



**Statewide – Cisco Network, Related Products, Smartnet Maintenance,
Application Servers, and Professional Services
CT241111001**

April 17, 2024

CONTRACT PERIOD/RENEWAL OPTIONS	
Current Contract Period:	April 15, 2024 through April 14, 2027
Original Contract Period:	April 15, 2024 through April 14, 2027
Available Renewal Period Options:	Three
Potential Final Expiration Date:	April 14, 2030

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

A state agency shall be defined as a division, section, bureau, office, program, board, regional/district office, etc., that exists within a department of Missouri State Government. For the purposes of this document, this shall also include the Judicial and Legislative branches of the State of Missouri.

BUYER CONTACT INFORMATION	
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ORGANIZATION

Statewide Contract History
Contract Information
Instructions and Information
Contract Pricing
Contract Scope of Work
Appendix A – Satisfactory Survey



STATEWIDE CONTRACT HISTORY

The following table summarizes actions related to this Notification of Statewide Contract:

ACTION ISSUE DATE	SUMMARY OF CHANGES
4/17/24	Issuance of contract CT241111001



CONTRACT INFORMATION

CONTRACT NUMBER			
MissouriBUYS SYSTEM ID::	MB00091890		
Contractor Name:	World Wide Technology, LLC		
Contractor Address:	1 World Wide Way St. Louis, MO 63146		
Contact Information:	Name:	Carol Harting or Danny Wynn	
	Phone Number	888-234-8898	
	Fax Number:	314-569-8300	
	Email Address:	Carol.Harting@wwt.com or Danny.wynn@wwt.com	
	Web:	https://www.wwt.com/state-of-missouri-contracts	
MBE, WBE, SDVE, BLIND/SHELTERED WORKSHOP PARTICIPATION			
MBE: Yes	WBE: Yes	SDVE: Yes	Blind/Sheltered Workshop: No



INSTRUCTIONS AND INFORMATION



1. **MANDATORY USE:**

Use of Contract: The contractor shall provide the products and services specified herein on an as needed, if needed basis. The State of Missouri does not guarantee any usage of the contract whatsoever. However, any Executive Branch state agency needing Cisco products and services that have a Cisco SKU # and are a Cisco product or service shall be required to use the contract with the exceptions noted below and unless an exemption is otherwise granted by the Division of Purchasing. In addition, the contractor shall understand and agree that 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 products and services elsewhere.

- a. This contract shall be a preferred but not required method for state agencies to use for acquiring Cisco supporting products (examples of Cisco supporting products include, but are not limited to, headsets and cables) and related services necessary to support the state's network and cloud infrastructure.
- b. The contract serves as one of two methods state agencies may use acquire Cisco application server(s). The second method is contact CT220337001 the PC Prime Vendor contract.
 - 1) Before purchasing Cisco application servers the state agency must first issue a quote request against this contract and the PC Prime Vendor Services contract to determine which contractor capable of providing the application server(s) in a timely manner at the lowest price. Once the state agency determines the lowest price for the Cisco application server(s) the state agency may proceed with placing the order with the lowest priced quote unless the delivery timeframe for the lowest vendor is unacceptable for the state agency's need.



- c. 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.

2. **CONTRACT MANAGEMENT:**

- a. The state agency should monitor, measure, and manage the contractor's performance of services and delivery of products according to the contractual requirements. Please refer to the Contract Management Guide: <https://oapurch.state.mo.us/procurementsources.shtm>
- b. In the event your state agency encounters any issues or has any concerns or questions regarding the contract, please contact the Division of Purchasing in writing to the attention of the buyer shown on the front page of this document.
- c. To assist the Division of Purchasing in monitoring the performance of the contractor and ensuring quality services are provided to state agencies, state agencies are strongly encouraged to submit documentation regarding the contract and contractor performance to the Division of Purchasing to the attention of the buyer listed on the front page of this document.

3. **SATISFACTION SURVEY:** Customer service is a top priority. The Division of Purchasing desires to work with state agencies to identify solutions if there are any contract concerns. State agencies are encouraged to complete the Satisfaction Survey, Appendix A, regarding their experience with the contract. Please submit your completed survey to the Division of Purchasing to the attention of the buyer shown on the front page of this document.



CONTRACT PRICING

1. CISCO NETWORK AND RELATED PRODUCTS

44% firm, fixed percentage discount from the Cisco Global Price List for Cisco network and related products.

2. CISCO SMARTNET MAINTENANCE

23% firm, fixed percentage discount from the Cisco Global Price List for Cisco Smartnet maintenance for new products, renewals, and transfers from another seller.

3. CISCO APPLICATION SERVERS

60 % firm, fixed percentage discount from the Cisco Global Price List for Cisco application servers.

4. PROJECT ASSESSMENT QUOTATION (PAQ) PRICING

On-site PAQ - The vendor shall complete the following PAQ pricing tables and provide firm, fixed pricing with all travel expenses included in the hourly rate for all personnel classifications necessary 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. The vendor shall provide pricing for each of the personnel classifications listed in the tables below.

ON-SITE PERSONNEL CLASSIFICATION TITLE	Original Contract Period Firm, Fixed Hourly Price	1 st Renewal Period Firm, Fixed Hourly Price	2 nd Renewal Period Firm, Fixed Hourly Price	3 rd Renewal Period Firm, Fixed Hourly Price
Cisco Professional Services				
Tier 1				
Engineer Subject Matter Expert	\$336	\$353	\$370	\$388
Architect Subject Matter Expert	\$375	\$393	\$413	\$433
Tier 2				
Engineer Professional	\$321	\$336	\$353	\$370
Architect Professional	\$325	\$341	\$357	\$375
Tier 3				
General (technician) Engineer	\$239	\$251	\$262	\$275
General (technician) Architect	\$251	\$263	\$275	\$288



Off-site PAQ - The vendor shall complete the following PAQ pricing tables and provide firm, fixed pricing hourly rate for all personnel classifications necessary 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. The vendor shall provide pricing for each of the personnel classifications listed in the tables below. No travel expenses shall be charged or assessed to the state agency for any off-site consulting services.

OFF-SITE PERSONNEL CLASSIFICATION TITLE	Original Contract Period Firm, Fixed Hourly Price	1 st Renewal Period Firm, Fixed Hourly Price	2 nd Renewal Period Firm, Fixed Hourly Price	3 rd Renewal Period Firm, Fixed Hourly Price
Cisco Professional Services				
Tier 1				
Engineer Subject Matter Expert	\$311	\$328	\$345	\$363
Architect Subject Matter Expert	\$350	\$368	\$388	\$408
Tier 2				
Engineer Professional	\$296	\$311	\$328	\$345
Architect Professional	\$300	\$316	\$332	\$350
Tier 3				
General (technician) Engineer	\$214	\$226	\$237	\$250
General (technician) Architect	\$226	\$238	\$250	\$263





CONTRACT SCOPE OF WORK

2. SCOPE OF WORK SECTION

2.1 General Requirements:

2.1.1 The contractor shall provide the full line of Cisco network equipment and related products, Cisco application servers and Cisco Smartnet maintenance that are available on Cisco's Global Price List as well as Cisco network-related professional services on an as needed, if needed basis.

a. The contractor shall work with Missouri's contractor for low orbit satellite products and service, if requested by the state agency.

2.1.2 The contractor shall provide products and services that include the following for any agency of the State of Missouri (hereinafter referred to as the "state agency") in accordance with the terms and conditions defined herein:

a. For Cisco networking:

- 1) Pre-sales design and engineering support,
- 2) Smartnet maintenance for Cisco products, and
- 3) Cisco network related professional services.

b. For Cisco application servers:

- 1) Pre-sales design and engineering support,
- 2) Smartnet maintenance for Cisco products, and
- 3) Professional services.

c. For purposes of the contract, a state agency shall be defined as a division, section, bureau, office, program, board, regional/district office, etc., that exists within a department of Missouri State Government. For the purposes of this document, this shall also include the Judicial and Legislative branches of the State of Missouri.

2.1.3 **Mandatory Use of Contract:** The contractor shall provide the products and services specified herein on an as needed, if needed basis. The State of Missouri does not guarantee any usage of the contract whatsoever. However, any Executive Branch state agency needing Cisco products and services that have a Cisco SKU # and are a Cisco product or service shall be required to use the contract with the exceptions noted below and unless an exemption is otherwise granted by the Division of Purchasing. In addition, the contractor shall understand and agree that 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 products and services elsewhere.



- a. This contract shall be a preferred but not required method for state agencies to use for acquiring Cisco supporting products (examples of Cisco supporting products include, but are not limited to, headsets and cables) and related services necessary to support the state's network and cloud infrastructure.
 - b. The contract serves as one of two methods state agencies may use acquire Cisco application server(s). The second method is contact CT220337001 the PC Prime Vendor contract.
 - 1) Before purchasing Cisco application servers the state agency must first issue a quote request against this contract and the PC Prime Vendor Services contract to determine which contractor capable of providing the application server(s) in a timely manner at the lowest price. Once the state agency determines the lowest price for the Cisco application server(s) the state agency may proceed with placing the order with the lowest priced quote unless the delivery timeframe for the lowest vendor is unacceptable for the state agency's need.
 - c. 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.
- 2.1.4 Cooperative Procurement Program: The contractor shall participate in the State of Missouri's Cooperative Procurement Program. The contractor shall provide the products and/or services as described herein under the terms and conditions, requirements, and specifications of the contract, including prices, to other government entities in accordance with the Technical Services Act (section 67.360, RSMo, which is available on the internet at: <https://revisor.mo.gov/main/OneSection.aspx?section=67.360&bid=2758&hl=>). The contractor shall further understand and agree that participation by other governmental entities is discretionary on the part of that governmental entity and the State of Missouri bears no financial responsibility for any payments due the contractor by such governmental entities. The following website identifies the current members of the Cooperative Procurement Program: <https://purch.oa.mo.gov/media/pdf/cooperative-procurement-program-members-listing>.
- 2.1.5 The contractor shall perform all services in accordance with the provisions and requirements stated herein and to the sole satisfaction of the state agency.
- 2.1.6 New and Unused: The contractor 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.
- 2.1.7 The contractor must provide products that are equipped with the latest software release version, unless a state agency requests an alternative software version be installed on the product.



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- 2.1.8 Damaged Condition: The contractor shall be responsible for replacing any product received in damaged condition at no cost to the State of Missouri. This includes all shipping costs for returning non-functional products to the contractor for replacement.
- 2.1.9 Pricing-Cisco Products: When the state agency submits a purchase order for Cisco network products or Cisco application servers, the price indicated on Cisco's Global Price List the day the purchase order is issued, less the applicable discount, shall be the price paid by the state agency.
- The contractor must provide all Cisco promotional and trade-in pricing to the state.
 - Note: State Agencies must obtain the Missouri State Agency for Surplus Property's approval before trading in equipment.
- 2.1.10 Agency-Discretion on Acquiring Smartnet Maintenance: While the contractor shall offer Cisco Smartnet maintenance for Cisco network products and Cisco application servers, it shall be at the state agency's sole discretion to determine whether to acquire Smartnet maintenance for its Cisco network products and Cisco application servers.
- 2.1.11 Documentation Manuals: The contractor must supply the user documentation/operating manuals necessary to install, operate and maintain the products provided.
- 2.1.12 Outside the United States: In no event shall any state data be transmitted to or stored in a location outside the Continental United States by the contractor or any subcontractor. Also, state data shall not be accessed by contractor personnel, subcontractors, or consultants from outside the Continental United States.
- 2.1.13 Education Pricing Discounts: The contractor should offer an additional percentage discount(s) for educational entities.
- 2.1.14 Cyber Security Requirements: The products and services provided as a result of the contract must comply with the Cyber Security requirements identified in Attachment #1.
- 2.1.15 Contractor's Obligation: All products accessories, and professional services provided by the contractor shall be furnished and performed in accordance with best-established practices and standards recognized by the industry and shall adhere to all applicable codes and regulations.
- 2.1.16 Prior to providing services under the contract, the contractor must ensure personnel (including any third-party personnel) pass standard background checks equal to those required by the State of Missouri for employees, and if required by the state to address an audit, the contractor must attest whether all applicable employees passed background checks performed in accordance with the contractor's standard background check process. The contractor shall be responsible for all costs associated with background checks. The state agency reserves the right to require the contractor to
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provide evidence of employees and all sub-contractors and their employees passing a background check. Link to MSHP Criminal Record Check website: <http://www.msdp.dps.missouri.gov/MSHPWeb/PatrolDivisions/CRID/crimRecChk.html>. The standard background check shall be a nationwide fingerprint check through Missouri State Highway Patrol completed every 24 months.

2.2 Minimum Experience Requirements:

2.2.1 The contractor must minimally meet the following minimum experience requirements at the time of proposal submission and for the duration of the contract:

Subparagraph Revised Per BAFO 01 (some text deleted)

- a. Cisco Gold Certified Partner Requirements: The contractor providing Cisco network and related products, Cisco application servers, Cisco Smartnet maintenance, and Cisco network-related professional services must be a Cisco Gold Certified Partner 9287 Certification DS v10 (cisco.com) authorized by Cisco to sell Cisco network and related products, Smartnet maintenance, and professional services that the contractor provides to the State of Missouri.

Subparagraph Added Per BAFO 01

- 1) The contractor's subcontractor/s providing Cisco network and related products, Cisco application servers, Cisco Smartnet maintenance, and Cisco network-related professional services must be a registered Cisco Partner.

Subparagraph Added Per BAFO 01

If requested by the state agency the contractor must provide a subcontractor that is a Cisco Select, Premier, or Gold Certified Partner to provide Cisco network and related products, Cisco application servers, Cisco Smartnet maintenance, and Cisco network-related professional services for a specific project.

- b. The contractor and any subcontractors providing services must have experience in the following for Cisco networking and Cisco application servers: pre-sales design and engineering support, maintenance, electronic ordering, electronic invoicing, equipment disposal, account management, and professional.

2.3 Warranty and Maintenance Requirements:

2.3.1 The contractor must provide the available warranties from the manufacturer. Warranties shall commence upon delivery and acceptance at the state agency facility. The contractor must provide access to the manufacturer's warranty program.

2.3.2 Any warranty period maintenance, including parts and labor, must be performed by the manufacturer's authorized service organizations. The contractor shall be responsible for notifying the manufacturer's authorized service organization in the event maintenance is required during the warranty period.



- 2.3.3 The contractor must provide the manufacturer's maintenance program. Maintenance provided for Cisco networking products and Cisco application servers must be Cisco Smartnet maintenance.
- a. The contractor must provide direct access to the manufacturer's various levels of service provided directly by the manufacturer's maintenance technicians for new products, renewals, and transfers from another seller. The contractor shall have a comprehensive service organization capable of providing the various service levels below.
 - 1) The contractor must provide maintenance services for hardware and software on-site in accordance with the manufacturer's coverage areas within the State of Missouri (both during and after the warranty) for new products, renewals, and transfers from another seller. The contractor shall provide advanced parts replacement not involving on-site personnel for new products, renewals, and transfers from another seller. The contractor's software maintenance must include software fixes, patches, upgrades, and new releases as available in the manufacturer's software maintenance offerings for new products, renewals, and transfers from another seller. Each state agency shall choose which, if any, maintenance coverage best meets their needs.
 - 2) The contractor must provide notification to the state agency of any expiring maintenance at least 30 calendar days in advance of the actual expiration date.
 - b. The contractor shall agree and understand that the State of Missouri reserves the right to cancel maintenance on any or all of the item(s) with 30 calendar days prior written notice to the contractor.
 - c. Any equipment not currently maintained under a Cisco maintenance program or warranty must follow guidelines outlined by Cisco to bring the equipment into service compliance before the equipment may be maintained by a Cisco maintenance program.
- 2.3.4 The contractor shall provide access to the manufacturer's toll-free telephone number and on-line technical support including contacts with the manufacturer.
- 2.4 Equipment Disposal Requirements:
- 2.4.1 The contractor should provide options for sanitizing, and disposal of functional and non-functional networking equipment. The State of Missouri does not currently intend to utilize these services however, if the desire does arise in the future, the state may desire to obtain the services through this contract at no additional costs. For disposal services a Cisco Certified status is not required.
- a. For disposal services provided by the contractor for consolidated agencies, such services must meet all requirements, including applicable state standards, established by the Office of



Administration – Information Technology Services Division (ITSD) pursuant to the following standards.

- 1) United States Department of Commerce National Institute for Standards and Technology (NIST) Special Publication 800-53 Recommended Security Controls for Federal Information Systems Revision 5, Technical Controls, System and Communications Protection Control Family, September 2020.
- 2) United States Department of Commerce National Institute for Standards and Technology (NIST) Special Publication 800-88 Revision 1, “Guidelines for Media Sanitization” December 2014.

b. For disposal services provided by the contractor for non-consolidated agencies, such services must meet all requirements established by the entity utilizing the disposal services.

2.5 Delivery Requirements:

2.5.1 The contractor must deliver the item(s) ordered from the resulting contract, FOB Destination, freight charges prepaid by the contractor, to the agency location as specified by the state agency.

a. The contractor 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 as identified in the quotation and subsequent purchase order.

- 1) For all ITSD purchase orders the contractor must require a state agency signature for the delivery.
- 2) If requested by a state agency on the purchase order the contractor must require a state agency signature for the delivery.

b. 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 ordering entity requesting expedited shipping (e.g. overnight, 2nd day service, etc.). Any such requests shall be in writing from the state agency.

c. Delivery Timeframes: The contractor must deliver all products within thirty (30) calendar days after the contractor’s receipt of a properly authorized purchase order or electronic catalog order unless the timeframe specified in the catalog or as quoted to the state agency by the account management team at the time of order indicates otherwise.

- 1) The contractor 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.

2.6 Personnel Requirements: The contractor must provide personnel to provide the following services.

2.6.1 Account Management Team: The contractor must provide current product and pricing information to state agencies through an account management team. The contractor 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.

a. The contractor's account management team must consist of sales specialists that are knowledgeable about the Cisco network product line and Cisco application servers available from various manufacturer(s). The contractor's account management team must include at least one technical architect that are knowledgeable about the Cisco network product line and Cisco application servers available from various manufacturer(s).

- 1) The account management team should have enough staff to provide services to cover the entire state's needs herein.
- 2) The contractor's account management team must be on-site once a week with the Office of Administration, Information Technology Services Division located in the Harry S Truman State Building in Jefferson City Missouri. The account management team must have the ability to be on-site to meet with other state agencies as needed.
- 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.

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.

- 4) 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.
- 5) Contact Information: The contractor must provide contact information for all members of the account management team to the Division of Purchasing. The contact information should be electronically posted, and members of the account management team designated to specific state agencies should be identified as applicable.

2.6.2 Pre-Sales Design and Engineering Support Team: The contractor's account management team shall provide pre-sales design and engineering support at no additional costs to the state agency on-site,



via telephone, and e-mail to allow the state agency to process an order, including, but not limited to, current and new product information, configuration assistance, and product pricing.

- a. The Pre-Sales Design and Engineering Support Team should have enough staff to provide services to cover the entire State's needs herein.
- b. Telephone and email pre-sales design and engineering support: The contractor 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 costs to the state agency.
- c. 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, the contractor must be on site within forty-eight (48) hours after requested by the state agency at no additional costs to the state agency.
- d. Everything ordered by and delivered to the state must be compatible with the environment for which it is ordered.

2.6.3 Professional Services for Project Assessment Quotation (PAQ) Team: The contractor must provide personnel to perform services required by a PAQ, as defined herein, that hold the personnel classification and position level necessary to meet the PAQ requirements identified by the state agency in accordance with the pricing for all personnel classifications and position levels identified in the Exhibit C – Pricing Pages.

- a. The contractor should have at least one (1) of each personnel classification listed on the pricing page that is certified/experienced in each position as required in the Project Assessment Quotation (PAQ) for Professional Services Requirements herein.
 - 1) The contractor must have engineers that provide day-to-day operations.
 - 2) The contractor must have architects that provide conceptual design, building framework policies and also provide the work of an engineer but at a higher level.
- b. The contractor must provide engineers and architects with the following experience:
 - 1) Tier 1: subject matter expert (SME) must have 15 years or more experience in their field (engineer/architect).
 - 2) Tier 2: professional must have 10 years or more experience in their field (engineer/architect).



- 3) Tier 3: general technician must five years of experience in their field (engineer/architect).

2.7 Price Quotation Requirements:

2.7.1 Upon request from the state agencies for Cisco networking products and application servers, and maintenance, the contractor must provide price quotation(s) within two (2) working days from request and should be valid for 30 calendar days, which state agencies can use to obtain internal approval of the order. Each quotation must include, at a minimum, the following information:

- a. Date the quote is generated;
- b. Appropriate state agency information (i.e. state agency number/identifier, address, etc.);
- c. Product part number;
- d. Product description;
- e. Requested product quantity;
- f. Product unit cost; and
- g. Quotation total cost.

2.7.2 Professional services shall be quoted using the PAQ process outlined herein.

2.8 Order Processing Requirements:

2.8.1 The contractor must process orders in accordance with the following requirements if the electronic catalog is not used by the state agency:

- a. Order Information: Except as otherwise noted herein, the state agency shall generate a purchase order based on product quotes obtained from the account management team.
- b. Submittal of Order: The contractor must accept orders submitted via mail, fax, and e-mail.
- c. Acknowledgement of Receipt of Order: The contractor must provide written acknowledgement (email or fax) to the state agency within twenty-four (24) hours of the receipt of authorized purchase order.

2.9 Order Substitution Requirements:



2.9.1 The contractor 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.

- a. Substitution Authorization: The State of Missouri reserves the right to accept any proposed substitution offered by the contractor 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.
- b. Substitution Approval Form: The contractor 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.

2.10 Packing Slips and Shipping Labels Requirements:

2.10.1 The contractor shall generate a packing slip and shipping label to the ordering agency with, at a minimum, the following information:

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

2.11 Project Assessment Quotation (PAQ) for Professional Services Requirements:

2.11.1 In order to accommodate projects requiring Cisco network-related professional services and Cisco application servers professional services, the PAQ process shall be used upon request of a state agency. This contract shall not be utilized to obtain professional services for projects that are not Cisco network-related and Cisco application servers related.



- 2.11.2 The contractor shall understand and agree that the general protocol for PAQ workflow shall be as described below.
- 2.11.3 The contractor's solution must allow for discretionary obtaining professional services through the contract for Cisco network-related and/or Cisco application servers-related in order to provide the state with needed assistance for the solution which was not described in the RFP (outside of the contract requirements included herein). The contractor shall agree that the state agency may utilize the Project Assessment Quotation (PAQ) as a means (1) to identify the specific tasks to be performed and (2) to mutually agree upon the total price to be paid to the contractor upon completion of the specified tasks. The PAQ process shall occur in a controlled sequence of proposals and approvals by the Project Management Team (PMT) as outlined below. The contractor shall understand and agree that the general protocol for PAQ workflow shall be as described below:
- a. STEP 1: PAQ REQUEST
The state agency's designated PMT will present a written request for each PAQ to the contractor, in a standard format. The state agency's request must explain the scope of the project and the tasks the state agency desires the contractor to perform, including applicable business and technical specifications.
 - b. STEP 2: DRAFT PAQ
The contractor must respond (within a prescribed number of days mutually agreed upon by the state agency and the contractor) to each such PAQ request from the PMT with a draft PAQ which provides a statement of cost (based upon the contracted hourly/daily rates specified on the RFP pricing pages) and time, technical and strategic alternatives, and solution recommendations.
 - c. STEP 3: APPROVAL OF DRAFT PAQ
If the draft PAQ is approved by the PMT, the contractor must then prepare a final PAQ for resubmission to the PMT for final approval.
 - d. STEP 4: FINAL PAQ
The contractor's final PAQ must include:
 - 1) Contract number;
 - 2) State agency name/address;
 - 3) State agency designated project director name and phone number;
 - 4) Contractor contact name and phone number;
 - 5) Brief title of specific PAQ;
 - 6) Final PAQ issue date;
 - 7) A detailed itemization and description of all of the project tasks which shall be completed by the contractor (i.e. project work), including requirements for and specified frequency



- of any required status reports; the specified project tasks and deliverables must be clearly stated and must be quantifiable;
- 8) The firm, fixed total number of project hours for contractor personnel and the firm, fixed cost (based upon the hourly/daily rates specified on the pricing pages);
 - 9) Detailed completion schedule for each task/component of the project work;
 - 10) Mutually agreed upon turnaround times for the agency's PMT to review, approve and formally accept or reject the components of the contractor's project work in accordance with the approved final PAQ;
 - 11) Mutually agreed upon milestones for compensation of project costs for the contractor's project work, including any mutually agreed upon holdbacks for specified deliverables and holdback release time frames for specified deliverable completion;
 - 12) Identification of the specific tasks within each component of the PAQ which must be completed by state agency personnel; and
 - 13) Signature and date lines for both the contractor and the state agency's PMT to signify approval.
- e. **STEP 5: APPROVAL OF FINAL PAQ**
The contractor and the PMT must indicate mutual acceptance of the final PAQ by signing and dating the final PAQ. The state agency's PMT (1) must retain one signed copy; (2) must forward a copy to the Division of Purchasing for inclusion in the contract file and (3) must send one copy to the contractor.
- f. **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, the contractor must receive a properly authorized purchase order or other form of authorization given to the contractor at the discretion of the state. Project work shall include the contractor's completion of the tasks identified in the final PAQ.
- g. **STEP 7: FORMAL ACCEPTANCE**
Upon the completion of all project work of a given PAQ, the contractor must notify the state agency's PMT in writing and shall submit an invoice in accordance with the PAQ approved by the state agency's PMT. The agency's PMT shall review, approve, and formally accept or reject the components of the PAQ project work in accordance with the turnaround time outlined in the PAQ. Formal acceptance shall not be unreasonably delayed or withheld by the state.
- h. **STEP 8: COST RECOVERY FOR CONTRACTOR**
Project costs for the PAQ project work shall be reimbursable upon formal acceptance by the state agency's PMT in accordance with the milestones for compensation outlined in the PAQ.

2.11.4 General PAQ Requirements:



- a. The contractor shall submit draft and final PAQs in a timely manner. The state agency and the contractor shall mutually agree upon the prescribed number of days for the contractor to submit the draft and final PAQs.
 - b. The state agency's PMT reserves the right to reject any contractor-submitted PAQ, and/or request the contractor to submit a revised PAQ with adjustments (revised cost, length of time, solution recommendation, etc.).
 - c. The contractor shall not be paid for the preparation of the PAQ.
 - d. A PAQ request, the draft and final PAQs, and the contractor's project work must be within the scope of the performance requirements identified in the contractor's awarded contract, and must not change any provision of the contract.
 - e. 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 a copy to the contractor, and retaining a copy for the agency's PMT. The contractor shall agree and understand the firm, fixed cost stated in the final PAQ shall not be increased unless the state agency requests a corresponding increase in the scope of work under the PAQ. If the scope of work does not increase, the contractor shall complete all work agreed upon in the PAQ at the firm, fixed cost stated in the PAQ.
 - f. The state agency's PMT shall have the right to terminate the PAQ at any time, for the convenience of the state agency, without penalty or recourse, by giving written notice to the contractor at least five (5) business days prior to the effective date of such termination. In the event of termination pursuant to this paragraph, all developed source code, documents, data, reports, and accomplishments prepared, furnished or completed by the contractor pursuant to the terms of the contract shall, at the option of the agency's PMT become the property of the state. The contractor shall be entitled to receive compensation for that work completed and accepted by the state pursuant to the PAQ prior to the effective date of termination.
 - g. The duration of any PAQ must not exceed the effective contract period.
- 2.11.5 The contractor 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.
- 2.11.6 When the contractor 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.



- 2.11.7 No overtime payment shall be allowed. Compensation for the contractor shall only be made pursuant to the hourly rates specified in the personnel hourly rate pricing in accordance with the total PAQ price.
- 2.11.8 Upon request from the state agency for a particular personnel classification under a PAQ, the contractor shall provide resume(s) of available consultants. The contractor shall understand and agree that the state agency shall reserve the right to accept or reject any of the contractor's consultant(s).
- 2.11.9 The contractor 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.
- 2.11.10 The state agency shall reserve the right to request and the contractor 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.
- 2.11.11 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.
- a. 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: The contractor 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 the contractor 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 C.
 - b. 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, the contractor 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 the contractor have an off-site facility specifically available in Jefferson City, Missouri.

2.11.12 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, the contractor 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.

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

2.11.14 The contractor shall understand and agree that all PAQ work must be reviewed and approved by ITSD for all consolidated agencies or the non-consolidated agency's designee prior to the agency's issuance of a Purchase Order (PO) to the contractor authorizing the start and provision of services. ITSD reserves the right to request modifications to a PAQ or terminate a PAQ that does not meet State of Missouri Architectural Standards.

2.12 Reporting Requirements:

2.12.1 The contractor must provide the state agencies with quarterly electronic reports notification of equipment that is actively covered by a maintenance agreement under this contract. The notification must include, at a minimum:

- a. Name of state agency;
- b. Maintenance Agreement number;
- c. Equipment make, model and serial number of equipment covered under each maintenance agreement;
- d. Maintenance Agreement start and end dates; and
- e. Date equipment was purchased.
- f. The report shall highlight any maintenance coverage that will expire in the next ninety (90) calendar days.



- 2.12.2 The contractor must track and provide the state agencies with quarterly electronic reports of any usage by the state agency from the maintenance.
- 2.12.3 The contractor must provide ad hoc reporting capabilities at no cost to the state. The contractor shall work with the requesting agency to accommodate the agency's information request to the extent possible. Composition of all ad hoc reports shall be mutually agreed to by the contractor and requesting state agency, including the report's feasibility, content, format, and timeframe for delivery.
- 2.13 Product Returns Requirements:
- 2.13.1 The contractor must provide for product returns in accordance with the following requirements:
- a. Return Notification: Unless otherwise mutually agreed to in writing by the contractor and the state agency, the return of products shall occur at no cost to the state agency within thirty (30) calendar days of the state agency's initial receipt of the goods if it is unopened and the supplier/manufacturer agrees to accept the returned item(s). The contractor must accept returns, regardless whether the product is unopened or opened, if the product was ordered in error due to the contractor 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.
 - 1) The contractor must provide a toll-free number for state agencies to request return authorization for a product.
 - b. Return Authorization: The contractor must authorize the return of products ordered upon request of the state agency and in accordance with the requirements described below:
 - 1) The contractor must provide a return authorization number to the requesting state agency.
 - 2) The contractor must provide pre-paid return-shipping labels to the state agency within five (5) working days of the date the return request was submitted for return of products delivered in damaged condition and for goods ordered in error due to an error by the contractor's account management team (e.g. mis-designed systems, improperly ordered components, etc.), if the contractor's account management team assumed the role of integrator or consultant for the products ordered.
 - c. Return Packaging: All products shall be returned to the contractor in their original packaging.
 - d. Restocking Fees: The state agency shall not be responsible for restocking fees or any other charges or fees resulting in the return of products purchased as a result of mis-designed systems or improperly ordered components, if the contractor'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.

- e. Credit for Returns: At the sole option of the state agency, the contractor shall provide full credit for the monetary amount of a returned order, including shipping and all other costs, or the contractor shall provide replacement(s) for returned products. Credit issued to an account shall not expire.



Appendix A Satisfaction Survey



This satisfaction survey is provided for users to report good and/or poor contractor performance. Any contract user may complete the survey and return it to the buyer identified on page one of this notice.

Users are advised that serious contractor performance issues should be immediately reported to the buyer identified on page one of this notice.

GENERAL CONTRACT INFORMATION	
Contract Number and Contractor Name	Contract Number: CT241111001 Contractor Name: World Wide Technology LLC
Does the contract meet the needs of your state agency?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
How could the contract be improved?	

Please complete the following form to document your agency's experience with the contractor.



Appendix A

Satisfaction Survey

PRODUCT RATING	EXPLANATION
Does the product meet the needs of your agency:	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
Does the product the meet the contract specifications?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:

CONTRACTOR PERFORMANCE	EXPLANATION
Did the contractor deliver products in accordance with the delivery timelines in the contract?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
Describe the responsiveness of the contractor to inquiries.	Please explain: :
Has your agency encountered any problems with the contractor? If so, how would you rate their ability to resolve the problem?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
Were the contractor's employees courteous?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:
Did the contractor handle recall notices effectively?	Yes: <input type="checkbox"/> No: <input type="checkbox"/> If no, please explain:



Appendix A
Satisfaction Survey

SURVEY COMPLETED BY:	
Name:	
State Agency:	
Email:	
Date:	

AVAILABILITY TO SERVE AS AN EVALUATOR:	
At the time of rebid, would you be available, and like to be considered, to serve as a member of the evaluation team? Yes: <input type="checkbox"/> No: <input type="checkbox"/>	

Please submit your completed survey to the Division of Purchasing to the attention of the buyer shown on the front page of this document.