**BUYERS GUIDE**

*FOR*

**AUDIO, VIDEO & WEB CONFERENCING SERVICES**

***Version 1 dated 1/21/2016***

 *(Before ordering, check ORPIN for the latest version)*

**DESCRIPTION:**

This Statewide Price Agreement covers Audio, Video, and Web conferencing services.

These services help deliver meetings, webinars, conference calls, seminars, trainings, and even recording such events. The recording feature enables instant availability and accessibility for customers and alleviates downloading time or related delays. There is no extra cost or limit related to storage for recordings or other storage needs.

All State of Oregon Agencies and ORCPP entities have the opportunity to use this Statewide Price Agreement.

ORCPP Members are not required to use the State of Oregon Price Agreements.The solution for Video and Web conferencing services is with Adobe Connect through Carahsoft. Arkadin provides the Audio conferencing through Carahsoft.

**AWARDED PRICE AGREEMENT**

**with CARAHSOFT: PA 5751**

PS CONTRACT ADMINISTRATOR CONTACT INFORMATION:

Stefani Brewster

Phone: 503.373.0384

Email: Stefani.Brewster@oregon.gov

FOR QUESTIONS REGARDING PRICING, THE ORDER PROCESS OR TO SET UP A CONSULTATION, REACH OUT TO THE SINGLE POINT OF CONTACT FOR CARAHSOFT:

 Page Torney

 Phone: 703.230.7566

 Email: Page.Torney@carahsoft.com

**PRICING, AND PURCHASE ORDER INSTRUCTIONS:**

1. For information on Price Agreement #5751: Log-in to the ORPIN website <https://orpin.oregon.gov>

This will show you all of the different licenses and tiered options that we have available for your Adobe Connect needs.

* 1. If you need assistance determining which license types/configurations would work best for your Agency/End User, contact Page Torney for a consultation. Erik Miller, your Adobe Account Executive will also be available to join these calls.
	2. For a product tour/demonstration of Adobe Connect, please contact Page Torney.
	3. If your agency is interested in \*integrated telephony\* audio provided by Arkadin, please visit <http://connect.arkadin.com/Carahsoft> or contact Page Torney to set up a consultation with Arkadin.

Integrated telephony enables participation of the customer to have the option to either listen through internet audio or use the conference line. Both are able to record in sync with customer’s webinar/meeting. Without audio conferencing services through Arkadin, the customer would need to use a microphone and would only have access to the internet audio.

1. To issue an order, please refer to the Purchase Order template attached at the bottom of the Price Agreement.
	1. Please include Billing Contact and Agency/End User contact information on the purchase order.
2. Send the completed Purchase Order to Page Torney at Carahsoft.
3. Purchase Orders generally take 5-7 business days to process, however if you have an urgent requirement, please note “URGENT” in the subject line of your email and Carahsoft will do their best to accommodate the Agency/End User.
4. Once the order is fully processed, the End User noted on your Purchase Order will receive their account information within 2-3 business days via email from Adobe/Arkadin. If the end user does not receive account information, contact Page Torney.
	1. To set up a complimentary “Getting Started” online training, please contact Page Torney with Carahsoft.

**Agency Mandatory Purchase Order language:
THIS PURCHASE IS PLACED AGAINST STATE OF OREGON SOLICITATION #DASPS-1132-15 AND PRICE AGREEMENT #5751. THE PRICE AGREEMENT TERMS AND CONDITIONS AND SPECIAL CONTRACT TERMS AND CONDITIONS (T’S & C’S) CONTAINED IN THE PRICE AGREEMENT APPLY TO THIS PURCHASE AND TAKE PRECEDENCE OVER ALL OTHER CONFLICTING T’S AND C’S, EXPRESS OR IMPLIED.**

**\*Above language is also recommended for ORCPP entities to use, but it is only mandatory for ORCPP’s to reference the Price Agreement number 5751. This allows DASPS to track spend data and Price Agreement usage.**