordering agency which shall be itemized in accordance with the items listed on the purchase order. The invoice must include, at a minimum, the following information:

- Contract number;
- State's Purchase order number;
- State agency's name;
- Contract line item number(s);
- Quantity;
- Unit price;
- Product serial number; and
- Any pertinent information relating to the product(s) and/or service(s) requested along with any warranty information (including brand/model, options, and any required services).

14.2 The State of Missouri may make advance deposits/payment for Cisco Smartnet branded maintenance (upgrades/new releases/technical support-type agreements) only. The State of Missouri must pay for all products and services other than Cisco Smartnet banded maintenance in arrears.

14.3 Submittal of Invoice: WWT must submit invoices to the ordering agency in hard copy form.

14.4 Electronic Invoice Processing: The state currently does not have an environment allowing electronic invoicing. However, WWT must have the ability for invoices to be submitted electronically or via the website, with appropriate controls for departmental purchasing and approval should the state have the resources available in the future to accommodate electronic invoice processing.

14.5 Electronic invoice processing must be available within sixty (60) days of the State of Missouri's notification to WWT that the state has an environment which allows electronic invoicing.

14.6 Should the state agency have the ability to process invoices electronically, WWT must have a mechanism available to accept electronic payment.

14.7 Electronic invoicing may currently be utilized by cooperative procurement entities. Authorization to utilize electronic invoicing must be given by the individual cooperative procurement entity.

15. Project Assessment Quotation (PAQ):

15.1 In order to accommodate the competitive quotation process referenced herein, the PAQ process will be used. Since the contract involves complex services, WWT shall agree and understand that the state shall employ the Project Assessment Quotation (PAQ) when obtaining products and professional services through the contract as a means (1) to identify the specific tasks to be performed and (2) to mutually agree upon the total price (based upon the firm fixed contract price(s) for services and for networking products

specified on the pricing pages) to be paid to WWT upon completion of the specified tasks. The pricing WWT shall use in preparing their response to the state's PAQ request must be based upon the product pricing and personnel hourly rate pricing stated in the Pricing Pages for all products and services established hereunder. The PAQ process shall occur in a controlled sequence of proposals and approvals by the state agency's designated Project Director as outlined below. Therefore, WWT shall understand and agree that the general protocol for this workflow shall be as described below.

STEP 1: PAQ REQUEST

The state's designated Project Director will present a written request for each PAQ to the contractor, in a standard format similar to **Attachment 1**, Request for Project Assessment Quotation. The state's request must explain in detail the scope of the project and the tasks the state desires WWT to perform, including applicable business and technical specifications.

STEP 2: DRAFT PAQ

WWT must respond to each such PAQ request from the state agency's designated Project Director with a draft PAQ which provides a statement of cost (based upon the product pricing and personnel hourly rate pricing for the services requested in the PAQ request), materials required, technical and strategic alternatives, and solution recommendations.

STEP 3: APPROVAL OF DRAFT PAQ

If the draft PAQ is approved by the state agency's designated Project Director, WWT must then prepare a final PAQ for resubmission to the state's designated Project Director for final approval.

STEP 4: FINAL PAQ

The contractor's final PAQ must include:

- Contract number;
- State agency name/address;
- State agency's designated project director name and phone number;
- Contractor contact name and phone number;
- Brief title of specific PAQ;
- Final PAQ issue date;
- Detailed itemization and description of all of the project tasks which shall be completed by the contractor;
- Firm, fixed price(s) for products and services based upon the Base Pricing stated in the Pricing Pages.
- Detailed completion schedule for each task/component of the project work;
- Mutually agreed upon turnaround times for the state's designated Project Director to review, approve and formally accept or reject the components of the contractor's project work in accordance with the approved final PAQ;
- Mutually agreed upon milestones for compensation of project costs for the contractor's project work;
- Identification of the specific tasks within each component of the PAQ which must be completed by state agency personnel;
- Signature and date lines for both the contractor's and state's designated Project Director to signify approval.

STEP 5: APPROVAL OF FINAL PAQ

WWT and the state's designated Project Director must indicate mutual acceptance of the final PAQ by signing and dating the final PAQ. The state agency's designated Project Director (1) must retain one signed copy; (2) must forward the original to the Division of Purchasing and Materials Management for inclusion in the contract file, and (3) must send one copy to the contractor.

STEP 6: AUTHORIZATION TO PROCEED/ PAQ PROJECT WORK

An approved final PAQ alone does not constitute an authorization to proceed with project work. Before proceeding with project work, WWT must receive a properly authorized Purchase Order except the state may authorize an obligation of less than \$3,000 pursuant to the terms of the contract without the official encumbrance of funds. Project work shall include the contractor's completion of the final PAQ request.

STEP 7: FORMAL ACCEPTANCE

Upon the completion of all components that comprise the final PAQ, WWT must notify the state's designated Project Director in writing and shall submit an invoice in accordance with the final PAQ approved by the state's designated Project Director. The state's designated Project Director shall review, approve and formally accept or reject the components of the final PAQ project work in accordance with the turnaround time outlined in the final PAQ. Formal acceptance shall not be unreasonably delayed or withheld by the state.

STEP 8: COST RECOVERY FOR CONTRACTOR

Project costs for the PAQ project work shall be reimbursable upon completion and formal acceptance of the milestones for compensation outlined in the final PAQ by the state's designated Project Director. Said reimbursements must in accordance with the firm, fixed pricing stated in the PAQ for products and services which must be based upon the product pricing and personnel hourly rate pricing stated in the Pricing Pages.

PAQ GENERAL REQUIREMENTS

WWT shall submit draft and final PAQs in a timely manner.

The state's designated Project Director reserves the right to reject any contractor-submitted PAQ, and request WWT to submit a revised PAQ with adjustments (revised cost, length of time, solution recommendation, etc.).

WWT shall **not** be paid for the preparation of the PAQ.

A PAQ request, the draft and final PAQs, and the contractor's project work shall be within the scope of the performance requirements identified in the contract. Any changes to the PAQ must be formalized in writing as an official revision to the final PAQ. The format of PAQ revisions shall be consistent with the format of the final PAQ as outlined above, including the distribution of the original to the Division of Purchasing and Materials Management, a copy to WWT and retaining a copy for the state's designated Project Director.

The state's designated Project Director shall have the right to terminate the PAQ at any time, for the convenience of the state, without penalty or recourse, by giving five (5) working days' prior written notice to the contractor. WWT shall be entitled to receive just and equitable compensation for that work completed pursuant to the contract prior to the effective date of termination. In the event (1) the PAQ required WWT to provide equipment under the contractor-owned, usage based pricing mechanism, and (2) the state is terminating services under the PAQ for convenience and not due to contractor non-performance issues, the state will continue usage of the equipment through the remainder of the equipment usage period originally specified in the PAQ or the end of the then-current fiscal year, whichever is the shorter timeframe. If the termination is due to documented contractor non-performance issues which WWT has not cured in a timely manner, the state shall have the right to terminate the entire PAQ, including any equipment being utilized under the contractor-owned, usage based pricing mechanism within the 5 working day timeframe specified above.

WWT shall provide all services on an as needed, if needed basis. The State of Missouri shall not guarantee any minimum or maximum amount of the contractor's services that may be required under the contract.

When WWT is requested to perform services on-site at the state agency facility, the work performed must occur during the normal business hours, unless the agency has otherwise authorized after-hours access for the contractor. It shall be at the agency's sole discretion as to allow the contractor's staff any after-hours access to the agency facility.

No overtime payment shall be allowed. Compensation for WWT shall only be made pursuant to the hourly rates specified in the personnel hourly rate pricing in accordance with the total PAQ price.

Upon request from the state agency for a particular personnel classification, WWT shall provide resume(s) of available consultants. WWT shall understand and agree that the state agency shall reserve the right to accept or reject any of the contractor's consultant(s).

It is highly desirable that all consultants possess adequate levels of education and have an acceptable amount of experience in their proposed areas of expertise. As a minimum, for associate-level positions, all consultants and consultant positions should have at least 6 months of experience in their proposed area of expertise and be past any personnel probationary period in their organization. The contractor's professional-level and expert-level consultant positions should have progressively higher amounts of education and expertise.

WWT shall only utilize personnel in the performance of the services under the contract who are authorized to work in the United States in accordance with applicable federal and state laws and regulations.

The state agency shall reserve the right to request and WWT shall provide immediate replacement of any of the contractor's consultant(s) providing services under the contract if deemed to be in the best interests of the state agency.

The contractor's professional services must be available to be provided both on-site at the state agency's location and off-site at the contractor's facility. The state agency shall specify whether requested services must be provided on-site, off-site, or a combination thereof.

On-site services shall be defined as a project engagement where the contractor's staff is performing work in a state agency provided facility. If the contractor's services are requested to be provided on-site at the agency's facility, the state agency will provide adequate workspace (as determined by the State of Missouri) for the contractor's staff and the state agency shall be responsible for providing necessary office equipment, access to a telephone, necessary computer/communications access, and project-specific software and desktop suite software if specified by the agency as a project requirement. (Note: WWT shall be responsible for costs associated with licensing software tools that may be necessary to perform a particular consulting service – e.g. project management software tools needed when performing project management consulting services. However, any software used should be the same as or compatible with the software used by the agency for which the work is being performed.) If available and necessary, the state agency may provide limited clerical support and supplies and printing facilities. No separate or additional travel expense payments and/or reimbursements shall be made to WWT for providing any on-site services, since the contractor's travel expenses are required to be reflected/incorporated into the per hour rates specified in the personnel hourly rate pricing table in Exhibit A.

Off-site services shall be defined as a project engagement where the contractor's staff is performing work in the contractor's own facilities. If the contractor's services are requested to be provided off-site, WWT shall be responsible for all office space, all computer/communications equipment and computer/communications equipment access costs (both within the contractor's organization and to the state agency), all software licensing costs unless otherwise agreed to by the state agency, and all equipment costs. The contractor's off-site facility(ies) available under the contract must be located within the United States. No travel expenses shall be charged or assessed to the state agency for any off-site consulting services. It is desirable WWT have an off-site facility specifically available in Jefferson City, Missouri.

The contractor's consultants must adhere to the contracting state agency's policies pertaining to acceptable use (Internet and email), facility and data security, press releases, and public relations. Upon initiation of engagement, WWT should review the individual agency's policies pertaining to acceptable use (Internet and email), facility and data security, press releases, and public relations with the state agency.

It is highly desirable WWT ensure all consultants provided under the contract receive ongoing training in the applicable disciplines and areas of expertise. WWT must not rely upon or expect the State of Missouri to provide such for the contractor's consultants.

WWT shall understand and agree that all PAQ work must be reviewed and approved by the ITSD prior to the agency's issuance of a Purchase Order (PO) to WWT authorizing the start and provision of services. The ITSD reserves the right to request modifications to a PAQ or terminate a PAQ that does not meet State of Missouri Architectural Standards. Once the PAQ has been finalized the state agency must submit a copy of the PAQ to DPMM to keep on file.

15.2 Professional Services Invoicing and Payment:

Project Assessment Quotation Invoicing: WWT shall submit an itemized invoice to the specific state agency requesting services under the contract for the provision of services within approximately 30 days after completion of and in accordance with the mutually agreed upon milestones for compensation of project costs for the contractor's project work (as specified in applicable Project Assessment Quotation). WWT shall submit invoices to the address as designated by each applicable requesting state agency.

Non Project Assessment Quotation Project Invoicing: If a Project Assessment Quotation is not utilized pursuant to Section 4.2, WWT shall invoice the applicable state agency within approximately 30 days after completion of and in accordance with the mutually agreed upon milestones for compensation of project costs based upon firm, fixed hourly price(s) stated on the Pricing Pages of this document. The contractor's invoice shall specify each individual's actual hours spent working on the assigned project tasks and the appropriate firm, fixed hourly price for the personnel classification as indicated on the Pricing Pages. WWT shall only invoice for services listed on the Pricing Pages that have been provided by the consultants.

Travel Expense: No travel expense payments and/or reimbursements shall be made to WWT for providing any of the services described herein, since the contractor's travel expenses were required to be reflected/incorporated into the per hour rates specified in Exhibit A.

REQUIRED PRICING

Purchase of Equipment: The firm, fixed percentage discount from Cisco Global Price List for the acquisition of all Cisco hardware and software products. The percentage discount stated shall apply to all Cisco products.

44% firm, fixed percentage discount from the Cisco Global Price List for Cisco hardware and software.

Smartnet Maintenance Pricing: The firm, fixed percentage discount from Cisco Global List for Cisco Smartnet maintenance provided on an annual basis, and paid annually. Smartnet maintenance must be performed directly by Cisco service technicians.

25% firm, fixed percentage discount from the Cisco Global Price List for Cisco Smartnet maintenance for new products, renewals, and transfers from another reseller.

PROJECT ASSESSMENT QUOTATION (PAQ) PRICING

The following PAQ pricing tables include firm, fixed pricing for all personnel classifications to accommodate any professional services requested. Pricing provided in this area will be utilized in Project Assessment Quotations (PAQ) that will require extended pricing based on the specific detailed requirements provided by the agency.

PERSONNEL CLASSIFICATION TITLE	Firm, Fixed Hourly Pricing On-Site Consultant with All Travel Expenses Included in Hourly Rate.
Routing and Switching	
Expert Level Position - CCIE Routing & Switching	\$175.00
Professional Level Position - CCNP	\$122.00
Associate Level Position - CCNA	\$98.00
Entry Level Position - CCENT	\$78.00
Design	
Expert Level Position - CCDE	\$122.00
Professional Level Position - CCDP	\$98.00
Associate Level Position - CCNA & CCDA	\$78.00
Entry Level Position - CCENT	\$63.00
Network Security	
Expert Level Position - CCIE Security	\$173.00
Professional Level Position - CCNP	\$131.00
Associate Level Position - CCNA Security	\$104.00
Entry Level Position - CCENT	\$84.00
Service Provider	
Expert Level Position - CCIE Service Provider	\$161.00
Entry Level Position - CCENT	\$75.00
Storage Networking	
Entry Level Position - CCENT	\$74.00

Voice	
Expert Level Position - CCIE Voice	\$173.00
Professional Level Position - CCVP	\$131.00
Associate Level Position - CCNA Voice	\$104.00
Entry Level Position - CCENT	\$83.00
Wireless	
Entry Level Position - CCENT	\$84.00

PERSONNEL CLASSIFICATION TITLE	Firm, Fixed Hourly Pricing On-Site Consultant with All Travel Expenses Included in Hourly Rate.
Advanced Routing and Switching	
Cisco Advanced Routing and Switching Field Specialist	\$131.00
Cisco Advanced Routing and Switching Solutions Specialist	\$131.00
Data Center Networking Infrastructure	
Cisco Data Center Networking Sales Specialist	\$105.00
Foundation for Channel Partners	
Express Foundation Account Management Representative	\$182.00
Express Foundation System Representative	\$132.00
Express Foundation Field Engineer Representative	\$111.00
Video Certifications	
Cisco TelePresence Solutions Specialist	\$127.00

Educational Pricing	
<p>Product Pricing: The firm, fixed percentage discount for education institutions from Cisco Global Price List for the acquisition of all Cisco hardware and software products. The percentage discount stated shall apply to all Cisco products.</p> <p>43% firm, fixed percentage discount from the Cisco Global Price List for Cisco hardware and software.</p>	
<p>Smartnet Maintenance Pricing: The firm, fixed percentage discount for educational institutions from Cisco Global List for Cisco Smartnet maintenance provided on an annual basis, and paid annually. Smartnet maintenance must be performed directly by Cisco service technicians.</p> <p>34% firm, fixed percentage discount from the Cisco Global Price List for Cisco Smartnet maintenance for new products, renewals, and transfers from another reseller.</p>	

**State of Missouri
Office of Administration
Division of Purchasing
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. **Comments should include those of the product's end user.**

Contract No.: _____ **Contractor:** I _____

Describe Product Purchased (include Item No's., if available): _____

Rating Scale: 5 = Excellent, 4 = Good, 3 = Average, 2 = Poor, 1 = Fails to meet expectations

Product Rating	Rate 1-5, 5 best
Product meets your needs	
Product meets contract specifications	
Pricing	

Contractor Rating	Rate 1-5, 5 best
Timeliness of delivery	
Responsiveness to inquiries	
Employee courtesy	
Problem resolution	
Recall notices handled effectively	

Comments: _____

Prepared by: _____ Title: _____ Agency: _____

Date: _____ Phone: _____ Email: _____

Address: _____

Please detach or photocopy this form & return by FAX to 573/526-9816, or mail to:

Office of Administration
Division of Purchasing
301 West High Street, RM 630
PO Box 809
Jefferson City, Missouri 65102

You may also e-mail form to the buyer as an attachment at teri.schulte@oa.mo.gov