

## **FAQ's for the PC Peripherals Price Agreements**

### **Question #1: Who are the suppliers in place for PC Peripherals?**

Answer: DISYS and CDWG are the two suppliers that have been awarded Oregon Smart Buy price agreements for PC Peripherals.

### **Question #2: How long does it take to deliver PC Peripherals?**

Answer: The suppliers are contractually committed to deliver within 7 calendar days.

### **Question #3: What are the procedures for escalating any issues that may arise that pertain to the PC Peripherals Smart Buy contracts?**

Answer: The first step is to try and resolve the issue directly with the supplier.

If you would like to resolve issues directly with CDWG, the contact information for the 7 Account Managers responsible for the Oregon Smart Buy PC Peripherals contract can be found at: [www.cdwg.com/orperipherals](http://www.cdwg.com/orperipherals)

If you would like to resolve issues directly with DISYS, the contact information for the Sales Representatives and Director of Sales responsible for the Oregon Smart Buy PC Peripherals contract can be found at: [www.disys.com/govt\\_contracts/Oregon/oregon.html](http://www.disys.com/govt_contracts/Oregon/oregon.html)

The first step that should be taken is to contact the State Procurement Office at DAS, who is responsible for administering the contract. For issues related to the PC Hardware Smart Buy contracts, the Performance Form is located on our website at: [www.procurement.oregon.gov/DAS/PFSS/SPO/smart-menu.shtml](http://www.procurement.oregon.gov/DAS/PFSS/SPO/smart-menu.shtml) Or, you may contact Stacie R. Faircloth at 503.371.4092, or email her at: [stacie.r.faircloth@das.state.or.us](mailto:stacie.r.faircloth@das.state.or.us) with the text "Performance Form Requested" typed in the reference line of your email request. Stacie will provide you with a Performance Form to complete and submit. The contract administrator is Heather Guthrie and she can be reached at 503.378.6781.

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### **Question #4: Whom do I contact at CDWG and DISYS for more information about how to order and to request quotes?**

Answer: For detailed ordering instructions, registration details, and quotes from DISYS, visit the Oregon Smart Buy homepage at: [http://www.disys.com/govt\\_contracts/Oregon/oregon.html](http://www.disys.com/govt_contracts/Oregon/oregon.html)

To order through CDWG, log into the custom Oregon Smart Buy homepage at: [www.cdwg.com/orperipherals](http://www.cdwg.com/orperipherals) and place your order directly online or through any one of the 7 dedicated Oregon Smart Buy Account Managers listed on this page.

### **Question #5: When should my agency use the PC Peripherals contracts instead of the PC Hardware contracts?**

Answer: The PC Peripherals Smart Buy contracts are intended to provide users with a vehicle to purchase a wide variety of PC accessories that are replacements or stand-alone units not bundled within the purchase of a larger system.

The PC Peripherals Smart Buy contracts allow users to purchase a wide variety of products across 15 subcategories from a wide range of OEMs. These 15 subcategories include printers, monitors, projectors, scanners, and memory.

### **Question #6: How do I decide which supplier to buy from?**

Answer: Users are strongly urged to make a best value determination by evaluating pricing from both CDWG and DISYS before making a decision on the supplier from which to purchase. If you should require assistance with this process, please contact Heather Guthrie, the SPO Analyst responsible for administering the contract. Heather can be reached at 503.378.6781.