

FAQ's for the PC Hardware Price Agreements

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

Answer: For Desktops and Servers, HP and CTL are the two suppliers that have been awarded Oregon Smart Buy contracts.

For Laptops, HP and CDWG/IBM are the two suppliers that have been awarded Oregon Smart Buy contracts.

All price agreements are currently in place except for CDWG/IBM, which is expected to be finalized in the near future.

Question #2: Do I have to wait until the next bulk buy to purchase PC Hardware to meet my agency's needs that may unexpectedly arise?

Answer: No, although agencies are urged to forecast large future purchases and participate in quarterly bulk buys for increased volume discounts, urgent, unforecasted needs do arise and the Smart Buy contracts are available for use at any time.

A formal bulk-buy policy with clear guidelines detailing exactly when bulk buys should be employed is being finalized and will be circulated in the near future.

Question #3: What is the standard operating procedure for participating in a quarterly Bulk Buy?

Answer: Essentially, when it is time for the next quarterly Bulk Buy in December 2004, DAS SPO will coordinate with IRMD to poll agencies across Oregon to gather and consolidate PC Hardware needs that are expected for the following quarter. If this consolidated volume is for PC Hardware with similar specifications and is considered large enough for suppliers to offer increased discounts, DAS SPO will approach the suppliers to request a bulk-buy quote that is expected to offer discounts that are higher than the Smart Buy contractual discounts.

After these quotes are received they will be circulated to the agencies that had previously expressed an interest in participating in the Bulk Buy. Your agency will be able to

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reference this quote (valid for 60-90 days) when placing your order directly with the supplier

A formal bulk-buy policy with clear operating procedures is being finalized and will be circulated in the near future.

Question #4: How long does it take to deliver PC Hardware?

Answer: The suppliers are contractually committed to deliver within 21 calendar days but the typical duration between the date products are ordered and the date products are received is less than 21 days.

Question #5: What are the procedures for escalating any issues that may arise that pertain to the PC Hardware Smart Buy contracts?

Answer: 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 Or, you may contact Stacie R. Faircloth at 503.371.4092, or email her at: 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 Gayle Montgomery, and she can be reached at 503.378.4811.

SPO is making good progress in working with suppliers to clearly define the types of issues and the appropriate contact person with whom the State can work with to decisively and quickly resolve issues. For instance, HP has created an issue escalation matrix specifically for the State of Oregon so that designated representatives within HP are specifically assigned to resolve issues falling into a variety of categories.

Question #6: Whom do I contact for more information about how to order and to request quotes regarding PC Hardware?

Answer: For HP, Gabe Adams is the Sales Representative dedicated specifically to the administration of the HP Oregon Smart Buy contract. He can be reached at 888.202.4682 x15523 or via email at gadams@hp.com

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For CTL, Elaine Frank is the Account Manager dedicated specifically to the administration of the CTL Oregon Smart Buy contract. She can be reached at 800.642.3087 x224 or via email at efrank@ctlcorp.com

Specific contact information for the CDWG/IBM Oregon Smart Buy contract will be distributed upon finalization of the Price Agreement.

Also, if you have not already received materials detailing exactly how to order using the new Smart Buy contracts – please contact Gayle Montgomery to receive the instructions that have been circulated.

Question #7: Whom do I contact for more information about the status of an order that has been previously placed or if I have general questions about an invoice I received?

Answer: For HP, Veronica Haynes is the Customer Service Representative dedicated specifically to the HP Oregon Smart Buy contract. She can be reached at 404.758.7687 or via email at veronica.Haynes@hp.com

For CTL, Debbie Hammond is the Billing Representative dedicated specifically to the CTL Oregon Smart Buy contract. She can be reached at 503.646.3850 or via email at dhammond@ctlcorp.com

Specific contact information for the CDWG/IBM Oregon Smart Buy contract will be distributed upon finalization of the Price Agreement.

Question #8: 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.

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Question #9: Can I only buy standard configurations and not deviate in any way from these defined standards?

Answer: No, the standard configurations were developed through a rigorous approval process to best capture the needs of as many users throughout the State as possible but these are not the only configurations that are available at aggressively discounted prices.

If your agency is interested in upgrading any of the components within the standard configurations or would like to add on additional services or components within the approved options list, these upgrades and options are available to you at competitively discounted prices.

If your agency is interested in components or configurations that fall outside of the standard configurations and outside of the approved options and upgrades, these components are still available at an "off-specification" discount through the Smart Buy PC Hardware contracts.

Having said this, DAS SPO would like to encourage all agencies to adhere to the standard configurations as much as is feasible, as this will maximize savings. A PC Exception Policy is being finalized and will be articulated in the near future.